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**THE UNITED REPUBLIC OF TANZANIA**



# **WATER UTILITIES PERFORMANCE REVIEW REPORT FOR THE FY 2015/2016**

**DISTRICT AND TOWNSHIP WATER UTILITIES**

**December 2016**



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## FOREWORD

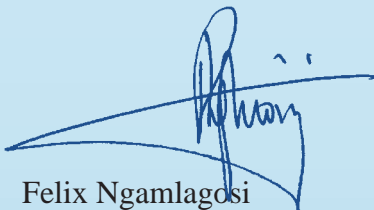
Technical and economic regulation of Water Supply and Sanitation Authorities (WSSAs) is the responsibility of the Energy and Water Utilities Regulatory Authority (EWURA). The mandate to regulate the WSSAs emanates from EWURA Act, Cap 414 and Water Supply and Sanitation Act, 2009. Among other things, EWURA is mandated to monitor performance of WSSAs and prepare a comparative analysis report on the performance of the regulated water utilities.

This report provides a comparative analysis and ranking of the performance of District and Township WSSAs (DT WSSAs) in terms of, among other indicators, water service coverage, non-revenue water, staff productivity, average hours of service, metering ratio, revenue collection and expenditure. Other factors analyzed in the report include implementation of regulatory obligations and the status of the DT WSSAs' boards.

The report is issued at a time when we are in the first year of implementation of the Sustainable Development Goals (SDGs) following the coming to an end of the era of Millennium Development Goals (MDGs) in 2015. The SDGs are a result of United Nation's adoption of the new post-2015 development agenda "*Transforming Our World: the 2030 Agenda for Sustainable Development*". Agenda 2030, has 17 SDGs and 169 targets. Among them, SDG 6 aims to '*ensure availability and sustainable management of water and sanitation for all*'. Targets under SDG 6 are compatible to targets of the Tanzania National Development Vision (NDV) 2025 which includes universal (100%) access to water supply in urban areas by 2025.

In view of the above, this report serves as a tool for evaluating progress towards achieving the SDGs and NDV 2025. Also, the findings outlined in this report should be a key reference for DT WSSAs Boards of Directors and management in order to improve water supply and sanitation services in their respective service areas. Furthermore, stakeholders are invited to use the information provided in this report for allocating water and sanitation resources appropriately.

EWURA appreciates the invaluable comments and inputs received from the Ministry of Water and Irrigation, President's Office - Regional Administration and Local Government and DT WSSAs. Lastly, I would like to congratulate DT WSSAs that have shown improvements in performance. I hope this will stimulate other DT WSSAs to work hard so as to accelerate their contributions into the achievements of NDV 2025 and SDGs targets related to water supply and sanitation.



Felix Ngamlagosi  
**DIRECTOR GENERAL**

**December 2016**

## ABBREVIATIONS AND ACRONYMS

DAWASA	Dar es salaam Water Supply and Sewerage Authority
DT WSSA	District and Township Water Supply and Sanitation Authority
EWURA	Energy and Water Utilities Regulatory Authority
FY	Financial Year
HTM	Handeni Trunk Main
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
KPI	Key Performance Indicator
MoWI	Ministry of Water and Irrigation
MDGs	Millennium Development Goals
NRW	Non Revenue Water
O&M	Operation and Maintenance
PO-RALG	President's Office, Regional Administration and Local Government
RAS	Regional Administrative Secretary
RS	Reporting Score
SBP	Score Based on Best Performer
SDGs	Sustainable Development Goals
SCG	Score Based on Confidence Grading
SLB	Service Level Benchmark
SPT	Score Based on attaining Performance Targets (SPT)
SSLB	Score Based on attaining Service Level Benchmarks
TWS	Total Weighted Score
W&S	Water and Sewerage
WHO	World Health Organization
WSDP	Water Sector Development Programme
WSSA	Water Supply and Sanitation Authority

## MEASUREMENT UNITS AND SYMBOLS

km	kilometre
m	metre
m <sup>3</sup>	cubic metre
m <sup>3</sup> /day	cubic metre per day
%	Percent
TZS	Tanzania Shillings



## DEFINITIONS OF KEY PERFORMANCE INDICATORS

1. **Average hours of service (hours)** - The hours per day a consumer can draw water from the tap at his/her household connection or the public stand pipe. This number of hours is not necessarily identical with the operation time of treatment plants or wells.
2. **Metering ratio (%)** - The number of connections that have operating meters as a percentage of the total number of connections.
3. **Non- Revenue Water – NRW (%)** - The amount of water produced (or purchased), minus the amount that is sold to consumers presented as a percentage of water produced.
4. **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 payment). Sound financial management requires that this ratio should be less than 1.
5. **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 of the total population in the service area. It is obtained by dividing the population living within 200 meters of the water network by the total population living in the service area.
6. **Proportion of population served with water (%)** - Is the population served expressed as a percentage of the total population in the service area. The population served is arrived at 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 is multiplied by the average number of the people served by public stand posts and/or kiosks, (iii) the number of people living in residential institutions, industrial and commercial complexes.
7. **Revenue collection efficiency (%)** - Revenue collection expressed as percentage of total billings during the year.
8. **Staff per 1000 connections** - The ratio of total staff to total water connections multiplied by 1000.
9. **Water quality compliance (%)** – Is the number of water samples that pass particular water quality tests expressed as a percentage of the total number of samples tested.
10. **Working ratio** – This is a ratio of operation expenses to the operating revenue. The operation expenses do not include depreciation, interest and debt services. Sound financial management requires that this ratio should be well below 1.



## EXECUTIVE SUMMARY

### Introduction

The FY 2015/16 report is the eighth in the series of DT WSSAs Water Utilities Performance Review Reports prepared by EWURA. The report details the performance of 83 DT WSSAs serving a population of about three million people in their service areas. The 83 DT WSSAs includes 69 utilities that operate in District headquarters and 14 utilities operating in Townships. This year's report has included the performance of Turiani WSSA, which in the previous year had not started its operation due to lack of a board and management. In order to depict the performance trend, the data for three consecutive years was compared and the reasons for the significant changes on the trend were provided. This report has not included the analysis of performance of Dareda WSSA. For FY 2015/16, Dareda WSSA had ownership conflicts that led the utility to operate as a community water scheme.

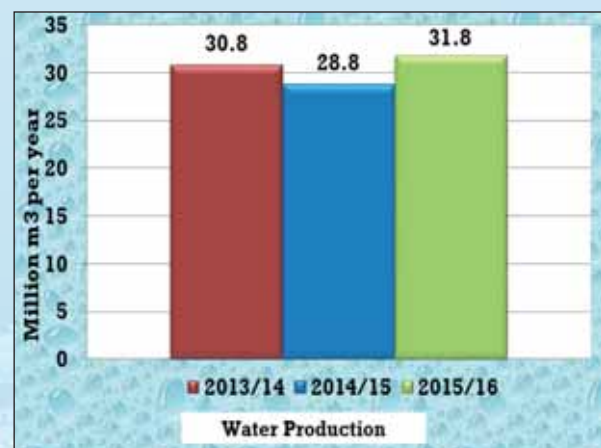
The main objective of this report is to show the achievement of DT WSSAs by considering performance derived from technical, commercial and financial data for each WSSA. In addition, the report ranks the WSSAs' performance in provision of water services. Towards the end, the report provides key observations and recommendations in view of improving water and sanitation services in the DT WSSAs' operational areas. The report has been prepared using data and information from DT WSSAs through annual performance reports, quarterly progress reports and annual data questionnaire. Also, clarifications sought from DT WSSAs on their performance trend and findings during performance inspections conducted by EWURA, provided input to the report. Information and clarification was also sourced from the Ministry of Water and Irrigation (MoWI) and the President's Office Regional Administration and Local Government (PO-RALG).

### Performance Highlights

In order to enlighten the performance of DT WSSAs during 2013/14 to 2015/16, the summary of performance of DT WSSAs in terms of: (a) water production; (b) Water abstraction (c) service hours; (d) metering ratio; (e) staff productivity; (f) non-revenue water; (g) revenue collection; (h) institutional status and (i) submission of reports is discussed.

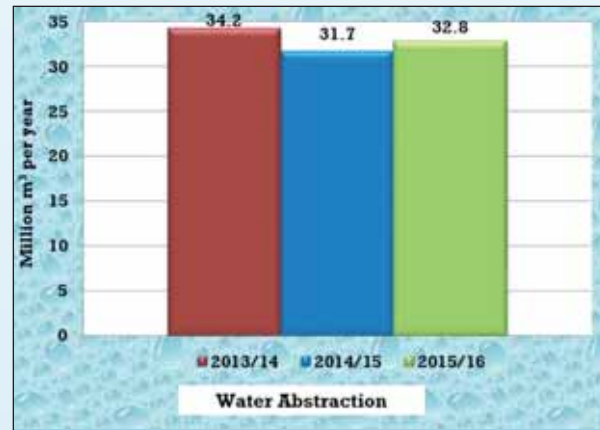
#### (a) Water Production

Water production decreased from 30.8 million m<sup>3</sup> in FY 2013/14 to 28.8 million m<sup>3</sup> in FY 2014/15 and then increased to 31.8 million m<sup>3</sup> in FY 2015/16. Generally, the main factors that contributed to the increase in water production include improvement in operation and maintenance of pumps leading to increased pumping hours, augmentation of water production infrastructures and decreased number of power outage cases.



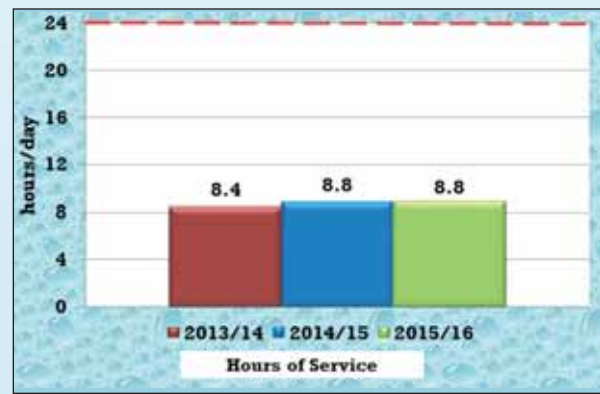
### (b) Water Abstraction

Water abstraction decreased from 34.2 million m<sup>3</sup> in FY 2013/14 to 31.7 million m<sup>3</sup> in FY 2014/15 and increased to 32.8 million m<sup>3</sup> in FY 2015/16. Generally, the main factors that contributed to the increase in water abstraction is addition of water sources.



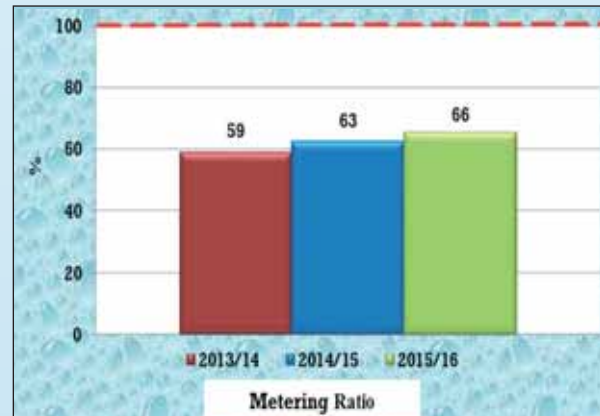
### (c) Hours of Service

Over the past three years, the overall average hours of service remained at an average between 8 to 9 hours per day. Hours of service are still far from the service level benchmark of 24 hours per day.



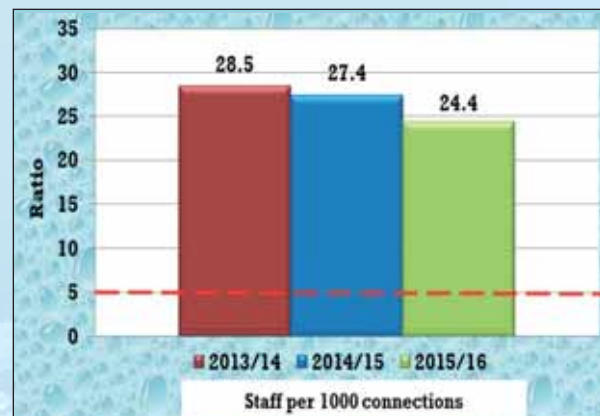
### (d) Metering Ratio (%)

There has been a continuous improvement in metering ratio over the past three years. Average metering ratio for DT WSSAs increased from 59% in FY 2013/14 to 66% in FY 2015/16. However, metering ratio is still low as compared to the service level benchmark which requires water utilities to meter all their customers.



### (e) Staff Productivity

Over the past three years, staff productivity expressed in terms of staff per 1000 connections has improved. Staff per 1000 connections improved from 28.5 in FY 2013/14 to 24.4 in FY 2015/16. Despite the overall improvement, the DT WSSAs have not managed to attain the service level benchmark of 5 staff per 1000 connections.



#### (f) Non-Revenue Water (%)

Generally, the DT WSSAs have not managed to attain a service level benchmark of NRW of less than 20%. The NRW for DT WSSAs decreased from 40% in FY 2013/14 to 38% in FY 2014/15 and then increased to 41% in FY 2015/16. The main cause of high non-revenue water is the existence of high number of unmetered connections and dilapidated water networks.



#### (g) Revenue Collection and Expenditure

Total revenue collection for DT WSSAs increased from TZS 7.94 billion in FY 2013/14 to TZS 8.75 billion in FY 2015/16. Operation and maintenance expenses for DT WSSAs increased annually from 9.9 billion in FY 2013/14 to 11.9 billion in FY 2015/16.



#### (h) Institutional Status of DT WSSAs

By June 2016, out of 97 declared DT WSSAs, 11 DT WSSAs had no Board of Directors in place. In the FY 2014/15, 12 DT WSSAs had not established Board of Directors. The DT WSSA whose Board of Directors was appointed for the first time was Turiani WSSA that is currently fully operational. On the other hand, the Board of Directors for Chala was constituted in 2014/15 but has also not started operation because arrangements to hand over operations of the existing water supply scheme from the current service provider to the Board are not yet concluded. In 11 DT WSSAs that have not established Board of Directors, water supply services are mainly operated by village water committees, community owned organization or trustees. The declared DT WSSAs that have not established the Board of Directors are Karatu, Bonga, Didia, Iselamagazi, Jomu (Tinde), Laela, Uyui (Isikizya), Lalago, Maganzo, Malampaka and Sangang'walugesha. On the other hand, the tenure of 24 DT WSSAs Boards of has expired.

#### (i) Submission of Reports

##### *Submission of Annual Technical Report*

Out of 97 declared DT WSSAs, 83 submitted either their 2015/16 annual performance reports or a datasheet prepared in accordance to EWURA requirements and were analyzed in this report while 14 did not submit their reports. The 14 DT WSSAs include Dareda WSSA whose 2015/16 performance was not analyzed because of failure to submit reports as it had management problems.



and hence operated as a community water scheme. The other 13 DT WSSAs did not submit reports due to various reasons including being not operational because they have neither Board of Directors nor Management in place and/or operation of water supply schemes being under community owned organizations and have not been handed over to newly formed boards.

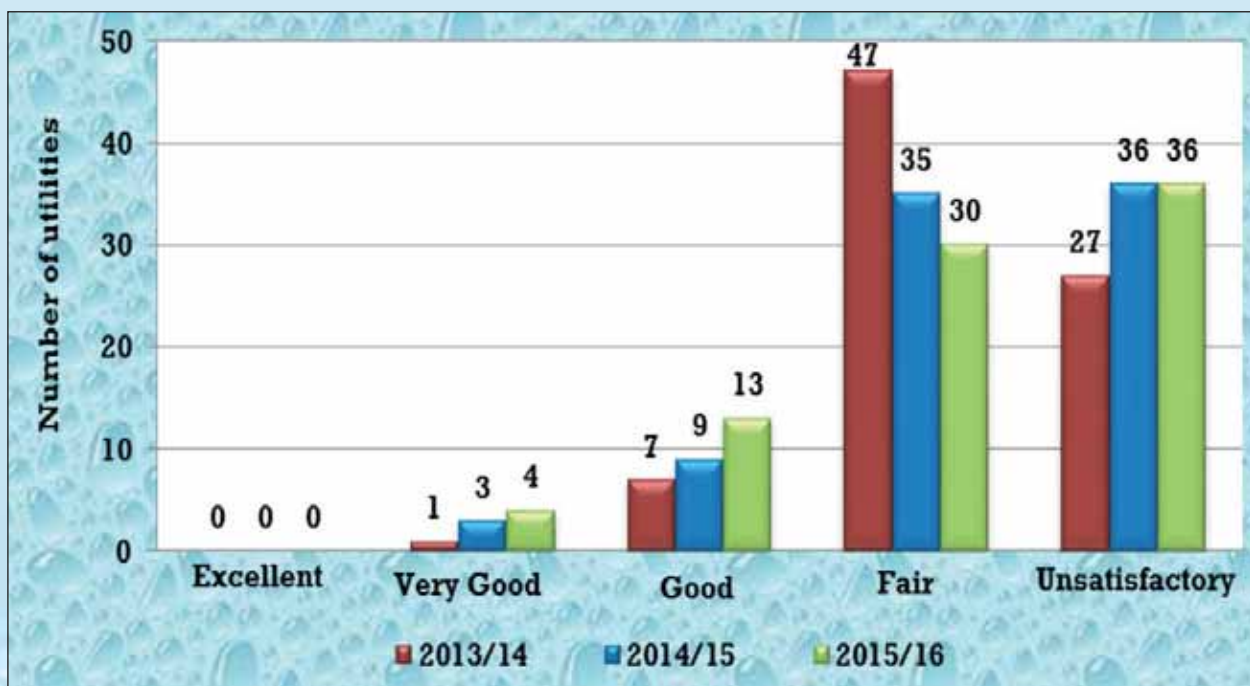
### ***Submission of Financial Statements***

There has been a continuous improvement in the submission of DT WSSA's financial statement. The number of reports submitted increased from one in FY 2013/14 to 21 reports in FY 2015/16. The DT WSSAs that submitted the draft financial statements are Mwanhuzi, Katesh, Utete, Liwale, Makambako, Mbinga, Vwawa, Tukuyu, Chunya, Korogwe, Lushoto, Same Mwanga, Ngudu, Muleba, Tunduma, Mafinga, Magugu, Monduli, Loliondo and Mbalizi.

### **Performance Ranking**

The results of performance ranking for DT WSSAs conducted in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2014 shows that Utete WSSA (Coast Region) has emerged the best overall performer in the provision of water supply services and Isaka WSSA (Shinyanga Region) is the least overall performer. It was further observed that the performance of 4 DT WSSAs (5%) can be interpreted as “very good”, 13 DT WSSAs (16%) as “good”, 30 DT WSSAs (36%) as “fair” while the remaining 36 DT WSSAs (43%) had “unsatisfactory” performance.

When the current performance of DT WSSAs is compared to the performance of 2013/14, the performance of DT WSSAs has generally improved as there is an increase in the number of DT WSSAs with “very good” and “good” performance. Also, the number of DT WSSAs with “fair” performance has decreased. However, the number of DT WSSAs with unsatisfactory performance has not declined over the past two years.



## 1.0 INTRODUCTION

The District and Township Water Supply and Sanitation Authorities (DT WSSAs) are established under Section 9 of the Water Supply and Sanitation Act, 2009. Upon their establishment and under Section 27 of the Water Supply and Sanitation Act, 2009, the established Water Authorities should be regulated by EWURA. In regulating the WSSAs under the mandate conferred in section 28(2) of the Water Supply and Sanitation Act, 2009, EWURA publishes annual performance review report that provide comparative analysis of WSSAs' performance. EWURA has fulfilled its mandate by preparing the FY 2015/16 DT WSSAs Water Utilities Performance Review Report.

The FY 2015/16 report is the eighth in the series of DT WSSAs Water Utilities Performance Review Reports prepared by EWURA. The report details the performance of 83 DT WSSAs serving a population of about three million people in their service areas. The 83 DT WSSAs includes 69 utilities that operate in District headquarters and 14 utilities in Townships. This year's report has included the performance of Turiani WSSA, which in previous years had not started its operation due to lack of management and board. In order to depict the performance trend, the data for three consecutive years was compared and the reasons for the significant changes on the trend were provided.

The report has been prepared based on the following principal sources of data and information:

- (a) performance data reported by DT WSSAs through annual performance reports, quarterly progress reports and annual data questionnaire;
- (b) clarifications provided by DT WSSAs on their performance trend;
- (c) findings during performance inspections conducted by EWURA; and
- (d) information sought from the Ministry of Water and Irrigation (MoWI) and the President's Office, Regional Administration and Local Government (PO-RALG).

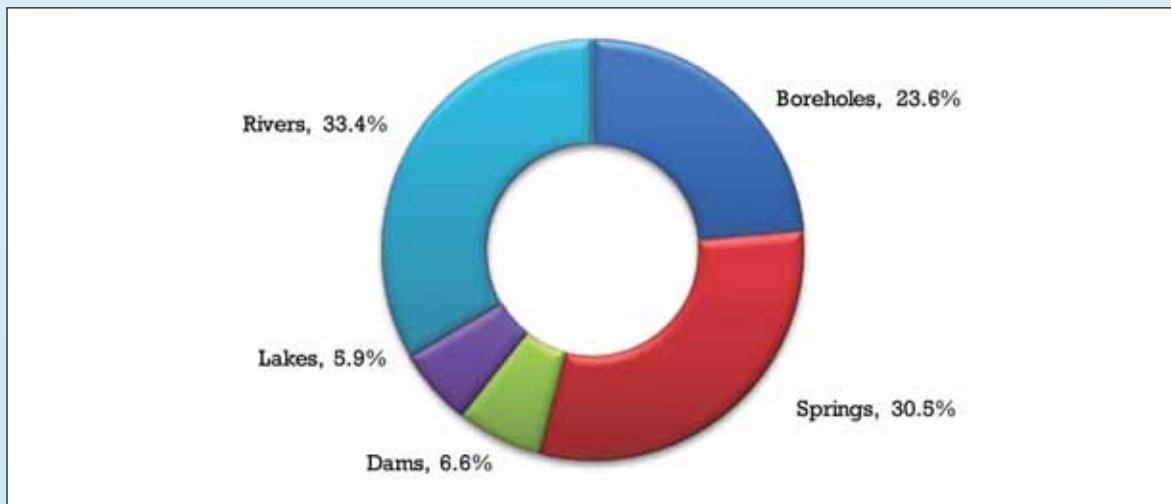
This report shows the achievement of DT WSSAs by considering performance indicators derived from technical, commercial and financial data for each WSSA. In addition, the report ranks the WSSAs' performance in provision of water services. Towards the end, the report provides key observations and recommendations in view of improving water and sanitation services in the DT WSSAs' operational areas.

## 2.0 PERFORMANCE ANALYSIS

This chapter provides a summary of the analysis of the performance of DT WSSAs for the FY 2015/16. The Chapter analyses the performance of DT WSSAs in the areas of water sources, water production, water demand, water services coverage, customer metering, staff productivity, non-revenue water, revenue collection and expenditure. The analysis of the mentioned indicators forms the basis for DT WSSAs' performance ranking. The chapter also contains the status of the licences and the Board of Directors of DT WSSAs.

### 2.1 Water Sources

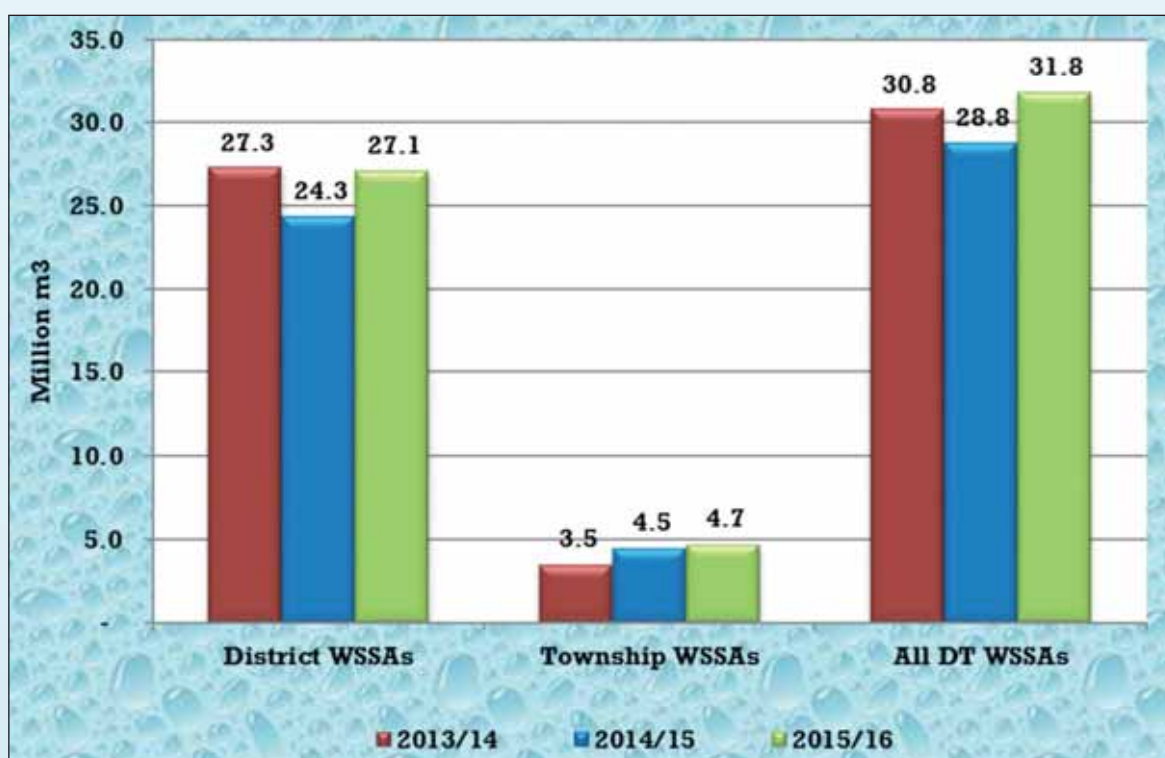
It was observed that during the FY 2015/16, the main water sources for DT WSSAs were rivers, springs and boreholes, contributing 34.4%, 30.5% and 23.6% of the water abstracted respectively. Dams and lakes water sources contributed 6.6% and 5.9% of the total water abstracted by DT WSSAs respectively. Figure 1 illustrates that surface water source (rivers, lakes, springs and dams) contributes 76.4% compared to the groundwater source (boreholes) which was 23.6%. Data for water abstraction are presented in Table A2.1 of Appendix 2.



**Figure 1: Water Abstraction from Surface and Groundwater Sources**

### 2.2 Water Production and Measurement Methodology

Total water production in DT WSSAs decreased from 30.8 million m<sup>3</sup> in FY 2013/14 to 28.8 million m<sup>3</sup> in FY 2014/15 and thereafter increased to 31.8 million m<sup>3</sup> in the FY 2015/16. The factors that contributed to the increase in water production include improvement in operation and maintenance of pumps leading to increased pumping hours; augmentation of water production infrastructure and decreased number of power outage cases. Water production data for DT WSSAs are presented in Table A 2.3 of Appendix 2 and summarized in Figure 2



**Figure 2: Total Water Production**

Water production measurement methodologies used by DT WSSAs were bulk meters and estimates. It has been observed that, out of 83 DT WSSAs, 28 DT WSSAs have installed bulk meters at their water production points, 26 DT WSSAs used both estimates and bulk meters while the remaining 29 DT WSSAs used estimates. For DT WSSAs that have not installed bulk meters, water production was estimated based on either rated pump capacity or by measuring the time taken to fill a container of a known volume. Table 1 shows a list of WSSAs and the methodology that was used to determine water production.



**Table 1: Methods used by DT WSSAs to Determine Water Production**

Bulk Meter	Bulk Meter and Estimates	Estimates
1. Utete	1. Kilwa Masoko	1. Kilindoni
2. Monduli	2. Katesh	2. Liwale
3. Mwanga	3. Korogwe	3. Mangaka
4. Pangani	4. Loliondo	4. Ruangwa
5. Same	5. Mbulu	5. Handeni
6. Igunga	6. Muheza	6. Lushoto
7. Manyoni	7. Songe	7. Usa River
8. Kibaigwa	8. Chamwino	8. Gallapo
9. Mafinga	9. Mahenge	9. Magugu
10. Tukuyu	10. Ifakara	10. Mombo
11. Makambako	11. Urambo	11. Mikumi
12. Mbalizi	12. Kiomboi	12. Kongwa
13. Bunda	13. Kilosa	13. Nansio
14. Kasulu	14. Mpwapwa	14. Isaka
15. Magu	15. Kondo	15. Itumba-Isongole
16. Misungwi	16. Sikonge	16. Kilolo
17. Muleba	17. Karagwe	17. Kyela
18. Mwanhuzi	18. Tarime	18. Ludewa
19. Ngudu	19. Makete	19. Namanyere
20. Sengerema	20. Tunduma	20. Namtumbo
21. Ushirombo	21. Dakawa	21. Tunduru
22. Turiani	22. Mkuranga	22. Vwawa
23. Kishapu	23. Kisarawe	23. Ilula
24. Mbinga	24. Bashnet	24. Kasumulu
25. Kibaya	25. Kibondo	25. Mlowo
26. Chunya	26. Orkesumet	26. Gairo
27. Biharamulo		27. Nzega
28. Ngara		28. Rujewa
		29. Mugumu

In FY 2015/16, fourteen (14) DT WSSAs registered significant decrease (less than or equal to 12%) of their water production volume. Table 2 gives an outline of the reasons for the decrease in water production for each DT WSSA that experienced significant decrease in amount of water produced.



**Table 2: Reasons for Significant Decrease in Water Production**

Name of DT WSSA	Reason (s)
Bunda	Regular water pump breakdown due to dilapidation of the water pumping unit at Guta; and vandalism of the water transmission main from Nyabehu intake to Bunda water storage tanks.
Handeni	There was no water production from three main boreholes (Mnazini, Ndelema and Bwawani) due to failure to pay outstanding electricity bills.
Kilindoni	Low water discharges of Bomani spring due to disturbance of water catchment area caused by road construction works.
Liwale	Decreased river flow rate due to agricultural activities at the upstream of river Makonjiganga and Mangilikiti which is the main water source in the service area; and pump breakdown in June, 2016 due to dilapidation of the water pumping unit at Makonjiganga.
Mpwapwa	Breakdown of three electric motors for water pumps, two at Kikombo and one at Mji Mpya due to fluctuations of power supply.
Nansio, Dakawa and Pangani	Decreased water pumping hours due to incapability of the utilities to pay electricity bills for pumping units.
Kongwa	Breakdown of two electric motors for water pumps at boreholes number DO 290/2014 and DO 197/2007 due to fluctuations of power supply.
Tunduma	Decreased water pumping hours due to incapability of the utility to pay electricity charges for four water boreholes pumping units; and regular lower voltage from power supply.

On the other hand, during FY 2015/16, 22 DT WSSAs increased their water production significantly (greater than or equal to 12% of their water production volume) as compared to the water production volume that was attained in the FY 2014/15. Table 3 lists the utilities and their respective reasons for increase in water production.

**Table 3: Reasons for Significant Increase in Water Production**

Name of DT WSSA	Reason (s)
Chunya	Addition of one borehole (NBH/2015) which increased water production capacity by 246m <sup>3</sup> /day.
Karagwe	Replacement of pump at Charuhanga stream which increase water production by 480 m <sup>3</sup> /day and; Addition of Katoma borehole with water production capacity of 168m <sup>3</sup> /day.
Kiomboi	The utility reviewed their tariffs which enabled them to meet operational costs and hence increase pumping hours.
Kyela	Repair of the gravity main of the Kanga gravity water project and increased pumping hours from boreholes.

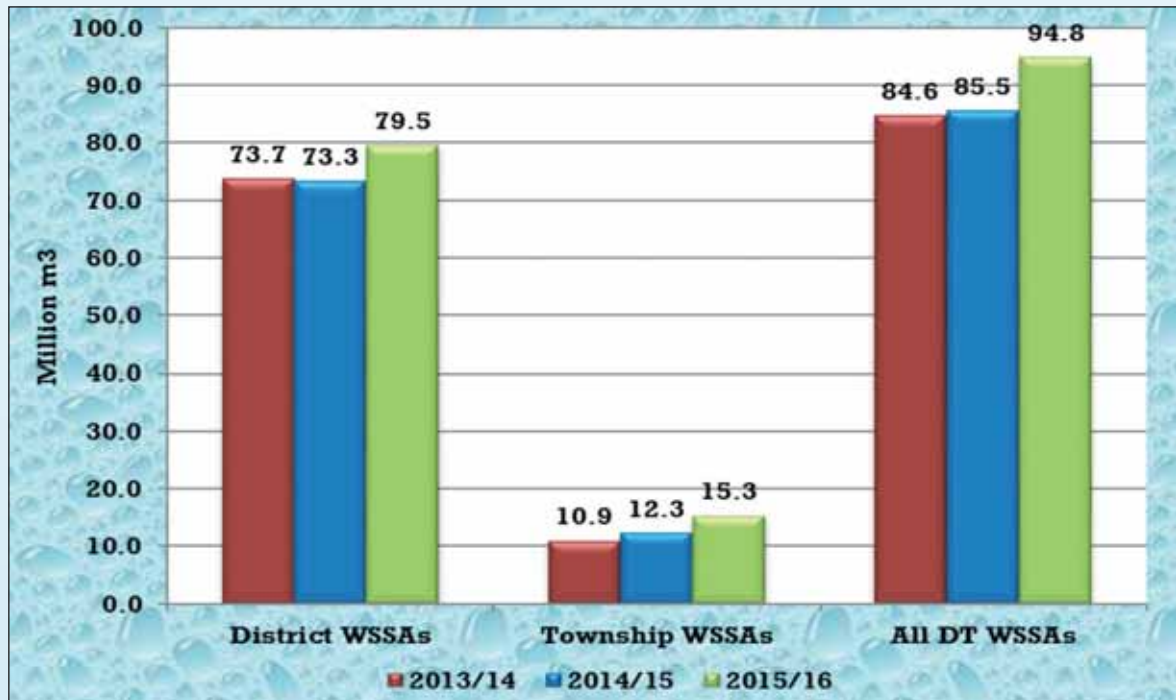
Name of DT WSSA	Reason (s)
Mangaka	Addition of two boreholes at Mkwajuni which increased water production by 96m <sup>3</sup> /day.
Mkuranga	Addition of Kulungu borehole, which increased water production by 408m <sup>3</sup> /day.
Muleba	Increased utilization of water source following extension of water supply network to Bujumbi, Bukono, Buhimba and Utegabilo.
Mwanga	Development of new borehole at Mikuyuni in the mid of FY 2014/15; and improved yield capacity of Makororo borehole from 1,368m <sup>3</sup> /day to 1,560m <sup>3</sup> /day.
Namanyere	Increased water production due to installation of two new pumps at Mfili dam and Chikwala borehole.
Ngudu	Implementation of bulk water purchase from KASHWASA following tariff review to meet the costs.
Ruangwa	Rehabilitation of water pumping unit at Matyatya borehole.
Urambo	Rehabilitation of Mabatini pumping unit.
Utete and Kondoa	Increased pumping hours to meet water demand in the service area.
Ilula	Rehabilitation of the Idemule water intake structure, and replacement of deteriorated DN 150/160mm gravity water main.
Isaka	Increased pumping hours at Nhumbi village borehole following stable power supply from the newly installed solar panel as source of power.
Mlowo	Rehabilitation of Lutumbi springs and its gravity main.

Furthermore, Lushoto, Muheza, Usa River, Magugu and Biharamulo WSSAs registered significant increase in water production as per data analyzed, due to improved methodology for estimating amount of water produced. However, the reported production increase has no impact to customers because there were no interventions made to increase the amount of water produced.

## 2.3 Water Demand

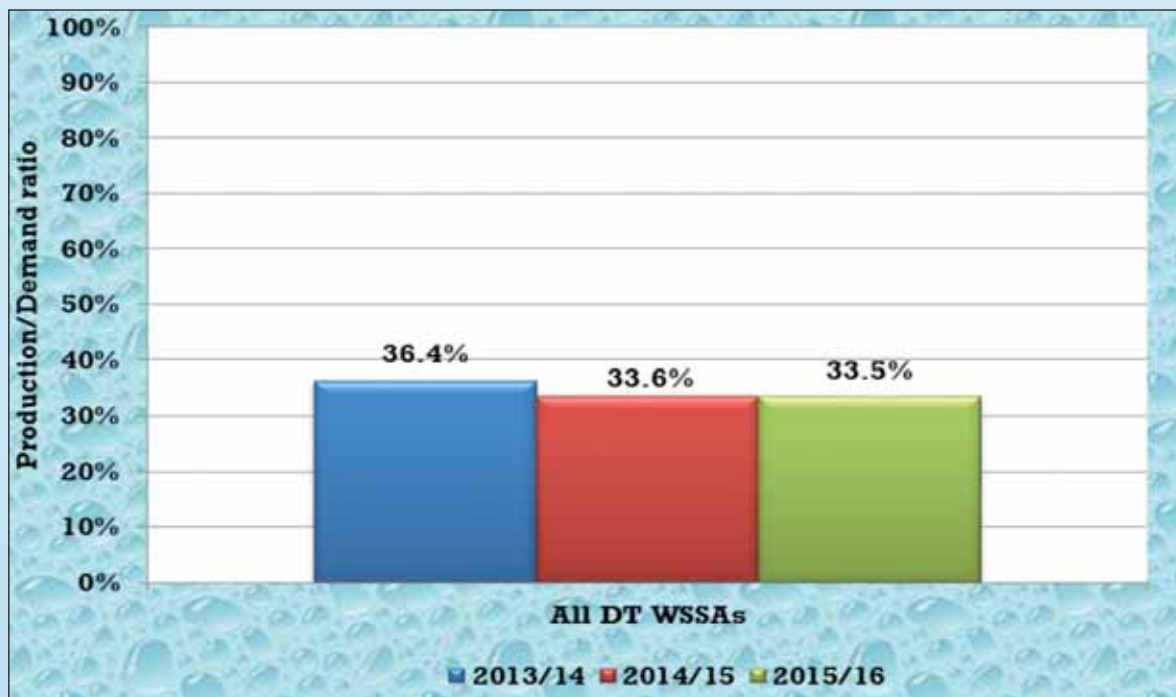
The annual water demand for DT WSSAs increased from 84.6 million m<sup>3</sup> in FY 2013/14 to 85.5 million m<sup>3</sup> in FY 2014/15 and increased to 94.8 million m<sup>3</sup> in FY 2015/16. During the year under review, significant changes in water demand were observed from DT WSSAs of Bunda, Chunya, Dakawa, Ifakara, Kibondo, Karagwe, Kyela, Makete, Mbinga, Mbulu, Ngara, Songe, Usa River, Ushirombo, Bashnet, Kasumulu, Mlowo, Tunduma and Kongwa. These utilities reviewed their water demand data to take into consideration changes in standard of living, size of their service areas and revised population data.

A summary of the annual water demand for DT WSSAs is presented in Table A2.3 of Appendix 2 and is illustrated in Figure 3.



**Figure 3: Annual Water Demand**

Generally, for the past three years, there has not been an improvement in the ratio of water production to water demand. It can be noted from figure 4 that water production has on average been less than 40% of water demand. This implies that the gap between water production and water demand has remained big.



**Figure 4: Ratio of Water Production to Water Demand**

## 2.4 Water Quality and Treatment Facilities

During FY 2015/16 it was observed that only 17 out of 83 DT WSSAs had installed the water treatment facilities. The DT WSSAs of Igunga, Nzega, Sikonge and Mwanhuji have conventional water treatment plants while the DT WSSAs of Monduli, Bunda, Kasulu, Muleba, Misungwi, Utete, Ngudu, Sengerema, Mafinga, Mbinga, Usa River, Liwale and Mbalizi do have chemical disinfection process by using Calcium Hypochlorite. The remaining 66 DT WSSAs had not installed the water treatment facilities for removing specific water pollutants. Depending on the water sources' sanitary conditions, lack of treatment facilities might impair the quality of drinking water supply.

In the same financial year, only 21 out of 83 DT WSSAs conducted water quality monitoring tests. Drinking water quality parameters that were frequently monitored are pH, turbidity, residual chlorine and E-Coli. However, the number of water quality tests conducted were not compliant to the requirements of TBS (TZS 789:2008) Standards for Drinking Water Quality, which require the number of samples to be proportional to the population served.

During the same period, EWURA conducted water quality monitoring tests to 29 selected DT WSSAs. A total of 201 samples were collected and analyzed. The analytical results revealed that, DT WSSAs are required to improve the quality of water supplied to their customers. However, as shown in figure 5(a) to 5(d), there was no DT WSSA which attained 100% average compliance in the tested parameters (pH, turbidity, E-Coli and residual chlorine).

### 2.4.1 Drinking Water pH

The findings revealed that 73% of water samples tested for pH complied with TBS (TZS 789:2008) Standards. The pH of 55 out 201 collected water samples (27%) from DT WSSAs were not within the acceptable pH ranges of 6.5 to 9.2 for drinking water as shown in Figure 5(a).

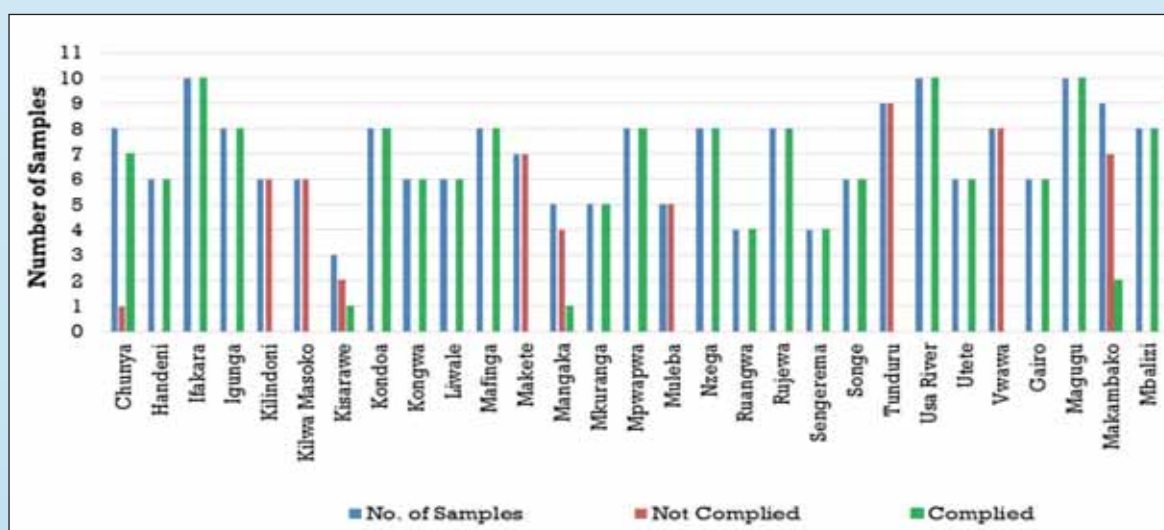


Figure 5(a): pH Compliance Status



## 2.4.2 Turbidity Level

The findings revealed that 93% of water samples tested for Turbidity levels complied with TBS (TZS 789:2008) Standards. It was found that, 14 out of 201 collected water samples (7%) from DT WSSAs had turbidity levels above the TBS limit of 25NTU as shown in Figure 5(b).

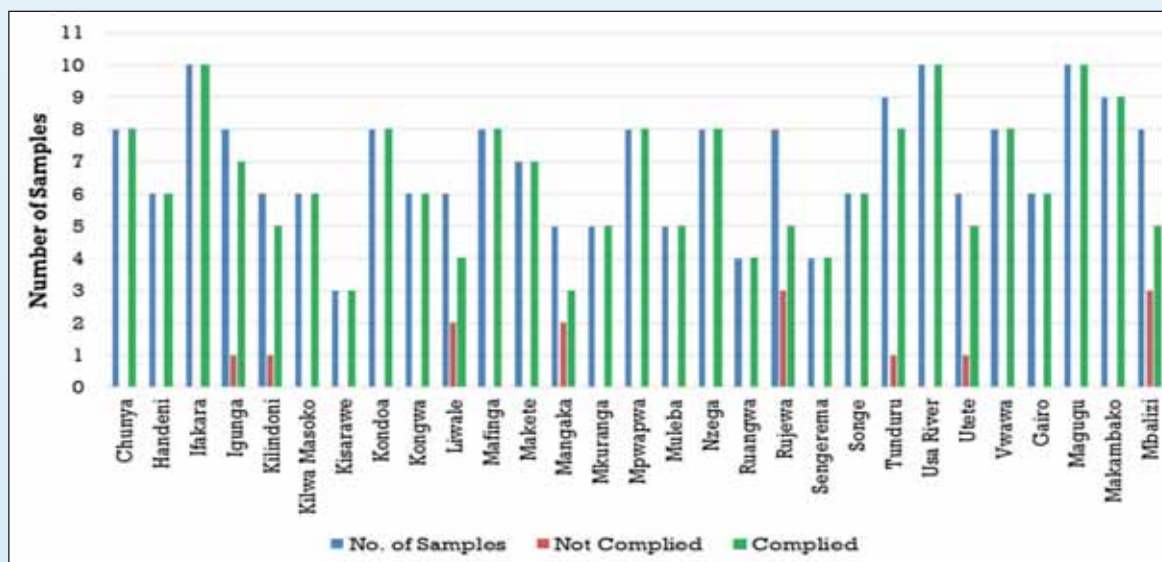


Figure 5(b): Turbidity Compliance Status

## 2.4.3 E-Coli in Drinking Water

The findings revealed that 53% of water samples tested for E-Coli levels complied with TBS (TZS 789:2008) Standards. It was found that 94 out of 201 of collected water samples (47%) had E-Coli, therefore not complying with TBS limit, which requires drinking water be free from E-Coli. The high levels of E-Coli were found in DT WSSAs which had no disinfection units. Figure 5(c) illustrates the findings of E-Coli tests.

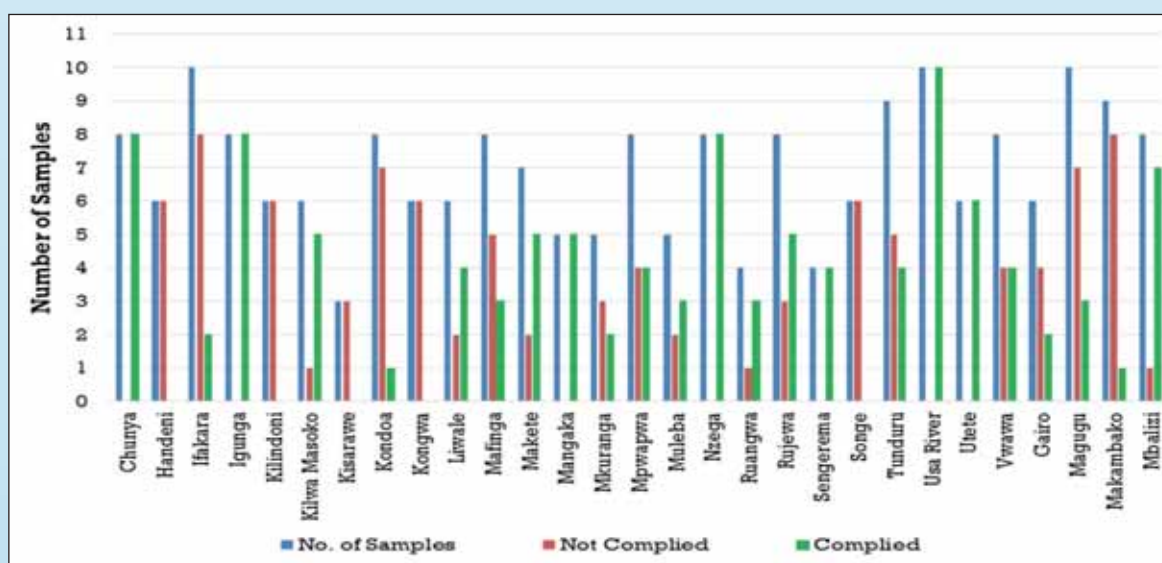


Figure 5(c): E-Coli compliance status

#### 2.4.4 Residual Chlorine

During FY 2015/16, only 11 out of the 29 DT WSSAs monitored had Chlorination units. The findings revealed that only 28% of water samples collected from 29 DTWSSAs had residual chlorine levels within the acceptable ranges of 0.2mg/l to 0.5mg/L of chlorine. Therefore, 72% of water samples collected from the 29 DT WSSAs did not conform to the requirements of residual chlorine levels for drinking water as shown in Figure 5(d).

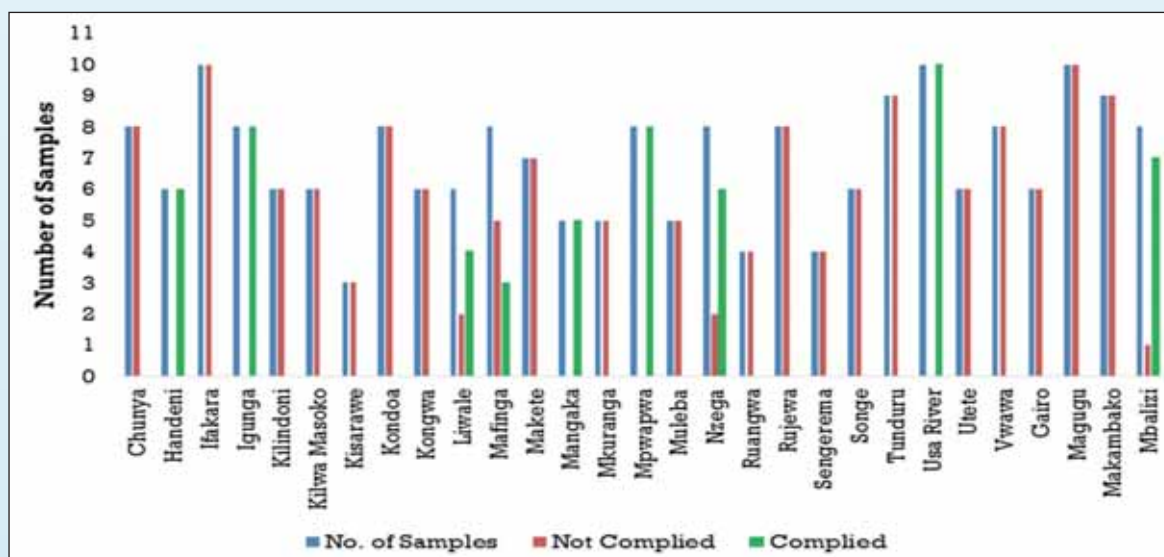


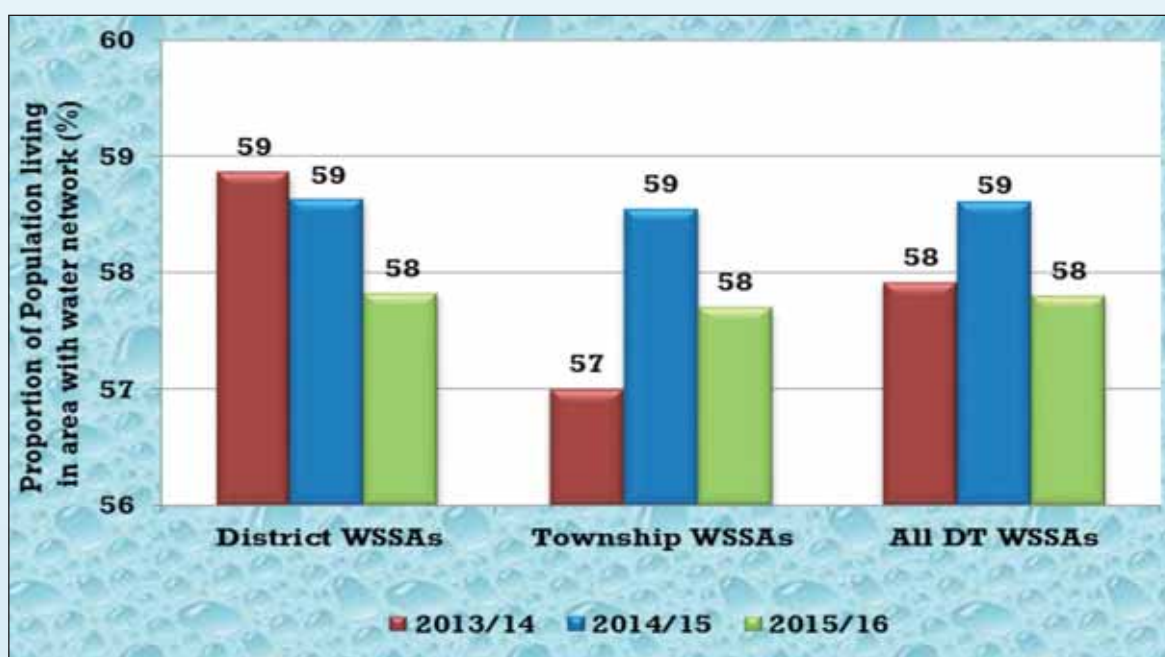
Figure 5(d): Residual Chlorine compliance status

#### 2.5 Sanitation Services

Off-site sanitation facilities for DT WSSAs is a challenge since none of the DT WSSAs have sewer system and wastewater treatment facilities. On-site sanitation facilities predominantly in use are pit latrines and septic tanks. In order to improve sanitation services in their respective areas, some DT WSSAs have already done pre-arrangements such as land acquisition for construction of wastewater treatment facilities. The DT WSSAs that have acquired land for wastewater treatment facilities are Kyela, Pangani, Kisarawe, Sikonge, Chamwino and Kondoa. Nansio and Sengerema WSSAs have started construction of sludge digesters and are at various stages of construction.

#### 2.6 Population Living in Area with Water Supply Network

The overall proportion of population living in area with water network in the DT WSSAs has increased from 58% in FY 2013/14 to 59% in FY 2014/15 then decreased to 58 % in FY 2015/16. The proportion of population living in area with water network is summarized in Figure 6 and detailed in Table A2.5 of Appendix 2;



**Figure 6: Population Living in Area with Water Supply Network**

Generally, the decrease in population living in area with water network was mainly caused by expansion of boundaries of some DT WSSAs with additional areas having insufficient or no water network. The names of DT WSSAs and the reasons for the significant decrease (more than 20%) are presented in Table 4.

**Table 4: Reasons for Significant Decrease in Proportion of Population Living in Area with Network**

Name of DT WSSA	Reason(s)
Mbulu	Expansion of service area from six to seventeen Wards after establishment of Mbulu Town Council. The additional wards are mainly served by water kiosks.
Bashnet, Dakawa, Mbinga and Songe	Expansion of boundaries of their service areas with additional areas having small water network coverage.
Sikonge, Kondo, Magu and Kishapu	Review of population data taking into consideration the actual growth rate of respective Townships.

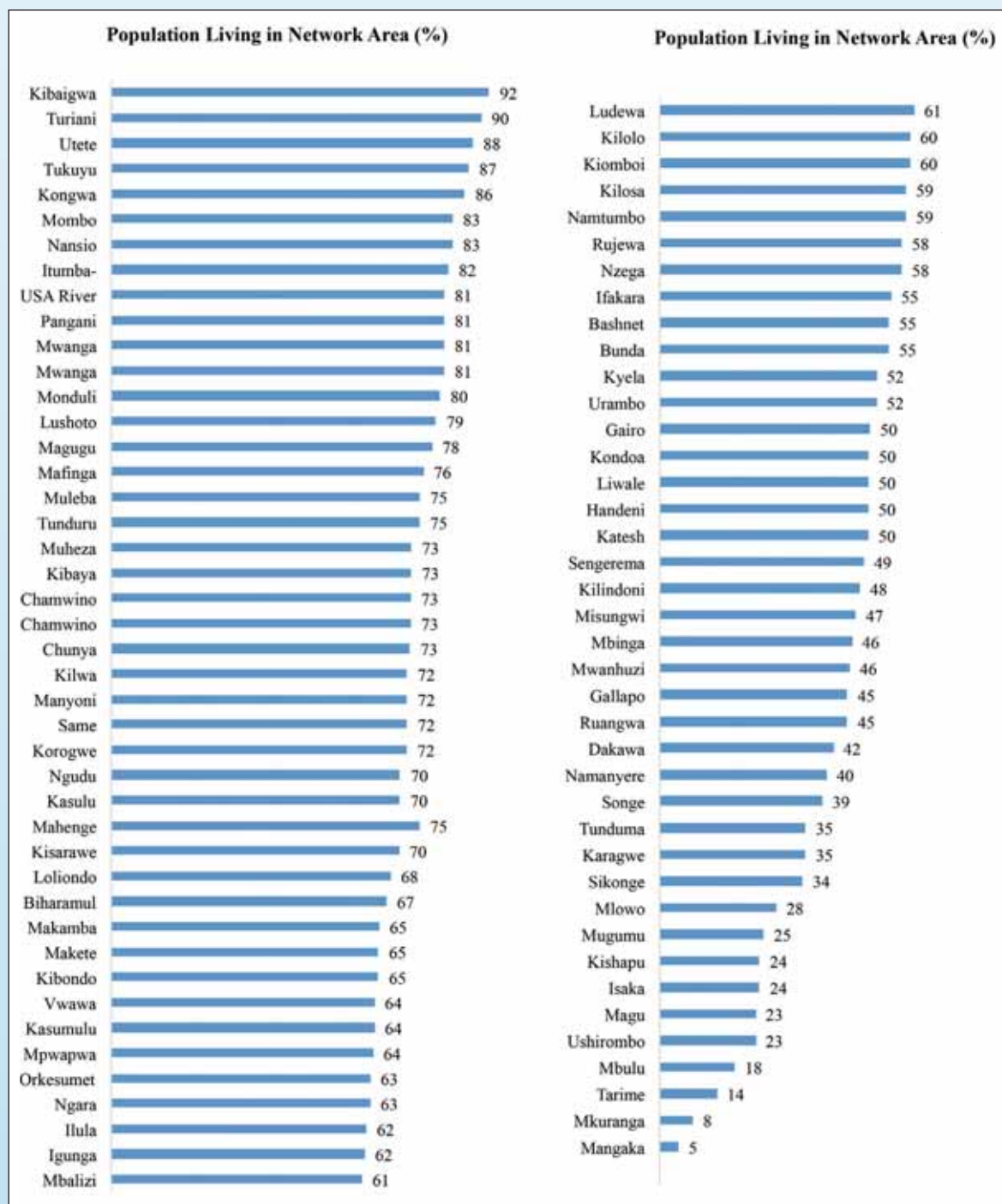
Karagwe WSSA had significant increase in the proportion of population living in area with water network coverage from 15% in FY 2014/15 to 35% in FY 2015/16 due to rehabilitation of Omurushaka water supply scheme. The DT WSSAs of Chunya, Korogwe, Handeni, Kasulu, Kilwa Masoko, Kiomboi, Kisarawe, Liwale, Mahenge, Mkuranga, Muleba, Namanyere, Ruangwa, Rujewa, Utete, Isaka, and Ilula had no change in the proportional of population living in area with water network.

Similar to the previous year, the least performers in the proportion of population living in water network were Mkuranga and Mangaka WSSAs with proportion of population living



in area with network value of eight percent and zero percent respectively. Mkuranga WSSA has low network coverage while Mangaka WSSA has no water network as water services are provided at the boreholes and shallow wells fitted with hand pumps.

Figure 7 compares the proportion of population living in area with network for DT WSSAs for FY 2015/16. It was observed that the highest network coverage was reported by Kibaigwa (92%) and Turiani (90%) followed by Utete (88%) and Tukuyu (87%) WSSAs.



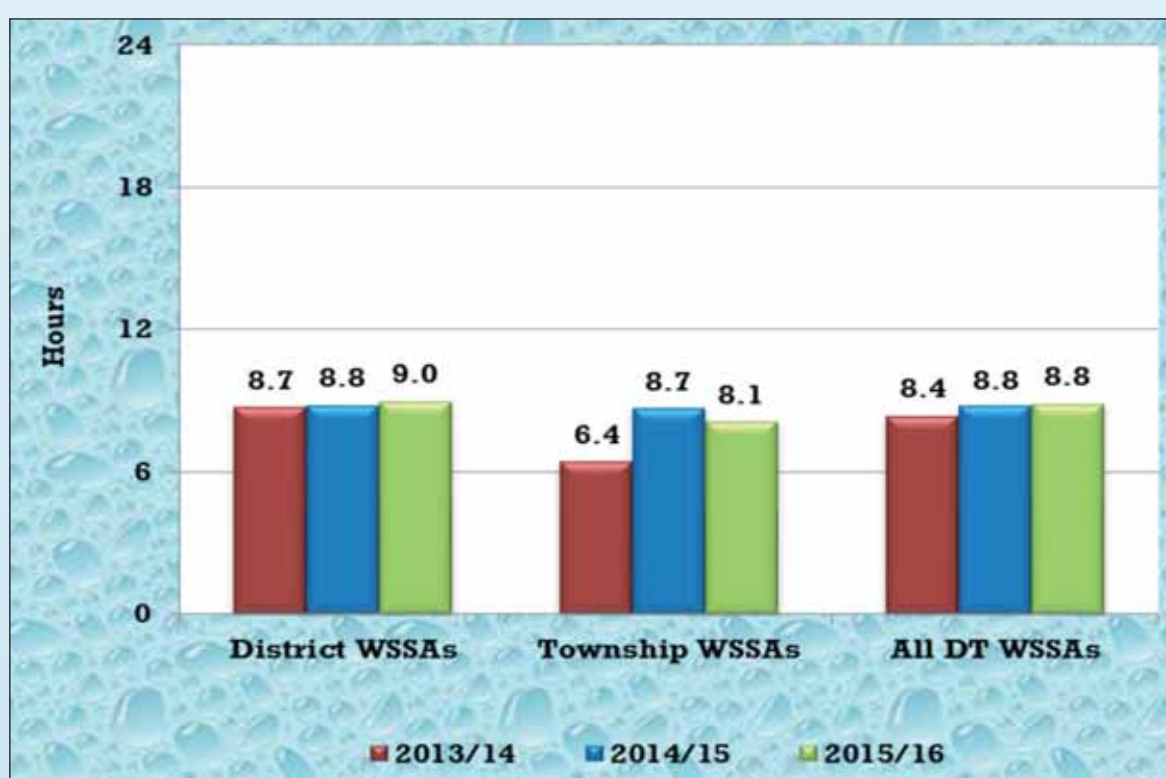
**Figure 7: Population Living in Area with Water Network (%)**



## 2.7 Average Hours of Service

The overall average service hours attained by DT WSSAs for the past three years has been less than 10 hours which is considered low. The average service hours when compared between FY 2014/15 and FY 2015/16 remained stagnant at 8.8 hours per day which is far from the service benchmarking level of 24 hours per day.

DT WSSAs' hours of service data are shown in Table A2.5 of Appendix 2 and summarized in Figure 8. The stagnant trend observed from FY 2014/15 to FY 2015/16 is due to the reason that there was no change on service hours for 35 DT WSSAs because there was no major improvement in the water production in the years.



**Figure 8: Overall Average Hours of Service**

The number of DT WSSAs with 24 hours supply has increased from one DT WSSA reported in FY 2014/15 to three DT WSSAs in FY 2015/16. The DT WSSAs that had 24 hours water supply services were Utete, Turiani and Ngudu. Generally, the overall number of DT WSSAs with 20 hours of supply and above increased from six DT WSSAs reported in FY 2014/15 to eight DT WSSAs in FY 2015/16, and these were Ngudu, Utete, Muleba, Makete, Mwanhuizi, Nzega, Turiani and Kibaigwa WSSAs. The increase in number of DT WSSAs with 20 hours of service and above was mainly prompted by the availability of reliable water sources and adequate water supply infrastructure in these DT WSSAs.

During FY 2015/16, Ngudu, Loliondo, Ludewa, Magugu and Isaka WSSAs had significant increase in service hours (increase by more than five hours) as clarified in Table 5.

**Table 5: Utilities with Significant Increase in Hours of Service**

Name of WSSA	Increase in hours of service	Remark(s)
Ludewa	6	Increased water production after completion of Mapetu Water Project with capacity 500 m <sup>3</sup> /day
Isaka	6	Installation of solar panel for operating the existing borehole has enabled increase of pumping hours.
Loliondo	7	Replacement of pump with capacity of 17m <sup>3</sup> /h at JICA borehole which increased water production. The utility also employed a skilled pump operator to improve efficiency in pump operation and maintenance.
Ngudu	16	Completion of Ngudu water supply project connecting to KASHWASA water supply and implementation of bulk water purchase from KASHWASA (tariff review enabled Ngudu to purchase bulk water from KASHWASA).

On the other hand, the DT WSSAs of Bashnet, Orkesumet, Monduli and Handeni had significant decrease in service hours during FY 2015/16 (decrease by five hours or more) as clarified in Table 6.

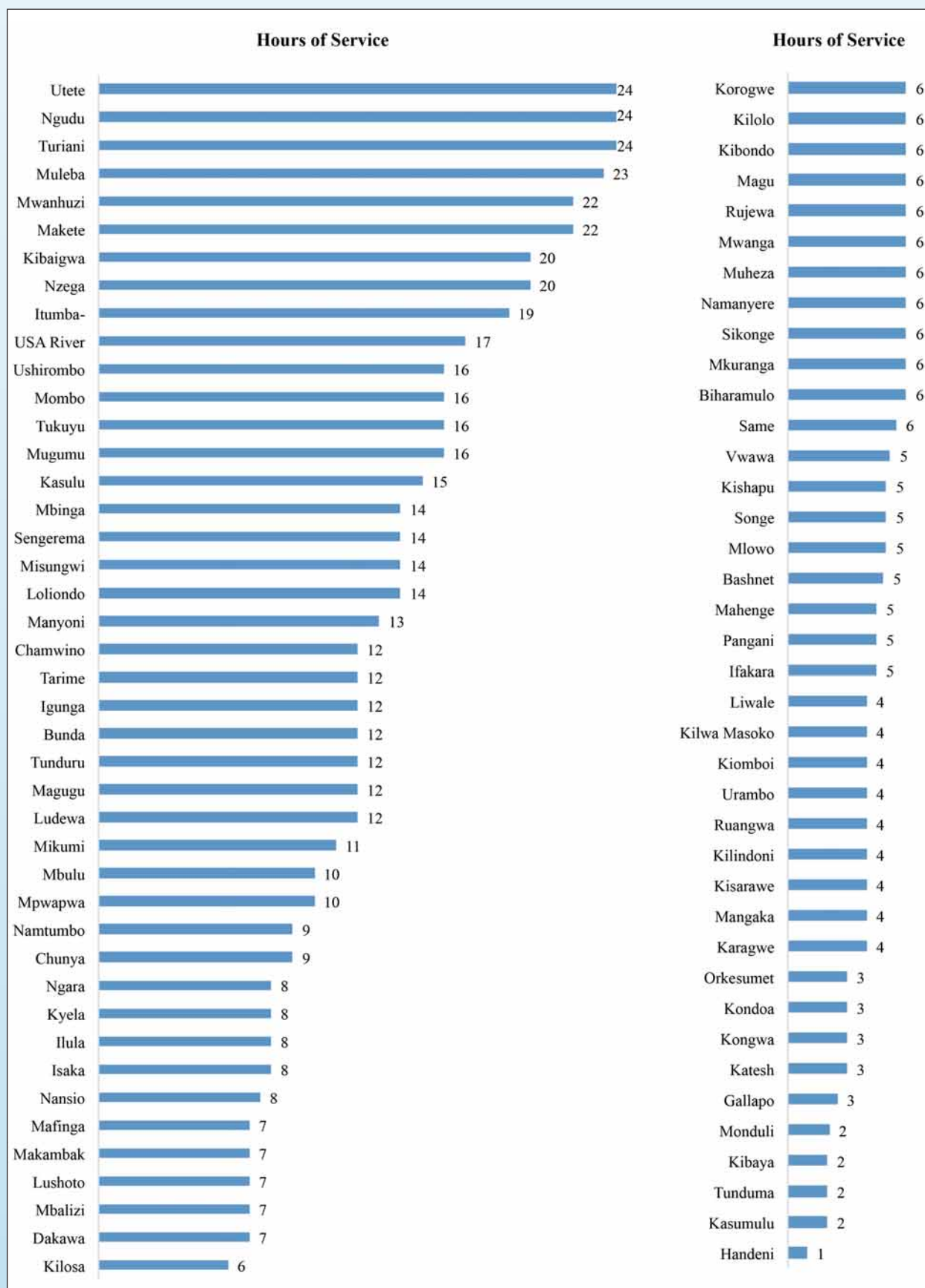
**Table 6: Utilities with Significant Decrease in Hours of Service**

Name of WSSA	Decrease in hours of service	Remarks
Bashnet	13	Increase in service area from one ward to four wards. The added wards had lower hours of service which resulted to reduced average service hours.
Orkesumet	9	Significant decrease of yield capacity for Narosoito and Simanjiro borehole from 7 to 2.5 and 8 to 3 m <sup>3</sup> /h respectively.
Monduli	6	Extension of network to Mji Mpya and hence increase in number of connections without increase in water production.
Handeni	5	Three boreholes were not operational due to lack of funds to pay for outstanding electricity bills.

In FY 2015/16, 10 DT WSSAs had low service hours of below four hours per day as clarified in Table 7.

**Table 7: Utilities with Low Hours of Service**

Name of WSSA	Average hours of service	Remarks
Handeni	1	Absence of water supply from its main water sources. Three (3) main boreholes were not operational due to lack of funds to pay for outstanding electricity bills. Also two dams, Kwenkambala and Kideleko which are under rehabilitation were not operational in FY 2015/16.
Kibaya	2	Low water production from available water sources compared with water demand.
Monduli	2	Increase in number of customer without increase in water production
Kasumulu	2	Decrease in water production from Mwega gravity scheme.
Tunduma	2	Lack of funds to pay for outstanding electricity bills.
Gallapo	2.5	Low water production from available water sources compared with water demand. In addition the water infrastructure is very old resulting into high water losses.
Orkesumet	3	Significant decrease of yield capacity for Narosoito and Simanjiro boreholes.
Kongwa	3	Only one borehole among the three boreholes owned was in use due to breakdown of motors. The two boreholes were not in use due to breakdown of motors since August, 2015.
Gairo	3	Continuous decrease in recharge of Mahelo stream due to human activities upstream of the stream.
Katesh	3	Low water production from available water sources compared with water demand.

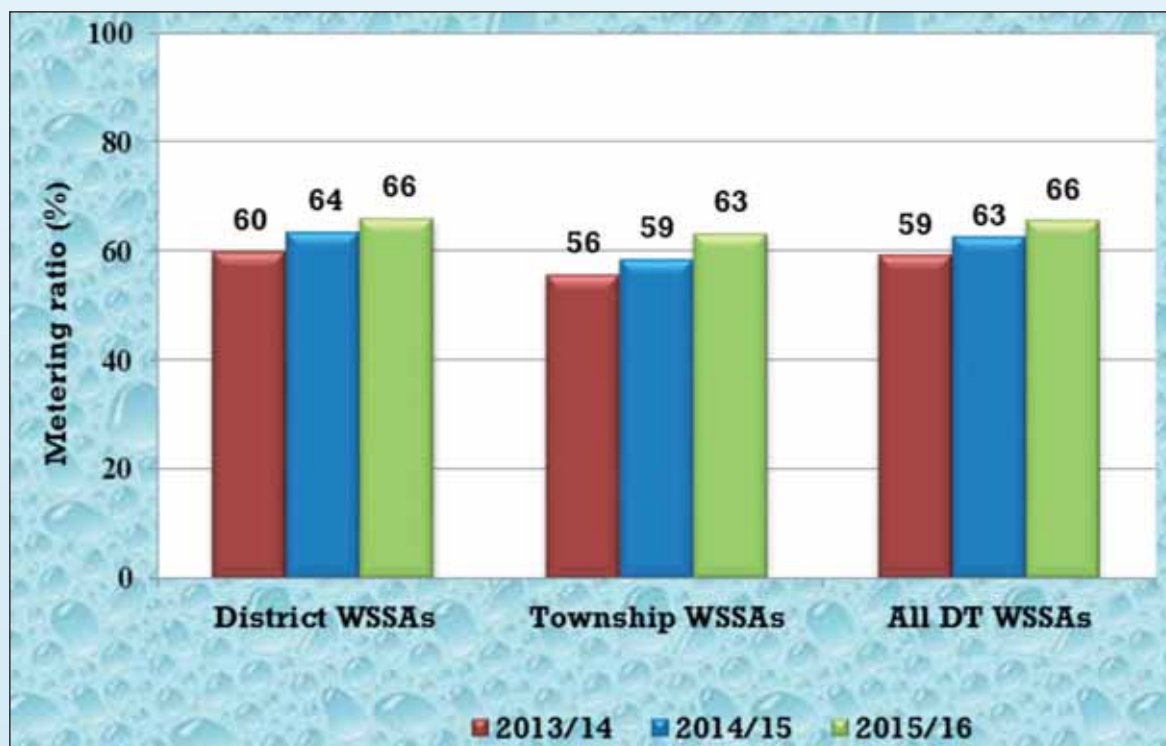


**Figure 9: Comparison of Average Hours of Services in 2015/16**



## 2.8 Metering Ratio

Generally, over the past three years, DT WSSAs have shown continuous improvement in customer metering. Metering ratio improved from an overall average of 59% in 2013/14 to 66% in FY 2015/16 as summarized in Figure 10 and detailed in Table A2.6 of Appendix 2.



**Figure 10: Average Metering Ratio**

During FY 2015/16, the DT WSSAs of Mlowo, Nansio and Chamwino attained a significant increase in metering ratio. The metering ratios of these WSSAs increased by more than 45%. The increase in metering was mainly through external financing as summarized in Table 8.

**Table 8: Utilities with significant increase in number of metered customers**

Name of WSSA	Increased number of metered customers	Remarks
Mlowo	100	Water Aid Tanzania provided 100 water meters that were installed to the existing customers.
Nansio	490	Funding from Lake Victoria Water and Sanitation Project (LVWATSAN) for procurement of water meters.
Chamwino	770	Grants from MoWI for procurement and installation of customer water meters.

Karagwe WSSA experienced a significant drop in metering ratio from 100% in FY 2014/15 to 65% in FY 2015/16. The drop in metering ratio for Karagwe WSSAs was due to

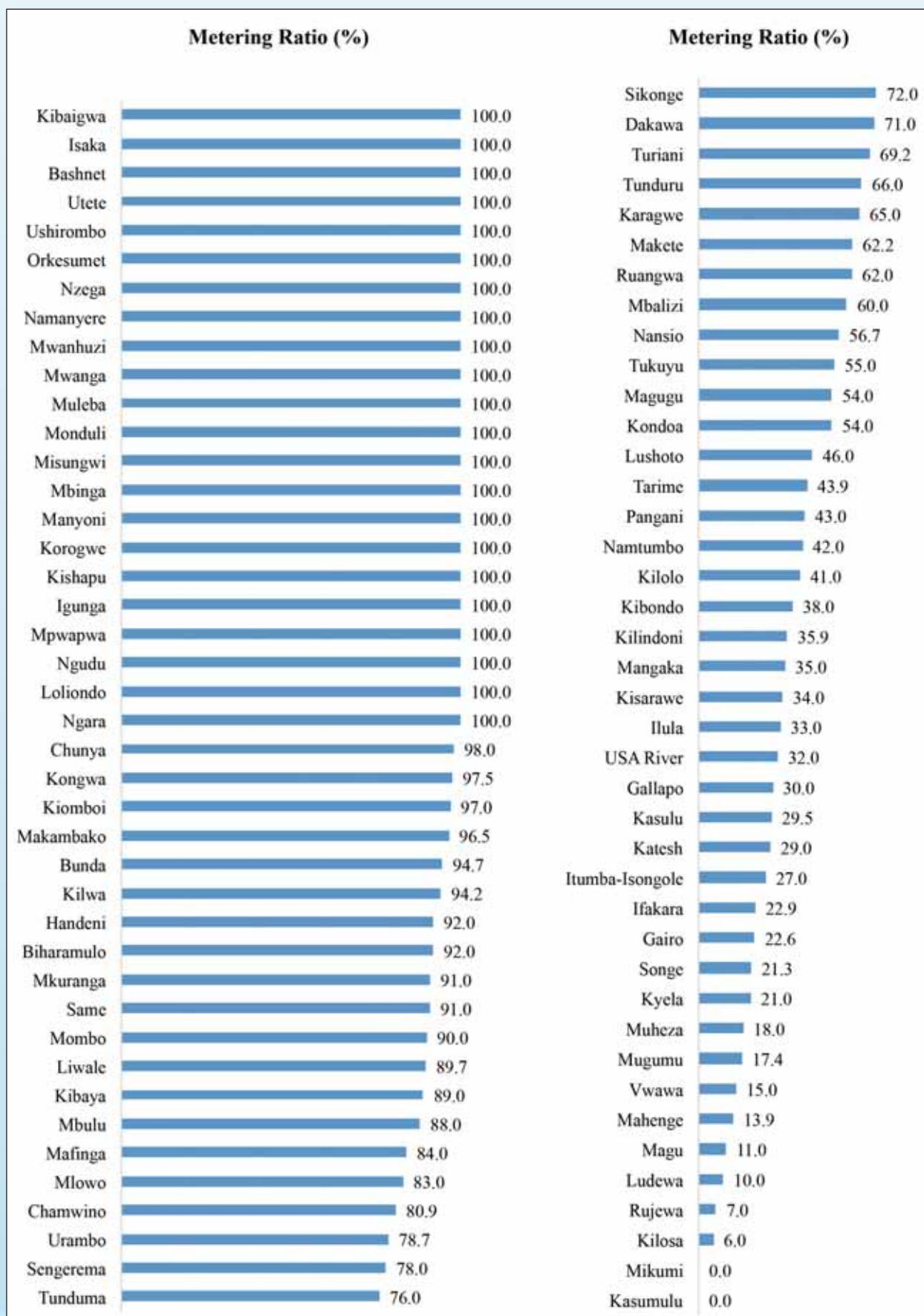
rehabilitation of Omurushaka water supply scheme that prompted increase of number of customers. However, the increased connections were unmetered.

Also, there was an increase in the number of WSSAs that have attained universal metering from 20 WSSAs reported in FY 2014/15 to 22 WSSAs in FY 2015/16 as listed in Table 9. The additional WSSAs that attained 100% metering in FY 2014/2015 are Ngara, Loliondo and Ngudu. A comparison of metering ratio for DT WSSAs in FY 2015/16 is presented in Figure 11.

**Table 9: Utilities with Good Performance in Metering Ratio**

WSSAs that attained 100% metering ratio during 2015/16	Utilities that maintained a 100% metering ratio status that was attained during the previous years.
Ngara, Loliondo and Ngudu.	Kishapu, Korogwe, Manyoni, Mbinga, Misungwi, Monduli, Muleba, Mwanga, Mwanhuizi, Namanyere, Nzega, Orkesumet Ushirombo, Utete, Bashnet Isaka, Kibaigwa, Mpwapwa and Igunga

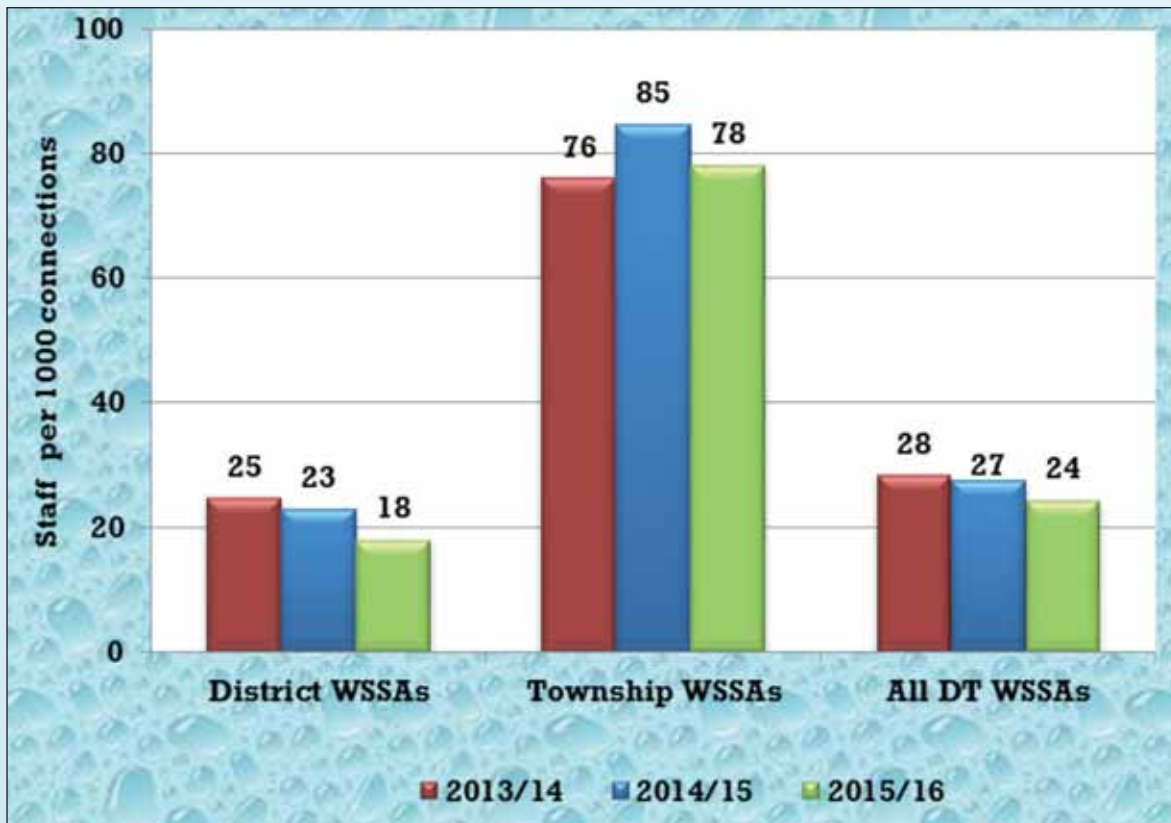
On the other hand, the number of DT WSSAs that have not metered at least 50% of their customers decreased from 36 DT WSSAs in FY 2014/15 to 28 DT WSSAs in FY 2015/16. Among them, the WSSAs of Kasumulu and Mikumi have not metered any of their customers due to operation problem and high turbidity of the water that affect water meters.



**Figure 11: Comparison of Metering Ratio in 2015/16**

## 2.9 Staff per 1000 Connections

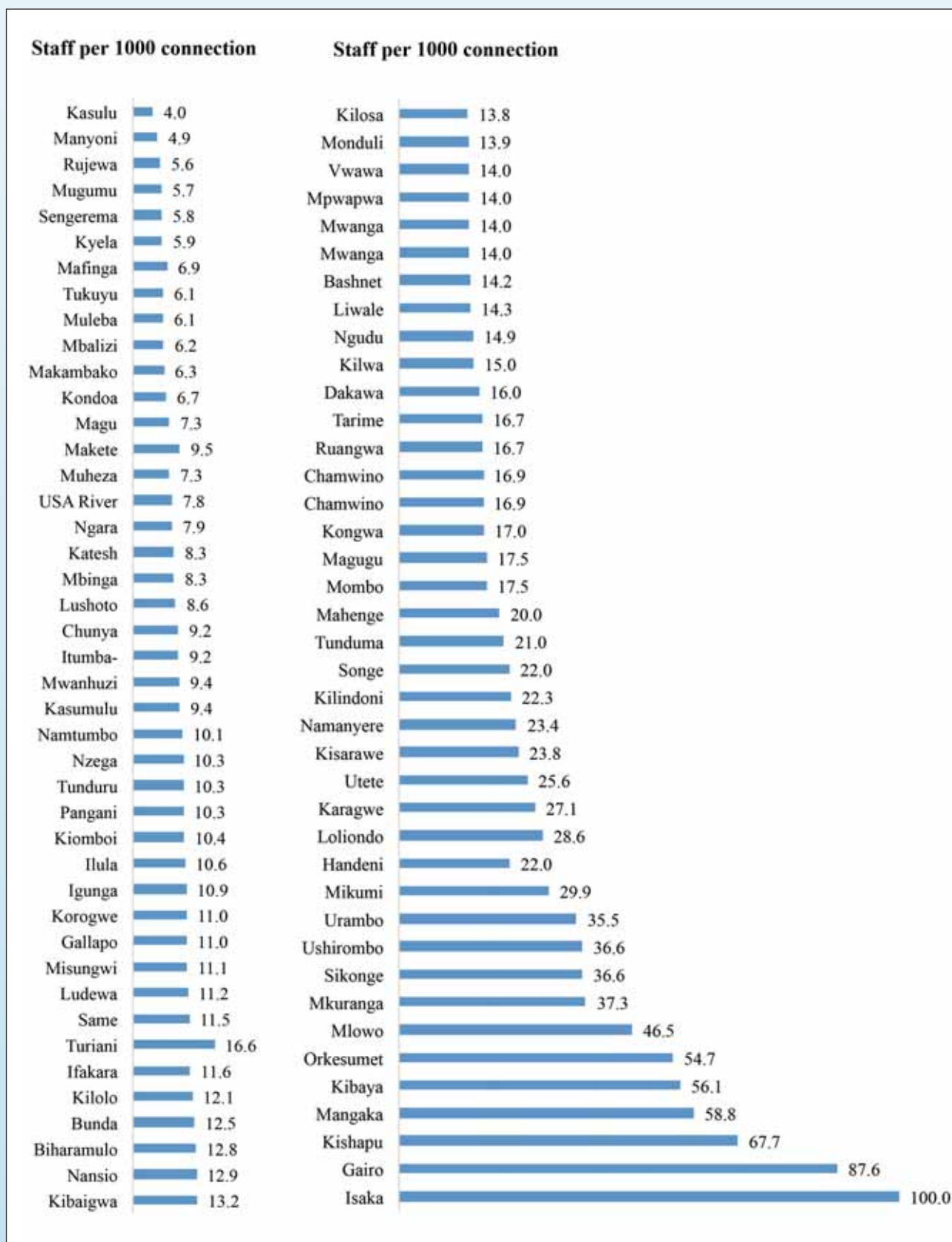
Over the past three years, staff productivity expressed in terms of staff per 1000 connections has improved. Staff per 1000 connections improved from 28 in FY 2013/14 to 24 in FY 2015/16. However, the attained ratio is still unsatisfactory as compared to the service level benchmark of 5 staff per 1000 connections. A summary of staff per 1000 connections is shown in Figure 12 and detailed in Table A2.6 of Appendix 2.



**Figure 12: Average Staff per 1000 Connections**

A comparison of staff per 1000 connections in the FY 2015/16 shown in Figure 13 indicates that Kasulu and Manyoni DT WSSAs are within the service level benchmark of 5 staff per 1000 connection by having staff per 1000 connection value of 4 and 4.5 respectively. The rest of the DT WSSAs failed to meet the benchmark with Isaka (100 staff per 1000 connections), Gairo (87.6 staff per 1000 connections) and Kishapu (67.7 staff per 1000 connections) being the last three in the list.





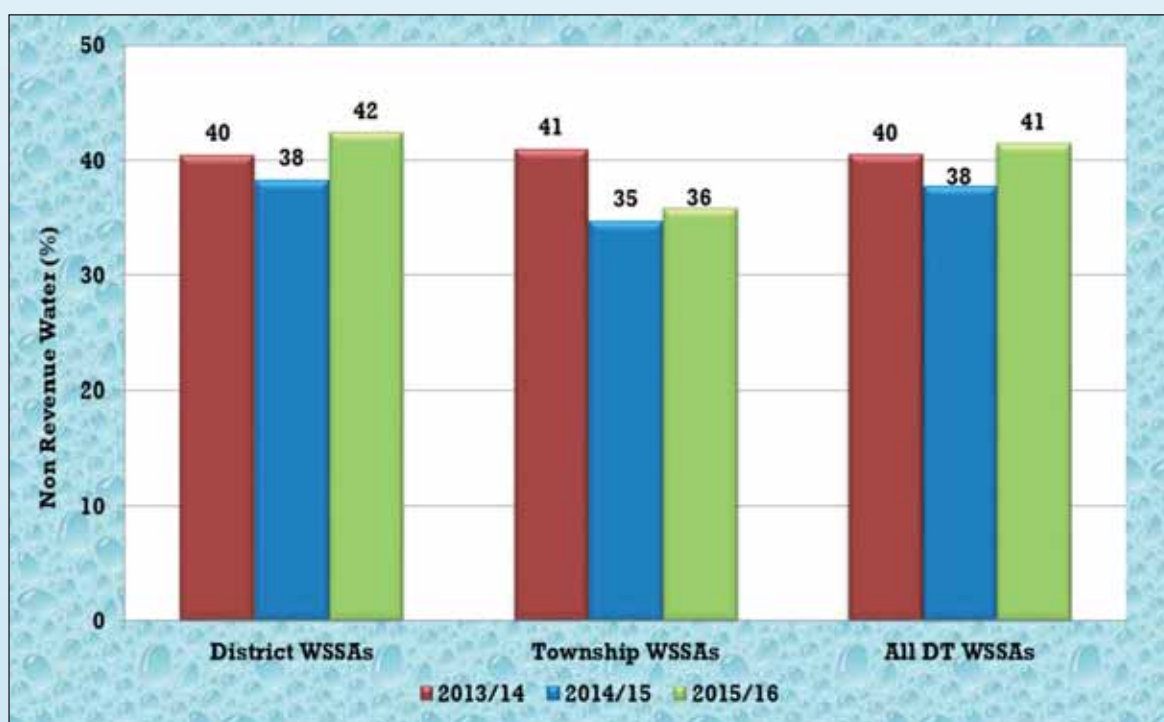
**Figure 13: Comparison of Staff per 1000 Water Connections in 2015/16**

## 2.10 Non-Revenue Water

In this section, discussion of Non Revenue Water (NRW) has been done based on computation of NRW as a percentage of water production and as volume of water loss per connection per day. The results of the computations are presented in Table A2.3 of Appendix 2.

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

DT WSSAs are still challenged by high NRW as compared to the service level benchmark of 20% NRW. There has been an increase in the overall NRW for DT WSSAs from 38% reported in FY 2014/15 to 41% in FY 2015/16. The NRW (%) performance trend for DT WSSAs is summarized in Figure 14.



**Figure 14: Average Non Revenue Water**

A comparison of NRW for DT WSSAs during FY 2015/16 is summarized in Figure 15. In the DT WSSAs that have no bulk meters and which have also not attained 100% customer metering, the reliability and the accuracy of the reported NRW is low. As pointed out in metering section of this report, only 22 out of the 83 DT WSSAs have metered all their customers and only 28 DT WSSAs have working bulk meters at their water production points. Based on the EWURA Performance Benchmarking Guidelines 2014, the reliability and accuracy of NRW data for utilities with less than 70% metered customers is low. In this regard, the reliability and accuracy of NRW data for 57 DT WSSAs with red color in Figure 15 is low. Only four DT WSSAs have managed to achieve good performance in NRW. DT WSSAs that have shown good performance in NRW (%) during 2015/16 are summarized in Table 10.

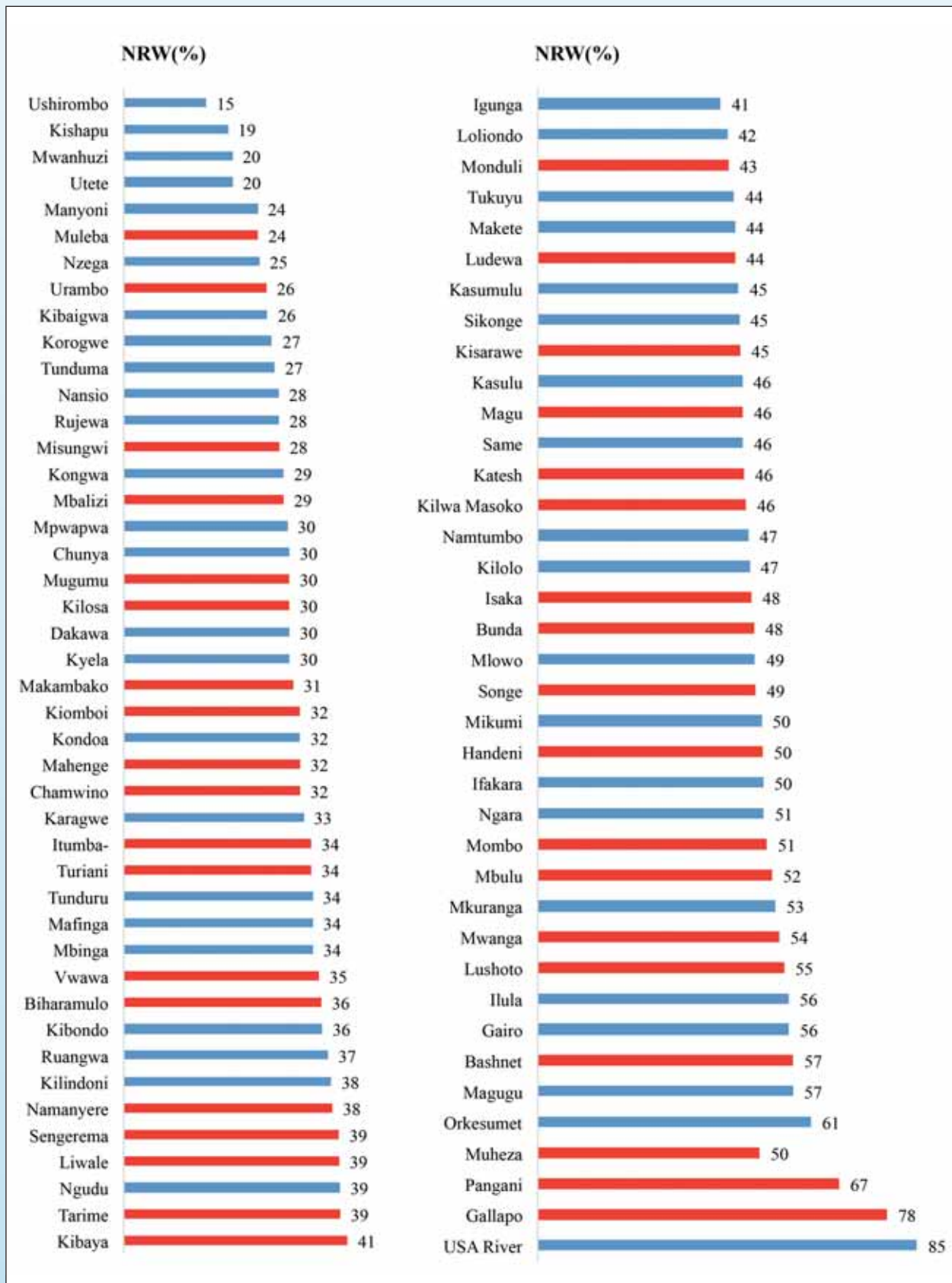
**Table 10: Utilities with Good Performance in NRW**

Name of WSSA	Remarks
Utete	The WSSA has all water production points metered and has managed to control overflows in storage tanks and has relatively new distribution networks.
Ushirombo, Mwanhuzi and Kishapu	These WSSAs have metered all their customers and water production points.

During FY 2015/16, Sixteen DT WSSAs performed poorly in NRW management. These DT WSSAs had NRW ratio of more than 50%. The DT WSSAs that had unsatisfactory performance in NRW are summarized in Table 11.

**Table 11: Utilities with Unsatisfactory Performance in NRW (NRW  $\geq$  50%)**

Name of WSSA	Remarks
Ifakara, Ngara, Mombo, Mbulu, Mkuranga, Lushoto, Ilula, Gairo, Bashnet, Muheza, Pangani and Gallapo	High NRW in these WSSAs is mainly due to low metering ratio and/or dilapidated water supply infrastructure.
Mikumi	Low metering due to poor water quality leading to clogging of water meters and dilapidated water supply infrastructure causing frequent leakages.
Handeni and Mwanga,	Dilapidated water supply infrastructure.
Usa River	13 water points provides water for free due to unwillingness of the customers to pay for water; and low metering ratio.

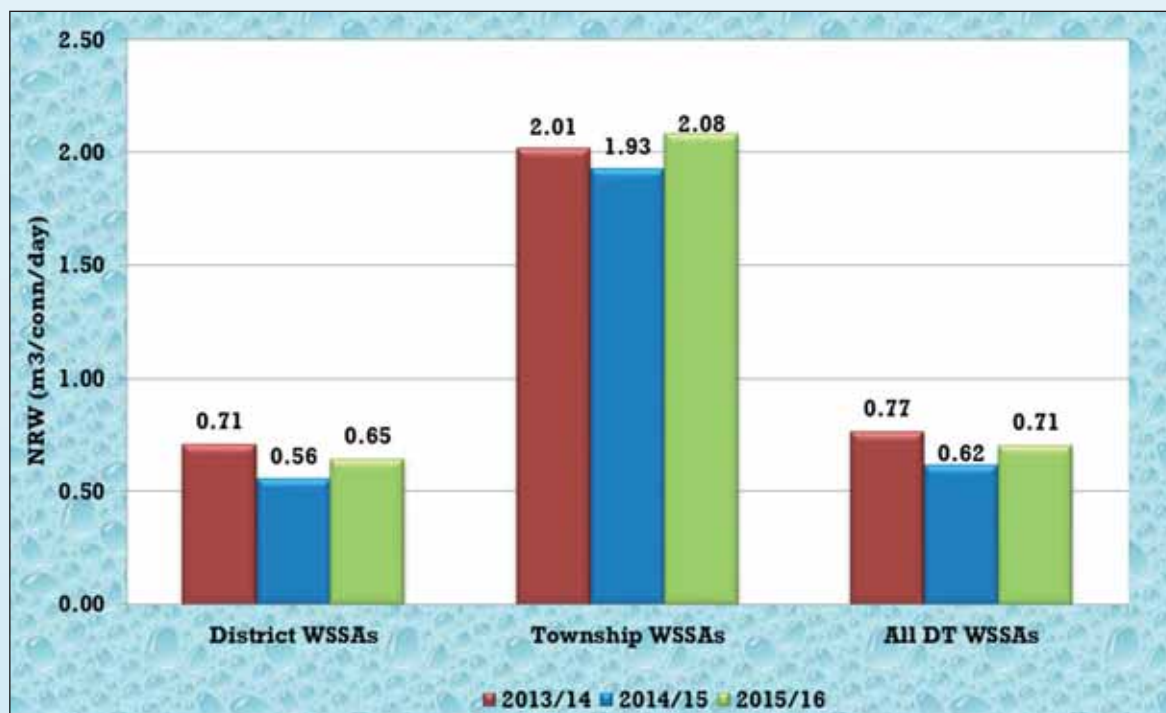


**Figure 15: Comparison of Non-Revenue Water (%) in 2015/16**



### 2.10.2 NRW in volume of water loss per connection per day

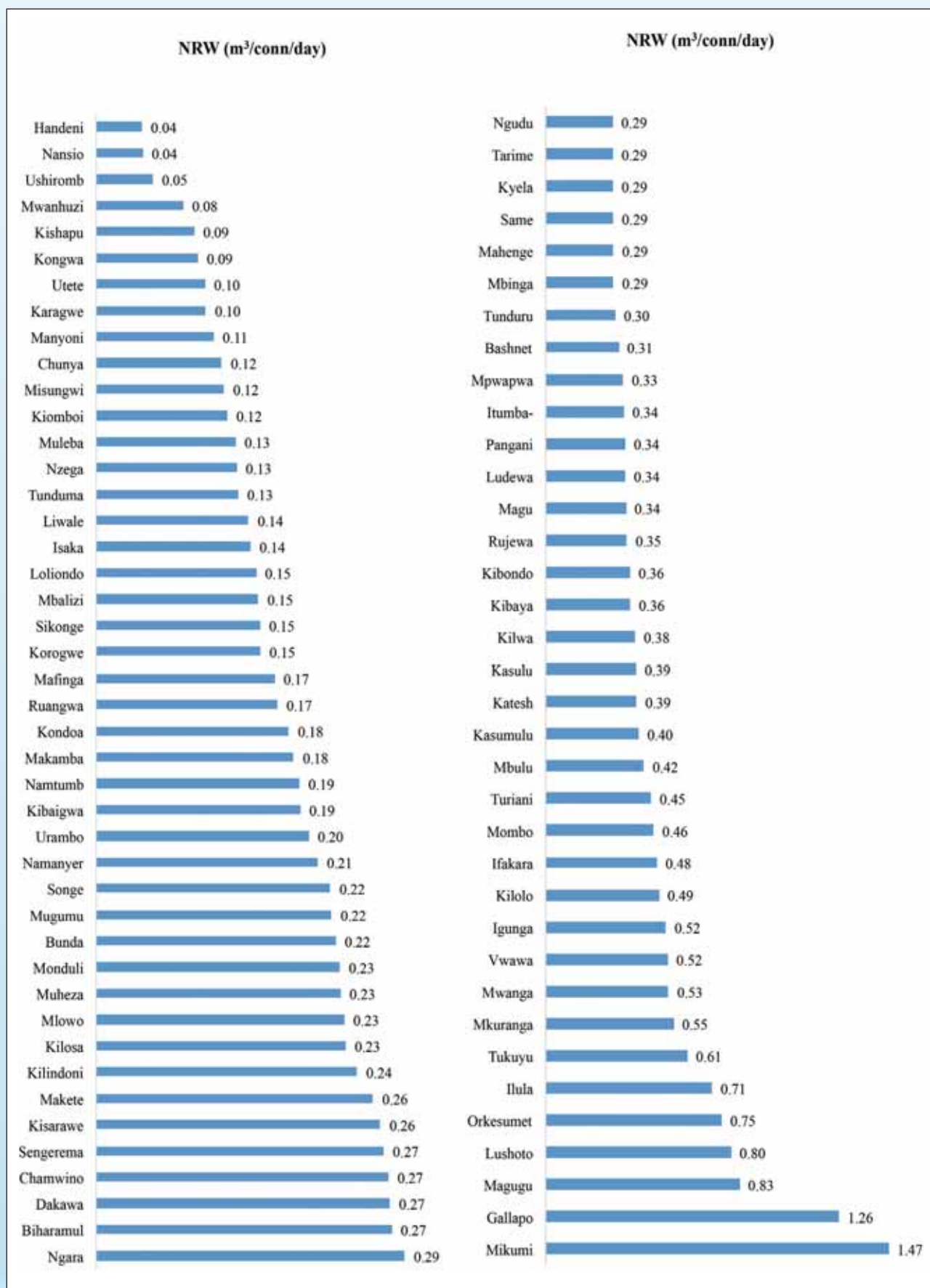
During the past three years, average daily water loss per connection per day for DT WSSAs decreased from 770 litres in 2013/14 to 620 litres in 2014/15 and thereafter increased to 710 litres in 2015/16. NRW ( $\text{m}^3$  per connection per day) performance trend for DT WSSAs is summarized in Figure 16.



**Figure 16: NRW in volume of water loss per connection per day**

A comparison of daily water loss per connection per day for DT WSSAs in FY 2015/16 is shown in Figure 17. It can be seen that Handeni and Nansio WSSA had the lowest daily water loss per connection of 40 litres. On the other hand, Usa River and Gallapo WSSA had the highest daily water loss at an average of more than 1500 litres per connection.

Ushirombo WSSA is the overall best performer in NRW management followed by Mwanhuizi. Conversely, Magugu WSSA is the overall least performer in NRW management.



**Figure 17: Comparison of NRW (m³/connection/day) in 2015/16**

## 2.11 Revenue Collection and Expenditure

Over the past three years, revenue collections from operating activities of DT WSSAs have been increasing annually. Total revenue collections for DT WSSAs increased from TZS 7.94 billion in FY 2013/14 to TZS 8.75 billion in 2015/16. Revenue collections for DT WSSAs are summarized in Figure 18 and detailed in Table A2.7 of Appendix 2. During the year under review, Kibaigwa WSSA reported the highest revenue collection among DT WSSAs by collecting TZS 351.86 million followed by Nzega WSSA that collected TZS 346.46 million.



**Figure 18: Total Revenue Collection**

The overall average collection efficiency has increased from 76% in FY 2013/14 to 83% in FY 2015/16. However, the reported collection efficiencies do not necessarily reflect billing and corresponding collections during the same year. It can be observed in Table A2.7 of Appendix 2 that some of the DT WSSAs have reported collection efficiency of more than 100%. Failure to have proper records of billing and collections in most DT WSSAs is mainly caused by lack of appropriate billing systems. The best practice is for the DT WSSAs to have a full computerized billing system. Table 12 summarizes the systems used by DT WSSAs to manage customer bills. Most of the DT WSSAs are still using the manual billing system (billing ledgers in hard copy) or semi computerized system. Furthermore, some of the DT WSSAs do not have an appropriate billing system. In these utilities it is difficult to retrieve the billing and collection records of their customers. Improvement in this area is necessary because effective billing and collection are critical for ensuring viability of the utilities.

**Table 12: Systems used by DT WSSAs to Manage Customer Bills**

<b>Computerized Billing System</b>	<b>Semi – Computerized Billing System (billing ledgers in hard copy and computer system)</b>	<b>Manual Only (billing ledgers in hard copy)</b>	<b>Inappropriate billing system</b>
1. Mbulu	1. Loliondo	1. Katesh	1. Songe
2. Lushoto	2. Muleba	2. Bashnet	2. Isaka
3. Korogwe	3. Ushirombo	3. Muheza	3. Mangaka
4. Same	4. Tarime	4. Pangani	4. Namanyere
5. Mwanga	5. Misungwi	5. Mombo	5. Ludewa
6. Monduli	6. Kishapu	6. Gallapo	6. Chamwino
7. Kibaya	7. Ngudu	7. Magugu	7. Dakawa
8. Bunda	8. Karagwe	8. Usa River	8. Gairo
9. Mwanhuji	9. Kilwa Masoko	9. Orkesumet	9. Kibaigwa
10. Ngara	10. Mkuranga	10. Handeni	
11. Sengerema	11. Kasulu	11. Nansio	
12. Liwale	12. Biharamulo	12. Kibondo	
13. Ruangwa	13. Utete	13. Magu	
14. Chunya		14. Mugumu	
15. Kyela		15. Kilindoni	
16. Mafinga		16. Kisarawe	
17. Mbinga		17. Itumba	
18. Rujewa		18. Kasumulu	
19. Tukuyu		19. Makete	
20. Vwawa		20. Namtumbo	
21. Makambako		21. Tunduru	
22. Mbalizi		22. Tunduma	
23. Mlowo		23. Kilosa	
24. Ifakara		24. Kiomboi	
25. Igunga		25. Kongwa	
26. Kondoa		26. Mahenge	
27. Mpwapwa		27. Manyoni	
28. Nzega		28. Mikumi	
29. Sikonge		29. Turiani	
30. Ilula		30. Urambo	
31. Kilolo			



## 2.12 Expenditure

Over the past three years, total operation and maintenance expenditure reported by DT WSSAs increased from TZS 9.9 billion in FY 2013/14 to TZS 11.9 billion in FY 2015/16 as shown in Figure 19. However, the financial operations of most DT WSSAs are not well documented and/or audited. In this regard, the accuracy of the financial data and indicators such as working ratio and operating ratio is low. Notwithstanding this observation, comparison of Figure 18 and Figure 19 shows that DT WSSAs spend more than what they actually collect. DT WSSAs expenditure is supported by subsidies from the Central and Local Government.

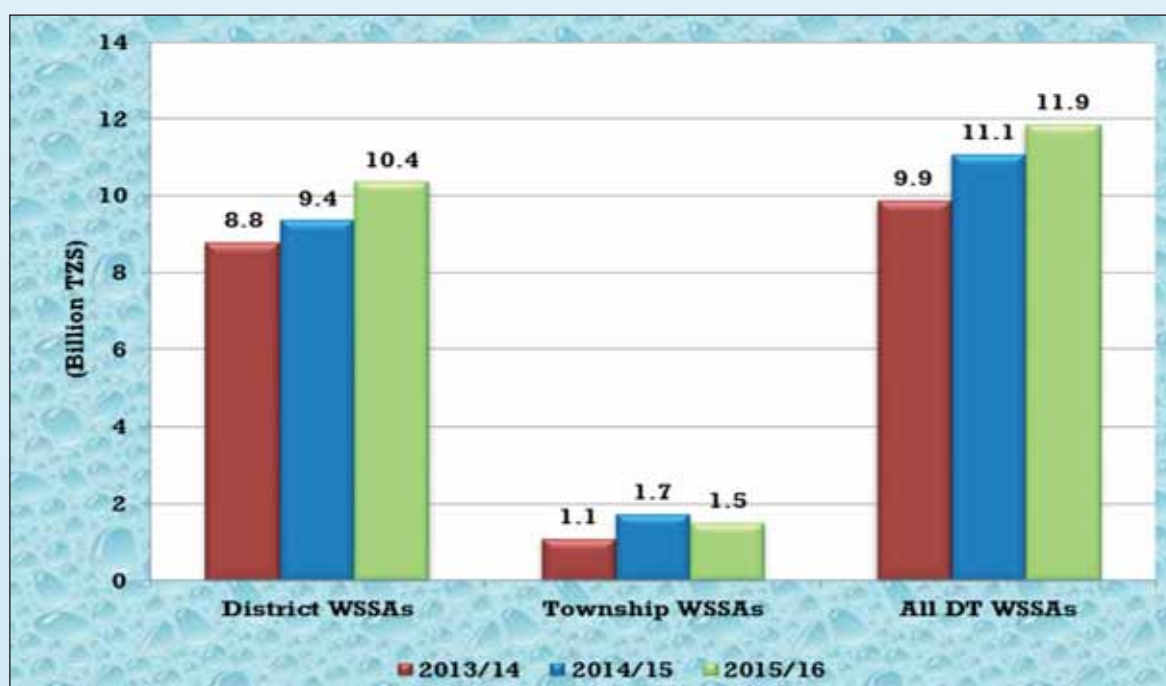


Figure 19: Total Expenditure

## 2.13 Institutional Status of DT WSSAs

### 2.13.1 DT WSSAs' Board of Directors

Pursuant to Section 10 of the Water Supply and Sanitation Act, 2009 each declared DT WSSA shall have a Board of Directors to oversee the business affairs of the WSSAs. The Board of Directors for DT WSSAs are appointed by the Minister responsible for local government and their tenure lasts for three years. The performance of DT WSSAs depend much on the presence of Board of Directors that holds its meetings as required. By June 2016, out of 97 declared DT WSSAs, 10 DT WSSAs have not established Board of Directors. In the FY 2014/15, 12 DT WSSAs had not established Board of Directors. The DT WSSAs whose Board of Directors were appointed for the first time was Turiani WSSA which is currently fully operational. On the other hand, the Board of Directors for Chala WSSA was appointed in 2014/15 but has also not started operations because arrangements to hand over operations of the existing water supply scheme from the current service provider to the Board are not yet concluded.

The DT WSSAs that have not established Board of Directors. Water supply services are mainly operated by village water committees, community owned organizations or trustees. The declared DT WSSAs that have not established Board of Directors are Karatu, Kishapu, Bonga, Didia, Iselamagazi, Jomu (Tinde), Laela, Uyui (Isikizya), Lalago, Malampaka and Sangang'walugesha. On the other hand, the tenure of 25 DT WSSAs Board of Directors has expired. A detailed status of establishment of DT WSSAs Boards of Directors is shown in Appendix 3, Table A3.1.

#### **2.13.2 DT WSSAs' Management and Staff**

Generally, DT WSSA still challenged in terms of adequate number and relevant qualifications for operation of water utilities. In addition, most of the existing staff are not fully employed by the DT WSSAs and are performing other tasks given by the District Water Engineer's office.

### 3.0 IMPLEMENTATION OF REGULATORY OBLIGATIONS

DT WSSAs are obliged to comply with regulatory directives and requirements. The major regulatory obligations that are discussed in this report include tariff conditions and reporting requirements.

#### 3.1 Tariff Reviews and Implementation of Tariff Conditions

DT WSSAs are required to review their tariffs according to their business plans so as to ensure that the cost of operation matches with the revenue generated. The intention is to ensure that the full cost of providing water is borne by the consumers of the same services. However, the DT WSSAs are still getting subsidies to finance their operations and investments.

Generally, the trend of submission of tariff review applications from DT WSSAs has been unsatisfactory. As of 30<sup>th</sup> June 2016, 72 DT WSSAs were still operating with a tariff which was initiated and approved by EWURA using tariff indexation in year 2011. The existing tariff levels do not reflect their actual costs. DT WSSAs that had reviewed their tariff since year 2011 are Kilwa Masoko, Tukuyu, Ngudu, Ifakara, Mpwapwa, Kiomboi, Kongwa and Mbinga.

During the year under review, EWURA approved tariff applications from the DT WSSAs of Ngudu, Kiomboi, Mpwapwa, Ifakara, Kongwa and Mbinga as shown in Table 13. Also, by the end of the year under review the tariff applications whose reviews were ongoing are from the DT WSSAs of Igunga, Kilwa-Masoko, Pangani, Korogwe, Ruangwa and Mwanaga. The tariff application from Liwale WSSA was referred back due to submission of incomplete information.

**Table 13: Tariff Review Determinations**

S/N	Name of DT WSSA	Existing Average Metered Tariff (TZS/m <sup>3</sup> )	Approved Average Metered Tariff (TZS/m <sup>3</sup> )			Date of Approval	Effective Date
			2015/16	2016/17	2017/18		
1.	Ngudu	734.94	1,149.14	1,222.58	1,282.19	05-08-15	01-09-15
2.	Kiomboi	969.4	1,007.5	1,052.9		03-08-15	01-09-15
3.	Mpwapwa	665	894.85	988.08	1,054.43	29-01-16	01-02-16
4.	Ifakara	650.36	975.6	1,066.61	1,133.43	28-08-15	01-11-15
5.	Kongwa	631.4	971.55	971.55	971.55	29-02-16	01-04-16
6.	Mbinga	618.47	628.44	675.63	714.40	29-02-16	01-04-16

Tariff approvals are usually accompanied with conditions that need to be fulfilled by the applicant utility. Normally, the conditions have specified time for fulfilment. EWURA evaluates implementation of the tariff conditions by assigning weights to the implementation of each condition. The criteria for evaluation are detailed under Appendix 3, Table A3.2 (vi).

During the year under review, DT WSSAs had to comply with a total of 21 conditions. Some of the conditions had been issued in the previous years but still had to be fulfilled during FY 2015/16. The overall compliance with the tariff conditions was 42% which is graded as fair. Details of compliance to tariff conditions are shown in Appendix 3, Table A3.2 (v). Most DT WSSAs failed to comply with the condition of submitting their revised Business Plans, Client Service Charters and implementing some of the earmarked projects.

## 3.2 Reporting Obligations

### 3.2.1 Technical Reports

DT WSSAs are obliged to submit their annual technical reports by 30<sup>th</sup> September and their respective final reports by 31<sup>st</sup> December every year. 71 DT WSSAs complied with this regulatory requirement by submitting data sheet and/or annual reports by 30<sup>th</sup> September, 2016.

### 3.2.2 Financial Reports

DT WSSAs are required to submit their draft financial statements by 30<sup>th</sup> September and their audited financial statements by 31<sup>st</sup> December every year. Generally, submission of financial reports from DT WSSAs has been unsatisfactory. Only 21 DT WSSAs submitted their draft financial statements for the FY 2015/16 which is a slight improvement from 17 DT WSSAs during FY 2014/15. Out of the 21 DT WSSAs, that submitted their draft financial statements in 2015/16, 13 DT WSSAs namely Mwanhuzi, Utete, Liwale, Makambako, Mbinga, Vwawa, Tukuyu, Chunya, Katesh, Korogwe, Lushoto, Same and Mwanga submitted their draft financial statements on time while eight DT WSSAs namely Muleba, Mbalizi, Tunduma, Mafinga, Magugu, Monduli, Ngudu and Loliondo submitted their draft financial statements late. Generally, most DT WSSAs' financial reports are not audited. The main reason for unsatisfactory performance of DT WSSAs in submission of financial reports is lack of sufficient and qualified accountants.

Table 14 shows that as at 30<sup>th</sup> June 2016 only 35 DT WSSAs had qualified accountants working full time with the DT WSSAs. In Table 14, DT WSSAs that submitted draft financial statements are green colored, which implies that 43% of the DT WSSAs that had qualified accountants who are working full time with the DT WSSAs managed to submit draft financial statements. Also, only 26% of the DT WSSAs with part time qualified accountants managed to submit draft financial statements. None of the 25 DT WSSAs without qualified accountants submitted their draft financial statements.



**Table 14: Presence of Qualified Accountants in DT WSSAs as at 30th June 2016**

DT WSSAs with full time Qualified Accountants ( <i>with at least diploma in accountancy and dedicated to work full time with the WSSA</i> )		DT WSSAs with part time Qualified Accountants ( <i>with at least diploma in accountancy but working part time with the WSSA</i> )	DT WSSAs without Qualified Accountants
1. Katesh	23. Kyela	1. Lushoto	1. Bashnet
2. Mbulu	24. Makete	2. Songe	2. Muheza
3. Magugu	25. Vwawa	3. Loliondo	3. Mombo
4. Kibaya	26. Chunya	4. Orkesumet	4. Gallapo
5. Korogwe	27. Tukuyu	5. Pangani	5. Usa River
6. Mwanga	28. Mbalizi	6. Biharamulo	6. Handeni
7. Same	29. Kiomboi	7. Nansio Ukerewe	7. Isaka
8. Monduli	30. Kondo	8. Bunda	8. Ushirombo
9. Muleba	31. Manyoni	9. Magu	9. Kilindoni
10. Mwanhuzi	32. Mpwapwa	10. Mugumu	10. Mangaka
11. Kasulu	33. Nzega	11. Misungwi	11. Ruangwa
12. Karagwe	34. Chamwino	12. Kishapu	12. Kilwa Masoko
13. Ngara		13. Kibondo	13. Kongwa
14. Tarime		14. Kisarawe	14. Mahenge
15. Ngudu		15. Mkuranga	15. Sikonge
16. Ifakara		16. Liwale	16. Turiani
17. Kilosa		17. Utete	17. Itumba
18. Mikumi		18. Dakawa	18. Ludewa
19. Makambako		19. Urambo	19. Namanyere
20. Mbinga		20. Tunduru	20. Namtumbo
21. Ludewa		21. Tunduma	21. Kasumulu
22. Namanyere		22. Mafinga	22. Gairo
		23. Rujewa	23. Kibaigwa
		24. Kilolo	
		25. Ilula	
		26. Sengerema	

## 4.0 PERFORMANCE RANKING

Performance ranking of DT WSSAs was implemented according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2014. Based on the Guidelines, the overall rank of a WSSA was determined based on the total scores in achievement of Key Performance Indicators (KPIs), achievement of performance targets, evaluation of data reliability and accuracy (confidence grading) and attaining Service Level Benchmarks as shown in the Guidelines.

### 4.1 Key Performance Indicators

Ten Key Performance Indicators (KPIs) for water services were used to rank the performance of DT WSSAs. The ten KPIs together with their assigned weights and Service Level Benchmarks (SLBs) as provided in the Guidelines are shown in **Table 15**.

**Table 15: Key Performance Indicators**

SN	Description of Indicators	Service Level Benchmark	Weight
1	Average Hours of Supply	24	5%
2	Metering Ratio (%)	100	10%
3	Non Revenue Water	$\leq 20$	15%
4	Working Ratio	$\leq 0.67$	10%
5	Personnel/1000 (W&S) connections (ratio)	$\leq 5$	5%
6	Water Quality Compliance (%)	$\geq 98$	15%
7	Proportion of population served with water (%)	100	5%
8	Revenue Collection Efficiency (%)	$\geq 95$	15%
9	Operating ratio	$\leq 1.0$	10%
10	Personnel expenditure as % of collection from water services and other related income	$\leq 30$	10%

### 4.2 Procedure for Ranking

The overall rank of a WSSA was determined through the following steps:-

**(a) Determining the KPI achievement of a WSSA.**

This is the actual value attained for each of the ten KPIs listed in Table 14.

**(b) Calculating Scores based on Best Performer (SBP).**

In assigning SBPs, the best performer in each of the KPI was given 70 points; the least performer scored a zero mark while a WSSA which attained the average was awarded 50 points. Intermediate performance was allocated scores by interpolating between the minimum average and best performance.

**(c) Calculating Scores based on attaining Performance Targets (SPT)**

The Guidelines requires a WSSA to be awarded a maximum of ten points depending on the progress in achieving performance targets indicated in a WSSA's Business Plan.

**(d) Calculating Scores based on attaining Service Level Benchmarks (SSLB).**

The highest scores allocated for attaining a Service Level Benchmark indicated in Table 15 were 10 points. A WSSA was awarded 10 points for attaining or surpassing a Service Level Benchmark on each performance indicator and zero mark for not attaining the Service Level Benchmark.

**(e) Calculating Scores based on Confidence Grading (SCG).**

Each performance indicator was assigned a confidence grade according to the procedure outlined in the Performance Benchmarking Guidelines. Confidence grading includes assessment of data reliability and accuracy for each KPI as per Table 16. A WSSA was awarded 10 points for attaining or surpassing a confidence grading of B2 and a zero mark for not attaining the Confidence Grading of B2 on each performance indicator. A confidence grading of B2 means that the data for calculating the KPI is from a reliable source and has an estimated uncertainty of between 5-20%.

**Table 16: Assessment Data Reliability and Accuracy**

Data Reliability		
Reliability Bands		Definition
A	Highly Reliable	Data based on sound records procedures investigations or analysis that are properly documented and recognized as the best available assessment methods
B	Reliable	Generally, as in "A" but with minor shortcomings for example documentation is missing the assessment is old or some reliance on unconfirmed reports; or there is some extrapolations from such reports/analysis from records that cover less than 30% of the service providers system.
C	Unreliable	Generally, as in "A" or "B" but data is based on extrapolation from records that cover more than 30 percent (but less than 50 percent) of the service provider's system.
D	Highly unreliable	Data is based on unconfirmed verbal reports and/or cursory inspections or analysis including extrapolations from such reports/inspections/analysis.
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 – 50%):Worse than $\pm 20\%$ but better than or equal to + / -50%
4		(>50%):Worse than $\pm 50\%$

**(f) Calculating the Total Weighted Score (TWS)**

The weighted score for each KPI was calculated as a sum of the SBP, SPT, SSLB and SCG multiplied by the weight of each KPI indicated in Table 15. Thereafter, the TWS was calculated as sum of the weighted score for all KPIs. The TWS has a weight of 70% in the overall score.

**(g) Calculating the Reporting Score (RS)**

According to the Guidelines, a total of 30 points are allocated for submission of monthly reports through the Water Utilities Information System (MajIs), draft annual report and draft financial statements. However, since DT WSSAs have not yet started to report effectively through the MajIs system, the scores for MajIs reports (17 points) were distributed equally for submission of quarterly reports (4.25 points for each quarterly report). Further, submission of annual report and draft financial statements were allocated 6.5 points each.

**(h) Calculating the Overall Score and Rank**

The overall score of a WSSA was calculated as a sum of TWS and RS. The rank of a WSSA was established based on the value of their overall score. Further, the overall score of the WSSA was classified, interpreted and given a color code as outlined in the Guidelines.

**(i) Classification of Performance Scores**

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification color code and interpretation is as shown in Table 17.

**Table 17: 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

### 4.3 Results of Performance Ranking

Based on the procedure outlined above, Utete WSSA emerged as the 2015/16 overall best performer for provision of water services among 83 DT WSSAs. Utete WSSA led by scoring 74.47 points which is interpreted as Very Good performance. On the other hand, the least performer was Isaka WSSA scoring 9.81 points only. Ranking of all DT WSSAs is summarized in Table 18.

DT WSSAs of Utete, Chunya, Same and Liwale showed major improvement in performance for the year 2015/16. Utete and Chunya WSSAs moved from fair to very good performance while Same and Liwale WSSAs moved from fair to good performance mainly due to improvement in achievement in Key Performance Indicators and complying with reporting requirements. DT WSSAs of Tarime, Orkesumet, Kisarawe, Mugumu and Mkuranga showed



major deterioration in performance for year 2015/16 by moving from fair to unsatisfactory performance. Also, the performance of Monduli WSSA deteriorated from very good to unsatisfactory performance.

Table 19 highlights the ranking comparison of DT WSSAs over the past three years. It can be seen that, over the past three years there has been an increasing trend in DT WSSAs towards good and very good performance. However, the number of utilities with unsatisfactory performance has not declined over the past two years.

**Table 18: Summary of Ranking for 83 DT WSSAs**

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2015/16)	Previous Rank (2014/15)	Previous Rank (2013/14)
Utete	44.47	30.00	74.47	B	Very Good	1	20	21
Mbinga	41.90	30.00	71.90	B	Very Good	2	2	43
Tukuyu	41.84	30.00	71.84	B	Very Good	3	7	11
Chunya	41.43	30.00	71.43	B	Very Good	4	15	62
Muleba	46.44	23.50	69.94	C	Good	5	1	4
Mwanhuzi	39.05	30.00	69.05	C	Good	6	9	53
Makambako	37.58	30.00	67.58	C	Good	7	4	66
Same	36.81	30.00	66.81	C	Good	8	30	52
Liwale	35.42	30.00	65.42	C	Good	9	29	13
Mbalizi	45.64	19.25	64.89	C	Good	10	19	36
Korogwe	34.81	30.00	64.81	C	Good	11	6	10
Mafinga	39.45	23.50	62.95	C	Good	12	17	9
Ngudu	38.83	23.50	62.33	C	Good	13	23	47
Vwawa	30.10	30.00	60.10	C	Good	14	21	39
Lushoto	28.52	30.00	58.52	C	Good	15	28	51
Misungwi	33.18	23.50	56.68	C	Good	16	5	3
Igunga	32.35	23.50	55.85	C	Good	17	51	12
Loliondo	31.03	23.50	54.53	D	Fair	18	16	50
Mwanga	32.22	21.50	53.72	D	Fair	19	11	23
Magugu	29.18	23.50	52.68	D	Fair	20	12	24
Ushirombo	28.29	23.50	51.79	D	Fair	21	22	2
Itumba-Isongole	28.24	23.50	51.74	D	Fair	22	70	70
Nansio	27.54	23.50	51.04	D	Fair	23	34	59
Monduli	40.19	10.75	50.94	D	Fair	24	3	8
Kibaigwa	26.33	23.50	49.83	D	Fair	25	76	-
Ruangwa	25.14	23.50	48.64	D	Fair	26	37	16
Kasulu	24.51	23.50	48.01	D	Fair	27	10	25
Katesh	25.93	21.50	47.43	D	Fair	28	14	18

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2015/16)	Previous Rank (2014/15)	Previous Rank (2013/14)
Ngara	23.75	23.50	47.25	D	Fair	29	75	48
Biharamulo	23.65	23.50	47.15	D	Fair	30	18	5
Makete	23.63	23.50	47.13	D	Fair	31	26	37
Nzega	22.25	23.50	45.75	D	Fair	32	8	7
Kiomboi	21.70	23.50	45.20	D	Fair	33	13	60
Kilolo	21.67	23.50	45.17	D	Fair	34	38	41
Kilwa Masoko	21.59	23.50	45.09	D	Fair	35	24	6
Tunduma	21.39	23.50	44.89	D	Fair	36	53	77
Mlowo	20.69	23.50	44.19	D	Fair	37	-	-
Muheza	20.47	23.50	43.97	D	Fair	38	41	28
Bashnet	20.21	23.50	43.71	D	Fair	39	49	57
Ilula	20.13	23.50	43.63	D	Fair	40	45	38
Kondoa	18.65	23.50	42.15	D	Fair	41	66	64
Kishapu	18.40	23.50	41.90	D	Fair	42	40	69
Kyela	17.99	23.50	41.49	D	Fair	43	42	34
Karagwe	24.38	17.00	41.38	D	Fair	44	68	56
Kasumulu	17.36	23.50	40.86	D	Fair	45	57	73
Mombo	17.32	23.50	40.82	D	Fair	46	35	32
Usa River	16.62	23.50	40.12	D	Fair	47	54	33
Songe	16.29	23.50	39.79	E	Unsatisfactory	48	44	72
Namtumbo	15.25	23.50	38.75	E	Unsatisfactory	49	46	22
Ifakara	14.36	23.50	37.86	E	Unsatisfactory	50	69	44
Kibaya	20.33	17.00	37.33	E	Unsatisfactory	51	63	19
Handeni	12.98	23.50	36.48	E	Unsatisfactory	52	62	46
Ludewa	20.56	15.00	35.56	E	Unsatisfactory	53	47	55
Rujewa	15.02	19.25	34.27	E	Unsatisfactory	54	56	67
Gallapo	10.58	23.50	34.08	E	Unsatisfactory	55	61	61
Mbulu	19.01	15.00	34.01	E	Unsatisfactory	56	33	31
Tunduru	18.03	15.00	33.03	E	Unsatisfactory	57	39	71
Pangani	17.41	15.00	32.41	E	Unsatisfactory	58	48	42
Sikonge	16.50	15.00	31.50	E	Unsatisfactory	59	55	82
Bunda	22.17	6.50	28.67	E	Unsatisfactory	60	27	14
Urambo	22.15	6.50	28.65	E	Unsatisfactory	61	60	20
Kibondo	19.66	8.50	28.16	E	Unsatisfactory	62	73	68
Sengerema	27.56	0.00	27.56	E	Unsatisfactory	63	59	54
Mikumi	8.20	19.25	27.45	E	Unsatisfactory	64	82	-
Mpwapwa	20.81	6.50	27.31	E	Unsatisfactory	65	58	17
Chamwino	20.46	6.50	26.96	E	Unsatisfactory	66	77	63
Dakawa	19.96	6.50	26.46	E	Unsatisfactory	67	79	30
Turiani	19.50	6.50	26.00	E	Unsatisfactory	68	-	-
Manyoni	25.89	0.00	25.89	E	Unsatisfactory	69	71	58

Utility Name	Weighted Score Based on KPIs	Reporting Score	Overall Ranking Score	Classification	Interpretation	Current Rank (2015/16)	Previous Rank (2014/15)	Previous Rank (2013/14)
Kongwa	18.25	6.50	24.75	E	Unsatisfactory	70	65	15
Mahenge	16.84	6.50	23.34	E	Unsatisfactory	71	74	35
Namanyere	16.25	6.50	22.75	E	Unsatisfactory	72	81	76
Kilindoni	16.06	6.50	22.56	E	Unsatisfactory	73	52	75
Mkuranga	15.78	6.50	22.28	E	Unsatisfactory	74	36	65
Mugumu	21.50	0.00	21.50	E	Unsatisfactory	75	32	80
Mangaka	14.40	6.50	20.90	E	Unsatisfactory	76	64	79
Kilosa	19.54	0.00	19.54	E	Unsatisfactory	77	78	26
Kisarawe	12.58	6.50	19.08	E	Unsatisfactory	78	43	49
Orkesumet	15.73	0.00	15.73	E	Unsatisfactory	79	25	27
Gairo	15.10	0.00	15.10	E	Unsatisfactory	80	72	29
Tarime	14.42	0.00	14.42	E	Unsatisfactory	81	31	40
Magu	14.39	0.00	14.39	E	Unsatisfactory	82	67	74
Isaka	9.81	0.00	9.81	E	Unsatisfactory	83	80	78

**Table 19: Performance Ranking Comparison**

	Excellent (Nos)	Very Good (Nos)	Good (Nos)	Fair (Nos)	Unsatisfactory (Nos)
<b>2013/14</b>	0	1	7	47	27
<b>2014/15</b>	0	3	9	35	36
<b>2015/16</b>	0	4	13	30	36

## 5.0 MAJOR OBSERVATIONS AND RECOMMENDATIONS

In the course of reviewing the performance of water utilities as presented in this Report a number of issues related to sustainability of service provided by DT WSSAs have been disclosed. This section highlights key issues observed and their corresponding recommendations as shown in Table 20.

**Table 20: Major Observations and Recommendations**

SN.	Key issue	Key Observation	Recommendation	Responsible
1.	Investment in water infrastructure	All 83 DT WSSAs are not capable to invest in development of water infrastructures thus there is a challenge in increasing water service coverage for both water supply and sanitation services.	(a) Clustering of some DT WSSAs with Regional WSSAs in order to improve investment capability and management of water services in DT WSSAs. Clustering will not only improve service but will also save the cost for investing in construction of water treatment infrastructures as most of the clustered WSSAs will share water sources The following clusters are proposed; <ul style="list-style-type: none"> <li>i. Muheza WSSA with Tanga WSSA</li> <li>ii. Mkuranga WSSA with DAWASA</li> <li>iii. Kisarawe WSSA with DAWASA</li> <li>iv. Usa River WSSA with Arusha WSSA</li> <li>v. Mbalizi WSSA with Mbeya WSSA</li> <li>vi. Isaka with Kahama WSSA</li> <li>vii. Ilula WSSA with Iringa WSSA.</li> </ul> (b) It is also recommended that the service area for MANAWASA be extended to cover also the service area of Mangaka WSSA.	MoWI



SN.	Key issue	Key Observation	Recommendation	Responsible
2.	Metering	Out of the 83 DT WSSAs, only 22 DT WSSAs have attained 100% customer metering. Also, only 28 DT WSSAs have metered all their water production points	WSSAs should install bulk meters in order to determine the actual water produced. This should go in line with ensuring that the DT WSSAs attain 100% customer metering. It is recommended that, metering should be included in the 2016/17 budget for each DT WSSAs.	DT WSSAs
3.	Water Quality Monitoring	Only 21 out of 83 DT WSSAs performed water quality tests. However, they did not comply with the number of samples to be tested as required by TBS.	All WSSA's have to test the quality of water supplied in accordance to TBS Standards. DT WSSAs need to prepare and implement water quality monitoring programs. The programs prepared have to be in accordance to the Water and Wastewater Quality Monitoring Guidelines for Water Utilities issued by EWURA in December 2014. DT WSSAs should plan for construction of water treatment facilities.	DT WSSAs
4.	Cost Recovery	Only 12 WSSAs have applied for tariff reviews since 2011. DT WSSAs are dependent on Local / Central government for subsidies and personnel. Also, only 5 DT WSSAs have prepared and submitted to EWURA their business plans	DT WSSAs have to prepare Business Plan and request for tariff review.	DT WSSAs
5.	Personnel	All DT WSSAs do not have sufficient and qualified personnel	DT WSSAs should be provided with adequate support from PO-RALG to recruit sufficient and qualified staff.	PO - RALG

SN.	Key issue	Key Observation	Recommendation	Responsible
6.	Disposal of Waste Water/ Sludge	All DT WSSAs do not have wastewater disposal systems. Eight DT WSSAs have acquired land for construction of water treatment facilities.	DT WSSAs should acquire land for construction of waste water treatment facilities and thereafter construct wastewater treatment facilities.	DT WSSAs
7.	Financial Audit	Only 21 DT WSSAs submitted draft financial reports for 2015/16. Financial reports of most DT WSSAs are not audited.	DT WSSAs have to ensure that every financial year their accounts are audited by the Controller and Auditor General (CAG) separate from Councils financial statement.	DT WSSAs
8.	Corporate Governance	(a) 10 DT WSSAs do not have Board of Directors since their establishment. 24 out of 83 DT WSSAs have expired Boards.	PO-RALG is advised to review the process of appointing Board members of DT WSSAs so as to ensure that at all times the DT WSSAs have Board of Directors in place. Also, PO-RALG is advised to conduct stakeholder awareness on the role and importance of water boards.	PO-RALG
		(b) Dareda WSSA did not operate due to conflicts between management and community served	PO-RALG should resolve the Dareda conflict	PO-RALG

# APPENDICES





# **APPENDIX 1**

## **WATER UTILITIES PROFILES**

BIHARAMULO WSSA PROFILE						2015/16
EWURA LICENSE No. WSSSL/80/12 – Class III						
District: Biharamulo, Region: Kagera						
General Description About the Utility	Biharamulo Water Supply and Sanitation Authority (Biharamulo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Biharamulo town which is the headquarters of the Biharamulo District, Kagera Region. Biharamulo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 29,644 out of which 19,862 are served by the utility. The utility draws water from three spring’s sources, one gravity scheme which draws its water from Runyinya spring and a pumping scheme which draws its water from Kagango and Ruziba springs. The combined installed production capacity is 803m³/day. The present production capacity is low compared with the estimated water demand of 1,696m³/day. The utility has no water treatment facilities. The total length of the distribution system is 30.346 km and water s supplied through rationing at an average of 6 hours per day. The system has seven storage tanks with combined capacity of 725m³. The Authority has no sewerage system thus onsite sanitation facilities are used under the supervision of Biharamulo District Council. The utility has four (4) permanent staff seconded from Biharamulo District Council and twelve (12) staff employed on contract terms by the utility which makes the utility to have a total number of 16 employees.					
	General Data About Water Utility	Total water connections : 938 Total active connections : 802 Total domestic connections : 860 Total operational kiosks : 6 Metering ratio : 92% NRW : 36% Total staff : 16 Staffs/1000 connections : 13 Annual O&M costs : TZS 96,876,000 Annual water collections (arrears included) : TZS 76,205,000 Annual water billing : TZS 70,291,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m³)	800	1,000	1,025	1,500	
	Flat rate charge (TZS/Month)	7,000	16,500	16,500	27,000	
	<b>Note:</b> (i) The charges at water kiosks are TZS 30.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.					
Challenges	1. Low production from the available water sources; 2. Low network coverage; 3. Lack of water treatment facilities; 4. Insufficient storage tanks; 5. Lack of authority’s qualified staffs;					

BUNDA WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/80/12 – Class III					
District: Bunda, Region: Mara					
General Description About the Utility	Bunda Water Supply and Sanitation Authority (Bunda WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Bunda town which is the headquarters of the Bunda District, Mara Region. Bunda WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 127,634 out of whom 70,199 are served by the utility. The utility draws water from two intakes; Nyabehu and Guta at Lake Victoria source wich are 24.9km away from Bunda town. The combined installed production capacity is 8,000m <sup>3</sup> /day. Water from the two intakes is pumped to thirteen tanks with total storage capacity of 2,030m <sup>3</sup> located at Bunda town which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 9,896m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 102.59 km and water is supplied through rationing at an average of 12 hours per day. The Authority has no sewerage system thus onsite sanitation facilities are used under the supervision of Bunda District Council. The utility has eight (8) permanent staff seconded from Bunda District Council and eleven (11) staff employed on contract terms by the utility which makes the utility to have a total number of 19 employees.				
General Data About Water Utility	Total water connections : 1,515 Total active connections : 1,262 Total domestic connections : 1,333 Total operational kiosks : 27 Metering ratio : 95% NRW : 48% Total staff : 19 Staffs/1000 connections : 13 Annual O&M costs : TZS 118,592,000 Annual water collections (arrears included) : TZS 128,537,000 Annual water billing : TZS 124,813,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m <sup>3</sup> )	800	1,200	1,200	-
	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-
	Note: (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
Challenges	1. High level of NRW; 2. Low network coverage; 3. Lack of water treatment facilities; 4. Insufficient storage tanks; 5. Vandalism of infrastructure along Nyabehu - Bunda water transmission main;				

CHAMWINO WSSA PROFILE							2015/16																																												
EWURA LICENCE No. WSSSL/17/2012 – Class III																																																			
District: Chamwino, Region: Dodoma																																																			
<b>General Description About the Utility</b>	Chamwino Water Supply and Sanitation Authority (Chamwino WSSA) was declared a fully autonomous public water utility on 17 <sup>th</sup> June 2005, and its Board became fully operational on 24 <sup>th</sup> November, 2008. Chamwino WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Chamwino township which is the headquarters of Chamwino District in Dodoma Region. Chamwino WSSA is classified as Category C water authority. Its area of responsibility has a total population of 26,484 people in which 11,653 people are served. The utility draws water from two out of seven drilled boreholes. The present production capacity of 1,440m <sup>3</sup> /day is low compared to the estimated daily water demand of 1,669m <sup>3</sup> . The utility has no water quality monitoring plan in place and water quality test has not been conducted. The total length of distribution system is 47.8km and water is supplied at an average of 12hrs/day. The system has five functioning storage tanks with total capacity of 387.5 m <sup>3</sup> . The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Chamwino District Council.																																																		
<b>General Data About Water Utility</b>	Total water connections : 1,068 Total active connections : 934 Total Domestic connections : 998 Total operational water kiosk/standpipe : 3 Metering ratio : 81% NRW : 32% Total staff : 18 Staff/1000 connection : 17 Annual O&M Costs : TZS 121,261,000 Annual Water Collections (Arrears included) : TZS 54,628,000 Annual Water Billings : TZS 86,369,000																																																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td rowspan="2">Minimum charge (TZS)</td><td>0-</td><td>4,000</td><td></td><td></td><td>N/A</td></tr><tr><td>0-</td><td></td><td>21,500</td><td>20,000</td><td>N/A</td></tr><tr><td rowspan="3">Consumption Charge (TZS/m<sup>3</sup>)</td><td>15-</td><td>345</td><td></td><td></td><td>N/A</td></tr><tr><td>&gt;29m<sup>3</sup></td><td>625</td><td></td><td></td><td>N/A</td></tr><tr><td>29-</td><td></td><td>335</td><td>390</td><td>N/A</td></tr><tr><td></td><td>&gt;43m<sup>3</sup></td><td></td><td>335</td><td>655</td><td>N/A</td></tr><tr><td>Flat rate (TZS/month)</td><td></td><td>4,500</td><td>15,000</td><td>7,500</td><td>N/A</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>						Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Minimum charge (TZS)	0-	4,000			N/A	0-		21,500	20,000	N/A	Consumption Charge (TZS/m <sup>3</sup> )	15-	345			N/A	>29m <sup>3</sup>	625			N/A	29-		335	390	N/A		>43m <sup>3</sup>		335	655	N/A	Flat rate (TZS/month)		4,500	15,000	7,500	N/A
Category of customer	Band	Domestic	Institutions	Commercial	Industrial																																														
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	>43m <sup>3</sup>		335	655	N/A																																														
Flat rate (TZS/month)		4,500	15,000	7,500	N/A																																														
<b>Challenges</b>	1. Inadequate water service coverage 2. Insufficient water production as compared to demand 3. Low customer metering rate 4. High NRW																																																		



CHUNYA WSSA PROFILE		2015/16																																	
EWURA LICENCE No. WSSSL/53/2012 – Class III																																			
District: Chunya, Region:Mbeya																																			
General Description About the Utility	Chunya Water Supply and Sanitation Authority (Chunya WSSA) was declared a fully autonomous public water utility in 2002. Chunya WSSA is responsible for the overall operation and management of water supply and sanitation services in Chunya Township which is the headquarters of Chunya District in Mbeya Region. Chunya WSSA is classified as Category C water authority and started its operation in 2003. Its area of responsibility has a total population of 25,434 people in which 14,916 people are directly served with water. The utility draws water from three boreholes namely, BH.2566/2009, NBH2/2014, 2567/2009, NBH/2014 and NBH/2015. The average water production from the sources during the reporting period was 424 m3/day. The source installed production capacity is 631m³/day. The present production capacity is not sufficient to meet the estimated water demand of 1,438m³/day The utility has no water treatment facilities. The total length of the entire pipe network is 24.12km and water is supplied at an average of 9hrs/day. The network has 4 storage tanks of different capacities with combined storage volume of 425m³. The Township has no sewerage system. Onsite sanitation facilities are in use under the supervision of Chunya District Council. The Utility has a 4 permanent staff seconded from the District Council and 6 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 10 staff.																																		
General Data About Water Utility	Total water connections : 1090 Total active connections : 727 Total domestic connections : 1022 Total active kiosk/standpipe : 2 Metering ratio : 98% NRW : 30% Total staff : 10 Staff/1000 connections : 9.2 Annual O&M costs : TZS 308,165,777 Annual water collections (arrears included) : TZS 149,636,000 Annual water billings : TZS 139,314,000																																		
Tariff Structure	<table><tr><th colspan="2">Category of customer</th><th>Domestic</th><th>Institutio</th><th>Commercial</th><th>Industrial</th></tr><tr><td rowspan="4">Metered (TZS/M³)</td><td>1-20m³</td><td>1,000</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>&gt;20m³</td><td>1500</td><td>N/A</td><td>1,500</td><td>2,500</td></tr><tr><td>1-50m³</td><td></td><td>1,500</td><td>1,500</td><td>2,500</td></tr><tr><td>&gt;50m³</td><td></td><td>2,000</td><td>1,500</td><td>2,500</td></tr><tr><td colspan="2">Flat rate (TZS/Month)</td><td>7,000</td><td>11,500</td><td>19,000</td><td>32,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50.00 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>		Category of customer		Domestic	Institutio	Commercial	Industrial	Metered (TZS/M³)	1-20m³	1,000	N/A	1,500	2,500	>20m³	1500	N/A	1,500	2,500	1-50m³		1,500	1,500	2,500	>50m³		2,000	1,500	2,500	Flat rate (TZS/Month)		7,000	11,500	19,000	32,000
Category of customer		Domestic	Institutio	Commercial	Industrial																														
Metered (TZS/M³)	1-20m³	1,000	N/A	1,500	2,500																														
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	1-50m³		1,500	1,500	2,500																														
	>50m³		2,000	1,500	2,500																														
Flat rate (TZS/Month)		7,000	11,500	19,000	32,000																														
Challenges	1. Low water production because of limited number of pumps and low yield sources 2. Low Billing efficiency 3. Excessive Leakages and Commercial losses 4. High electricity bills due lack of power control devices. 5. Unpaid bills by customers leading to growth in arrears																																		

DAKAWA WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSSL/25/2012 – Class III																			
District: Mvomero, Region: Morogoro																			
<b>General Description About the Utility</b>	Dakawa Water Supply and Sanitation Authority (Dakawa WSSA) was declared as a Water Supply and Sanitation Authority on 17 <sup>th</sup> of June, 2005 by Government notice No.353. The utility is responsible for overall provision of water within the urban area of Dakawa, the headquarters of Mvomero District. Dakawa is located 35km from Morogoro Municipality along Morogoro - Dodoma Highway. Dakawa Water and Sanitation Authority covers two wards namely Dakawa Sokoine East and Dakawa Sokoine West, these two wards comprise of 11 sub-villages. Its area of responsibility has a total population of 41,411 of which 11% only are served. Dakawa Urban Water and Sanitation Authority acquired borehole sources from the former community based schemes at Wami Dakawa which include three boreholes. The boreholes are all located at Wami Dakawa village and currently have a production capacity of 1,128m <sup>3</sup> /day which is very low compared with the estimated water demand of 2,899m <sup>3</sup> /day. The total length of the distribution system is 10km and water is supplied at an average of 7hrs/day. The Authority has a total of 7 staff (two staff are seconded from DED office). The utility has no water treatment facilities and all other operational plans are not in place. The sanitation facilities in this town are mainly pit latrines with few septic tanks used under the monitoring of the Mvomero District Council.																		
<b>General Data About Water Utility</b>	Total water connections : 437 Total active connections : 365 Total domestic connections : 396 Total operational water kiosk/standpipe : 3 Metering ratio : 71% NRW : 30% Total staff : 7 Staff/1000 connection :16 Annual O&M Costs : TZS 39,024,000 Annual Water Collections (Arrears included) : TZS 38,421,000 Annual Water Billings : TZS 40,800,000																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>910</td><td>945</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>16,500</td><td>16,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	910	945	-	Flat rate charge (TZS/Month)	7,500	16,500	16,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	800	910	945	-															
Flat rate charge (TZS/Month)	7,500	16,500	16,500	-															
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. Inadequate service coverage</li><li>2. High NRW due to old and dilapidated water distribution infrastructure</li><li>3. Inadequate water production as compared to demand</li><li>4. High outstanding electricity bill</li></ol>																		

GAIRO WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/26/2012 – Class III																				
District: Gairo, Region: Morogoro																				
General Description About the Utility	The Gairo Water Supply and Sanitation Authority (Gairo WSSA) is a utility under category C and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Gairo Township which is the headquarters of Gairo District. The authority was established and gazetted on 17/12/2003 by the then Ministry of Water and Livestock Development. The Authority became operational in August, 2004. The water supply to Gairo township depends on gravity scheme, originating from Ukaguru mountains range. The average water production reported in 2015/16 is 397.5m <sup>3</sup> /day which is 56% of the present estimated daily water demand of 3,439m <sup>3</sup> /day. The source also serves 7 villages along transmission mains from Mahelo hills with an estimated population of 36,514. The Authority supplies water to a total of 4,017 people residing in Gairo town. The reported Non-revenue water is 30% while water supply is through rationing at an average of 3 hours per day. Water transmission from Mahelo spring intake to the storage tanks is by gravity system through mains comprising of PVC and Galvanized steel pipes of 80mm – 200mm diameter range. There are 12 concrete block tanks with total storage capacity of 1,815m <sup>3</sup> constructed at various locations along the main pipeline from the Mahelo source to Gairo town. The distribution network for water supply at the township is not in very good condition due to old pipes, laid between 1965 and 1972 thus frequent leakages and bursts are common events.																			
	General Data About Water Utility	Total water connections	: 217																	
		Total active connections	: 215																	
		Total operational water kiosk/standpipe	: 168																	
		Total domestic connections	: 3																	
		Metering ratio	: 23%																	
		NRW	: 56%																	
		Total staff	: 19																	
		Staff/1000 connection	: 88																	
		Annual O&M Costs	: TZS 27,316,000																	
		Annual Water Collections (Arrears included)	: TZS 28,256,000																	
		Annual Water Billings	: TZS 33,335,000																	
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>N/A</td><td>11,500</td><td>N/A</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	300	335	390	-	Flat rate charge (TZS/Month)	N/A	11,500	N/A	-
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	300	335	390	-															
	Flat rate charge (TZS/Month)	N/A	11,500	N/A	-															
<b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011																				
Challenges	<div>1. High NRW due to old and dilapidated water distribution infrastructure</div> <div>2. Low coverage of water distribution network</div> <div>3. Inadequate water production</div> <div>4. Low metering ratio</div>																			

HANDENI WSSA PROFILE					2015/16
EWURA LICENCE No.WSSSL/01/2012- Class III					
District: Handeni, Region: Tanga					
<b>General Description About the Utility</b>	<p>Handeni Water Supply and Sanitation Authority (Handeni WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 30<sup>th</sup> January, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the administrative area of Handeni Town Council which is the headquarters of the Handeni District, Tanga Region. Handeni WSSA is classified as Category C water utility. Its area of responsibility (Handeni Town) has a total population of 83,577 people of which 12,084 are directly served with water. The utility has three types of water sources which are two dams of Kwenkambala and Kideleko, 4 boreholes of Mnazini, Ndelema, Bwawani and Soko la Zamani and Pangani river through bulk supply from the Handeni Trunk Main Water Supply Authority. During the year under review Handeni WSSA supplied water produced at Soko la Zamani borehole, the other water sources were not operational. The water sources have a combined installed production capacity of 1,056m<sup>3</sup>/day. The installed production capacity is not sufficient to meet the estimated demand for Handeni town of 5,850m<sup>3</sup>/day. Generally, the Utility has been experiencing high water shortage due to drought, low yield of boreholes and unreliability of water supply from Handeni Trunk Main WSSA. The total length of the distribution system is 37.44 km and water is supplied at an average of one hour per day. There are 9 storage tanks which have combined storage volume of 740m<sup>3</sup>. Handeni town has no sewerage system and therefore, there are onsite sanitation facilities used which are under the supervision of Handeni Town Council. Handeni WSSA has 13 staff seconded from Handeni Town Council and the utility itself has employed 7 daily working staff in revenue collection and pipe works.</p>				
<b>General Data About Water Utility</b>	<p>Total water connections : 590  Total active connections : 249  Total domestic connections : 487  Total water kiosk/standpipe working : 22  Metering ratio : 92%  NRW : 50%  Total staff : 20  Staff/1000 connections : 33.9  Annual O&amp;M costs : TZS 119,875,500  Annual water collections (arrears included) : TZS 24,809,400  Annual water billings : TZS 27,769,500</p>				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Kiosk</b>
	Consumption charges (TZS/m <sup>3</sup> )	1,250	1,500	2,000	1,500
	Flat rate charge (TZS/Month)	11,500	12,500	12,500	NA
<p><b>Note:</b>  (i) The charges at water Kiosks are TZS 30 per 20 liters container.  (ii) Last tariff review effective date: 1<sup>st</sup> June 2011.  (iii) The number of inactive customers was high due to unavailability water caused by failure to cover electricity costs for operating the boreholes.</p>					
<b>Challenges</b>	<ol style="list-style-type: none"> <li>1. Inadequate water sources and supply;</li> <li>2. Old and dilapidated water sources and distribution network;</li> <li>3. Lack of water treatment plant for treating water from the dam;</li> <li>4. Lack of sufficient and competent staff ; and</li> <li>5. Lower water supply coverage, only 14% of the population are served with water.</li> </ol>				



IFAKARA WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/27/2012 – Class III					
District: Ifakara, Region: Morogoro					
<b>General Description About the Utility</b>	Ifakara Water Supply and Sanitation Authority (Ifakara WSSA) was established in 2005 by Act No. 8 of 1997. Ifakara WSSA started its operations on 1 <sup>st</sup> July, 2005 and is responsible for the overall operation and management of water supply and sanitation services within the urban area of Ifakara township which is the headquarters of Kilombero District in Morogoro Region. Ifakara WSSA is classified as Category C water authority. Its area of responsibility has a total population of 125,633 of which 16,332 people are served. The utility draws water from only one type of water source comprising seven boreholes which are fairly protected and equipped with submersible pumps that are operational for an average of 4 hours per day. The combined production capacity is approximately 1,920m <sup>3</sup> /day if the pumps were operational for 24hours per day. This capacity is not fully utilized owing to worn-out pipeline network and power interruptions. The current water production of 1,059m <sup>3</sup> /day is low compared to the estimated water demand of 7,538m <sup>3</sup> /day. Water supply is supplemented by shallow wells drilled in most of the households around township, although water from these wells is not safe owing to high water table. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 24.7km and water is supplied through rationing at an average of 4.5 hrs /day. The water supply system has six storage tanks with total capacity of 455m <sup>3</sup> . The town has no sewerage system.				
<b>General Data About Water Utility</b>	Total water connections : 1,116 Total active connections : 1,116 Total domestic connections : 1,021 Total operational water kiosk/standpipe : 23 Metering ratio : 22.9% NRW : 50% Total staff : 13 Staff/1000 connection : 11.6 Annual O&M Costs : TZS 66,656,000 Annual Water Collections (Arrears included) : TZS 78,002,000 Annual Water Billings : TZS 96,130,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	80-990	1,120	1,270	-
	Flat rate charge (TZS/Month)	6,300	14,500	17,250	-
<b>Note:</b> (i) the charges at kiosk are TZS 20 per 20 litres (ii) Last tariff review effective date: 1 <sup>st</sup> November, 2015					
<b>Challenges</b>	1. Inadequate water production 2. High NRW due to old and dilapidated water distribution infrastructure 3. Low coverage of water distribution network 4. Inadequate service hours				

IGUNGA WSSA PROFILE						2015/16
EWURA LICENCE No. WSSSL/56/2012 – Class III						
District: Igunga, Region: Tabora						
<b>General Description About the Utility</b>	Igunga Water Supply and Sanitation Authority (Igunga WSSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Igunga Urban area which is the headquarters of Igunga District, Tabora Region. Igunga WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total populations of 57,371 people out of which 18,018 are served (about 31%). The utility draws water from Bulenya earthfill dam. The dam has a production capacity of 4,725m3/day which is sufficient compared to the estimated water demand of 3,600m3/day. During the year 2015/2016, Igunga WSSA recorded the total water production of 677,273m3 The water distribution networks have a total length 71km. The system has 12 storage tanks with a combined capacity of 1,259m3. Water is supplied through rationing at an average of 12hrs per day. The township has no sewerage system; onsite sanitary facilities are in use under supervision of the Igunga District Town Council. Igunga WSSA has 16 employees, 5 permanent and 11 on contract.					
<b>General Data About Water Utility</b>	Total water connections : 1,469 Total active connections : 1,263 Total domestic connections : 1,252 Total operational water kiosk/standpipe : 27 Metering ratio : 100% NRW : 41% Total staff : 16 Staff/1000 connection : 10.9 Annual O&M Costs : TZS 359,588,000 Annual Water Collections (Arrears included) : TZS 288,374,000 Annual Water Billings : TZS 323,465,000					
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>	
	Consumption charge (TZS/m³)	800	1,200	1,200	-	
	Flat rate charge (TZS/Month)	7,500	30,000	16,500	-	
	<b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011					
<b>Challenges</b>	1. Inadequate water production 2. High NRW due to old and dilapidated water distribution infrastructure 3. Low coverage of water distribution network 4. Inadequate water service coverage					

ITUMBA ISONGOLE WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSSL/52/2012 – Class III																			
District: Ileje, Region: Songwe																			
<b>General Description About the Utility</b>	Itumba-Isongole Water Supply and Sanitation Authority (Itumba-Isongole WSSA) was declared a fully autonomous public water utility in 2004. Itumba-Isongole WSSA is responsible for the overall operation and management of water supply and sanitation services within the Itumba- Isongole town which is the headquarters of Ileje District in Mbeya Region. Itumba-Isongole WSSA is classified as Category C Water Authority. Its area of responsibility has a total population of 21,810 people of which 16,940 are directly served with water. The utility draws water from two sources; Iyela river and Ilumba stream. Water from these sources is abstracted by intake weirs constructed across the river and stream respectively and gravitates to the town. During the reporting period, the sources produced an average of 1,500m <sup>3</sup> /day. The combined installed production capacity is 1,987 m <sup>3</sup> /day .The present production capacity is not sufficient to meet the estimated water demand of 1,832m <sup>3</sup> /day. The total length of the entire pipe network is 56.65km and water is supplied at an average of 19 hrs per day. The network has 7 storage tanks with combined capacity of 465m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Ileje District Council. The Utility has a 2 permanent staff seconded from the District Council and 12 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 14 staff.																		
<b>General Data About Water Utility</b>	Total water connections : 1,519 Total active connections : 1,261 Total domestic connections : 1,369 Total active kiosk/standpipe : 13 Metering ratio : 27% NRW : 34% Total staff : 14 Staff/1000 connections : 9.2 Annual O&M costs : TZS 58,064,000 Annual water collections (arrears included) : TZS 66,790,000 Annual water billings : TZS 84,273,000																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>250</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>12,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 5 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m <sup>3</sup> )	300	335	390	250	Flat rate (TZS/Month)	4,500	10,000	9,500	12,000
Category of customer	Domestic	Institutions	Commercial	Kiosk															
Metered (TZS/m <sup>3</sup> )	300	335	390	250															
Flat rate (TZS/Month)	4,500	10,000	9,500	12,000															
<b>Challenges</b>	1. Lack of water meters to customers. 2. Inadequate distribution network 3. Inadequate water storage facilities 4. Lack of working facilities.																		

KARAGWE WSSA PROFILE					2015/16
EWURA LICENSE No. WSSSL/72/12– Class III					
District: Karagwe, Region: Kagera					
General Description About the Utility	Karagwe Water Supply and Sanitation Authority (Karagwe WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kayanga/Omurushaka township which is the headquarters of the Karagwe District, Kagera Region. Karagwe WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 86,391 out of whom 18,544 are served by the utility. The utility draws water from three sources, Katoma bore hole, Umururongo springs and Charuhanga stream. The combined installed production capacity is 460m <sup>3</sup> /day. Water from the three intakes is pumped to four tanks with total storage capacity of 560m <sup>3</sup> located at Kayanga/Omurushaka town center which distribute water to customers by gravity. The present production capacity is low compared with the estimated water demand of 9,467m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 30.40 km and water is supplied by rationing at an average of 4 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Karagwe District Council. The utility has nine (9) permanent staff seconded from Karagwe District Council and five (5) staff employed on contract terms by the utility which makes the utility to have a total number of 14 employees.				
	General Data About Water Utility	Total water connections : 516 Total active connections : 439 Total domestic connections : 440 Total operational kiosks : 6 Metering ratio : 65% NRW : 33% Total staff : 14 Staffs/1000 connections : 27 Annual O&M costs : TZS 88,529,000 Annual water collections (arrears included) : TZS 83,614,000 Annual water billing : TZS 61,893,000			
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	NA
	Flat rate charge (TZS/Month)	6,500	9,500	10,000	NA
	Note: (i) The charges at water kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
Challenges	1. Inadequate water production capacity; 2. Very low service coverage, hence low customer base; 3. Poor water quality due to lack of treatment facility; 4. Water sources pollution caused by surface run-off waters especially during rainy season; 5. High level of NRW due to dilapidated network;				



KASULU WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/69/12– Class III																				
District: Kasulu, Region: Kigoma																				
General Description About the Utility	Kasulu Water Supply and Sanitation Authority (Kasulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kasulu town which is the headquarters of the Kasulu District, Kigoma Region. Kasulu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 74,442 out of whom 52,110 are served by the utility. The utility draws water from three sources, one stream at Misemo and two springs at Nyanka and Nyakatoke. The combined installed production capacity is 3,447m <sup>3</sup> /day. Water from sources is pumped to three tanks with total storage capacity of 452m <sup>3</sup> located at Kasulu town which distribute water to customers by gravity.																			
	The present production capacity is low compared with the estimated water demand of 5,054m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 43.634 km and water is supplied through rationing at an average of 15 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision Kasulu District Council. The utility has three (3) staff seconded from Kasulu District Council and eleven (11) staff employed on contract terms by the utility which makes the utility to have a total number of 14 employees.																			
General Data About Water Utility	Total water connections : 3,470																			
	Total active connections : 2,929																			
	Total domestic connections : 3,218																			
	Total operational kiosks : 4																			
	Metering ratio : 30%																			
	NRW : 46%																			
	Total staff : 14																			
	Staffs/1000 connections : 4																			
	Annual O&M costs : TZS 176,192,000																			
	Annual water collections (arrears included) : TZS 188,995,000																			
	Annual water billing : TZS 173,076,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>300</td><td>400</td><td>510</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>-</td><td>-</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	300	400	510	NA	Flat rate charge (TZS/Month)	4,500	-	-	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	300	400	510	NA																
Flat rate charge (TZS/Month)	4,500	-	-	NA																
	<b>Note:</b>																			
	(i) The charges at water kiosks: Not Applicable (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.																			
Challenges	1. Low water production capacity.																			
	2. Old and dilapidated water production and distribution infrastructure.																			
	3. High NRW mainly caused mainly by lack of water meters in most of the water connections.																			
	4. Low metering ratio.																			
	5. Low network coverage.																			



KATESH WSSA PROFILE		2015/16															
EWURA LICENCE No. WSSSL/12/2012 - Class III																	
District: Hanang, Region: Manyara																	
General Description About the Utility	Katesh Water Supply and Sanitation Authority (Katesh WSSA), was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. Katesh WSSA is responsible for the overall operation and management of water supply and sanitation services within the Katesh urban area (Katesh and Ganana wards) which is the headquarters of the Hanang District, Manyara Region. Katesh WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,508 people of which 9,065 are served. The utility draws water from two sources which are; the gravity scheme, Himiti streams, which receive water from several springs originating from the Hanang hills and one borehole of Mogitu. The combined installed production capacity is 1,610m <sup>3</sup> /day .This is not sufficient to meet the present estimated demand for the township which is 2,802m <sup>3</sup> /day. The total length of the distribution system is 43.08 km and water is supplied through rationing at an average of 3hrs/day. The system has 7 storage tanks with combined total storage capacity of 945m <sup>3</sup> . Katesh town has no sewerage system; therefore onsite sanitary facilities are used and they are under the supervision of Hanang District Council. Katesh WSSA has 15 employees, of which 4 staff are employed by the District Council and seconded to the utility, 2 staff are employed by the utility on contract terms and 9 staff are employed by the utility on temporary basis.																
General Data About Water Utility	Total water connections : 1,811 Total active connections : 1,681 Total number of domestic connections : 1673 Total water kiosk/standpipe operating : 7 Metering ratio : 29% NRW : 46.1% Total staff : 15 Staff/1000 connections : 8.3 Annual O&M costs : TZS 168,730,435 Annual water collections (arrears included) : TZS 84,105,885 Annual water billings : TZS 150,548,694																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutiona l</th><th>Commercial</th><th>Water Booser</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>445</td><td>450</td><td>655</td><td>600</td></tr><tr><td>Flat rate TZS/month</td><td>4500</td><td>9500</td><td>10,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10.00 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June 2011.</p>		Category of customer	Domestic	Institutiona l	Commercial	Water Booser	Consumption charge (TZS/m <sup>3</sup> )	445	450	655	600	Flat rate TZS/month	4500	9500	10,000	NA
Category of customer	Domestic	Institutiona l	Commercial	Water Booser													
Consumption charge (TZS/m <sup>3</sup> )	445	450	655	600													
Flat rate TZS/month	4500	9500	10,000	NA													
Challenges	1. Inadequate water sources 2. High NRW due to dilapidated pipe network and low metering ratio 3. Unwillingness of customers to pay their water bills 4. Lack of water treatment facility 5. Lack of sufficient staff																

KIBAYA WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/02/2012 - Class III																				
District: Kiteto, Region: Manyara																				
<b>General Description About the Utility</b>	Kibaya Water Supply and Sanitation Authority (Kibaya WSSA) was declared a fully autonomous public water utility through Government Notice No.20 published in 2004 and came into operations in 2007. The Authority is responsible for the overall operation and management of water supply and sanitation services in Kibaya Town which is the head-quarter of Kiteto District, Manyara Region. Kibaya WSSA is classified as Category C water authority. Its area of responsibility has a total population of 21,284 of which 15,360 are served. The utility draws water from 5 boreholes (Shiuki, Chemchem, Silangaa Juu, Silangaa Chini and Kageze) and the Chemchem spring source. The spring source contributes about 2.5% of the total water production. The combined installed production capacity is 686.4m <sup>3</sup> /day which is very low compared to the estimated water demand of 1,486m <sup>3</sup> /day. The total length of the distribution system is 28.41 km and water is supplied at an average of 2hrs per day. There are 9 water storage tanks with combined storage capacity of 619m <sup>3</sup> . The town has no sewerage system; therefore onsite sanitation facilities are used under the supervision of Kiteto District Council. The authority has 21 staff of which 5 staff are seconded from Kiteto district council and 16 staff are temporary employed by the utility.																			
<b>General Data About Water Utility</b>	Total water connections : 374 Total active connections : 348 Total domestic connection : 304 Total active water kiosk/standpipe : 27 Metering ratio : 89% NRW : 40.6% Total staff : 21 Staff/1000 connections : 56 Annual O&M costs : TZS 163,529,644 Annual water collections (arrears included) : TZS 133,172,896 Annual water billings : TZS 154,030,372																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>1000</td><td>1025</td><td>1000</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4500</td><td>11,500</td><td>9,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water Kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	1000	1025	1000	NA	Flat rate charge (TZS/month)	4500	11,500	9,500	NA
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m <sup>3</sup> )	1000	1025	1000	NA																
Flat rate charge (TZS/month)	4500	11,500	9,500	NA																
<b>Challenges</b>	1. Inadequate reliable water sources and supply to meet the demand 2. Low coverage of the pipe network 3. Dilapidated water infrastructure which needs to be replacement 4. Lack of office building and transport 5. Inadequate working tools and technical equipment																			

KIBONDO WSSA PROFILE					2015/16															
EWURA LICENSE No. WSSL/70/2012– Class III																				
District: Kibondo, Region: Kigoma																				
General Description About the Utility	Kibondo Water Supply and Sanitation Authority (Kibondo WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kibondo town which is the headquarters of the Kibondo District, Kigoma Region. Kibondo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 39,300 out of whom 25,545 are served by the utility. The utility draws water from one stream, five springs and five boreholes. The combined installed production capacity is 3,400m <sup>3</sup> /day. Water from sources is pumped to nine tanks with total storage capacity of 907m <sup>3</sup> located at Kibondo town center which distribute water to customers by gravity. The present production capacity is low compared to the estimated water demand of 4,000m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 32.4km and water is supplied through rationing at an average of 6 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Kibondo District Council. The utility has seven (7) permanent staff seconded from Kibondo District Council and twenty nine (29) staff employed on contract terms by the utility which makes the utility to have a total number of 36 employees.																			
	General Data About Water Utility	Total water connections	: 1,559																	
	Total active connections	: 1,284																		
	Total domestic connections	: 1,183																		
	Total operational kiosks	: 8																		
	Metering ratio	: 38%																		
	NRW	: 36%																		
	Total staff	: 36																		
	Staffs/1000 connections	: 23																		
	Annual O&M costs	: TZS 110,540,000																		
	Annual water collections (arrears included)	: TZS 103,902,000																		
	Annual water billing	: TZS 105,002,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institution</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>850</td><td>860</td><td>890</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>11,500</td><td>11,500</td><td>NA</td></tr></table>					Category of customer	Domestic	Institution	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	850	860	890	NA	Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA
	Category of customer	Domestic	Institution	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	850	860	890	NA															
	Flat rate charge (TZS/Month)	7,500	11,500	11,500	NA															
	<b>Note:</b>																			
(i) The Charges at water Kiosks are TZS 20.00 per 20litres container																				
(ii) Last tariff review effective date: 1st June, 2011																				
Challenges	1. Low water production capacity 2. Low water service coverage 3. Low metering ratio 4. High NRW 5. High electricity costs																			

KILINDONI WSSA PROFILE							2015/16																	
EWURA LICENCE No. WSSSL/ 03/2015–Class III																								
District: Mafia, Region: Coast																								
General Description About the Utility	Kilindoni Water supply and Sanitation Authority (Kilindoni WSSA) was declared as a fully autonomous public water utility through Government notice no. 168 published in 2005. The authority is responsible for the overall operation and management of water supply and sanitation services within Kilindoni Township. Kilindoni WSSA is located at headquarter of Mafia District in Coast Region. Kilindoni WSSA is classified as Category C water authority and started its operation in 2008. Its area of responsibility has a total population of 19,152 people in which 4,130 people are served with water. The Kilindoni town gets water from natural springs and boreholes. There are four sources at Bomani, Kigamboni, Kulungeni and Kilimahewa with total installed production capacity of 497m3/day. The estimated average water produced from the sources during the reporting period was 260m3/day. Water supplied to Kilindoni WSSA is not sufficient to meet the estimated water demand of 2,494 m3/day. The utility has no water treatment facilities. The total length of the main pipe network is 5.2km and water is supplied at an average of 4 hrs per day. The network has 4 storage tanks with a total storage capacity of 140m3. The town has no sewerage system; onsite sanitation facilities are in use under supervision of the Kilindoni township Authority. The Utility has 9 total staff whereby 4 are permanent staff seconded from Mafia District Council and 5 staff on contract terms by utility.																							
General Data About Water Utility	Total Water Connections : 404																							
	Total Active Connections : 278																							
	Total domestic connections : 363																							
	Total Water Kiosk/Standpipe : 1																							
	Metering Ratio : 35.9%																							
	NRW : 38%																							
	Total Staff : 9																							
	Staff/1000 connections : 22.3																							
	Annual O&M Costs : Tzs 46,964,000																							
	Annual Water Collections (Arrears included) : Tzs 22,167,300																							
	Annual Water Billings : Tzs 33,705,000																							
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m³)</td><td>300</td><td>335</td><td>390</td><td>500</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>5500-15,000</td><td>10,000</td><td>11,500-13,500</td><td>NA</td><td>NA</td></tr></table>						Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m³)	300	335	390	500	NA	Flat rate charge (TZS/month)	5500-15,000	10,000	11,500-13,500	NA	NA
	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk																		
	Metered (TZS/m³)	300	335	390	500	NA																		
	Flat rate charge (TZS/month)	5500-15,000	10,000	11,500-13,500	NA	NA																		
Note:																								
	(i) Kiosk Tariff is TZS 20 for 20 litres container																							
	(ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																							
Challenges	1. Insufficient water production as compared to the current water demand																							
	2. Low metering ratio																							
	3. Lack of sufficient and qualified staff.																							
	4. Lack of water treatment facilities																							
	5. Limited network coverage																							



KILOLO WSSA PROFILE							2015/16																	
EWURA LICENCE No. WSSSL/38/2012 – Class III																								
District: Kilolo, Region: Iringa																								
General Description About the Utility	Kilolo Water Supply and Sanitation Authority (Kilolo WSSA) was declared as a fully autonomous public water utility in 2005 for provision of water supply and sanitation services within the Kilolo Township area which is the headquarters of Kilolo District in Iringa region. Kilolo WSSA is classified as Category C water authority and started its operations in July, 2009. Its area of responsibility has a total population of 27,567 people in which 14,274 are directly served with water. The total water demand for the Township is estimated at 2,532m <sup>3</sup> /day while water produced is estimated at 507m <sup>3</sup> /day. The utility draws water from four protected springs located in Lusinga village about 25km from the Township center. Lulanzi source, with capacity of 120 m <sup>3</sup> /day which was formerly under DWE supervision and serving Lulanzi community was handed over to Kilolo WSSA in January 2015. The water supply network is 87.6km long with eleven storage tanks with total capacity of 575m <sup>3</sup> . The source installed production capacity is 520m <sup>3</sup> /day. The utility has no water treatment facilities. Water is supplied for 6hrs/day only. The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Kilolo District Council. The Utility has a 1 permanent staff seconded from the District Council and 5 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 6 staff.																							
	General Data About Water Utility	Total water connections : 494 Total active connections : 451 Total domestic connections : 459 Total active kiosk/standpipe : 32 Metering ratio : 41% NRW : 47% Total staff : 6 Staff/1000 connections : 12.1 Annual O&M costs : TZS 43,043,000 Annual water collections (arrears included) : TZS 45,397,140 Annual water billings : TZS 60,009,000																						
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>445 - 505</td><td>450 - 510</td><td>475 - 520</td><td>500</td><td>1,000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500 – 5,500</td><td>12,000 – 22,000</td><td>9,400 – 17,000</td><td>13,000 – 22,500</td><td></td></tr></table>						Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk	Metered (TZS/m <sup>3</sup> )	445 - 505	450 - 510	475 - 520	500	1,000	Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500	
	Category of customer	Domestic	Institutions	Commercial	Industrial	Kiosk																		
	Metered (TZS/m <sup>3</sup> )	445 - 505	450 - 510	475 - 520	500	1,000																		
	Flat rate charge (TZS/month)	4,500 – 5,500	12,000 – 22,000	9,400 – 17,000	13,000 – 22,500																			
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																								
Challenges	1. High NRW and low Collection efficiency. 2. Low service coverage. 3. Insufficient water production.																							



KILOSA WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/28/2012 – Class III																				
District: Kilosa, Region: Morogoro																				
<b>General Description About the Utility</b>	Kilosa Water Supply and Sanitation Authority (Kilosa-WSSA) was established by Act No. 8 of 1997 and was declared a water supply Authority in February 2001. Kilosa-WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kilosa township which is the headquarters of the Kilosa District in Morogoro Region. Kilosa-WSSA is classified as Category C water authority. Its area of responsibility has a total population of 37,849 based on the 2012 census of which 9,008 are served. The town water supply depends on the Mkadage river source contributing 80% of production, and two boreholes, located at Manzese and Azimio areas contributing 20%. The Mkadage intake was constructed in 1952 and later rehabilitated in late 70's. Water from the Mkadage intake is pumped into 1000 m <sup>3</sup> storage tank located about 246m away. Water from Azimio boreholes on the other hand, is pumped directly, into the distribution system, while that from Manzese is pumped into 225m <sup>3</sup> storage tanks at the Manzese area. The present production capacity of 1,752 m <sup>3</sup> /day is very low compared to the estimated water demand of 2,364m <sup>3</sup> /day while the actual production is 1,120m <sup>3</sup> /day. The utility has no water treatment facilities except for chlorination done at the 1000m <sup>3</sup> storage tank receiving water from the Mkadage intake. The total length of distribution system is 22.96km and water is supplied at an average of 6hrs/day. The system has three storage tanks with total capacity of 1,360 m <sup>3</sup> that are functioning. The water supply authority has no sewerage network.																			
<b>General Data About Water Utility</b>	Total water connections : 1,450 Total active connections : 570 Total domestic connections : 1,418 Total operational water kiosk/standpipe : 2 Metering ratio : 6 NRW : 30% Total staff : 20 Staff/1000 connection : 13.8 Annual O&M Costs : TZS 56,466,000 Annual Water Collections (Arrears included) : TZS 47,547,000 Annual Water Billings : TZS 54,470,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>395</td><td>500</td><td>655</td><td>500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>N/A</td><td>9,500</td><td>290,000</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011 (iii) High number of inactive customers was due to pump breakdown at Mkadage source.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	395	500	655	500	Flat rate charge (TZS/Month)	4,500	N/A	9,500	290,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m <sup>3</sup> )	395	500	655	500																
Flat rate charge (TZS/Month)	4,500	N/A	9,500	290,000																
<b>Challenges</b>	1. Inadequate water production 2. High NRW due to old and dilapidated water distribution infrastructure 3. Low water service coverage																			

KILWA MASOKO WSSA PROFILE				2015/16												
EWURA LICENCE No. WSSSL/ 21/2012– Class III																
District: Kilwa, Region: Lindi																
General Description About the Utility	Kilwa Masoko Water Supply and Sanitation Authority (Kilwa Masoko WSSA) was established by Act No. 8 of 1997. The utility was declared as public water utility through Government Notice no. 29 published in 2004 and came into operation on 28 <sup>th</sup> November, 2004. KIMUWASA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Masoko township which is the headquarters of Kilwa District in Lindi Region. Its area of responsibility has a total population of 18,602 people out of whom 10,175 people are served. The utility draws water from two main types of water sources, two boreholes located at Mkapa garden area at the centre of Masoko town which contributing 37% of water production and Mpara well field located 11km from the Masoko township along Masoko – Nangurukuru road which contributes 63% of the water production. The combined installed production capacity is approximately 2,688m <sup>3</sup> /day. The present production is 1,325 m <sup>3</sup> /day which is very low compared with the estimated water demand of 2,269m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 46.1km and water is supplied through rationing at an average of 4hrs/day. The system has three (3) functioning storage tanks with total capacity of 477m <sup>3</sup> . The town has no sewerage system; onsite sanitation is used under the monitoring of the Kilwa District Council. The Utility has 24 total staff whereby six (6) are permanent staff seconded from Kilwa District Council and eighteen (18) staff on contract terms by utility.															
	General Data About Water Utility	Total Water Connections : 1,602 Total Active Connections : 1,602 Total Domestic connections : 1,482 Total Active Kiosk/Standpipe : 11 Metering Ratio : 94.2% NRW : 46% Total Staff : 24 Staff/1000 connections : 15 Annual O&M Costs : TZS 181,980,503 Annual Water Collections (Arrears included) : TZS 150,464,803 Annual Water Billings : TZS 204,134,000														
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Metered customers (TZS/m<sup>3</sup>)</td><td>565</td><td>710</td><td>695</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>9,500</td></tr></table>				Category of customer	Domestic	Commercial	Institutions	Metered customers (TZS/m <sup>3</sup> )	565	710	695	Flat rate (TZS/month)	4,500	9,500	9,500
	Category of customer	Domestic	Commercial	Institutions												
	Metered customers (TZS/m <sup>3</sup> )	565	710	695												
	Flat rate (TZS/month)	4,500	9,500	9,500												
<b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> January, 2014																
Challenges	<ol style="list-style-type: none"><li>1. Low production against demand</li><li>2. low coverage of distribution network</li><li>3. No water treatment facilities for removal of iron and manganese</li><li>4. Insufficient water storage facilities</li></ol>															

KIOMBOI WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/55/2012 – Class III																				
District:Iramba, Region: Singida																				
<b>General Description About the Utility</b>	Kiomboi Water Supply and Sanitation Authority (Kiomboi WSSA) was declared a fully autonomous public water utility in 2005 responsible for the overall operation and management of water supply and sanitation services within the Kiomboi Urban area which is the headquarters of Iramba District, Singida Region. Kiomboi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 16,022 out of which 5,454 people are served (equivalent to 34%). The utility draws water from five operating boreholes out of the existing 7 boreholes. The total present production capacity from the boreholes is 720m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,202m <sup>3</sup> /day. In 2015/2016, an average of 292m <sup>3</sup> /day was produced. The total length of the distribution system is 44km. Water is supplied through rationing at an average of 4 hrs per day. The distribution system has 3 storage tanks with total storage capacity of 485m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Iramba District Town Council. Kiomboi WSSA has 8 employees, all seconded by the District Council on permanent terms.																			
<b>General Data About Water Utility</b>	Total water connections : 767 Total active connections : 709 Total domestic connections : 699 Total operational water kiosk/standpipe : 7 Metering ratio : 97 NRW : 32% Total staff : 8 Staff/1000 connection : 10.4 Annual O&M Costs : TZS 80,169,000 Annual Water Collections (Arrears included) : TZS 62,983,000 Annual Water Billings : TZS 74,730,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>1,000</td><td>1,045</td><td>1,030</td><td>1,045</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> September, 2015</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	1,000	1,045	1,030	1,045	Flat rate charge (TZS/Month)	4,500	10,000	9,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m <sup>3</sup> )	1,000	1,045	1,030	1,045																
Flat rate charge (TZS/Month)	4,500	10,000	9,500	-																
<b>Challenges</b>	1. Inadequate water production 2. High NRW due to old and dilapidated water distribution infrastructure 3. Low coverage of water distribution network																			

KISARAWA WSSA PROFILE					2015/16														
EWURA LICENCE No. UNLICENCED																			
District: Kisarawe, Region: Coast																			
<b>General Description About the Utility</b>	Kisarawe Water Supply and Sanitation Authority (Kisarawe WSSA) was declared an area of Urban Water Supply Authority through Government notice No. 29 published in 2004, charged with the overall responsibility of provision of water supply and sanitation services to the population of Kisarawe Township. The utility started its operation in July, 2007. Kisarawe WSSA is located at headquarter of Kisarawe district in Coast Region. Kisarawe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 12,341 out of whom 3,578 has direct access to water services provided by the utility. The total water demand for the town is estimated at 1,234 m <sup>3</sup> /day while water produced is estimated at 269.7m <sup>3</sup> /day. The Authority depends on two water sources i.e Kimani borehole and Minaki dam. The length of water supply network is 6.64km with five storage tanks of total capacity 877.5 m <sup>3</sup> . Total installed production capacity is 630 m <sup>3</sup> /day i.e 495m <sup>3</sup> /day and 135 m <sup>3</sup> /day for Kimani and Minaki dam respectively. The present production capacity is not sufficient to meet the estimated water demand. Water is supplied for at an average of 4 hours per day. The utility has two mini water treatment plants one for water from Minaki dam with capacity of 10m <sup>3</sup> /day. Another new water treatment plant started on June 2016 with a capacity of treating 150m <sup>3</sup> /day which serves four (4) the domestic points/kiosks. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Kisarawe District Council. The utility has twelve (12) total staff whereby ten (10) are permanent staff seconded from Kisarawe District Council and two (2) staff on contract terms by utility.																		
<b>General Data About Water Utility</b>	Total Water Connections : 462 Active Water Connections : 453 Total domestic connections : 415 Total active Kiosk/Standpipe : 4 Metering Ratio : 34% NRW : 45% Total Staff : 12 Staff per 1000 connections : 23.8 Annual O&M costs : TZS 78,491,000 Annual collection from water sales : TZS 21,311,000 Annual water billing : TZS 57,726,000																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4,500</td><td>10,000 – 20,000</td><td>9500</td><td>13000</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	300	335	390	500	Flat rate charge (TZS/month)	4,500	10,000 – 20,000	9500	13000
	Category of customer	Domestic	Institutions	Commercial	Industrial														
	Metered (TZS/m <sup>3</sup> )	300	335	390	500														
	Flat rate charge (TZS/month)	4,500	10,000 – 20,000	9500	13000														
<b>Note:</b> (i)The Charges at water Kiosks are TZS. 20 per 20 litres container. (ii) Last tariff review effective date :1 <sup>st</sup> June, 2011																			
<b>Challenges</b>	1. Insufficient water production to meet the water demand 2. Lack of enough water treatment facilities 3. Lack of qualified and sufficient staff 4. Unreliable electricity																		



KISHAPU WSSA PROFILE						2015/16
EWURA LICENSE No. WSSL/58/2012 – Class III						
District: Kishapu, Region: Shinyanga						
General Description About the Utility	Kishapu Water Supply and Sanitation Authority (Kishapu WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Kishapu town which is the headquarters of the Kishapu District, Shinyanga Region. Kishapu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 20,655 out of whom 4,958 are served by the utility. The utility draws water from a seasonal stream source at Tungu intake. The installed production capacity is 120m <sup>3</sup> /day. Water from sources is pumped to a tank with total storage capacity of 90m <sup>3</sup> located at Kishapu town center which distributes water to customers by gravity. The present production capacity is low compared to the estimated water demand of 1,439m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 6.5 km and water is supplied through rationing at an average of 5 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Kishapu District Council. The utility has three (3) permanent staff seconded from Kishapu District Council and six (6) staff employed on contract terms by the utility which makes the utility to have a total of 9 staff.					
	General Data About Water Utility	Total water connections : 133 Total active connections : 126 Total domestic connections : 105 Total operational kiosks : 8 Metering ratio : 100% NRW : 36% Total staff : 9 Staffs/1000 connections : 68 Annual O&M costs : TZS 13,650,000. Annual water collections (arrears included) : TZS 15,660,000 Annual water billing : TZS 17,984,000				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial	
	Consumption charge (TZS/m <sup>3</sup> )	540 - 665	820 - 900	845 - 935	540 - 665	
	Flat rate charge (TZS/Month)	22,000	22,500	22,500	22,000	
	Note: (i) The charges at water kiosks is TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.					
Challenges	1. Unreliable water source 2. Low water network coverage 3. High level of NRW 4. Inadequate water storage facilities 5. Lack of water treatment plant					



KONDOA WSSA PROFILE					2015/16																																	
EWURA LICENCE No. WSSSL/18/2012 – Class III																																						
District: Kondoa, Region: Dodoma																																						
<b>General Description About the Utility</b>	Kondoa Water Supply and Sanitation Authority (Kondoa-WSSA) was established by Act No. 8 of 1997 and came into operation in November, 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kondoa township which is the headquarters of the Kondoa District in Dodoma Region. Its area of responsibility has an approximate total population of 32,093 people out of whom 15,775 are served. The utility draws water from two main types of water sources, Chemchem spring contributing about 88% of the daily water production and two boreholes at Bicha (in which only one BH is operated) contributing the remaining 12%. The combined installed production capacity is approximately 3,620m <sup>3</sup> /day which does not meet the daily demand of the Kondoa township and Bicha, village which is 6,000m <sup>3</sup> /day; while the annual production during the reporting period was 1,747 m <sup>3</sup> /day. The total length of the distribution system is 54km and water is supplied through rationing at an average of 3hrs/day. The utility has eight storage tanks with total capacity of 1,380m <sup>3</sup> in which seven tanks are working. The town has no sewerage system and onsite sanitation is monitored by Kondoa District Council.																																					
<b>General Data About Water Utility</b>	<table><tr><td>Total water connections</td><td>:</td><td>3,125</td></tr><tr><td>Total active connections</td><td>:</td><td>2,700</td></tr><tr><td>Total domestic connections</td><td>:</td><td>2,955</td></tr><tr><td>Total operational water kiosk/standpipe</td><td>:</td><td>4</td></tr><tr><td>Metering ratio</td><td>:</td><td>54%</td></tr><tr><td>NRW</td><td>:</td><td>32%</td></tr><tr><td>Total staff</td><td>:</td><td>21</td></tr><tr><td>Staff/1000 connection</td><td>:</td><td>6.7</td></tr><tr><td>Annual O&amp;M Costs</td><td>:</td><td>TZS 212,854,000</td></tr><tr><td>Annual Water Collections (Arrears included)</td><td>:</td><td>TZS 182,350,000</td></tr><tr><td>Annual Water Billings</td><td>:</td><td>TZS 240,350,000</td></tr></table>					Total water connections	:	3,125	Total active connections	:	2,700	Total domestic connections	:	2,955	Total operational water kiosk/standpipe	:	4	Metering ratio	:	54%	NRW	:	32%	Total staff	:	21	Staff/1000 connection	:	6.7	Annual O&M Costs	:	TZS 212,854,000	Annual Water Collections (Arrears included)	:	TZS 182,350,000	Annual Water Billings	:	TZS 240,350,000
Total water connections	:	3,125																																				
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<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td rowspan="5">Consumption charge (TZS/m<sup>3</sup>)</td><td>1-10m<sup>3</sup></td><td>540</td><td></td><td></td></tr><tr><td>10-25m<sup>3</sup></td><td>625</td><td></td><td></td></tr><tr><td>&gt;25m<sup>3</sup></td><td>665</td><td></td><td></td></tr><tr><td>1-50m<sup>3</sup></td><td></td><td>645</td><td>655</td></tr><tr><td>&gt;50m<sup>3</sup></td><td></td><td>690</td><td>700</td></tr><tr><td>Flat rate (TZS/month)</td><td></td><td>6,500</td><td>15,000 - 240,000</td><td>26,000</td></tr></table> <p><b>Note:</b> There is no Industrial Category</p> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 15 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Band	Domestic	Institutions	Commercial	Consumption charge (TZS/m <sup>3</sup> )	1-10m <sup>3</sup>	540			10-25m <sup>3</sup>	625			>25m <sup>3</sup>	665			1-50m <sup>3</sup>		645	655	>50m <sup>3</sup>		690	700	Flat rate (TZS/month)		6,500	15,000 - 240,000	26,000		
Category of customer	Band	Domestic	Institutions	Commercial																																		
Consumption charge (TZS/m <sup>3</sup> )	1-10m <sup>3</sup>	540																																				
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	1-50m <sup>3</sup>		645	655																																		
	>50m <sup>3</sup>		690	700																																		
Flat rate (TZS/month)		6,500	15,000 - 240,000	26,000																																		
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. Inadequate water production</li><li>2. Inadequate water service coverage</li><li>3. Low customer metering rate</li><li>4. High NRW</li></ol>																																					

KONGWA WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/19/2012 – Class III					
District: Kongwa, Region: Dodoma					
<b>General Description About the Utility</b>	Kongwa Water Supply and Sanitation Authority (Kongwa WSSA) was established by Act No. 8 of 1997 and came into operation on 30 <sup>th</sup> January, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Kongwa township which is the headquarters of Kongwa District in Dodoma Region. Its area of responsibility, has an approximate total population 33,230 people of whom 7,643 are served with water. The utility draws water from two main types of water sources, Sagara hills spring (gravity scheme) contributing about 45% of the daily water production and a borehole (currently two boreholes are not working) contributing the remaining 55%. The combined annual production capacity is 1,608m <sup>3</sup> /day which does not meet the daily demand for Kongwa township, and four villages in the areas along the transmission line from Sagara hills, which is estimated at 2,492m <sup>3</sup> /day. The water produced is not fully utilized owing to worn-out transmission line and breakdown of boreholes. The utility has no proper water quality monitoring plan and water treatment facilities. The total length of the distribution system is 82.4km and water is supplied through rationing at an average of 3hrs/day. The system has two storage tanks with total capacity of 335m <sup>3</sup> . The town has no sewerage system, thus, onsite sanitation is monitored by Kongwa District Council.				
<b>General Data About Water Utility</b>	Total water connections	:1,000			
	Total active connections	: 573			
	Total domestic connections	: 851			
	Total operational water kiosk/standpipe	: 11			
	Metering ratio	: 97.5			
	NRW	: 29%			
	Total staff	: 17			
	Staff/1000 connection	: 17			
	Annual O&M Costs	: TZS 66,287,000			
	Annual Water Collections (Arrears included)	: TZS 61,895,000			
Annual Water Billings	: TZS 104,203,000				
<b>Tariff Structure</b>					
	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	930	960	990	990
	Flat rate charge (TZS/Month)	10,500	30,000	30,000	32,000
	<b>Note:</b> (i) The Charges at water Kiosks are TZS 30 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> April, 2016 (iii) High number of inactive customers was due to breakdown of two boreholes				
<b>Challenges</b>	1. Inadequate water production 2. Low coverage of water distribution network 3. Low metering ratio. 4. High NRW				

KOROGWE WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/03/2012 - Class III					
District: Korogwe, Region: Tanga					
General Description About the Utility	Korogwe Water Supply and Sanitation Authority (Korogwe WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. Korogwe WSSA is responsible for the overall operation and management of water supply and sanitation services in the administrative area of Korogwe Town Council which is the headquarter of the Korogwe District in Tanga Region. Korogwe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 73,071 people of whom 37,700 are served with water. The utility draws water from two main types of water sources, namely Mbeza Stream (gravity scheme) contributing about 80% of the daily water production, and three boreholes (Kilole, Old Korogwe and Mtonga) contributing about 20% during the reporting period. The combined installed production capacity is 2916m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 5,392m <sup>3</sup> /day. . The utility has no water treatment facility for water drawn from Mbeza Stream. The total length of the distribution system is 52.33 km and water is supplied through rationing at an average of 6hrs/day. The system has 6 storage tanks with combined capacity of 1790m3. The town has no sewerage system; onsite sanitary facilities are in use under supervision of Korogwe Town Council. Korogwe WSSA has 34 employees of which 15 are employed by Korogwe Town Council and seconded to the utility and 19 are contract employed staff by the utility.				
	General Data About Water Utility	Total water connections	: 3,104		
	Total active connections	: 2,600			
	Total active water kiosk/standpipe	: 36			
	Metering ratio	: 100%			
	NRW	: 26.9%			
	Total staff	: 34			
	Staff/1000 connections	: 11			
	Annual O&M costs	: TZS 341,769,413			
	Annual water collections (arrears included)	: TZS 351,270,494			
	Annual water billings	: TZS 247,591,650			
Tariff Structure					
	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m <sup>3</sup> )	440-490	440-500	440-500	440-500
	<b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> November 2014.				
Challenges	1. Lack of funds for rehabilitation of the existing old and dilapidated infrastructure 2. Lack of water treatment plant at Mbeza River Source 3. Lack of reliable water source 4. Deterioration of borehole yield capacity. 5. Lack of office building and transport				

KYELA WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/43/2012 – Class III																				
District: Kyela, Region: Mbeya																				
<b>General Description About the Utility</b>	Kyela Water Supply and Sanitation Authority (Kyela WSSA) was declared a fully autonomous public water utility in 2004. Kyela WSSA is responsible for the overall operation and management of water supply and sanitation services within Kyela Town which is the headquarters of Kyela District in Mbeya Region. Kyela WSSA is classified as Category C water authority which started its operation in 2005. Its area of responsibility has a total population of 73,236 people in which 33,140 are directly served with water. The main water source for Kyela town is Mambwe River (Kanga group gravity scheme) located in Mbambo Village, Busokelo District, about 30km from Kyela town. Other water sources for Kyela town are two boreholes located at the Police area and Kyela District Hospital in Kyela town. The combined water sources produced an average of 3,416m <sup>3</sup> /day. The present production capacity does not meet the estimated water demand for Ipinda and Kyela townships of 5,229m <sup>3</sup> /day. Additionally, the production capacity from sources does not serve Ipinda and Kyela townships only, since water from Kanga group also serves other villages in Busokelo District that were designated to be served by the scheme. The combined installed production capacity of the scheme is 4,330m <sup>3</sup> /day. The total length of the entire pipe network is 53.64 km and water is supplied at an average of 18 hrs/day. The network has five (5) storage tanks with combined storage volume of 450m <sup>3</sup> . The town has no sewerage system; onsite sanitary facilities are in use under the supervision of Kyela District Council. The Utility has a 2 permanent staff seconded from the District Council and 19 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 21 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 3548 Total active connections : 2546 Total domestic connections : 3314 Total active kiosk/standpipe : 0 Metering ratio : 21% NRW : 30% Total staff : 21 Staff/1000 connections : 5.9 Annual O&M costs : TZS 92,492,000 Annual water collections (arrears included) : TZS 48,822,000 Annual water billings : TZS 90,477,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000</td><td>9,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	300	335	390	500	Flat rate (TZS/Month)	4,500	10,000	9,500	13,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m <sup>3</sup> )	300	335	390	500																
Flat rate (TZS/Month)	4,500	10,000	9,500	13,000																
<b>Challenges</b>	1. Old and dilapidated network (Kanga Water Supply System). 2. Low coverage of water network 3. Low metering ratio 4. Low production of water due to the problems in power supply (electricity) 5. Poor maintenance of distribution line due to low revenue collection from customers																			



LIWALE WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/ 22/2012– Class III																				
District: Liwale, Region: Lindi																				
<b>General Description About the Utility</b>	Liwale Water Supply and Sanitation Authority (Liwale WSSA) was established by Act No. 8 of 1997. The utility was declared as public water utility through Government Notice no. 29 published in 2004 and came into operation on November, 2004. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Liwale Township which is the headquarters of the Liwale District in Lindi Region. The utility is classified as Category C water authority. Its area of responsibility has an approximate total population of 31,908people of whom 14,454 people are served with water. The utility draws water from the only currently available stream water source, Liwale river (pumping scheme). The installed production capacity is approximately 1,440m <sup>3</sup> /day. The present water production of 659m <sup>3</sup> /day is low compared with the estimated water demand of 2,228m <sup>3</sup> /day. The total length of the distribution system is 31.9 km and the daily average hours of service water is 4 hrs. The system has three storage tanks with a total capacity of 405m <sup>3</sup> . The town has no sewerage system and onsite sanitation is monitored by Liwale District Council. The Utility has twenty six (26) total staff whereby ten (10) are permanent staff seconded from Liwale District Council and sixteen (16) staff are on contract terms with the utility.																			
<b>General Data About Water Utility</b>	Total Water Connections : 1,821 Total Active Connections : 1,717 Total Domestic connections : 1,713 Total Active Kiosk/Standpipe : 3 Metering Ratio : 89.7% NRW : 39% Total Staff : 26 Staff/1000 connections : 14.3 Annual O&M Costs : TZS 96,895,000 Annual Water Collections (Arrears included) : TZS 78,848,000 Annual Water Billings : TZS 91,058,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institution s</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m<sup>3</sup>)</td><td>540</td><td>700</td><td>550 - 780</td><td>-</td></tr><tr><td>Flat rate (TZS/month)</td><td>4500 - 6000</td><td>16,500</td><td>10000 - 11500</td><td>17,000</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>					Category of customer	Domestic	Commercial	Institution s	Industrial	Metered customers (TZS/m <sup>3</sup> )	540	700	550 - 780	-	Flat rate (TZS/month)	4500 - 6000	16,500	10000 - 11500	17,000
Category of customer	Domestic	Commercial	Institution s	Industrial																
Metered customers (TZS/m <sup>3</sup> )	540	700	550 - 780	-																
Flat rate (TZS/month)	4500 - 6000	16,500	10000 - 11500	17,000																
<b>Challenges</b>	1. Inadequate and unreliable water supply from Liwale River as a main source of water 2. Insufficient water storage facilities 3. Old water infrastructure 4. Low network coverage																			



LOLIONDO WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/04/2014 - Class III																				
District: Ngorongoro, Region: Arusha																				
General Description About the Utility	Loliondo Water Supply and Sanitation Authority (Loliondo WSSA) was established through Government Notice No. 168 published in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of Loliondo Township which is the headquarters of the Ngorongoro District in Arusha Region. The utility is classified as Category C water authority. Its area of responsibility has a total population of 15,140 people of whom 7,990 are served with water by the utility. The utility depends on water from three sources, Sureng’arwa stream, Kisamisi spring and one borehole located at Loliondo area. Wheres the Kisamisi spring is gravity scheme, Sureng’arwa and Loliondo borehole is pumping system which supply water to consumers within the Loliondo and Wasso Township. However, Sureng’arwa source and Kisamisi spring have been abandoned due to the aging diesel engine and the pump and environmental pollution respectively. The installed production capacity is approximately 480m3/day. However, the average daily water production is 150m3/day due to low pumping hours from Loliondo borehole. The present water production capacity is low compared to the estimated water demand of 1,219m3/day. The total length of the distribution system is 27.43 km and water is supplied through rationing at an average of 14hrs/day. The system has seven storage tanks with a total capacity of 510m3. The town has no sewerage system and onsite sanitation is supervised by Ngorongoro District Council. Loliondo WSSA has 12 employees of which 9 are employed by Loliondo District Council and seconded to the utility and 3 are contract staff employed by the utility.																			
General Data About Water Utility	Total Water Connections				: 419															
	Total Active Connections				: 411															
	Total domestic connections				: 386															
	Total active Water Kiosk/Standpipe				: 11															
	Metering Ratio				: 100 %															
	NRW				: 42.4%															
	Total Staff				: 12															
	Staff/1000 connections				: 54.1															
	Annual O&M Costs				: TZS 110,545,220															
	Annual Water Collections (arrears included)				: TZS 66,375,879															
	Annual Water Billings				: TZS 78,267,050															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered customers (TZS/m³)</td><td>2,500</td><td>2,500</td><td>2,500</td><td>2,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,000</td><td>-</td><td>20,000</td><td>-</td></tr></table> <p><b>Note:</b> (i) The Charges at water kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered customers (TZS/m³)	2,500	2,500	2,500	2,500	Flat rate (TZS/month)	5,000	-	20,000	-
Category of customer	Domestic	Commercial	Institutions	Industrial																
Metered customers (TZS/m³)	2,500	2,500	2,500	2,500																
Flat rate (TZS/month)	5,000	-	20,000	-																
Challenges	<ol style="list-style-type: none"><li>1. Inadequate and unreliable water supply</li><li>2. Unwillingness to pay for water services</li><li>3. Lack of sufficient and qualified staff to run the Utility</li><li>4. Low water distribution network resulting into low customer base.</li></ol>																			

LUDEWA WSSA PROFILE		2015/16												
EWURA LICENCE No. WSSSL/41/2012 – Class III														
District: Ludewa, Region: Njombe														
<b>General Description About the Utility</b>	Ludewa Water Supply and Sanitation Authority (Ludewa WSSA) was declared a fully autonomous public water utility in 2004. Ludewa WSSA is responsible for the overall operation and management of water supply and sanitation services within the Ludewa Township which is the headquarters of Ludewa District in Njombe Region. Ludewa WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 15,760 people in which 6,520 are directly served with water. The water sources for Ludewa Township are from four gravity stream sources, abstracted by concrete intake weirs which are Luisa A stream, Luisa B, Mkondachi and Mapetu streams. The estimated average water production from the sources during the reporting period was 4 17m <sup>3</sup> /day. The combined installed production capacity is 1380m <sup>3</sup> /day while the estimated water demand is 1,238m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 32.1km and water is supplied at an average of 12hrs/day. The Township has 3 storage tanks with combined storage volume of 490m <sup>3</sup> . The Township has no sewerage system; presently, onsite sanitary facilities are in use under the supervision of Ludewa District Council. The Utility has a 2 permanent staff seconded from the District Council and 4 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 6 staff.													
<b>General Data About Water Utility</b>	Total water connections : 538 Total active connections : 508 Total domestic connections : 477 Total active kiosk/standpipe : 7 Metering ratio : 10% NRW : 44% Total staff : 6 Staff/1000 connections : 11.2 Annual O&M costs : TZS 22,000,000 Annual water collections (arrears included) : TZS 25,500,000 Annual water billings : TZS 25,000,000													
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>77</td><td>8</td><td>3</td></tr><tr><td>Flat rate (TZS/Month)</td><td>443</td><td>0</td><td>0</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>		Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m <sup>3</sup> )	77	8	3	Flat rate (TZS/Month)	443	0	0
Category of customer	Domestic	Institutions	Commercial											
Metered (TZS/m <sup>3</sup> )	77	8	3											
Flat rate (TZS/Month)	443	0	0											
<b>Challenges</b>	1.Old and dilapidated water supply network 2.Frequent breakdown main pipes caused by human activities 3.Inadequate water sources 4.Lack of funds for developing new water sources and expand pipeline network 5.High Non Revenue Water.													

LUSHOTO WSSA PROFILE					2015/16																																		
EWURA LICENCE No. WSSSL/04/2012 - Class III																																							
District: Lushoto, Region: Tanga																																							
General Description About the Utility	Lushoto Water Supply and Sanitation Authority (Lushoto WSSA) was declared a fully autonomous public water utility in 2002, and is responsible for the overall operation and management of water supply and sanitation services within the Lushoto urban area which is the headquarters of the Lushoto District, Tanga Region. Lushoto WSSA is classified as Category C water authority. Its area of responsibility has a total population of 29,802 out of whom 15,110 are served by the utility. The utility draws water from three (3) water streams namely Kwembago, Kibohelo and Kamfa. Both streams supply water by gravity to the Lushoto town and originate from the Lushoto mountain catchment area. The installed water production capacity is 2450m <sup>3</sup> /day. The production capacity is below the estimated demand requirement for the township which is 2,767m <sup>3</sup> /day. The total length of the distribution system is 66.7 km and water is supplied at an average of 7hrs/day. There is no water treatment plant in place. The distribution system has 5 storage tanks with a total capacity of 519m <sup>3</sup> . The water infrastructure in place is old and requires immediate rehabilitation. The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Lushoto District Town Council. Lushoto WSSA has 14 staff of which 5 are employees seconded from the District Council while 9 employees have been employed on contract by the utility.																																						
General Data About Water Utility	Total water connections : 1,625 Total active connections : 1,585 Total domestic connections : 1436 Total active water kiosk/standpipe : 3 Metering ratio : 46% NRW : 55.1% Total staff : 14 Staff/1000 connections : 8.6 Annual O&M costs : TZS 143,676,936 Annual water collections (Arrears included) : TZS 99,524,147 Annual water billings : TZS 112,193,948																																						
Tariff Structure	<table><tr><th>Category of</th><th>Band</th><th>Domestic</th><th>Insti</th><th>Commercial</th></tr><tr><td rowspan="2">Minimum charge (TZS/month)</td><td>1-15m<sup>3</sup></td><td>3000</td><td>NA</td><td>NA</td></tr><tr><td>1-20m<sup>3</sup></td><td>NA</td><td>8000</td><td>8000</td></tr><tr><td rowspan="5">Consumption charge (TZS/m<sup>3</sup>)</td><td>16-30m<sup>3</sup></td><td>300</td><td>NA</td><td>NA</td></tr><tr><td>31-50m<sup>3</sup></td><td>300</td><td>NA</td><td>NA</td></tr><tr><td>≥51m<sup>3</sup></td><td>395</td><td>NA</td><td>NA</td></tr><tr><td>21- 100</td><td>NA</td><td>450</td><td>455</td></tr><tr><td>≥100</td><td>NA</td><td>550</td><td>550</td></tr></table> <p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 20 per 20 litres container.</p> <p>(ii) Last tariff review effective date : 1st June 2011</p>				Category of	Band	Domestic	Insti	Commercial	Minimum charge (TZS/month)	1-15m <sup>3</sup>	3000	NA	NA	1-20m <sup>3</sup>	NA	8000	8000	Consumption charge (TZS/m <sup>3</sup> )	16-30m <sup>3</sup>	300	NA	NA	31-50m <sup>3</sup>	300	NA	NA	≥51m <sup>3</sup>	395	NA	NA	21- 100	NA	450	455	≥100	NA	550	550
Category of	Band	Domestic	Insti	Commercial																																			
Minimum charge (TZS/month)	1-15m <sup>3</sup>	3000	NA	NA																																			
	1-20m <sup>3</sup>	NA	8000	8000																																			
Consumption charge (TZS/m <sup>3</sup> )	16-30m <sup>3</sup>	300	NA	NA																																			
	31-50m <sup>3</sup>	300	NA	NA																																			
	≥51m <sup>3</sup>	395	NA	NA																																			
	21- 100	NA	450	455																																			
	≥100	NA	550	550																																			
Challenges	1. Inadequate transmission and distribution pipeline to meet water demand 2. Lack of water treatment facilities 3. Fund for rehabilitation of existing infrastructure 4. Expansion of the distribution network 5. Lack of office building and transport for the authority																																						

MAFINGA WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSSL/39/2012 – Class III																			
District: Mafinga, Region: Iringa																			
<b>General Description About the Utility</b>	Mafinga Water Supply and Sanitation Authority (Mafinga WSSA) was declared a fully autonomous public water utility in 1999. Mafinga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mafinga Township which is the headquarters of Mufindi District in Iringa Region. The utility became operational since May, 2001. Mafinga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 54,224 people in which 37,092 people are directly served with water. The utility draws water from two stream sources, namely the Ikangafu pumping scheme and Mkombwe gravity scheme. The average water production from the sources during the reporting period was 1,615m <sup>3</sup> /day. The combined installed production capacity is 2,250m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 3,674m <sup>3</sup> /day. Water treatment is done by chlorination; water testing is done quarterly. The total length of the entire pipe network is 204.94 km and water is supplied through rationing at an average of 7hrs/day. The network has 8 storage tanks with combined storage volume of 2,195m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities in use are under supervision of Mufindi District Council. The Utility has a 12 permanent staff seconded from the District Council and 11 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 23 staff.																		
<b>General Data About Water Utility</b>	Total water connections : 3343 Total active connections : 3207 Total domestic connections : 3091 Total active kiosk/standpipe : 0 Metering ratio : 84% NRW : 34% Total staff : 23 Staff/1000 connections : 6.7 Annual O&M costs : TZS 409,008,000 Annual water collections (arrears included) : TZS 296,623,513 Annual water billings : TZS 333,596,000																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>790</td><td>880</td><td>830</td><td>930</td></tr><tr><td>Flat rate (TZS/Month)</td><td>8,000</td><td>40,850</td><td>40,850</td><td>60,800</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	790	880	830	930	Flat rate (TZS/Month)	8,000	40,850	40,850	60,800
Category of customer	Domestic	Institutions	Commercial	Industrial															
Metered (TZS/m <sup>3</sup> )	790	880	830	930															
Flat rate (TZS/Month)	8,000	40,850	40,850	60,800															
<b>Challenges</b>	1. Low water supply network coverage 2. Inadequate water storage facilities 3. Lack of office building for the utility 4. High outstanding electricity bills																		



MAGU WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSL/83/2012– Class III																				
District: Magu, Region: Mwanza																				
<b>General Description About the Utility</b>	Magu Water Supply and Sanitation Authority (Magu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Magu town which is the headquarters of the Magu District, Mwanza Region. Magu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 39,050 out of whom 8,982 are served by the utility. Raw water is drawn from the Lake Victoria and conveyed to the storage tanks via two rising mains of 250mm diameter size. There are three storage tanks with combined capacity of 450m <sup>3</sup> located at Magu town center which distribute water to customers by gravity. The installed production capacity is 4,500m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 2,708m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 27 km and water is supplied through rationing at an average of 6 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Magu District Council. The utility has nine (9) permanent staff all seconded from Magu District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 1,230 Total active connections : 1,050 Total domestic connections : 1,080 Total operational kiosks : 15 Metering ratio : 11% NRW : 46% Total staff : 9 Staffs/1000 connections : 7 Annual O&M costs : TZS 131,779,000 Annual water collections (arrears included) : TZS 67,990,000 Annual water billing : TZS 85,140,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>11,500</td><td>11,500</td><td>100,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 50 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	300	335	390	500	Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m <sup>3</sup> )	300	335	390	500																
Flat rate charge (TZS/Month)	4,500	11,500	11,500	100,000																
<b>Challenges</b>	1. Old and dilapidated water distribution infrastructure 2. Low water distribution network coverage 3. Low metering ratio 4. High NRW due to leakages in the distribution system 5. Lack of water treatment facilities																			

MAHENGE WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/29/2012 – Class III																				
District: Ulanga, Region: Morogoro																				
<b>General Description About the Utility</b>	Mahenge Water Supply and Sanitation Authority (Mahenge WSSA) was established by Act No. 8 of 1997 on 13 <sup>th</sup> October, 2003. Mahenge WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mahenge township which is the headquarters of Ulanga District in Morogoro Region. Mahenge WSSA is classified as Category C water authority. Its area of responsibility has an approximate total population of 24,313 people out of which 8,510 are served with water. Mahenge WSSA depends on 6 spring intakes and one newly constructed borehole. Most of these schemes were constructed in the late 1970s. The present water production capacity of 503m <sup>3</sup> /day is low compared with the estimated water demand of 1,702m <sup>3</sup> /day. Water is supplied through rationing at an average of 4.5hrs/day. This network capacity is not fully utilized owing to aged condition and un-rehabilitated schemes. The utility has no water treatment facilities and water quality is monitored annually through the regional water laboratory. The total length of the transmission and distribution mains is 34km. There are five (5) storage tanks in place located at Nawenge, Vigoi, Mirwatu and Mzenga areas with a total capacity of 675m <sup>3</sup> . There are no any means of transport for the utility’s operation and maintenance activities in which case the utility hires vehicles when in need. The town has no sewerage system and onsite sanitation is monitored by Ulanga District Council.																			
<b>General Data About Water Utility</b>	Total water connections : 696 Total active connections : 626 Total domestic connections : 610 Total operational water kiosk/standpipe : 2 Metering ratio : 13.9 NRW : 32% Total staff : 14 Staff/1000 connection : 20 Annual O&M Costs : TZS 38,402,000 Annual Water Collections (Arrears included) : TZS 37,718,000 Annual Water Billings : TZS 45,000,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>395</td><td>450</td><td>560</td><td>N/A</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>4,500</td><td>16,500</td><td>16,500</td><td>N/A</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	395	450	560	N/A	Flat rate charge (TZS/Month)	4,500	16,500	16,500	N/A
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m <sup>3</sup> )	395	450	560	N/A																
Flat rate charge (TZS/Month)	4,500	16,500	16,500	N/A																
<b>Challenges</b>	1. Inadequate water production 2. Low coverage of water distribution network 3. Low metering ratio 4. High NRW																			

MAKETE WSSA PROFILE							2015/16																																																																												
EWURA LICENCE No. WSSSL/45/2012 – Class III																																																																																			
District: Makete, Region: Njombe																																																																																			
General Description About the Utility	Makete Water Supply and Sanitation Authority (Makete WSSA) was declared a fully autonomous public water utility in 2002. Makete WSSA is responsible for the overall operation and management of water supply and sanitation services within Makete Township which is the headquarters of Makete District in Njombe Region. Makete WSSA is classified as Category C water authority and started its operation in 2004. Its area of responsibility has a total population of 13,989 people of which 7,231 are directly served with water. The water supply for the Makete Township is from three major sources of Ivalalila stream, Kidwiva stream and Ludihani spring sources. The average water production from the sources during the reporting period was estimated to be 796m <sup>3</sup> /day. The combined installed production capacity is 2,047m <sup>3</sup> /day. The water demand for the Township is estimated as 1,460m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 51 km and water is supplied at an average of 22hrs per day. The network has three (3) storage tanks with combined storage volume of 425m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of Makete District Council. The Utility has a 3 permanent staff seconded from the District Council and 10 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 13 staff.																																																																																		
General Data About Water Utility	Total water connections : 1,364 Total active connections : 1,232 Total domestic connections : 1,033 Total active kiosk/standpipe : 0 Metering ratio : 62% NRW : 44% Total staff : 13 Staff/1000 connections : 10.3 Annual O&M costs : TZS 80,820,000 Annual water collections (arrears included) : TZS 51,250,000 Annual water billings : TZS 88,161,840																																																																																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th><th>Kiosk</th></tr><tr><td rowspan="5">Minimum tariff (TZS/month)</td><td>0-10m<sup>3</sup></td><td>3,000</td><td></td><td></td><td></td><td></td></tr><tr><td>0-20m<sup>3</sup></td><td></td><td></td><td>7,500</td><td></td><td></td></tr><tr><td>0-50m<sup>3</sup></td><td></td><td>15,000</td><td></td><td>15,000</td><td></td></tr><tr><td>0-60m<sup>3</sup></td><td></td><td></td><td></td><td></td><td>22,500</td></tr><tr><td>0-100m<sup>3</sup></td><td></td><td>30,000</td><td></td><td></td><td></td></tr><tr><td rowspan="5">Consumption rate (TZS/m<sup>3</sup>)</td><td>&gt;10m<sup>3</sup></td><td>345</td><td></td><td></td><td></td><td></td></tr><tr><td>&gt;20m<sup>3</sup></td><td></td><td></td><td>390</td><td></td><td></td></tr><tr><td>&gt;50m<sup>3</sup></td><td></td><td>335</td><td></td><td>500</td><td></td></tr><tr><td>&gt;60m<sup>3</sup></td><td></td><td></td><td></td><td></td><td>300</td></tr><tr><td>&gt;100m<sup>3</sup></td><td></td><td>335</td><td></td><td></td><td></td></tr><tr><td>Flat rate (TZS/month)</td><td></td><td>4,500</td><td>15,000</td><td>7,500</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>							Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk	Minimum tariff (TZS/month)	0-10m <sup>3</sup>	3,000					0-20m <sup>3</sup>			7,500			0-50m <sup>3</sup>		15,000		15,000		0-60m <sup>3</sup>					22,500	0-100m <sup>3</sup>		30,000				Consumption rate (TZS/m <sup>3</sup> )	>10m <sup>3</sup>	345					>20m <sup>3</sup>			390			>50m <sup>3</sup>		335		500		>60m <sup>3</sup>					300	>100m <sup>3</sup>		335				Flat rate (TZS/month)		4,500	15,000	7,500	-	-
Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Kiosk																																																																													
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Flat rate (TZS/month)		4,500	15,000	7,500	-	-																																																																													
Challenges	1. Low water production compared to water demand. 2. Lack of transport i.e. motorcycles for inspections works 3. Existing infrastructures do not fulfill Township water demand 4. Lack of office building. 5. Late payment of current bills especially by Government Institutions																																																																																		

MANGAKA WSSA PROFILE		2015/16												
EWURA LICENCE No. WSSSL/ 31/2012– Class III														
District: Nanyumbu, Region: Mtwara														
General Description About the Utility	Mangaka Water Supply and Sanitation Authority (Mangaka WSSA) was declared a fully autonomous public water utility in 2008. Mangaka WSSA is responsible for the overall operation and management of water supply and sanitation services within Mangaka Township which is the headquarters of Nanyumbu District in Mtwara Region. Mangaka WSSA is classified as Category C water authority and started its operation in 2009. Its area of responsibility has a total population of 12,007 people of which 2,750 are directly served with water. The Authority has eleven shallow wells fitted with hand pumps and two boreholes with capacity of 96m <sup>3</sup> /day. Most of the wells usually dry-out during drought (dry season) The Average daily water demand is 845.5m <sup>3</sup> . The total storage capacity is 100m <sup>3</sup> . There is no water supply network and water is supplied at the kiosks at an average of 4 hours per day. The utility has no water treatment facilities. The Utility has one staff from the District Council managing the Authority on part time basis.													
General Data About Water Utility	Total Water Connections : 17 Total Active connections : 11 Total domestic connection : 0 Total Active water kiosks/ standpipe : 11 Metering Ratio : 35% NRW : na Total Staff : 1 Staff/1000 connections : 58.8 Annual O&M Costs : Tzs 2,520,000 Annual Water Collections (Arrears included) : Tzs 3,600,000 Annual Water Billings : na													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered customers (TZS/month)</td><td>none</td><td>none</td><td>none</td></tr><tr><td>Flat rate (TZS/month)</td><td>none</td><td>none</td><td>none</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS. 50 -100 per 20 litres container. (ii) Last tariff review effective date : 1st June, 2011</p>		Category of customer	Domestic	Institutions	Commercial	Metered customers (TZS/month)	none	none	none	Flat rate (TZS/month)	none	none	none
Category of customer	Domestic	Institutions	Commercial											
Metered customers (TZS/month)	none	none	none											
Flat rate (TZS/month)	none	none	none											
Challenges	1. Insufficient and unreliable water sources 2. Lack of water distribution network 3. Lack of enough and qualified staff 4. No office and office facilities 5. Insufficient collections to run daily operations of the Authority													



MANYONI WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/67/2012 – Class III					
District: Manyoni, Region: Singida					
<b>General Description About the Utility</b>	Manyoni Water Supply & Sanitation Authority (Manyoni-WSSA) was declared a fully autonomous public water utility in 2004, responsible for the overall operation and management of water supply and sanitation services within the Manyoni township, Manyoni District, Singida Region. Manyoni-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 27,546 out of which 20,660 are served. The utility draws water from six boreholes, with a total production capacity of 4,776m <sup>3</sup> /day which is adequate enough to cater for the town water demand of 1,857m <sup>3</sup> /day, but unfortunately the installed infrastructure capacity is inadequate, and production is limited to 1,180m <sup>3</sup> /day. The boreholes and the main pipeline to the booster station were jointly constructed by the Government (through WSDP) and the Roman Catholic Mission (CPPS). Manyoni WSSA entered into bulk water purchase agreement with CPPS, who took the responsibility of water production, while Manyoni WSSA is liable for water distribution activities. Water produced in the year 2015/2016 was at an average of 822m <sup>3</sup> /day. The total length of the distribution pipeline system is 57km. Water is supplied through rationing at an average of 13 hrs. The system has 4 storage tanks with a storage capacity of about 455m <sup>3</sup> . Manyoni WSSA has no sewerage system; onsite sanitary facilities in use are under the Manyoni District Council. The utility is served by 9 staff.				
<b>General Data About Water Utility</b>	Total water connections : 1,821 Total active connections : 1,821 Total domestic connections : 1,682 Total operational water kiosk/standpipe : 42 Metering ratio : 100 NRW : 24% Total staff : 9 Staff/1000 connection : 4.9 Annual O&M Costs : TZS 129,239,000 Annual Water Collections (Arrears included) : TZS 137,200,000 Annual Water Billings : TZS 156,023,000				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	540	550	795	N/A
	Flat rate charge (TZS/Month)	6,500	10,000	9,500	N/A
<b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011					
<b>Challenges</b>	1. Inadequate water production 2. Low customer base 3. Insufficient storage capacity 4. Insufficient revenue as compared to expenditure				

MBINGA WSSA PROFILE			2015/16		
EWURA LICENCE No. WSSSL/33/2012 – Class III					
District: Mbinga, Region: Ruvuma					
General Description About the Utility	Mbinga Water Supply and Sanitation Authority (Mbinga WSSA) was declared a fully autonomous public water utility and started its operations when its first Board was established on 1 <sup>st</sup> November, 2002. It is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mbinga which is the headquarters of the Mbinga District in Ruvuma Region. Mbinga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 59,655 people in which 19,583 are directly served with water. The utility draws water from one main source Ndengu river stream; The installed production capacity is approximately 2,200m <sup>3</sup> /day. The present production of 1,944m <sup>3</sup> /day is very low compared to the estimated water demand of 5,248m <sup>3</sup> /day. The utility has no proper water treatment facilities, the chlorination is just done to storage tanks by calibrating dosage depending on quantity of water flowing in. The total length of the distribution system is 25 km and water is supplied through rationing at an average of 14 hrs/ day. The system has three storage tanks with total capacity of 500m <sup>3</sup> . The Township has no sewerage system and onsite sanitation is monitored by Mbinga Township Council. The Utility has a 1 permanent staff seconded from the MoWI and 18 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 19 staff.				
	General Data About Water Utility	Total water connections	:	2288	
	Total active connections	:	2247		
	Total domestic connections	:	2087		
	Total active kiosk/standpipe	:	4		
	Metering ratio	:	0%		
	NRW	:	34%		
	Total staff	:	19		
	Staff/1000 connections	:	8.3		
	Annual O&M costs	:	TZS 205,740,000		
	Annual water collections (arrears included)	:	TZS 171,201,118		
	Annual water billings	:	TZS 200,090,935		
Tariff Structure	Category of customer				
	Consumption Charge (TZS/m <sup>3</sup> )	0 – 10m <sup>3</sup>	565	636	550
		> 10 m <sup>3</sup>	645	635	655
	Flat rate charge (TZS/month)		NA	NA	NA
	Note:				
	(i) The charges at water kiosks are TZS 20.00 per 20 litres container.				
	(ii) Last tariff review effective date : 1 <sup>st</sup> April, 2016				
Challenges	1. Insufficient water production. 2. Deficit of office facilities and lack of office building. 3. Infrastructures do not fulfill Township requirements including a treatment plant. 4. Lack of funds for compensation of crops & infrastructures existing in Catchment area so as to conserve the water sources. 5. Few number of qualified staff to manage operations				

MBULU WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/05/2012 - Class III																				
District: Mbulu, Region: Manyara																				
General Description About the Utility	Mbulu Water Supply and Sanitation Authority (Mbulu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. It is responsible for the overall operation and management of water supply and sanitation services within the administrative area of Mbulu Township Council, which is the headquarters of the Mbulu District, Manyara Region. Mbulu WSSA is classified as Category C water authority. Its area of responsibility has a total population of 136,541 out of whom 17,920 receive water services from the utility. The utility draws water from four water sources, namely Enderer and Indirim springs, Endagikoti borehole and Endagikot river which is seasonal. The first two springs supply water by gravity to the Mbulu town and originate from the Mbulu mountain catchment area. The combined installed production capacity is 1,785m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township of 10,992m <sup>3</sup> /day. The total length of the distribution system is 69.477 km and water is supplied at an average of 10 hrs per day. There are 7 storage tanks which have combined storage volume of 630m <sup>3</sup> . The township has no sewerage system; therefore, onsite sanitary facilities are used under the supervision of Mbulu Township Council. Mbulu WSSA has 24 employees of which one is seconded from the Town Council and others are contract and casual laborers employed by the utility.																			
	General Data About Water Utility	Total water connections : 1,814 Total active connections : 1,725 Total domestic connection : 1522 Total active water kiosk/standpipe : 27 Metering ratio : 88% NRW : 52.4% Total staff : 24 Staff/1000 connections : 13.2 Annual O&M costs : TZS 145,615,312 Annual water collections (arrears included) : TZS 124,127,640 Annual water billings : TZS 139,991,350																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charges (TZS/m<sup>3</sup>)</td><td>540</td><td>560</td><td>550</td><td>570</td></tr><tr><td>Flat rate(TZS/month)</td><td>4500</td><td>9500</td><td>10,000</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charges (TZS/m <sup>3</sup> )	540	560	550	570	Flat rate(TZS/month)	4500	9500	10,000	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charges (TZS/m <sup>3</sup> )	540	560	550	570															
	Flat rate(TZS/month)	4500	9500	10,000	NA															
<b>Note:</b> (i) The Charges at water Kiosks are TZS 10.00 per 20 litres container. (ii) Last tariff review effective date: 1st June, 2011																				
Challenges	1. Lack of capital fund for major rehabilitation of old and dilapidated distribution network 2. Inadequate water sources 3. High NRW 4. Lack of transport facilities for operation and maintenance activities																			

MISUNGWI WSSA PROFILE					2015/16										
EWURA LICENSE No. WSSL/75/2012– Class III															
District: Misungwi, Region: Mwanza															
General Description About the Utility	Misungwi Water Supply and Sanitation Authority (Misungwi WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Misungwi town which is the headquarters of the Misungwi District, Mwanza Region. Misungwi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 44,269 out of whom 20,806 are served by the utility. The utility draws water from three types of water sources; Mitindo dam, Nyahiti intake from Lake Victoria and 66 shallow wells. The installed production capacity is 4,500m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 3,273 m <sup>3</sup> /day. There are three storage tanks with combined capacity of 450m <sup>3</sup> located at Misungwi town center which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 37.5 km and water is supplied through rationing at an average of 14 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Misunwi District Council. The Authority has 11 permanent staff seconded from the District Council and four (4) staff employed under contract terms by the utility which makes the utility to have a total number of 15 employees.														
	General Data About Water Utility	Total water connections : 1,357 Total active connections : 1,357 Total domestic connections : 1,269 Total operational kiosks : 10 Metering ratio : 100% NRW : 28% Total staff : 15 Staffs/1000 connections : 11 Annual O&M costs : TZS 463,384,000 Annual water collections (arrears included) : TZS 151,302,000 Annual water billing : TZS 111,356,000													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>1,000</td><td>1,025</td><td>-</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	-
	Category of customer	Domestic	Institutional	Commercial	Industrial										
	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,025	-										
<b>Note:</b> (i) The charges at water kiosks is TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.															
Challenges	1. Old and dilapidated water supply and distribution infrastructure 2. Low water distribution network coverage 3. Low water storage facilities 4. Lack of qualified and competent staff 5. Lack of water treatment facilities														



MKURANGA WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSSL/02/2015– Class III																			
District: Mkuranga, Region: Coast																			
<b>General Description About the Utility</b>	Mkuranga Urban Water Supply and Sanitation Authority (Mkuranga WSSA) was declared a fully autonomous public water utility through Government notice no. 168 published in 2005. Mkuranga WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mkuranga Town which is the headquarters of Mkuranga District in Coast Region. Mkuranga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 27,314 of whom are 1,090 served with water. The utility draws water from one borehole located at Kulungu area with installed capacity of 408m <sup>3</sup> /day. The present average water production of 138.6m <sup>3</sup> /day is low compared with the estimated water demand of 1,912m <sup>3</sup> /day. The water is pumped into storage tank of total capacity of 135m <sup>3</sup> located at the District hospital. The present production is not sufficient to meet the estimated water demand, it can only caters for 7.2% of the demand. The total length of the distribution network that covers 8.9km and the daily average hours of service water is 4hrs. The town has no sewerage system; onsite sanitary facilities are in use under supervision of the Mkuranga District Council. The Utility has five (5) total staff whereby two (2) are permanent staff seconded from Mkuranga District Council and one (3) staff on contract terms by utility.																		
<b>General Data About Water Utility</b>	Total Water Connections : 134 Total Active Connections : 100 Total domestic Connections : 109 Total active Water Kiosk/Standpipe : 0 Metering Ratio : 91% NRW : 53% Total Staff : 5 Staff/1000 connections : 37.3 Annual O&M Costs : TZS 38,481,000 Annual Water Collections (Arrears included) : TZS 17,865,837 Annual water billing : TZS 26,441,438																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Kiosk</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>NA</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000- 20,000</td><td>9,500</td><td></td></tr></table> <p><b>Note:</b> (i) Kiosk tariff is TZS 20 per 20 litres container (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutions	Commercial	Kiosk	Metered (TZS/m <sup>3</sup> )	300	335	390	NA	Flat rate (TZS/Month)	4,500	10,000- 20,000	9,500	
Category of customer	Domestic	Institutions	Commercial	Kiosk															
Metered (TZS/m <sup>3</sup> )	300	335	390	NA															
Flat rate (TZS/Month)	4,500	10,000- 20,000	9,500																
<b>Challenges</b>	1. Lack of adequate water storage facilities 2. Low network coverage 3. Lack of sufficient and qualified staff 4. Lack of office building.																		

MONDULI WSSA PROFILE		2015/16													
EWURA LICENCE No. WSSSL/09/2012 - Class III															
District: Monduli, Region: Arusha															
<b>General Description About the Utility</b>	Monduli Water Supply and Sanitation Authority (Monduli WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. It is responsible for the overall operation and management of water supply and sanitation services in the Monduli Town, which is the headquarters of Monduli District, Arusha Region. Monduli WSSA is classified as Category C water authority. Its area of responsibility has a total population of 23,706 out of whom 18,440 are currently served by the utility. The utility draws water from two sources; namely, Lolomsikio stream which originates from a spring source within the Monduli mountain forest reserve; and two boreholes situated at Ngaramtoni well field. The combined production capacity is 6,353m <sup>3</sup> /day, however, during the reporting period average water production was 992.95m <sup>3</sup> /day. Water from the boreholes sources contain high fluoride above standard which is therefore blended with water from the spring source. The borehole sources are not fully utilized due to fluoride contents and also low voltage at the pumping station which causes frequent power cuts. The installed production capacity if fully utilized is sufficient to meet the estimated water demand of 1786.9m <sup>3</sup> /day. The total length of the distribution system is 175 km and water is supplied at an average of 2.1hrs/day. There are 10 water storage tanks with combined storage capacity 1,905 m <sup>3</sup> . The town has no sewerage system; thus, onsite sanitary facilities are used under the supervision of Monduli District Council. Monduli WSSA has 26 staff of which 6 are seconded employees from the District Council and 20 are employed on contract by the Utility.														
<b>General Data About Water Utility</b>	Total water connections : 1,872 Total active connections : 1,865 Total domestic connections : 1716 Total active water kiosk/standpipe : 16 Metering ratio : 100% NRW : 42.7% Total staff : 26 Staff/1000 connections : 13.9 Annual O&M costs : TZS 329,162,897 Annual water collections (arrears included) : TZS 307,398,235 Annual water billings : TZS 314,979,000														
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>1,500</td><td>1,500</td><td>2,000</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>10,500</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>			Category of customer	Domestic	Institutional	Commercial	Metered (TZS/m <sup>3</sup> )	1,500	1,500	2,000	Flat rate charge (TZS/month)	10,500	-	-
Category of customer	Domestic	Institutional	Commercial												
Metered (TZS/m <sup>3</sup> )	1,500	1,500	2,000												
Flat rate charge (TZS/month)	10,500	-	-												
<b>Challenges</b>	1. Lack of capital fund for expansion of distribution network and replacement of dilapidated pipe. 2. Lack of office building and transport; 3. Insufficient and unqualified staff; 4. Low water supply coverage. 5. High electricity charges due to water pumping														

MPWAPWA WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/20/2012 – Class III																				
District: Mpwapwa, Region: Dodoma																				
General Description About the Utility	Mpwapwa Water Supply and Sanitation Authority (Mpwapwa WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published on 21 <sup>st</sup> June, 2002. Mpwapwa WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of Mpwapwa, which is the headquarters of Mpwapwa District in Dodoma Region. Its area of operation has a total population of 45,244 as per 2012 census out of whom 13,573 are directly served. The utility draws water from two main types of water sources, Mayawile Stream (gravity scheme) contributing about 19% of the daily water production and 3 boreholes located at Kikombo and Mjimpya areas contributing 81%. The combined installed production capacity is approximately 5,784m <sup>3</sup> /day. The present annual production of 3,044m <sup>3</sup> /day is slightly insufficient to meet the estimated water demand of 3,167m <sup>3</sup> /day. The utility applies chlorine to water at storage tanks. The total length of the distribution system is 71km and water is supplied through rationing at an average of 10 hrs /day. The system has three storage tanks with capacity of 2,225m <sup>3</sup> . The town has no sewerage system, and therefore onsite sanitation is monitored by Mpwapwa District Council																			
	General Data About Water Utility	Total water connections : 2,712 Total active connections : 2,341 Total domestic connections : 2,632 Total operational water kiosk/standpipe : 8 Metering ratio : 100 NRW : 30% Total staff : 38 Staff/1000 connection : 14 Annual O&M Costs : TZS 225,362,000 Annual Water Collections (Arrears included) : TZS 159,423,000 Annual Water Billings : TZS 264,000,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Worship Houses</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>535-885</td><td>1,090-1330</td><td>1,125-1,360</td><td>1,090</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,350</td><td>13,300</td><td>13,600</td><td>5,350</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Worship Houses	Consumption charge (TZS/m <sup>3</sup> )	535-885	1,090-1330	1,125-1,360	1,090	Flat rate charge (TZS/Month)	5,350	13,300	13,600	5,350
	Category of customer	Domestic	Institutional	Commercial	Worship Houses															
	Consumption charge (TZS/m <sup>3</sup> )	535-885	1,090-1330	1,125-1,360	1,090															
	Flat rate charge (TZS/Month)	5,350	13,300	13,600	5,350															
<b>Note:</b> (i) The Charges at water Kiosks are TZS 15 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> February, 2016																				
Challenges	1. High NRW 2. Low service hours 3. Insufficient water production as compared to demand																			

MUHEZA WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/09/2012 - Class III					
District: Muheza, Region: Tanga					
<b>General Description About the Utility</b>	Muheza Water Supply and Sanitation Authority (Muheza WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Muheza township area, which is the head-quarter of Muheza District, Tanga Region. Muheza WSSA is classified as Category C water authority. Its area of responsibility has a total population of 34,598, out of which only 23,770 is served with water by the utility. The utility draws water from two types of water sources; the Mkulumuzi stream, which collects water from several springs originating from the Manga and Magoroto hills and five boreholes . The installed production capacity of the intake is 1,758.29m <sup>3</sup> /day. During the reporting period the utility produced on average 1454 m <sup>3</sup> /day due to low yield from the boreholes and significant decrease of water production from the stream during dry period. The installed production capacity is insufficient to meet the present estimated demand for the township which is 5,073m <sup>3</sup> /day. The total length of the distribution system is 45 km and water is supplied through rationing at an average of 6hrs/day. There is no treatment plant in place. The network has 7 storage tanks with storage capacity of 420m <sup>3</sup> . The township has no sewerage system; thus, onsite sanitary facilities are used under the supervision of the Muheza District Council. Muheza WSSA has 16 staff of which 8 are employees seconded from the District Council and 8 staff are employed on contract terms by the Utility.				
<b>General Data About Water Utility</b>	Total water connections : 2,179 Total active connections : 2002 Total domestic connections : 2062 Total active water kiosk/standpipe : 21 Metering ratio : 18% NRW : 65% Total staff : 16 Staff/1000 connections : 7.3 Annual O&M costs : TZS 85,264,162 Annual water collections (arrears included) : TZS 65,742,750 Annual water billings : TZS 88,224,130				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charge (TZS/m <sup>3</sup> )	495	500	510	500
	Flat rate (TZS/month)	4500	10,000	9500	13,000
	<b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011				
<b>Challenges</b>	1. Lack of reliable water sources to meet the growing population and increasing water demand; 2. Lack of water treatment facility 3. Old and dilapidated infrastructure which requires immediate intervention; 4. Lack of office building and transport for the authority; 5. Lack of qualified staff; and				



MUGUMU WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSL/74/2012																			
District: Serengeti, Region: Mara																			
General Description About the Utility	Mugumu Water Supply and Sanitation Authority (Mugumu WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mugumu township which is the headquarters of the Serengeti District, Mara Region. Mugumu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 22,170 out of whom 5,442 are served by the utility. The utility draws water from Manchira Dam. The installed water production capacity is 2,400m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 2,078m <sup>3</sup> /day. Raw water is sucked by a submersible pump with a capacity of 100m <sup>3</sup> /day through a 150mm diameter and 7km rising main to a 675m <sup>3</sup> storage tank which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 46.2km and water is supplied through rationing at an average of 16 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Serengeti District Council. The Authority has 7 permanent staff seconded from the District Council.																		
General Data About Water Utility	Total Water Connections : 1,218 Total Active Connections : 1,116 Total domestic connections : 1,096 Total Operating Water Kiosk/Standpipe : 2 Metering Ratio : 17% NRW : 30% Total Staff : 7 Staffs/1000 connection : 6 Annual O&M Costs : TZS 182,050,000 Annual Water Collections (arrears included) : TZS 78,120,000 Annual Water Billings : TZS 74,927,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institution</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>540</td><td>550</td><td>560-580</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>11,000</td><td>16,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institution	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	540	550	560-580	NA	Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA
Category of customer	Domestic	Institution	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	540	550	560-580	NA															
Flat rate charge (TZS/Month)	7,500	11,000	16,000	NA															
Challenges	1. Low capacity of the installed water production infrastructure 2. Lack of water treatment facility 3. Low coverage of water distribution network 4. High level of NRW 5. Low metering ratio																		

MULEBA WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSL/73/2012– Class III																			
District: Muleba, Region: Kagera																			
General Description About the Utility	Muleba Water Supply and Sanitation Authority (Muleba WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Muleba town which is the headquarters of the Muleba District, Kagera Region. Muleba WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 44,269 out of whom 20,806 are served by the utility. The utility draws water from three types of water sources; Mitindo dam, Nyahiti intake from Lake Victoria with production capacity and 66 shallow wells with combined capacities of 1,012m <sup>3</sup> /day. The present production capacity is low compared with the estimated water demand of 3,273 m <sup>3</sup> /day. There are three storage tanks with combined capacity of 450m <sup>3</sup> located at Muleba town center which distribute water to customers by gravity. The utility has no water treatment facilities. The total length of the distribution system is 37.5 km and water is supplied through rationing at an average of 14 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Muleba District Council. The Authority has 5 permanent staff seconded from the District Council and five (5) staff employed under contract terms by the utility which makes the utility to have a total number of 10 staff.																		
General Data About Water Utility	Total water connections	:	1,637																
	Total active connections	:	1,602																
	Total domestic connections	:	1,467																
	Total operational kiosks	:	17																
	Metering ratio	:	100%																
	NRW	:	24%																
	Total staff	:	10																
	Staffs/1000 connections	:	6																
	Annual O&M costs	:	TZS 266,294,000																
	Annual water collections (arrears included)	:	TZS 204,159,000																
	Annual water billing	:	TZS 201,123,000																
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>1,000</td><td>1,200</td><td>1,200</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>20,000</td><td>21,500</td><td>21,500</td><td>22,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,200	1,200	Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000
Category of customer	Domestic	Institutions	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	800	1,000	1,200	1,200															
Flat rate charge (TZS/Month)	20,000	21,500	21,500	22,000															
Challenges	<ol style="list-style-type: none"><li>1. Water production capacity is insufficient to cater for the town’s demand</li><li>2. The discharge of the existing water sources is decreasing</li><li>3. Low coverage of the water distribution network</li><li>4. Obsolete and dilapidated water distribution network</li><li>5. Insufficient storage capacity</li></ol>																		

MWANGA WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/13/2012 - Class III					
District: Mwanga, Region: Kilimanjaro					
<b>General Description About the Utility</b>	Mwanga Water Supply and Sanitation Authority (Mwanga WSSA) was declared a fully autonomous public water utility through Government Notice No.258 published in 2002. It is responsible for the overall operation and management of water supply and sanitation services within the Mwanga urban area which is the headquarters of the Mwanga District, Kilimanjaro Region. Mwanga WSSA is classified as Category C water authority. Its area of responsibility has a total population of 17,558 people out of whom 13,762 are served by the utility. The utility draws water from two operational boreholes and the third borehole is not operational. The combined installed production capacity for the boreholes stood at 3,264m <sup>3</sup> /day with average production of 1,881m <sup>3</sup> /day. The installed water production capacity if fully utilized is sufficient to meet the estimated demand for the township of 2,800m <sup>3</sup> /day. The total length of the distribution system is 70.85km and water is supplied at an average of 6 hrs /day. There are eight storage tanks which have combined storage volume of 1,058m <sup>3</sup> . The township has no sewerage system; thus, onsite sanitary facilities are used under supervision of the Mwanga District Council. The utility has 27 staff of which nine are from Mwanga District Council and one is from Moshi Water Supply and Sanitation Authority. The other 17 staff are employed by the utility on contract basis.				
<b>General Data About Water Utility</b>	Total water connections : 1,926 Total active connections : 1,599 Total domestic connections : 1,752 Total active water kiosk/Standpipe : 13 Metering ratio : 100% NRW : 55% Total staff : 26 Staff/1000 connections : 14 Annual O&M costs : TZS 376,541,240 Annual water collections (arrears included) : TZS 171,072,330 Annual water billings : TZS 202,177,655				
<b>Tariff Structure</b>	<b>Category of customer</b>	<b>Domestic</b>	<b>Institutional</b>	<b>Commercial</b>	<b>Industrial</b>
	Consumption charges (TZS/m <sup>3</sup> )	345	500	700	NA
	Flat rate (TZS/month)	4,500	10,000	9,500	N/A
	<b>Note:</b> (i) The charges at water kiosks are TZS 35.00 per 20 litres container. (ii) Last tariff review effective date : 1st June 2011				
<b>Challenges</b>	1. Under utilization of installed capacities. 2. Lack of capital fund for expansion and major rehabilitation of old and dilapidated distribution network; 3. Lack of office building and transport; 4. High Non Revenue Water				

MWANHUZI WSSA PROFILE					2015/16																																																						
EWURA LICENSE No. WSSL/59/2012– Class III																																																											
District: Meatu, Region: Simiyu																																																											
General Description About the Utility	Mwanhuzi Water Supply and Sanitation Authority (Mwanhuzi WSSA) was declared a fully autonomous public water utility through Government Notice No.30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mwanhuzi town which is the headquarters of the Meatu District, Simiyu Region. Mwanhuzi WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 40,757 out of whom 18,748 are served by the utility. The utility draws water from Mwanyahina dam which is about 5km north of Mwanhuzi town Centre. Raw water from the dam gravitates into a conventional treatment plant. Clear water from the treatment is pumped to three storage tanks with combined capacity of 785m <sup>3</sup> which distributes water to customers by gravity. The present production capacity is low compared with the estimated water demand of 2,086m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 31.5km and water is supplied at an average of 22 hours per day. The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Meatu District Council. The Authority has 1 permanent staff seconded from the District Council and sixteen (16) staff employed permanently by the utility which makes the utility to have a total of 17 employees.																																																										
General Data About Water Utility	<table><tr><td>Total Water Connections</td><td>:</td><td>1,811</td><td colspan="2"></td></tr><tr><td>Total Active Connections</td><td>:</td><td>1,614</td><td colspan="2"></td></tr><tr><td>Total domestic connections</td><td>:</td><td>1,658</td><td colspan="2"></td></tr><tr><td>Total Operating Water Kiosk/Standpipe</td><td>:</td><td>21</td><td colspan="2"></td></tr><tr><td>Metering Ratio</td><td>:</td><td>100%</td><td colspan="2"></td></tr><tr><td>NRW</td><td>:</td><td>20%</td><td colspan="2"></td></tr><tr><td>Total Staff</td><td>:</td><td>17</td><td colspan="2"></td></tr><tr><td>Staffs/1000 connection</td><td>:</td><td>9</td><td colspan="2"></td></tr><tr><td>Annual O&amp;M Costs</td><td>:</td><td>TZS</td><td>221,831,000</td><td></td></tr><tr><td>Annual Water Collections (arrears included)</td><td>:</td><td>TZS</td><td>222,095,000</td><td></td></tr><tr><td>Annual Water Billings</td><td>:</td><td>TZS</td><td>267,851,000</td><td></td></tr></table>				Total Water Connections	:	1,811			Total Active Connections	:	1,614			Total domestic connections	:	1,658			Total Operating Water Kiosk/Standpipe	:	21			Metering Ratio	:	100%			NRW	:	20%			Total Staff	:	17			Staffs/1000 connection	:	9			Annual O&M Costs	:	TZS	221,831,000		Annual Water Collections (arrears included)	:	TZS	222,095,000		Annual Water Billings	:	TZS	267,851,000	
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Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered Customers (TZS/m<sup>3</sup>)</td><td>1,000</td><td>1,250</td><td>1,500</td><td>1,500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>-</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Metered Customers (TZS/m <sup>3</sup> )	1,000	1,250	1,500	1,500	Flat rate (TZS/month)	4,500	-	-	-																																								
Category of customer	Domestic	Institutional	Commercial	Industrial																																																							
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Flat rate (TZS/month)	4,500	-	-	-																																																							
Challenges	<ol style="list-style-type: none"><li>1. Low coverage of water distribution network</li><li>2. Regular interruption of power supply from Tanesco</li><li>3. High debts from Government institutions due to delay to pay their water bills</li><li>4. Insufficient water storage capacity</li><li>5. Lack of office building</li></ol>																																																										



NAMANYERE WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/36/2012 – Class III																				
District: Nkasi, Region: Rukwa																				
<b>General Description About the Utility</b>	Namanyere Water Supply and Sanitation Authority (Namanyere WSSA) was declared a fully autonomous public water utility in 2004. Namanyere WSSA is responsible for the overall operation and management of water supply and sanitation services within Namanyere Township which is the headquarters of Nkasi District in Rukwa Region. Namanyere WSSA is classified as Category C water authority which started its operation in 2005 Its area of responsibility has a total population of 21,752 people out of which 5060 are directly served with water. The main water sources for Namanyere Township are Mfili dam, 4 medium depth boreholes fitted with motorized pumps and eleven boreholes operated with hand-pumps. There is a diesel generator and surface pump that are installed at Mfili dam source. The transmission main to the tanks is in bad condition requiring major rehabilitation. During the reporting period the average water production was 93m <sup>3</sup> /day. The installed water pump production capacity of Mfili dam, which is rarely used, is 360m <sup>3</sup> /hour while the combined installed capacity for the 4 motorized borehole pumps is 50m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of entire pipe network is 29.7 km and water is supplied at an average of 6 hrs/day. The network has 2 storage tanks with combined storage volume of 360m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Nkasi District Council. The Utility has 2 permanent staff seconded from the District Council and currently there is no staff employed by the Utility (on permanent and contract basis) which makes the utility to have a total of only 2 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 171 Total active connections : 171 Total domestic connections : 131 Total active kiosk/standpipe : 15 Metering ratio : 100% NRW : 38% Total staff : 2 Staff/1000 connections : 23.4 Annual O&M costs : TZS 20,839,237 Annual water collections (arrears included) : TZS 21,264,528 Annual water billings : TZS 27,619,553																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption Rate (TZS/m<sup>3</sup>)</td><td>720</td><td>900</td><td>1,170</td><td>1,260</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,500</td><td>10,000</td><td>11,500</td><td>13,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption Rate (TZS/m <sup>3</sup> )	720	900	1,170	1,260	Flat rate (TZS/month)	5,500	10,000	11,500	13,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	Consumption Rate (TZS/m <sup>3</sup> )	720	900	1,170	1,260															
	Flat rate (TZS/month)	5,500	10,000	11,500	13,000															
<b>Note:</b> (i) The charges at water kiosks are TZS 25 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011																				
<b>Challenges</b>	1. Lack of funds for rehabilitation and extension of the existing water supply infrastructures 2. High costs for operating a pump at Mfili dam. 3. Lack of working tools including office building and transport facilities 4. Lack of sufficient and qualified staff. 5. Water production is inadequate due to insufficient source capacities																			

NAMTUMBO WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/34/2012 – Class III					
District: Namtumbo, Region: Ruvuma					
General Description About the Utility	Namtumbo Water Supply and Sanitation Authority (Namtumbo WSSA) was established by Act No. 8 of 1997 and came into operation on 8 <sup>th</sup> September, 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Namtumbo Township which is the headquarters of Namtumbo District in Ruvuma Region. Its area of responsibility has a total population of 33,448 people in which 10,830 are directly served with water. The utility draws water from one main water source of Namikiga stream located at Libango village (gravity scheme). The total installed production capacity of Namikiga stream is approximately 1,600m <sup>3</sup> /day which does not meet the daily demand of the Namtumbo Township (comprising of three sub-villages) and four other villages along the transmission line from Namikiga stream. The production (water reaching Namtumbo - input into distribution network at Namtumbo Township) of 479m <sup>3</sup> /day is very low compared to the estimated water demand (for Namtumbo Township only) of 2,283m <sup>3</sup> /day. The utility has no water treatment facilities and water is supplied directly. The total length of the transmission and distribution system is 64km and water is supplied through rationing at an average of 9hrs/day. The system has three storage tanks with a total capacity of 225m <sup>3</sup> . The Township has no sewerage system and onsite sanitation is monitored by Namtumbo District Council. The Utility has 2 permanent staff, 1 seconded from the District Council and 1 from MoWI, 10 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 12 staff.				
	General Data About Water Utility	Total water connections : 1193 Total active connections : 961 Total domestic connections : 1058 Total active kiosk/standpipe : 1 Metering ratio : 42% NRW : 47% Total staff : 12 Staff/1000 connections : 9.6 Annual O&M costs : TZS 58,282,000 Annual water collections (arrears included) : TZS 30,303,000 Annual water billings : TZS 65,297,000			
Tariff Structure					
	Category of customer	Domestic	Commercial	Institutions	Industrial
	Metered customers (TZS/m <sup>3</sup> )	540	1,025	1,000	-
	Flat rate (TZS/month)	4,500	21,500	21,500	-
Challenges	Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011				
	1. Low water production compared to Township water demand. 2. Lack of office building and office facilities such as Computer, printer etc. 3. Inadequate number of qualified staff. 4. High Non-Revenue water (NRW) 5. Low revenue collection				

NANSIO WSSA PROFILE					2015/16															
EWURA LICENSE No. WSSL/76/2012– Class III																				
District: Ukerewe, Region: Mwanza																				
General Description About the Utility	Nansio Water Supply and Sanitation Authority (Nansio WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Nansio WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 69,219 out of whom 61,605 are served by the utility. The utility draws water from Lake Victoria which gravitates to a sump where chlorination is done. The present production capacity is low compared with the estimated water demand of 720m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 60.5km and water is supplied through rationing at an average of 8 hours per day. The system has two storage tanks of total capacity of 150m <sup>3</sup> . The Authority has no sewerage system thus onsite sanitary facilities are used under the supervision of Ukerewe District Council. The Authority has 6 permanent staff seconded from the District Council and six (6) staff employed by the utility on contract terms which makes the utility to have a total of 12 employees.																			
General Data About Water Utility	Total water connections : 929 Total active connections : 650 Total domestic connections : 880 Total operating water kiosk : 5 Metering ratio : 57% NRW : 51% Total staff : 12 Staffs/1000 connection : 13 Annual O&M costs : TZS 21,724,000 Annual water collections (arrears included) : TZS 21,724,000 Annual water billings : TZS 17,987,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>345</td><td>400</td><td>560</td><td>670</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,000</td><td>10,000</td><td>15,000</td><td>NA</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	345	400	560	670	Flat rate charge (TZS/Month)	5,000	10,000	15,000	NA
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	345	400	560	670															
	Flat rate charge (TZS/Month)	5,000	10,000	15,000	NA															
<b>Note:</b> (i) The charges at water kiosks is TZS 20 per 20 litres container (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.																				
Challenges	1. Inadequate water production capacity 2. High NRW 3. Inadequate service coverage 4. Inadequate storage capacity 5. Old and dilapidated water supply infrastructures																			

NGARA WSSA PROFILE					2015/16									
EWURA LICENSE No. WSSL/71/2012– Class III														
District: Ngara, Region: Kagera														
<b>General Description About the Utility</b>	Ngara Water Supply and Sanitation Authority (Ngara WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Ngara township which is the headquarters of the Ngara District, Kagera Region. Ngara WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 36,499 people out of whom 20,758 are currently served. The utility draws water from three (3) boreholes located at Mukidyama village in Ngara town. The boreholes have a combined installed production capacity of 1,851m <sup>3</sup> /day. The present production capacity is insufficient compared with the estimated water demand of 2,500m <sup>3</sup> /day. The total length of the distribution system is 50.03km and water is supplied through rationing at an average of 8hrs per day. The system has 6 storage tanks with a combined capacity of 766m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Ngara District Town Council. The Authority has 1 permanent staff seconded from the District Council and 18 staff employed by the utility on contract terms which makes the utility to have a total of 19 employees.													
<b>General Data About Water Utility</b>	Total water connections : 2,414 Total active connections : 2,414 Total domestic connections : 2,198 Total operating water kiosk : 29 Metering ratio : 100% NRW : 51% Total staff : 19 Staff/1000 connection : 8 Annual O&M costs : TZS 152,858,000 Annual water collections (arrears included) : TZS 180,440,000 Annual water billings : TZS 144,352,000													
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>570</td><td>740</td><td>755</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	570	740	755	NA
Category of customer	Domestic	Institutional	Commercial	Industrial										
Consumption charge (TZS/m <sup>3</sup> )	570	740	755	NA										
<b>Challenges</b>	1. High level of NRW; 2. Dilapidated of water distribution network; 3. Insufficient water production capacity; 4. Inadequate water storage facility; 5. Lack of qualified and competent staff ;													



NGUDU WSSA PROFILE		2015/16																						
EWURA LICENCE No. WSSL/82/2012 – Class III																								
District: Mwanza, Region: Mwanza																								
<b>General Description About the Utility</b>	Ngudu Water Supply and Sanitation Authority (Ngudu WSSA) was declared a fully autonomous public water utility through Government Notice No. 29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within Ngudu town which is the headquarters of Kwimba District in Mwanza Region. Ngudu WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 25,473 people out of whom 17,831 are currently served. Ngudu WSSA’s water supply is dependent on purchased bulk water from the Kahama-Shinyanga Water Supply and Sanitation Authority (KASHWASA). The estimated water demand of Ngudu town is 1,283m <sup>3</sup> /day. Water supply from KASHWASA is conveyed through 250 km gravity main to water tanks in Ngudu town. The total length of the distribution system is 19km and water is supplied at an average of 24hrs per day. There are three storage tanks with a combined capacity of 240m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Kwimba District Town Council. The Authority has 7 permanent staff seconded from the District Council and seven (7) staff employed under contract terms by the utility which makes the utility to have a total number of 14 employees.																							
<b>General Data About Water Utility</b>	<table><tr><td>Total water connections</td><td>: 940</td></tr><tr><td>Total active connections</td><td>: 940</td></tr><tr><td>Total domestic connections</td><td>: 864</td></tr><tr><td>Total operating water kiosk</td><td>: 5</td></tr><tr><td>Metering ratio</td><td>: 100%</td></tr><tr><td>NRW</td><td>: 39%</td></tr><tr><td>Total staff</td><td>: 14</td></tr><tr><td>Staffs/1000 connection</td><td>: 15</td></tr><tr><td>Annual O&amp;M costs</td><td>: TZS 205,487,000</td></tr><tr><td>Annual water collections (arrears included)</td><td>: TZS 150,544,000</td></tr><tr><td>Annual water billings</td><td>: TZS 125,775,000</td></tr></table>		Total water connections	: 940	Total active connections	: 940	Total domestic connections	: 864	Total operating water kiosk	: 5	Metering ratio	: 100%	NRW	: 39%	Total staff	: 14	Staffs/1000 connection	: 15	Annual O&M costs	: TZS 205,487,000	Annual water collections (arrears included)	: TZS 150,544,000	Annual water billings	: TZS 125,775,000
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Annual water billings	: TZS 125,775,000																							
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>1,082</td><td>1,236</td><td>1,485</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>-</td><td>-</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 30 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> September, 2015.</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	1,082	1,236	1,485	-	Flat rate charge (TZS/Month)	-	-	-	-							
Category of customer	Domestic	Institutional	Commercial	Industrial																				
Consumption charge (TZS/m <sup>3</sup> )	1,082	1,236	1,485	-																				
Flat rate charge (TZS/Month)	-	-	-	-																				
<b>Challenges</b>	<ol style="list-style-type: none"><li>1. Inadequate storage capacity.</li><li>2. Low distribution network coverage</li><li>3. High NRW</li><li>4. Obsolete and dilapidated distribution network</li><li>5. Lack of qualified and competent staff</li></ol>																							

NZEGA WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/57/2012 – Class III																				
District: Nzega, Region: Tabora																				
General Description About the Utility	Nzega Water Supply and Sanitation Authority (Nzega WSSA) was declared a fully autonomous public water utility in 1999 responsible for the overall operation and management of water supply and sanitation services within the Nzega town which is the headquarters of Nzega District, Tabora Region. Nzega WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 39,780 out of which 21,879 people equivalent to 55% are currently served. Currently, Nzega WSSA depends solely on Kilimi dam for its water abstraction. This is because; Uchama dam had been dysfunctional after drying out three years ago. Water produced from Kilimi dam during the reporting period amounts to 566,430 m <sup>3</sup> . The estimated water demand of Nzega town is 1,088,978 m <sup>3</sup> per year. The total length of the pipeline system is 63.8km. Water is supplied through rationing at an average of 20 hrs. The system has 4 storage tanks with a combined capacity of 595m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the Nzega District Town Council. Nzega-WSSA has 30 employees.																			
	General Data About Water Utility	Total water connections : 2,895 Total active connections : 2,721 Total domestic connections : 2,674 Total operational water kiosk/standpipe : 24 Metering ratio : 100 NRW : 24.6% Total staff : 30 Staff/1000 connection : 10.3 Annual O&M Costs : TZS 765,925,000 Annual Water Collections (Arrears included) : TZS 235,959,000 Annual Water Billings : TZS 437,060,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>750</td><td>860</td><td>935</td><td>N/A</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>15,000</td><td>17,000</td><td>17,000</td><td>17,000</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	750	860	935	N/A	Flat rate charge (TZS/Month)	15,000	17,000	17,000	17,000
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	750	860	935	N/A															
	Flat rate charge (TZS/Month)	15,000	17,000	17,000	17,000															
	Note:																			
(i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
Challenges	1. High NRW 2. Insufficient water production as compared to demand 3. Insufficient revenue as compared to expenditures 4. Insufficient water storage capacity																			

ORKESUMET WSSA PROFILE <span style="float: right;">2015/16</span>														
EWURA LICENCE No. WSSSL/13/2012 - Class III														
District: Simanjiro, Region: Manyara														
<b>General Description About the Utility</b>	Orkesumet Water Supply and Sanitation Authority (Orkesumet WSSA) was declared a fully autonomous public water utility through Government Notice No.168 published in 2005. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Orkesumet Town which is the headquarters of the Simanjiro District, Manyara Region. Orkesumet town is comprised of three wards which are Orkesumet, Langai and Endonyongijape. Orkesumet is classified as Category C water authority and its area of responsibility has a total population of 16,991 out of whom 9,880 are served by the utility. However, most of people fetch water at the kiosks. The utility depends on 3 operational borehole sources for water production which are Narosoito, Simanjiro Secondary and Water department boreholes. The three boreholes have a combined installed capacity of 486m <sup>3</sup> /day. The production is extremely low due to low borehole yield to meet the estimated water demand of 1,368m <sup>3</sup> /day. There is few household connection also due to the low water production and limited distribution network which has a total length of 23.80km. The town has no sewerage system thus onsite sanitary facilities are in use under supervision of the Simanjiro District Council. Orkesumet WSSA has 7 staff of which are employees seconded from the District Council (Water and Works department).													
<b>General Data About Water Utility</b>	Total water connections : 128 Total active connections : 124 Total domestic connections : 63 Total active kiosks : 37 Metering ratio : 100% NRW : 61% Total staff : 7 Staff/1000 connections : 55 Annual O&M costs : TZS 64,656,211 Annual water collections (arrears included) : TZS 52,869,181 Annual water billings : TZS 55,131,045													
<b>Tariff Structure</b>	<table border="1"> <thead> <tr> <th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Kioks</th></tr> </thead> <tbody> <tr> <td>Consumption charge (TZS/m<sup>3</sup>)</td><td>300</td><td>335</td><td>390</td><td>TZS 50 per 20 litres container</td></tr> </tbody> </table> <p><b>Note:</b> Last tariff review effective date : 1<sup>st</sup> June 2011</p>				Category of customer	Domestic	Institutional	Commercial	Kioks	Consumption charge (TZS/m <sup>3</sup> )	300	335	390	TZS 50 per 20 litres container
Category of customer	Domestic	Institutional	Commercial	Kioks										
Consumption charge (TZS/m <sup>3</sup> )	300	335	390	TZS 50 per 20 litres container										
<b>Challenges</b>	1. Inadequate water sources and water supply to meet the demand; 2. Lack of capital fund for development of new water sources and construction of water supply network 3. Low customer base; 4. Insufficient number of staff; 5. Lack of adequate storage tanks;													

PANGANI WSSA PROFILE					2015/16											
EWURA LICENCE No. WSSSL/08/2012 - Class III																
District: Pangani, Region: Tanga																
General Description About the Utility	Pangani Water Supply and Sanitation Authority (Pangani WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Pangani urban area which is the headquarters of the Pangani District, Tanga Region. Pangani WSSA is classified as Category C water authority. Its area of responsibility has a total population of 15,515 people out of whom 12,880 are served by the utility. The utility draws water from four boreholes located at Boza well field with a combined installed production capacity of 1,182m <sup>3</sup> /day, however, average water production is 686m <sup>3</sup> /day .The present installed production capacity is not sufficient to meet the estimated water demand of 1,625m <sup>3</sup> /day. The total length of the distribution system is 62 km and water is supplied through rationing at an average of 4.5 hrs per day. The system has 9 storage tanks with combined capacity of 937.5m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of the Pangani District Council. Pangani WSSA has 14 staff of which 10 are employed by Pangani District Executive Director and the utility has employed 4 temporarily as casual laborers to support some of the activities.															
General Data About Water Utility	Total water connections : 1,354 Total active connections : 704 Total domestic connections : 1,263 Total active water kiosk/Standpipe : 1 Metering ratio : 43% NRW : 63% Total staff : 14 Staff/1000 connections : 10.3 Annual O&M costs : TZS 223,763,867 Annual water collections (arrears included) : TZS 49,620,630 Annual water billings : TZS 62,896,000															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>540 - 700</td><td>730 - 780</td><td>740 - 790</td></tr><tr><td>Flat rate ( Medium density ) TZS/month</td><td>7,400</td><td>7,800</td><td>9,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1st May 2014. (iii) The number of inactive customers was high due to unavailability of water caused by failure to cover electricity costs for operating the boreholes.</p>				Category of customer	Domestic	Institutional	Commercial	Consumption charge (TZS/m <sup>3</sup> )	540 - 700	730 - 780	740 - 790	Flat rate ( Medium density ) TZS/month	7,400	7,800	9,000
Category of customer	Domestic	Institutional	Commercial													
Consumption charge (TZS/m <sup>3</sup> )	540 - 700	730 - 780	740 - 790													
Flat rate ( Medium density ) TZS/month	7,400	7,800	9,000													
Challenges	1. Unreliability of water sources and low production; 2. Dilapidated distribution network and low coverage; 3. Low metering ratio 4. Lack of authority’s office building and transport; 5. Lack of sufficient and qualified staff.															



RUANGWA WSSA PROFILE				2015/16												
EWURA LICENCE No. WSSSL/ 24/2012– Class III																
District: Ruangwa, Region: Lindi																
<b>General Description About the Utility</b>	Ruangwa Water Supply and Sanitation Authority (Ruangwa WSSA) was declared a fully autonomous public water utility through Government notice no. 168 published in 2005 and came into operation in 2007. The utility is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Ruangwa township which is headquarters of Ruangwa District in Lindi Region. Ruangwa town has a current population of about 14,234 out of whom 6,125 are served by the utility. The water supply scheme for Ruangwa town comprises of two boreholes that pump its water into two storage tanks with a total capacity of 225m <sup>3</sup> . From these storage tanks water is supplied to the township through a distribution network with total length of 22.6km and water is supplied at an average of 4hrs/day. The current installed capacity is 516m <sup>3</sup> /day while the actual water production is 381.6m <sup>3</sup> /day which does not meet daily estimated water demand that stands at 1,038m <sup>3</sup> /day. The utility has no water treatment facilities. The town has no sewerage system and onsite sanitation is monitored by Ruangwa District Council. The Utility has fourteen (14) total staff whereby three (3) are permanent staff seconded from Ruangwa District Council and eleven (11) staff are on contract terms with the utility.															
<b>General Data About Water Utility</b>	Total Water Connections : 839 Total Active Connections : 790 Total Domestic connections : 775 Active water kiosk : 9 Metering Ratio : 62% NRW : 37% Total Staff : 14 Staff/1000 connections : 16.7 Annual O&M Costs : TZS 112,901,023 Annual Water Collections (Arrears included) : TZS 74,995,000 Annual Water Billings : TZS 98,354,000															
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th></tr><tr><td>Metered customers (TZS/m<sup>3</sup>)</td><td>540</td><td>560</td><td>550</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>10,000</td></tr></table> <p><b>Note:</b> (i)The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Commercial	Institutions	Metered customers (TZS/m <sup>3</sup> )	540	560	550	Flat rate (TZS/month)	4,500	9,500	10,000
Category of customer	Domestic	Commercial	Institutions													
Metered customers (TZS/m <sup>3</sup> )	540	560	550													
Flat rate (TZS/month)	4,500	9,500	10,000													
<b>Challenges</b>	1. Lack of adequate storage capacity 2. Insufficient water sources 3. Low network coverage 4. No water treatment facilities for removal iron and Manganese 5. Fluctuation of power															

RUJEW A WSSA PROFILE					2015/16																						
EWURA LICENCE No. WSSSL/47/2012 – Class III																											
District: Mbarali, Region: Mbeya																											
<b>General Description About the Utility</b>	Rujewa Water Supply and Sanitation Authority (Rujewa WSSA) was declared a fully autonomous public water utility in 2004. Rujewa WSSA is responsible for the overall operation and management of water supply and sanitation services for the Rujewa and Igawa Townships. Rujewa is the headquarter Township of Mbarali District, in Mbeya Region. Rujewa WSSA is classified as Category C water authority and it started its operation in 2005. Its area of responsibility has a total population of 56,837 people in which 14,447 are directly served with water. The utility draws water from Mbarali River (gravity scheme) located in Igomelo Street, Mbarali District about 14km from Rujewa Township and five boreholes located at Uhamila, Ihanga, Isisi and Bomani area, in Rujewa Township. During the reporting period the sources produced an average of 2,008m <sup>3</sup> /day. The estimated daily water demand for the Township is 7,895m <sup>3</sup> /day. Water supply is through rationing and the average hours of service are 6 per day. The source installed production capacity is 2,752m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the pipe network including the main and distribution lines is 53km. The Rujewa WSSA has 9 storage tanks with total water storage capacity of 725m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Rujewa Township Authority. The Utility has 3 permanent staff seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 12 staff.																										
<b>General Data About Water Utility</b>	Total water connections : 1620 Total active connections : 975 Total domestic connections : 1421 Total active kiosk/standpipe : 50 Metering ratio : 7% NRW : 28% Total staff : 12 Staff/1000 connections : 5.6 Annual O&M costs : TZS 72,659,000 Annual water collections (arrears included) : TZS 54,983,000 Annual water billings : TZS 134,116,000																										
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td rowspan="3">Consumption rate (TZS/m<sup>3</sup>)</td><td>1– 4.5</td><td>300</td><td>550</td><td>560</td></tr><tr><td>4.5-11</td><td>345</td><td>NA</td><td>NA</td></tr><tr><td>&gt;11</td><td>540</td><td>NA</td><td>NA</td></tr><tr><td>Flat rate (TZS/month)</td><td>NA</td><td>4,500</td><td>11,500</td><td>11,500</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 50 per 20 litres container (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011 (iii) The number inactive customers is high due to insufficient water supply</p>				Category of customer	Band	Domestic	Institutions	Commercial	Consumption rate (TZS/m <sup>3</sup> )	1– 4.5	300	550	560	4.5-11	345	NA	NA	>11	540	NA	NA	Flat rate (TZS/month)	NA	4,500	11,500	11,500
Category of customer	Band	Domestic	Institutions	Commercial																							
Consumption rate (TZS/m <sup>3</sup> )	1– 4.5	300	550	560																							
	4.5-11	345	NA	NA																							
	>11	540	NA	NA																							
Flat rate (TZS/month)	NA	4,500	11,500	11,500																							
<b>Challenges</b>	1. Old and inadequate infrastructures including distribution mains 2. In adequate number of qualified staff 3. Inadequate working stools and equipment’s 4. The authority do not have a treatment plant. 5. Lack of office building																										

SAME WSSA PROFILE		2015/16															
EWURA LICENCE No. WSSSL/07/2012 - Class III																	
District: Same, Region: Kilimanjaro																	
<b>General Description About the Utility</b>	Same Water Supply and Sanitation Authority (Same WSSA) was declared a fully autonomous public water utility in 2003. The Authority is responsible for the overall operation and management of water supply and sanitation services within Same urban area, which is the headquarters of Same District, Kilimanjaro Region. Same WSSA is classified as Category C water authority. Its area of responsibility has a total population of 27,162 people out of whom 15,160 are served by the utility. The main water sources for Same town is from groundwater, whereby the utility maintain six (6) deep boreholes. The spring water sources of Mahuu and Same dried over the past three years. The boreholes have combined installed production capacity of 1,752m3/day when operating at 24 hours. Generally the boreholes have low yield and the average daily water production during the reporting period is 940m3/day  The installed production capacity is not sufficient to meet the estimated water demand of 2533m3/day for the township. The total length of the distribution system is 178.2 km and water is supplied at an average of 5.5hrs per day. The distribution system has 10 storage tanks of various capacities with a combined volume of 1,024m3. The township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Same District Town Council. Same WSSA has a total of 17 staff of which 7 are staff seconded from Same District Council and 10 are employed by Same WSSA on contract terms.																
<b>General Data About Water Utility</b>	Total water connections : 1,482 Total active connections : 1,185 Total active water kiosk/standpipe : 41 Metering ratio : 91% NRW : 45.8% Total staff : 17 Staff/1000 connections : 11.5 Annual O&M costs : TZS 360,165,263 Annual water collections (arrears included) : TZS 194,842,100 Annual water billings : TZS 216,965,926																
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption (TZS/m<sup>3</sup>)</td><td>750</td><td>1,500</td><td>1025</td><td>1,500</td></tr><tr><td>Flat rate TZS/month</td><td>5,500</td><td>NA</td><td>NA</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1st June 2011</p>		Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption (TZS/m <sup>3</sup> )	750	1,500	1025	1,500	Flat rate TZS/month	5,500	NA	NA	NA
Category of customer	Domestic	Institutional	Commercial	Industrial													
Consumption (TZS/m <sup>3</sup> )	750	1,500	1025	1,500													
Flat rate TZS/month	5,500	NA	NA	NA													
<b>Challenges</b>	1. Low water production to meet demand 2. Unreliable water sources 3. Lack of capital fund for development of new water sources, and rehabilitation of pipe networks 4. Lack of office building and transport for the authority 5. Insufficient number of staff.																

SENGEREMA WSSA PROFILE					2015/16														
EWURA LICENSE No. WSSL/84/2012- Class III																			
District: Sengerema, Region: Mwanza																			
<b>General Description About the Utility</b>	Sengerema Water Supply and Sanitation Authority (Sengerema WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Sengerema town which is the headquarters of Sengerema District in Mwanza Region. Sengerema WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 92,235 people out of which 45,195 are currently served. The utility draws water from Lake Victoria source, Nyamazugo intake and pumped directly to the distribution system. The utility has no treatment facility. The present production capacity is insufficient compared with the estimated water demand of 6,700m <sup>3</sup> /day. The total length of the distribution system is 65.5km and water is supplied through rationing at an average of 14hrs per day. The system has 4 storage tanks with a combined capacity of 2,175m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Sengerema District Town Council. The Authority has 4 permanent staff seconded from the District Council and sixteen (16) staff employed by the utility on contract terms which makes the utility to have a total of 20 employees.																		
<b>General Data About Water Utility</b>	Total water connections : 3,448 Total active connections : 2,826 Total domestic connections : 3,194 Total operational water kiosk/standpipe : 42 Metering ratio : 78% NRW : 39% Total staff : 20 Staffs/1000 connections : 6 Annual O&M costs : TZS 324,284,000 Annual water collections (Arrears included) : TZS 242,817,000 Annual water billings : TZS 304,266,000																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>540</td><td>550</td><td>560</td><td>NA</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,500</td><td>35,000</td><td>35,000</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 10 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011.</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	540	550	560	NA	Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	540	550	560	NA															
Flat rate charge (TZS/Month)	5,500	35,000	35,000	NA															
<b>Challenges</b>	1. Old and dilapidated water supply and distribution infrastructure 2. High NRW due to the dilapidated water distribution network 3. Lack of water treatment facility 4. Low water network coverage 5. Fluctuation of power supply at Nyamazugo intake																		



SIKONGE WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/64/2012 – Class III																				
District: Sikonge, Region: Tabora																				
General Description About the Utility	Sikonge Water Supply and Sanitation Authority (Sikonge WSSA) was declared fully autonomous public water utility in 2004 and is responsible for overall operation and management of water supply and sanitation services within the Sikonge township, Sikonge District, Tabora Region. Sikonge-WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 25,488 of which only 3,059 people are served by the Sikonge WSSA. The utility draws water from an earth fill dam called Utyatya dam. The current estimated water demand is 1,912 m <sup>3</sup> /day. In the year 2015/2016, the total water production averaged 114m <sup>3</sup> /day, Raw water from the Utyatya dam is pumped using low lift pumps into the water treatment plant. Water is supplied through rationing at an average of 6 hrs per day. The system has 3 storage tanks, but only two tanks are in use, the capacity of which is 190m <sup>3</sup> . The town has no sewerage system thus onsite sanitary facilities are in use under the Sikonge District Council supervision. The utility is served by 12 employees; 4 permanent, 1 on contract and 7 daily paid laborers.																			
	General Data About Water Utility	Total water connections : 325 Total active connections : 290 Total domestic connections : 282 Total operational water kiosk/standpipe : 6 Metering ratio : 73.3% NRW : 45% Total staff : 12 Staff/1000 connection : 37.3 Annual O&M Costs : TZS 50,280,000 Annual Water Collections (Arrears included) : TZS 9,519,000 Annual Water Billings : TZS 11,399,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>800</td><td>900</td><td>935</td><td>N/A</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>6,000</td><td>26,000</td><td>9,500</td><td>N/A</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	800	900	935	N/A	Flat rate charge (TZS/Month)	6,000	26,000	9,500	N/A
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	800	900	935	N/A															
	Flat rate charge (TZS/Month)	6,000	26,000	9,500	N/A															
	Note:																			
(i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
Challenges	1. Low customer base 2. Insufficient water production as compared to demand 3. Insufficient revenue as compared to expenditure 4. Insufficient water storage capacity 5. High NRW																			

SONGE WSSA PROFILE		2015/16												
EWURA LICENCE No.WSSSL/14/2012 - Class III														
District: Kilindi, Region: Tanga														
General Description About the Utility	Songe Water Supply and Sanitation Authority (Songe WSSA) was declared a fully autonomous public water utility through Government Notice No. 168 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services in the Songe Township which is the headquarters of the Kilindi District, Tanga Region. Songe WSSA is classified as Category C water authority. Its area of responsibility has a total population of 28,981 out of whom 6,870 are served by the utility. The utility draws water from two ring wells, located near the Songe River valley and one deep borehole. Both sources have combined installed production capacity of 165m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand for the township which is 2,028m <sup>3</sup> /day. The total length of the pipe network is 20.503 km and water is supplied at an average of 5 hrs per day. There are 3 storage tanks which have combined storage volume of 215m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are in use under the supervision of Kilindi District Council. Songe WSSA has 8 staff of which 3 are employees seconded from the Kilindi District Council and 5 casual laborers employed by the Utility.													
General Data About Water Utility	Total water connections : 364 Total active connections : 254 Total domestic connections : 308 Total active water kiosk/standpipe : 9 Metering ratio : 21.3% NRW : 49% Total staff : 8 Staff/1000 connections : 22 Annual O&M costs : TZS 64,098,881 Annual water collections (arrears included) : TZS 63,226,000 Annual water billings : TZS 77,159,300													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th></tr><tr><td>Consumption rate (TZS/m<sup>3</sup>)</td><td>1200</td><td>1500</td><td>2000</td></tr><tr><td>Flat rate(TZS/month)</td><td>6,500</td><td>16,500</td><td>11,500</td></tr></table> <p><b>Note:</b></p> <p>(i) The charges at water kiosks are TZS 30 per 20 litres container.</p> <p>(ii) Last tariff review effective date: 1st June 2011.</p>		Category of customer	Domestic	Institutional	Commercial	Consumption rate (TZS/m <sup>3</sup> )	1200	1500	2000	Flat rate(TZS/month)	6,500	16,500	11,500
Category of customer	Domestic	Institutional	Commercial											
Consumption rate (TZS/m <sup>3</sup> )	1200	1500	2000											
Flat rate(TZS/month)	6,500	16,500	11,500											
Challenges	1. Lack of sufficient water sources and production to meet demand; 2. Lack of capital fund for extension of the distribution network; 3. Insufficient water storage tanks 4. Lack of qualified and competent staff; 5. Lack of transport facilities for operation and maintenance activities.													

TARIME WSSA PROFILE					2015/16
EWURA LICENSE No. WSSL/77/2012- Class III					
District: Tarime, Region: Mara					
General Description About the Utility	Tarime Water Supply and Sanitation Authority (Tarime WSSA) was declared a fully autonomous public water utility through Government Notice No. 258 published in 2002. The Authority is responsible for the overall operation and management of water supply and sanitation services within Tarime town which is the headquarters of Tarime District in Mara Region. Tarime WSSA is classified as a class C Water Authority. Its area of responsibility has a total population of 84,546 people out of 11,837 are currently served. The utility draws water from two sources, Nyandurumo spring and Tagota dam pumped directly to the distribution system. The utility has no treatment facility. The present production capacity is insufficient compared with the estimated water demand of 3,452m <sup>3</sup> /day. The total length of the distribution system is 17km and water is supplied through rationing at an average of 12hrs per day. The system has 4 storage tanks with a combined capacity of 680m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Tarime District Town Council. The Authority has 1 permanent staff seconded from the District Council and twenty four (24) staff employed by the utility on contract terms which makes the utility to have a total of 25 employees.				
General Data About Water Utility	Total water connections : 1,501 Total active connections : 1,453 Total domestic connections : 1,260 Total operational water kiosk/standpipe : 5 Metering ratio : 44% NRW : 39% Total staff : 25 Staffs/1000 connections : 17 Annual O&M costs : TZS 137,056,000 Annual water collections (Arrears included) : TZS 83,778,000 Annual water billings : TZS 125,370,000				
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Consumption charge (TZS/m <sup>3</sup> )	540	550	560	570
	Flat rate charge (TZS/Month)	4,500	10,000	9,500	NA
	<b>Note:</b> (i) The charges at water kiosks is TZS 10 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> June, 2011.				
Challenges	1. Low coverage of water distribution network 2. High NRW 3. Low Metering Ratio 4. Obsolete old and dilapidated water distribution network 5. Lack of water treatment facility				

TUKUYU WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/44/2012 – Class III																				
District: Rungwe, Region: Mbeya																				
General Description About the Utility	Tukuyu Water Supply and Sanitation Authority (Tukuyu WSSA) was declared a fully autonomous public water utility in 2002. Tukuyu WSSA is responsible for the overall operation and management of water supply and sanitation services within Tukuyu Township which is the headquarters of Rungwe District in Mbeya Region. Tukuyu WSSA is classified as Category C water authority which started its operation in 2004. Its area of responsibility has a total population of 48,480 people out of whom 38,008 people are directly served with water. The main water sources for Tukuyu Township are Masalala spring and Mlagala stream (gravity schemes) located about 9km and 12km from the Township respectively. During the reporting period the average daily water production was 5,221m <sup>3</sup> /day which is below the estimated daily water demand of 5,688m <sup>3</sup> /day. The current production does not meet the demand of Tukuyu Township. Tukuyu WSSA do not have sufficient storage facilities, and there is leakages in the network as well as direct tapping from the gravity main. The combined installed production capacity is 5,619m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 53km and water is supplied through rationing at an average of 16 hrs/day. The network has 4 storage tanks with combined storage volume of 810m <sup>3</sup> . The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Rungwe District Council. The Utility has 5 permanent staff seconded from the District Council and 18 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 23 staff.																			
	General Data About Water Utility	Total water connections : 3,767 Total active connections : 3,602 Total domestic connections : 3,561 Total active kiosk/standpipe : 2 Metering ratio : 55% NRW : 44% Total staff : 23 Staff/1000 connections : 6.1 Annual O&M costs : TZS 281,958,000 Annual water collections (arrears included) : TZS 180,884,000 Annual water billings : TZS 196,391,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m3)</td><td>300</td><td>335</td><td>390</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>3,000</td><td>10,000</td><td>9,500</td><td>13,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m3)	300	335	390	500	Flat rate (TZS/month)	3,000	10,000	9,500	13,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	Metered (TZS/m3)	300	335	390	500															
	Flat rate (TZS/month)	3,000	10,000	9,500	13,000															
<b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1 <sup>st</sup> January 2012.																				
Challenges	1. Low willingness to pay for water services 2. In-adequate water storage tanks 3. Low tariff structure not meeting O&M costs 4. Low water pressure to some areas of the Township 5. Old pipe networks leading to high leakages and frequent burst																			



TUNDURU WSSA PROFILE					2015/16																									
EWURA LICENCE No. WSSSL/35/2012 – Class III																														
District: Tunduru, Region: Ruvuma																														
General Description About the Utility	Tunduru Water Supply and Sanitation Authority (Tunduru WSSA) was established by Act No. 8 of 1997 on 30th January 2004. Tunduru WSSA is responsible for the overall operation and management of water supply and sanitation services within the urban area of the Tunduru Township which is the headquarters of Tunduru District, in Ruvuma Region. Its area of responsibility has a total population of 43,798 people in which 11,662 people are directly served with water. The water sources for Tunduru WSSA water supply scheme are springs, streams and boreholes. The first scheme was constructed in the year 1953 with water from the Mlingoti pumping station which is still in use. Later, new sources were constructed to meet the growing demand of the Township. Currently the scheme has three types of water sources, which are Nanjoka Spring, seven boreholes, and Mlingoti Stream sources. The average water demand is estimated to be 2,476m <sup>3</sup> per day while the total water production was 763m <sup>3</sup> /day from all its sources. The production capacity of 1,600m <sup>3</sup> /day is not fully utilized owing to dilapidated distribution network and un-rehabilitated schemes. The utility does not have its own office, but it is using DWE’s office building. The utility has no water treatment facilities and also water quality monitoring plan is not in place. The total length of the distribution system is 23.1km and water is supplied at an average of 12hrs/day. The utility has 11 storage tanks with a total capacity of 435m <sup>3</sup> . There is no water quality monitoring done and the Township has no sewerage system. The Utility has 4 permanent staff seconded from the District Council and 13 are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 17 staff.																													
	General Data About Water Utility	Total water connections : 876 Total active connections : 874 Total domestic connections : 819 Total active kiosk/standpipe : 4 Metering ratio : 66% NRW : 34% Total staff : 17 Staff/1000 connections : 10.3 Annual O&M costs : TZS 88,644,000 Annual water collections (arrears included) : TZS 95,039,000 Annual water billings : TZS 139,131,000																												
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutions</th><th>Industrial</th></tr><tr><td>Metered: 0 – 5m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>540</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: 5 – 10m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>585</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Metered: above 10m<sup>3</sup> (TZS/m<sup>3</sup>)</td><td>625</td><td>605</td><td>550</td><td>760</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500</td><td>9,500</td><td>16,500</td><td>13,000</td></tr></table>					Category of customer	Domestic	Commercial	Institutions	Industrial	Metered: 0 – 5m <sup>3</sup> (TZS/m <sup>3</sup> )	540	605	550	760	Metered: 5 – 10m <sup>3</sup> (TZS/m <sup>3</sup> )	585	605	550	760	Metered: above 10m <sup>3</sup> (TZS/m <sup>3</sup> )	625	605	550	760	Flat rate (TZS/month)	4,500	9,500	16,500	13,000
	Category of customer	Domestic	Commercial	Institutions	Industrial																									
	Metered: 0 – 5m <sup>3</sup> (TZS/m <sup>3</sup> )	540	605	550	760																									
	Metered: 5 – 10m <sup>3</sup> (TZS/m <sup>3</sup> )	585	605	550	760																									
	Metered: above 10m <sup>3</sup> (TZS/m <sup>3</sup> )	625	605	550	760																									
	Flat rate (TZS/month)	4,500	9,500	16,500	13,000																									
<b>Note:</b> (i) The charges at water kiosks are TZS 20.00 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																														
Challenges	1. Old and inadequate infrastructures including distribution mains which covers only 50% of Township 2. Insufficient number of qualified staff 3. High NRW and low metering ratio 4. Poor billing system and revenue collection 5. High cost of electricity with frequent interruptions																													

URAMBO WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/63/2012 – Class III																				
District: Urambo, Region: Tabora																				
General Description About the Utility	Urambo Water Supply and Sanitation Authority (Urambo WSSA) was declared a fully autonomous public water utility in 2005. The utility is responsible for the overall operation and management of water supply and sanitation services within the Urambo Urban area which is the headquarters of Urambo District, Tabora Region. Urambo is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 38,316 out of which 6,131 people are currently served. The utility draws water from five deep boreholes, with a total production capacity of 269.4m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 2,874m <sup>3</sup> /day. During the year 2015/2016, Urambo WSSA produced a total 86,208m <sup>3</sup> of water. The total length of the pipeline system is 41.9km. Water is supplied through rationing at an average of 4hrs. The system has 4 storage tanks with a combined storage capacity of 570m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Urambo District Town Council. Urambo WSSA has a total of 11 staff; three of them are permanent employees and the rest are either temporary or contract employees.																			
General Data About Water Utility	Total water connections : 310 Total active connections : 305 Total domestic connections : 225 Total operational water kiosk/standpipe : 18 Metering ratio : 78.7% NRW : 26% Total staff : 11 Staff/1000 connection : 35.5 Annual O&M Costs : TZS 76,244,000 Annual Water Collections (Arrears included) : TZS 65,910,000 Annual Water Billings : TZS 54,293,750																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>705</td><td>735</td><td>750</td><td>760</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>5,500</td><td>11,500</td><td>11,500</td><td>22,000</td></tr></table>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	705	735	750	760	Flat rate charge (TZS/Month)	5,500	11,500	11,500	22,000
	Category of customer	Domestic	Institutional	Commercial	Industrial															
	Consumption charge (TZS/m <sup>3</sup> )	705	735	750	760															
	Flat rate charge (TZS/Month)	5,500	11,500	11,500	22,000															
<b>Note:</b> (i) The charges at water kiosks are TZS 25 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																				
Challenges	1. Low customer base 2. Insufficient water production as compared to demand 3. Insufficient water storage capacity 4. Inadequate water service coverage																			

USHIROMBO WSSA PROFILE		2015/16															
EWURA LICENSE No. WSSL/68/2012- Class III																	
District: Bukombe, Region: Geita																	
<b>General Description About the Utility</b>	Ushirombo Water Supply and Sanitation Authority (Ushirombo WSSA) was declared a fully autonomous public water utility through Government Notice No. 30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Ushirombo township which is the headquarters of the Bukombe District, Geita Region. Ushirombo WSSA is classified as Category C water Authority. Its area of responsibility has a total population of 52,988 people of which 12,188 are currently served. The utility draws water from two (2) boreholes located at 1.8km western of Ushirombo town. The boreholes have a combined installed production capacity of 720m <sup>3</sup> /day. The present production capacity is insufficient compared to the estimated water demand of 3,481m <sup>3</sup> /day. The total length of the distribution system is 12.55km and water is supplied through rationing at an average of 16 hrs per day. The system has 1 storage tank with a capacity of 45m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of the Bukombe District Town Council. The Authority has 3 permanent staff seconded from the District Council and eight (8) staff employed by the utility on contract terms which makes the utility to have a total of 12 employees.																
<b>General Data About Water Utility</b>	Total Water Connections : 328 Total Active Connections : 285 Total domestic connections : 299 Total Water Kiosk/Standpipe - Operational : 23 Metering Ratio : 100% NRW : 15% Total Staff : 12 Staff/1000 connections : 37 Annual O&M Costs : TZS 75,097,000 Annual Water Collections (arrears included) : TZS 53,373,000 Annual Water Billings : TZS 46,956,000																
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>1,500</td><td>1,500</td><td>-</td><td>-</td></tr><tr><td>New Connection Fees (TZS/connection)</td><td>15,000</td><td>11,000</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 30 per 20 litres container (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>		Category of customer	Domestic	Institutions	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	1,500	1,500	-	-	New Connection Fees (TZS/connection)	15,000	11,000	-	-
Category of customer	Domestic	Institutions	Commercial	Industrial													
Consumption charge (TZS/m <sup>3</sup> )	1,500	1,500	-	-													
New Connection Fees (TZS/connection)	15,000	11,000	-	-													
<b>Challenges</b>	1. Low water production capacity 2. Low water distribution network coverage leading to very low customer base 3. Lack of Authority’s office building and transport 4. Lack of competent and qualified staff 5. Insufficient storage capacity																

UTETE WSSA PROFILES				2015/16												
EWURA LICENCE No. WSSSL/05/2014– Class III																
District: Rufiji, Region: Coast																
<b>General Description About the Utility</b>	The Utete Urban Water Supply and Sanitation Authority (Utete WSSA) was declared a fully autonomous public water utility through Government notice no. 258 published in 2002. Utete WSSA is responsible for the overall operation and management of water supply and sanitation services for Utete Town which is located in Rufiji District, Coast Region. Utete WSSA is classified under Category C water authority and started its operation in December, 2003. Its area of responsibility has a total population of 13,844 people out of whom 5,480 are accessing water services provided by the utility. The total water demand for the town is estimated at 827m <sup>3</sup> /day while water production is estimated as 360m <sup>3</sup> /day. Utete WSSA draws water from a borehole namely “Rugongwe borehole” that has installed production capacity of 1,560m <sup>3</sup> /day. The water network has a length of 24.2km with a total storage capacity of 550m <sup>3</sup> . Utete WSSA supply water to its customers for 24hours in a day. The town has no sewerage system; onsite sanitary facilities are in use under the support of Utete District Council. The Utility has eighteen (18) total staff whereby seventeen (17) are permanent staff seconded from Rufiji District Council and one (1) from MOWI.															
<b>General Data About Water Utility</b>	Total Water Connections : 703 Total Active Connections : 638 Total domestic connections : 640 Total active Kiosk/Standpipe : 4 Metering Ratio : 100% NRW : 20% Total Staff : 18 Staff per 1000 connections : 25.6 Annual O&M costs : TZS 185,284,000 Annual collection from water sales : TZS 81,577,205 Annual water billing : TZS 98,354,020															
<b>Tariff Structure</b>	<table><tr><th>Category of Customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered Customers (TZS/m<sup>3</sup>)</td><td>540 – 1,000</td><td>335 – 1,000</td><td>655 – 1,500</td></tr><tr><td>Flat rate (TZS/Month)</td><td>5,500</td><td>37,000-60,000</td><td>60,000</td></tr></table> <p><b>Note:</b> (i)The charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of Customer	Domestic	Institutions	Commercial	Metered Customers (TZS/m <sup>3</sup> )	540 – 1,000	335 – 1,000	655 – 1,500	Flat rate (TZS/Month)	5,500	37,000-60,000	60,000
Category of Customer	Domestic	Institutions	Commercial													
Metered Customers (TZS/m <sup>3</sup> )	540 – 1,000	335 – 1,000	655 – 1,500													
Flat rate (TZS/Month)	5,500	37,000-60,000	60,000													
<b>Challenges</b>	1. Low network coverage															



USA RIVER WSSA		2015/16													
EWURA LICENCE No. WSSSL/03/2014 - Class III															
District: Arumeru, Region: Arusha															
General Description About the Utility	Usa River Water Supply and Sanitation Authority (Usa River WSSA) is a fully autonomous public water utility which started its operation in 2009. Usa River WSSA is responsible for the overall operation and management of water supply and sanitation services within Usa River Town which is the headquarters of Arumeru District in Arusha Region. Usa River WSSA is classified as Category C water authority. Its area of responsibility has a total population of 26,073 people out of whom 16,940 are served with water by the utility. The main water sources for Usa River town are five springs which are Kibola, Kigeri, Ngarasero, Ndurumanga and Kiliflora. During the reporting period the estimated average daily water production was 4580m <sup>3</sup> /day which is sufficient to cater for the estimated daily water demand of 2,868m <sup>3</sup> /day. The estimated combined installed production capacity is 5000m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 56km and water is supplied through rationing at an average of 17 hrs/day. The network has 6 storage tanks with combined storage volume of 820m <sup>3</sup> . The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Arumeru District Council. The Utility has a total number of 4 staff seconded from the Arumeru District Council and 12 staff employed on contract terms by the utility which makes the utility to have a total number of 16 staff.														
	General Data About Water Utility	Total Water Connections : 2,046 Total Active Connections : 1,245 Total domestic connections : 1,876 Total Water Kiosk/Standpipe : 23 Metering Ratio : 32 % NRW : 84.7% Total Staff : 16 Staff/1000 connections : 7.8 Annual O&M Costs : TZS 132,834,880 Annual Water Collections (arrears included) : TZS 130,232,550 Annual Water Billings : TZS 114,112,535													
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Commercial</th><th>Institutional</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>300</td><td>900</td><td>900</td></tr><tr><td>Flat rate (TZS/month)</td><td>3,000</td><td>10,000</td><td>10,000</td></tr></table>			Category of customer	Domestic	Commercial	Institutional	Metered (TZS/m <sup>3</sup> )	300	900	900	Flat rate (TZS/month)	3,000	10,000	10,000
	Category of customer	Domestic	Commercial	Institutional											
	Metered (TZS/m <sup>3</sup> )	300	900	900											
	Flat rate (TZS/month)	3,000	10,000	10,000											
<p><b>Note:</b></p> <p>(i) Kiosk Tariff is TZS 10 per 20 liters container</p> <p>(ii) Last tariff review effective date: 2009</p> <p>(iii) Most of the inactive customers are connected in the old network which has no water supply</p>															
Challenges	<ol style="list-style-type: none"><li>1. Low metering ratio resulting into high NRW</li><li>2. Fund for rehabilitation of existing water sources and infrastructure</li><li>3. High number of inactive customers</li><li>4. Lack of transport facilities.</li><li>5. Lack of sufficient and qualified staff.</li></ol>														

VWAWA WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/50/2012 – Class III																				
District: Mbozi, Region: Songwe																				
<b>General Description About the Utility</b>	Vwawa Water Supply and Sanitation Authority (Vwawa WSSA) was declared fully autonomous public water utility in 2004. Vwawa WSSA is responsible for the overall operation and management of water supply and sanitation services for Vwawa Township which is the headquarters of Mbozi District in Songwe Region. Vwawa WSSA is classified as Category C water authority. Its area of responsibility has a total population of 61,002 people in which 34,446 are directly served with water. The utility draws water from three river/stream sources, Haloli pumping scheme, Mantengu pumping scheme, Mgombezi/Nalaba gravity scheme and Ichenjezya borehole. The average water production from the sources during the reporting period was 2,015m <sup>3</sup> /day. The combined installed production capacity is 2,214m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 5,124m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 107.54km and water is supplied through rationing at an average of 5hrs/day. The network has 9 storage tanks with combined capacity of 762m <sup>3</sup> . The Township has no sewerage system. Onsite sanitation facilities are in use under the supervision of the Mbozi District Council. The Utility has 5 permanent staff seconded from the District Council and 14 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 19 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 1361 Total active connections : 1287 Total domestic connections : 1275 Total active kiosk/standpipe : 27 Metering ratio : 15% NRW : 35% Total staff : 19 Staff/1000 connections : 14 Annual O&M costs : TZS 87,166,000 Annual water collections (arrears included) : TZS 44,122,000 Annual water billings : TZS 65,271,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>395</td><td>400</td><td>390</td><td>500</td></tr><tr><td>Flat rate (TZS/month)</td><td>4,500 – 12,500</td><td>11,500</td><td>11,500</td><td>13,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	395	400	390	500	Flat rate (TZS/month)	4,500 – 12,500	11,500	11,500	13,000
Category of customer	Domestic	Institutions	Commercial	Industrial																
Metered (TZS/m <sup>3</sup> )	395	400	390	500																
Flat rate (TZS/month)	4,500 – 12,500	11,500	11,500	13,000																
<b>Challenges</b>	1. Very few water customers (only 3%) with 24 hours service of Water Supply. 2. Limited source capacity 3. Water quality does not meet the required standards 4. Distribution pipe network coverage very limited 5. Ageing (old) infrastructure causing frequent breakdown and under capacity delivery of services 6. High Non-revenue water (NRW)																			

BASHNET WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/01/2015 - Class III					
District: Babati, Region: Manyara					
General Description About the Utility	Bashnet Water Supply and Sanitation Authority (Bashnet WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Bashnet town is one of the small towns located in Babati district council about 47km from the Babati Town along the Babati-Mbulu Road. The water supply area covers four wards namely Bashanet, Nar, Secheda and Ufana which have a population of 53,999 people of whom 20,588 are served with the utility.				
	Bashnet WSSA is supplied with water from four sources which include Bashnet Saria, Dawite, Tlagami and Walahu spring sources. The combined installed water production is 411m <sup>3</sup> /day. The installed capacity is not sufficient to meet the daily demand of 3,780m <sup>3</sup> . Average production varies depending on the season. The yields of these springs' have been dropping significantly due to agricultural activities and livestock keeping taking place within the catchment areas. The daily average water production from the four sources during the reporting period is 193m <sup>3</sup> /day. The length of the gravity main and distribution lines is estimated at 53km and average service hours is 4.85 per day. The town has 14 storage tanks with combined capacity of 806m <sup>3</sup> .				
General Data About Water Utility	The town has no off site sanitation facilities, however there are on site sanitation facilities which are under supervision of the Babati District Council. The Utility has one (1) staff seconded from the Babati District Council and four (4) employed on contract terms by the utility which makes a total of 5 staff.				
General Data About Water Utility	Total water connections	:	360		
	Total active connections	:	335		
	Total domestic connections	:	277		
	Total water operating kiosk/standpipe	:	47		
	Metering ratio	:	100%		
	NRW	:	57%		
	Total staff	:	5		
	Staff/1000 connections	:	13.9		
	Annual expenditure	:	TZS 31,635,400		
	Annual collections	:	TZS 36,276,000		
Annual Billing	:	TZS 37,307,000			
Tariff Structure					
	Category of customer	Domestic	Institutional	Kiosk	
	Consumption charge (TZS/m <sup>3</sup> )	1000	1000	1000	
Challenges	Note: Last tariff review effective date : 1 <sup>st</sup> June 2011				
Challenges	1. Low water production to meet water demand				
	2. High NRW				
	3. Lack of fund for rehabilitation of the old water supply scheme as well as expansion of services to uncovered areas.				
	4. Lack of sufficient staff				

GALLAPO WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/01/2014 - Class III					
District: Babati, Region: Manyara					
General Description About the Utility	Gallapo Water Supply and Sanitation Authority (Gallapo WSSA), was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. Gallapo is a small town located in Babati district council about 22km from the Babati Town. The water supply area covers two wards which are Gallapo and Qash. The total population of the township is projected at 41,039 of whom 12,960 people are receiving water services from the utility. The first Board of Directors was appointed and became operational in 2012 and its tenure expired February 2015. Gallapo WSSA depends on four water sources, namely the Halla, Gedamara, Yaernas and Endanoga streams. The combined installed production capacity of the sources is estimated at 2158m <sup>3</sup> /day. The discharge from the spring sources has significantly reduced due to environmental degradation. The average water production during the reporting period is 1320m <sup>3</sup> /day. The installed water production capacity is not sufficient to meet the estimated water demand of 2,707m <sup>3</sup> /day. The entire water supply network has approximately 40.5km comprising G.S, uPVC and HDPE pipes. Gallapo Water Supply network has ten storage tanks with combined storage volume of 750m <sup>3</sup> . Water is available at an average of 2.5 hours per day. The town has no sewerage system; onsite sanitation facilities are in use under the supervision of the Babati District Council. The Utility has one employed staff seconded from the Babati District Council and eight staff employed on contract terms by the utility which makes the utility to have a total number of 9 employees.				
	General Data About Water Utility	Total water connections	:	819	
	Total active connection	:	655		
	Total domestic connections	:	746		
	Total active kiosk	:	22		
	Metering Ratio	:	30%		
	NRW	:	78%		
	Total Staff	:	9		
	Staff per 1000 connections	:	11		
	Annual water collection	:	TZS 27,008,665		
	Annual Operation and Maintenance	:	TZS 39,076,900		
	Annual water billing revenue	:	TZS 38,110,823		
Tariff Structure					
	Category	Domestic	Institutional	Commercial	Kiosk
	Flat rate charge (TZS/month)	4,500	10,000	9,500	TZS 10 per 20 litres container
	Note: Last tariff review effective date: 1 <sup>st</sup> June 2011.				
Challenges	1. Lack of funds for rehabilitation of existing water infrastructure 2. Protection of catchment areas for water sources 3. Low water production to meet demand 4. High Non Revenue Water 5. Unwillingness to pay for water services 6. Low metering ratio				



ILULA WSSA PROFILE		2015/16													
EWURA LICENCE No. WSSSL/37/2012 – Class III															
District: Kilolo, Region: Iringa															
General Description About the Utility	Ilula Water Supply and Sanitation Authority (Ilula WSSA) was declared fully autonomous public water utility in 2002. Ilula WSSA is responsible for the overall operation and management of water supply and sanitation services for Ilula Township which is located in Kilolo District, Iringa region. Ilula WSSA is classified as Category C water authority and started its operation in August, 2009. Its area of responsibility has a total population of 38,383 people in which 19,760 are directly served with water. The total water demand for the Township is estimated at 2,687m <sup>3</sup> /day while water produced was estimated as 1,1992m <sup>3</sup> /day. Ilula WSSA draws water from two water sources, namely Idemule and Ilomba, both being stream. Idemule stream intake is located in Mazombe Village which is about 15kms from Ilula Township, while Ilomba stream intake is located in Imalutwa Village which is about 11kms from Ilula Township. The combined installed production capacity is 1230m <sup>3</sup> /day. There are six (6) storage tanks for Ilula Township Water Supply with total storage capacity of 357m <sup>3</sup> . Water from Idemule and Ilomba intake is transmitted by gravity to the storage tanks. The length of the water network is 51.35km and water is supplied for an average of 8hours a day. The Township has no sewerage system; onsite sanitary facilities are in use under the support of Kilolo District Council. The Utility has 1 permanent staff seconded from the District Council and 9 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 10 staff.														
General Data About Water Utility	Total water connections : 942 Total active connections : 908 Total domestic connections : 896 Total active kiosk/standpipe : 54 Metering ratio : 33% NRW : 56% Total staff : 10 Staff/1000 connections : 10.6 Annual O&M costs : TZS 74,463,000 Annual water collections (arrears included) : TZS 75,953,000 Annual water billings : TZS 84,476,000														
Tariff Structure	<table><tr><th>Category of Customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered Customers (TZS/m<sup>3</sup>)</td><td>395 – 495</td><td>450 - 550</td><td>455 - 560</td></tr><tr><td>Flat rate (TZS/Month)</td><td>4,500</td><td>10,000 – 21,500</td><td>9,500 – 30,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date: 1<sup>st</sup> June 2011.</p>			Category of Customer	Domestic	Institutions	Commercial	Metered Customers (TZS/m <sup>3</sup> )	395 – 495	450 - 550	455 - 560	Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000
Category of Customer	Domestic	Institutions	Commercial												
Metered Customers (TZS/m <sup>3</sup> )	395 – 495	450 - 550	455 - 560												
Flat rate (TZS/Month)	4,500	10,000 – 21,500	9,500 – 30,000												
Challenges	1. Inadequate water sources to meet water demand 2. Lack of funds for developing the proposed water source (Mgombezi) 3. Enchroachment of water sources (Idemule and Ilomba). 4. Lack of transport facilities, working tools and equipment														

ISAKA WSSA PROFILE					2015/16														
EWURA LICENSE No. WSSL/60/2012																			
District: Kahama, Region: Shinyanga																			
<b>General Description About the Utility</b>	Isaka Water Supply and Sanitation Authority (Isaka WSSA) was declared a fully autonomous public water utility through Government Notice No 30 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Isaka Township area located in Kahama District, Shinyanga Region. Isaka WSSA is classified as Category C water authority. Its area of responsibility has a total population of 28,426 people out of whom 6,822 are served by the utility. The utility draws water from one borehole source at Numbi village. Water from the borehole is pumped through the transmission main to a storage tank located at Bandari area in Isaka town center. The installed production capacity is 480m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 1,137m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 11.5 km and water is supplied through rationing at an average of 8hrs per day. The system has one storage tank with capacity of 45m <sup>3</sup> . The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Kahama District Council. The Utility has one (1) permanent staff seconded from the Kahama District Council and eight (8) staff employed on contract terms by the utility which makes the utility to have a total number of 9 employees.																		
<b>General Data About Water Utility</b>	Total Water Connections : 90 Total Active Connections : 72 Total domestic connections : 65 Total Water Kiosk/Standpipe - Operational : 7 Metering Ratio : 100% NRW : 56% Total Staff : 9 Staff/1000 connections : 100 Annual O&M Costs : TZS 506,000 Annual Water Collections (arrears included) : TZS 650,000 Annual Water Billings : TZS 1,863,000																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>1,000</td><td>1,000</td><td>-</td><td>-</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>-</td><td>-</td><td>-</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks is TZS 30 per 20 litres container (ii) Last tariff review effective date: 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	1,000	1,000	-	-	Flat rate charge (TZS/month)	-	-	-	-
Category of customer	Domestic	Institutional	Commercial	Industrial															
Metered (TZS/m <sup>3</sup> )	1,000	1,000	-	-															
Flat rate charge (TZS/month)	-	-	-	-															
<b>Challenges</b>	1. Insufficient water production capacity – only one borehole is available for water production 2. Inadequate water distribution network, leading to very low customer base. 3. Insufficient storage capacity, leading to very low hours of service. 4. Lack of sufficient qualified personnel to run the scheme. 5. High NRW																		

KASUMULU WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/42/2012 – Class III					
District: Kyela, Region: Mbeya					
General Description About the Utility	Kasumulu Water Supply and Sanitation Authority (Kasumulu WSSA) was declared a fully autonomous public water utility in 2005. Kasumulu WSSA is responsible for the overall operation and management of water supply and sanitation services within the Kasumulu Township area which is a Township in Kyela District in Mbeya Region. Kasumulu WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,686 people in which 7920 are directly served with water. The utility draws water from a gravity scheme - Mwega intake located at Landani village in Ileje District about 15kms from Kasumulu Township. The same scheme also serves other several villages which are located along transmission main before reaching Kasumulu Township. The estimated average water produced from the sources during the reporting period was 754m <sup>3</sup> /day. The installed production capacity is 1,202 m <sup>3</sup> /day .Water supplied to Kasumulu Township is not sufficient to meet the estimated water demand of 2,362m <sup>3</sup> /day. There is neither water treatment facilities nor a water quality monitoring programme. The total length of the entire pipe network is 28 km and water is supplied at an average of 2 hrs per day. The network at Kasumulu has 1 storage tank with storage volume of 90m <sup>3</sup> . The Township has no sewerage system; onsite sanitation facilities are in use under supervision of the Kasumulu Township Authority. The Utility has 2 permanent staff seconded from the District Council and 6 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 8 staff.				
	General Data About Water Utility	Total water connections	:	848	
	Total active connections	:	125		
	Total domestic connections	:	792		
	Total active kiosk/standpipe	:	0		
	Metering ratio	:	0%		
	NRW	:	45%		
	Total staff	:	8		
	Staff/1000 connections	:	9.4		
	Annual O&M costs	:	TZS 12,906,000		
	Annual water collections (arrears included)	:	TZS 8,134,000		
	Annual water billings	:	TZS 9,570,000		
Tariff Structure	Category of customer	Domestic	Institutions	Commercial	Industrial
	Metered (TZS/m <sup>3</sup> )	395	450	560	670
	Flat rate charge (TZS/month)	4,500	10,000	9,500	13,000
	Note:				
	(i) The charges at water kiosks are TZS 10 per 20 litres container.				
	(ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011				
	(iii) The number of inactive customers is high due to insufficient water production				
Challenges	1. Inadequate water supply infrastructure.				
	2. Insufficient water production				
	3. Lack of production and consumption measuring units (bulk and customer meters)				

KIBAIGWA WSSA PROFILE					2015/16
EWURA LICENCE No WSSSL/02/2016-Class III					
District: Kongwa, Region: Dodoma					
General Description About the Utility	Kibaigwa Water Supply and Sanitation Authority (Kibaigwa WSSA) was declared a fully autonomous public water utility in May, 2015 responsible for the overall operation and management of water supply and sanitation services within the Kibaigwa Urban area which is a small town in Kongwa District, Dodoma Region. Kibaigwa WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 26,907 out of which 25,804 people are currently served. The utility draws water from three deep boreholes, with a total production capacity of 3,312m <sup>3</sup> /day which is sufficient compared with the estimated water demand of 1,807m <sup>3</sup> /day. There are other two boreholes of capacity, 11m <sup>3</sup> /hr and 17m <sup>3</sup> /hr respectively, which currently are not operating, otherwise if operating they could increase production capacity to 3,984m <sup>3</sup> /day. During the year 2015/2016, Kibaigwa WSSA produced a total 383,269m <sup>3</sup> of water. The total length of the pipeline system is 40.45km. Water is supplied through rationing at an average of 20hrs. The system has four storage tanks with a combined storage capacity of 1,210m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Kongwa District Council. Kibaigwa WSSA has a total of 19 staff; 16 of them are permanent employees and the rest are contract employees.				
	General Data About Water Utility	Total water connections : 1,443 Total active connections : 1,175 Total domestic connections : 1,364 Total operational water kiosk/standpipe : 65 Metering ratio : 100% NRW : 26% Total staff : 19 Staff/1000 connection : 13.2 Annual O&M Costs : TZS 381,739,000 Annual Water Collections (Arrears included) : TZS 351,858,000 Annual Water Billings : TZS 368,833,000			
Tariff Structure					
	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charge (TZS/m <sup>3</sup> )	1,500	1,500	1,500	-
	Flat rate charge (TZS/Month)	N/A	N/A	N/A	-
Challenges	Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Effective date of tariffs: 2015				
	1. Insufficient revenue against expenditure 2. Insufficient water production as compared to demand 3. Low staff productivity				



MAGUGU WSSA PROFILE					2015/16
EWURA LICENCE No. WSSSL/11/2012 - Class III					
District: Babati, Region: Manyara					
General Description About the Utility	Magugu Water Supply and Sanitation Authority (Magugu WSSA) was declared a fully autonomous public water utility through Government Notice No. 20 published in 2004. Magugu WSSA is responsible for the overall operation and management of water supply and sanitation services to the Magugu township located in the Babati District, Manyara Region. Magugu WSSA is classified as Category C water utility. Its area of responsibility has a total population of 36,460 people out of whom 28,222 are served by the utility. The utility draws water from the Darakuta intake at the Kou River formed by the springs originating from the Haysali hills in the Mbulu District. The utility also draws water from Chemchem spring and two boreholes. Pre-treatment of water from Darakuta river is done through simple sedimentation tank and gravitates to the Magugu town. The combined installed production capacity is 1,748m <sup>3</sup> /day. The installed production capacity is not sufficient to meet the estimated demand of the township of 2,552m <sup>3</sup> /day. The total length of the pipe network is 67 km and water is supplied at an average of 12hrs/day. There are 8 storage tanks which have combined storage volume of 485m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under the supervision of Babati District Town Council. Magugu WSSA has a total of 19 employees, one seconded from Babati District Council and 18 are employed by the utility.				
General Data About Water Utility	Total water connections : 1084 Total active connections : 946 Total active water kiosk/standpipe : 68 Metering ratio : 71% NRW : 39.1% Total staff : 20 Staff/1000 connections : 24.9 Annual O&M costs : TZS 155,057,230 Annual water collections (arrears included) : TZS 136,834,400 Annual water billings : TZS 136,834,400				
Tariff Structure	Category of customer	Domestic	Institutional	Commercial	Industrial
	Consumption charges (TZS/m <sup>3</sup> )	540	550	560	570
	Flat rates (TZS/month)	5,500	12,000 –22,500	9500 – 24,000	NA
<b>Note:</b> (i) The charges at water kiosks are TZS 25 per 20 litres container. (ii) Last tariff review effective date: 1st June 2011					
Challenges	1. Old and worn out existing water infrastructure; 2. Fund for construction of modern treatment plants ; 3. Lack of office building and transport; 4. Lack of sufficient staff.				

MAKAMBAKO WSSA PROFILE		2015/16																																												
EWURA LICENCE No. WSSSL/40/2012 – Class III																																														
District: Njombe, Region: Njombe																																														
<b>General Description About the Utility</b>	Makambako Water Supply and Sanitation Authority (Makambako WSSA) was declared a fully autonomous public water utility in June/2002. Makambako WSSA is responsible for the overall operation and management of water supply and sanitation services for the Makambako Urban area situated in Njombe District, Njombe Region. Makambako WSSA is classified as Category “C” water authority. It started its operation in January/ 2004. Its area of responsibility has a total population of 79,384 people in which 28,944 people are directly served with water. The average water production from the sources during the reporting period was 2,658.6m <sup>3</sup> /day. The source installed production capacity is 3,500m <sup>3</sup> /day. The reported present production capacity is not sufficient to meet the estimated water demand of 6,591m <sup>3</sup> /day. The utility has no water treatment facilities and water quality testing is done quarterly. The total length of the entire pipe network is 64.18km and water is supplied at an average of 7hrs/day. The network has 7 storage tanks of different storage capacities which amount to 990m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under supervision of the Makambako Township Council. The Utility has 2 permanent staff seconded from the Township Council and 26 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 28 staff.																																													
<b>General Data About Water Utility</b>	Total water connections : 4453 Total active connections : 4433 Total domestic connections : 4178 Total active kiosk/standpipe : 24 Metering ratio : 96.5% NRW : 31% Total staff : 28 Staff/1000 connections : 6.3 Annual O&M costs : TZS 296,202,496 Annual water collections (arrears included) : TZS 252,459,990 Annual water billings : TZS 253,647,380																																													
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Band</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td rowspan="3">Minimum tariff (TZS/month)</td><td>0-10m<sup>3</sup></td><td>3,000</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>0-20m<sup>3</sup></td><td>NA</td><td>NA</td><td>8,000</td><td>NA</td></tr><tr><td>0-25m<sup>3</sup></td><td>NA</td><td>10,000</td><td>NA</td><td>15,000</td></tr><tr><td rowspan="3">Consumption rate (TZS/m<sup>3</sup>)</td><td>&gt;10m3</td><td>395</td><td>NA</td><td>NA</td><td>NA</td></tr><tr><td>&gt;20m3</td><td>NA</td><td>NA</td><td>510</td><td>NA</td></tr><tr><td>&gt;25m3</td><td>NA</td><td>500</td><td>NA</td><td>715</td></tr><tr><td>Flat rate (TZS/month)</td><td>NA</td><td>4,500</td><td>13,500</td><td>11,500</td><td>17,000</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>		Category of customer	Band	Domestic	Institutions	Commercial	Industrial	Minimum tariff (TZS/month)	0-10m <sup>3</sup>	3,000	NA	NA	NA	0-20m <sup>3</sup>	NA	NA	8,000	NA	0-25m <sup>3</sup>	NA	10,000	NA	15,000	Consumption rate (TZS/m <sup>3</sup> )	>10m3	395	NA	NA	NA	>20m3	NA	NA	510	NA	>25m3	NA	500	NA	715	Flat rate (TZS/month)	NA	4,500	13,500	11,500	17,000
Category of customer	Band	Domestic	Institutions	Commercial	Industrial																																									
Minimum tariff (TZS/month)	0-10m <sup>3</sup>	3,000	NA	NA	NA																																									
	0-20m <sup>3</sup>	NA	NA	8,000	NA																																									
	0-25m <sup>3</sup>	NA	10,000	NA	15,000																																									
Consumption rate (TZS/m <sup>3</sup> )	>10m3	395	NA	NA	NA																																									
	>20m3	NA	NA	510	NA																																									
	>25m3	NA	500	NA	715																																									
Flat rate (TZS/month)	NA	4,500	13,500	11,500	17,000																																									
<b>Challenges</b>	1. Lack of WSSAs office and office equipment’s 2. Inadequate funds for investing in new water sources and extension of distribution system. 3. High percentage of NRW 4. Old and inadequacy infrastructures and lack of treatment plant 5. Lack of qualified personnel in some key areas																																													

MBALIZI WSSA PROFILE					2015/16											
EWURA LICENCE No. WSSSL/48/2012 – Class III																
District: Mbeya, Region: Mbeya																
General Description About the Utility	Mbalizi Water Supply and Sanitation Authority (Mbalizi WSSA) was declared a fully autonomous public water utility in 2005. Mbalizi WSSA is responsible for the overall operation and management of water supply and sanitation services within the Mbalizi Township area in Mbeya Rural District, Mbeya Region. Mbalizi WSSA is classified as Category C water authority and started its operation in 2007. Its area of responsibility has a total population of 66,011 people in which 37,944 are directly served with water. The utility draws water from two gravity streams, namely Mfwizimo and Sawala originating from Mbeya Peak Mountain with a capacity of 412.79m <sup>3</sup> /day and 1229.6m <sup>3</sup> /day respectively. The utility also purchases water in bulk from Mbeya WSSA through a gravity stream sources of Nzovwe .The average water production (input into distribution network) from all the sources, including Mbeya WSSA, during the reporting period was 2,420m <sup>3</sup> /day. The sources installed production capacity is 2,420 m <sup>3</sup> /day (own sources). The overall present capacity is not sufficient to meet the estimated water demand of 4,500m <sup>3</sup> /day. The total length of the entire pipe network is 104 km and water is supplied at an average of 7 hrs/day. The distribution network has 5 storage tanks of different sizes and a combined storage volume of 352.5m <sup>3</sup> . The Township has no sewerage system; onsite sanitary facilities are in use under the supervision of the Mbalizi Township Authority. The Utility has 2 permanent staff seconded from the District Council and 27 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 29 staff.															
General Data About Water Utility	Total water connections : 4657 Total active connections : 3881 Total domestic connections : 4324 Total active kiosk/standpipe : 120 Metering ratio : 60% NRW : 29% Total staff : 29 Staff/1000 connections : 6.2 Annual O&M costs : TZS 367,008,600 Annual water collections (arrears included) : TZS 249,354,769 Annual water billings : TZS 240,916,000															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>345 - 440</td><td>450</td><td>510</td></tr><tr><td>Flat rate (TZS/Month)</td><td>5,500 – 8,000</td><td>11,500</td><td>19,000</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m <sup>3</sup> )	345 - 440	450	510	Flat rate (TZS/Month)	5,500 – 8,000	11,500	19,000
	Category of customer	Domestic	Institutions	Commercial												
	Metered (TZS/m <sup>3</sup> )	345 - 440	450	510												
	Flat rate (TZS/Month)	5,500 – 8,000	11,500	19,000												
Note: (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																
Challenges	1. Low water production as compared to demand 2. Lack of funds for expansion and rehabilitation of existing infrastructure. 3. Low water metering ratio 4. High Non-revenue water															

MIKUMI WSSA PROFILE					2015/16														
EWURA LICENCE-UNLICENCED																			
District: Kilosa, Region: Morogoro																			
General Description About the Utility	Mikumi Water Supply and Sanitation Authority (Mikumi WSSA) was declared a fully autonomous public water utility responsible for the overall operation and management of water supply and sanitation services within the Mikumi Urban area which is a small town of Kilosa District, Morogoro Region. Mikumi WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 21,965 out of which 2,197 people are currently served. In 2015/16, Mikumi WSSA produced a total of 592m <sup>3</sup> /day which is insufficient compared with the estimated water demand of 1,647m <sup>3</sup> /day. The total length of the pipeline system is 26km. Water is supplied through rationing at an average of 11hrs per day. The system has 2 storage tanks with a combined storage capacity of 360m <sup>3</sup> . The township has no sewerage system; onsite sanitary facilities are in use under Kilosa District Council. Mikumi WSSA has a total of six staff; two of them are permanent employees and the rest are contract employees.																		
General Data About Water Utility	Total water connections : 201 Total active connections : 175 Total domestic connections : 156 Total operational water kiosk/standpipe : 24 Metering ratio : 0% NRW : 50 Total staff : 6 Staff/1000 connection : 329.8 Annual O&M Costs : TZS 23,107,000 Annual Water Collections (Arrears included) : TZS 21,232,000 Annual Water Billings : TZS 75,412,000																		
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>N/A</td><td>N/A</td><td>N/A</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>7,500</td><td>30,000 - 200,000</td><td>30,000 - 200,000</td><td>-</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1<sup>st</sup> June, 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	N/A	N/A	N/A	-	Flat rate charge (TZS/Month)	7,500	30,000 - 200,000	30,000 - 200,000	-
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m3)	N/A	N/A	N/A	-															
Flat rate charge (TZS/Month)	7,500	30,000 - 200,000	30,000 - 200,000	-															
Challenges	1. Lack of customer meters 2. Insufficient water production as compared to demand 3. Inefficient staff to connection ratio 4. Low customer base 5. Inadequate service coverage																		



MLOWO WSSA PROFILE					2015/16															
EWURA LICENCE No. WSSSL/54/2012 – Class III																				
District: Mbozi, Region: Mbeya																				
<b>General Description About the Utility</b>	Mlowo Water Supply and Sanitation Authority (Mlowo WSSA) was established on 17 <sup>th</sup> June, 2005. Mlowo WSSA is responsible for provision of water supply and sanitation services within Mlowo Township located in Mbozi District, Mbeya Region. Its area of responsibility has a total projected population of 31,609 people in which 950 people are directly served with water. The main water sources at Mlowo Township is Mlowo River and Lutumbi springs. Water from Mlowo river is abstracted from a weir intake and gravitates through a 6”to the treatment plant. Water from Lutumbi springs is also collected and gravitas through a 4” pipe to the treatment plant. From the plant water is pumped to the storage tank. The average water production from the sources during the reporting period was 41m <sup>3</sup> /day. The source installed production capacity is 1,400m <sup>3</sup> /day while demand is 2,655m <sup>3</sup> /day. The Township has a distribution network with a total length of approximately 9.25km. Mlowo WSSA has a semi-conventional treatment plant which includes the processes of flocculation, sedimentation and chlorination. However, due to lack of funds for the purchase of chemicals, the water treatment process was not effective since there were no chemicals applied to facilitate coagulation. The distribution network consists of only one storage tank whose capacity is 90m <sup>3</sup> . Mlowo Township has no sewerage network. The sanitation facilities in this Township are mainly pit latrines and septic tanks under the supervision of Mbozi District Council. The Utility has one permanent staff seconded from the District Council and 3 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 4 staff.																			
<b>General Data About Water Utility</b>	Total water connections : 86 Total active connections : 74 Total domestic connections : 45 Total active kiosk/standpipe : 2 Metering ratio : 83% NRW : 49% Total staff : 4 Staff/1000 connections : 46.5 Annual O&M costs : TZS 7,304,000 Annual water collections (arrears included) : TZS 723,000 Annual water billings : TZS 1,443,000																			
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>395</td><td>450</td><td>560</td><td>670</td></tr><tr><td>Flat rate (TZS/Month)</td><td>5,500</td><td>11,500</td><td>16,500</td><td>22,000</td></tr></table>					Category of customer	Domestic	Institutions	Commercial	Industrial	Metered (TZS/m <sup>3</sup> )	395	450	560	670	Flat rate (TZS/Month)	5,500	11,500	16,500	22,000
	Category of customer	Domestic	Institutions	Commercial	Industrial															
	Metered (TZS/m <sup>3</sup> )	395	450	560	670															
	Flat rate (TZS/Month)	5,500	11,500	16,500	22,000															
	<b>Note:</b> (i) The charges at water kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																			
<b>Challenges</b>	1. Lack of funds to expand the limited network coverage 2. Inadequate water production. 3. Low quality of water especially during rainy season due to environmental degradation 4. Low capacity of water storage tank 5. Insufficient staff																			

MOMBO WSSA PROFILE					2015/16														
EWURA LICENCE No. WSSSL/06/2012 - Class III																			
District: Korogwe, Region: Tanga																			
<b>General Description About the Utility</b>	Mombo Water Supply and Sanitation Authority (Mombo WSSA) was declared a fully autonomous public water utility through Government Notice No.29 published in 2004. The Authority is responsible for the overall operation and management of water supply and sanitation services within the Mombo Township area located in the Korogwe District, Tanga Region. Mombo WSSA is classified as Category C water authority. Its area of responsibility has a total population of 18,357 people out of whom 9,150 are served by the utility. The utility draws water from two intake river sources, the Mbokoi and Soni which are collectively connected to gravity main supplying water direct to customers. The combined installed production capacity is 620m <sup>3</sup> /day .The present production capacity is low compared with the estimated water demand of 1,474m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the distribution system is 12.32 km and water is supplied through rationing at an average of 16hrs per day. The system has 2 storage tanks with combined capacity of 135m <sup>3</sup> but presently not in use owing to location problems. The township has no sewerage system thus onsite sanitary facilities are used under the supervision of Mombo Township Authority. The Utility has a four (4) staff seconded from the Korogwe District Council and seven (7) staff employed on contract terms by the utility which makes the utility to have a total number of 11.																		
<b>General Data About Water Utility</b>	Total water connections : 627 Total active connections : 508 Total domestic connections : 540 Total active kiosk/standpipe : 15 Metering ratio : 90% NRW : 51.1% Total staff : 11 Staff/1000 connections : 8 Annual O&M costs : TZS 79,053,756 Annual water collections (arrears included) : TZS 57,088,160 Annual water billings : TZS 78,296,610																		
<b>Tariff Structure</b>	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m<sup>3</sup>)</td><td>395</td><td>400</td><td>390</td><td>500</td></tr><tr><td>Flat rate charge (TZS/month)</td><td>4500</td><td>16,500</td><td>9,500</td><td>NA</td></tr></table> <p><b>Note:</b> (i) The charges at water kiosks are TZS 10 per 20 litres container. (ii) Last tariff effective date: 1<sup>st</sup> June 2011</p>				Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m <sup>3</sup> )	395	400	390	500	Flat rate charge (TZS/month)	4500	16,500	9,500	NA
Category of customer	Domestic	Institutional	Commercial	Industrial															
Consumption charge (TZS/m <sup>3</sup> )	395	400	390	500															
Flat rate charge (TZS/month)	4500	16,500	9,500	NA															
<b>Challenges</b>	1. Low production from the available water sources; 2. Low network coverage; 3. Lack of water treatment facilities; 4. Insufficient storage tanks; 5. Lack of authority’s office building and transport;																		

TUNDUMA WSSA PROFILE					2015/16											
EWURA LICENCE No. WSSSL/49/2012 – Class III																
District: Momba, Region: Songwe																
General Description About the Utility	Tunduma Water Supply and Sanitation Authority was declared fully autonomous public water utility in 2004.Tunduma WSSA is responsible for the overall operation and management of water supply and sanitation services for the Tunduma Township area in Momba District, Songwe Region. Tunduma WSSA is classified as Category C water authority and started its operation in 2005. Its area of responsibility has a total population of 87,420 in which 7,460 are directly served with water. The utility draws water from five WSSAs operational boreholes of MB.No.250/03, MB.No.264/08, MB.No.5/4/2014, MB.No.265/08 and MB No. 158/10. It also manages five boreholes drilled by Town-council. The average water production from the sources during the reporting period was 322m <sup>3</sup> /day. The source installed water production capacity during the reporting period is 468.8m <sup>3</sup> /day. The present production capacity is not sufficient to meet the estimated water demand of 6,119m <sup>3</sup> /day. The utility has no water treatment facilities. The total length of the entire pipe network is 32.24 km and water is supplied at an average of 2hrs/day. The distribution network has 3 storage tanks of different sizes and 2 simtanks of 10m3 each which sum up to a storage volume of 295m <sup>3</sup> . The Township has no sewerage system; onsite sanitation facilities are in use under the supervision of the Tunduma Township Authority. The Utility has 7 permanent staff seconded from the District Council and 7 staff are employed by the Utility (on permanent and contract basis) which makes the utility to have a total of 14staff.															
General Data About Water Utility	Total water connections : 668 Total active connections : 605 Total domestic connections : 536 Total active kiosk/standpipe : 7 Metering ratio : 76% NRW : 27% Total staff : 14 Staff/1000 connections : 21 Annual O&M costs : TZS 30,946,000 Annual water collections (arrears included) : TZS 9,985,000 Annual water billings : TZS 19,784,000															
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutions</th><th>Commercial</th></tr><tr><td>Metered (TZS/m<sup>3</sup>)</td><td>420</td><td>500</td><td>655</td></tr><tr><td>Flat rate (TZS/month)</td><td>5,500</td><td>10,000</td><td>11,500 – 17,500</td></tr></table>				Category of customer	Domestic	Institutions	Commercial	Metered (TZS/m <sup>3</sup> )	420	500	655	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500
	Category of customer	Domestic	Institutions	Commercial												
	Metered (TZS/m <sup>3</sup> )	420	500	655												
	Flat rate (TZS/month)	5,500	10,000	11,500 – 17,500												
Note: (i) The charges at water kiosks are TZS 50 per 20 litres container. (ii) Last tariff review effective date : 1 <sup>st</sup> June, 2011																
Challenges	1. Inadequate water sources around Tunduma Township area to meet growing demand 2. Lack of funds to expand the limited network coverage 3. Low metering ratio 4. Insufficient number of qualified staff 5. High cost of electricity with frequent interruptions and lack of finance for prepaid services in electricity (LUKU)															

TURIANI WSSA PROFILE					2015/16															
EWURA LICENCE: UNLICENSED																				
District: Mvomero, Region: Morogoro																				
General Description About the Utility	Turiani Water Supply and Sewerage Authority (Turiani WSSA) was declared a fully autonomous public water utility on 17 <sup>th</sup> June, 2005 responsible for the overall operation and management of water supply and sanitation services within the Turiani Urban area which is a small town of Mvomero District, Morogoro Region. Turiani WSSA is classified as Category C water authority. Its area of responsibility is estimated to have a total population of 47,691 out of which 11,693 people are currently served. The utility draws water from Mvaji River, with a total production capacity of 3,245m <sup>3</sup> /day which is slightly insufficient compared with the estimated water demand of 3,338m <sup>3</sup> /day. During the year 2015/16, Turiani WSSA produced a total 584,100m <sup>3</sup> of water. The total length of the pipeline system is 47km. Water is supplied through rationing at an average of 24hrs. The system has four storage tanks and 20 poly tanks with a combined storage capacity of 665m <sup>3</sup> . The township has no sewerage system; Turiani WSSA has a total of 20 staff; two of them are permanent employees and the rest are contract employees.																			
General Data About Water Utility	Total water connections : 1,203 Total active connections : 1,203 Total domestic connections : 1,162 Total operational water kiosk/standpipe : 2 Metering ratio : 69% NRW : 34% Total staff : 20 Staff/1000 connection : 11.5 Annual O&M Costs : TZS 27,936,000 Annual Water Collections (Arrears included) : TZS 47,170,000 Annual Water Billings : TZS 78,090,000																			
Tariff Structure	<table><tr><th>Category of customer</th><th>Domestic</th><th>Institutional</th><th>Commercial</th><th>Industrial</th></tr><tr><td>Consumption charge (TZS/m3)</td><td>800</td><td>845</td><td>935</td><td>-</td></tr><tr><td>Flat rate charge (TZS/Month)</td><td>3,600</td><td>18,500</td><td>20,500</td><td>-</td></tr></table> <p><b>Note:</b> (i) The Charges at water Kiosks are TZS 20 per 20 litres container. (ii) Last tariff review effective date : 2015</p>					Category of customer	Domestic	Institutional	Commercial	Industrial	Consumption charge (TZS/m3)	800	845	935	-	Flat rate charge (TZS/Month)	3,600	18,500	20,500	-
Category of customer	Domestic	Institutional	Commercial	Industrial																
Consumption charge (TZS/m3)	800	845	935	-																
Flat rate charge (TZS/Month)	3,600	18,500	20,500	-																
Challenges	1. Inadequate water service coverage 2. High NRW 3. Inefficient staff to connection ratio 4. Low metering ratio																			



## **APPENDIX 2**

### **KEY PERFORMANCE DATA AND INDICATORS (2013/14 to 2015/16)**

**Table A2.1: Amount of Water Abstraction from Various Sources**

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
District Water Supply and Sanitation Authorities																
1	Biharamulo													146,122	201,796	262,182
2	Bunda											351,608	288,311	254,252		
3	Chamwino	518,400	300,830	330,660												
4	Chunya	111,748	104,970	154,754												
5	Dakawa	261,307	243,000	145,080												
6	Gairo													549,900	549,900	559,288
7	Handeni	32,703	29,153	16,767	12,214	10,583		943		1,450						
8	Ifakara	240,283	380,113	248,160											24,300	138,400
9	Igunga				712,331	713,628	677,273									
10	Itumba-Isongole							547,135	547,093	547500						
11	Karagwe	8,196	17,009	45,360										9,728	28,189	38,820
12	Kasulu							1,114,819	970,422	961,332				123,869	107,825	115,785
13	Katesh	731	24,413	19,350										594,624	529,830	539,984
14	Kibaya	90,303	80,363	119,221										26,130	21,149	3,011
15	Kibondo	5,840	11,520	80,980				511,680	555,360	481,440				4,320	113,400	89,880
16	Kilindoni	75,448	57,488	51,240										123,429	51,100	43,800
17	Kilolo													129,600	188,828	185,040
18	Kilosa	342,705	324,000	408,800												
	Kilwa															
19	Masoko	414,720	447,438	483,902												
20	Kiomboi	65,464	92,308	106,756												
21	Kisarawe	117,550	55,421	36,944	52,180	49,270	61,490									
22	Kishapu							27,294	21,446	23,433						
23	Kondoa	43,200	26,208	49,320										956,160	501,552	637,820
24	Kongwa	209,315	272,227	64,800										68,325	53,370	54,000
25	Korogwe	240,497	147,332	128,602										475,930	585,934	514,123
26	Kyela	896,546	519,930	623,496				1,165,430	548,646	623,370						
27	Liwale							320,048	315,393	240,672						
28	Loliondo	11,065	23,145	53,575										2,988	7,200	
29	Ludewa													168,481	176,025	180,000
30	Lushoto							623,616	730,320	856,522						
31	Mafinga							846,627	577,059	589,480						
32	Magu											302,400	349,600	326,000		

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
33	Mahenge		28,800	49,000										183,600	183,600	183,600
34	Makete													267,740	306,000	290,470.00
35	Mangaka	2,044	2,958	4,542												
36	Manyoni	252,000	333,606	300,210												
37	Mbinga							727,898	793,811	709,393						
38	Mbulu	98,820	138,240	108,364										405,906	376,488	424,780
39	Misungwi	69,350	4,944	21,600	2,100	6,432	9,000				185,340	208,119	208,230			
40	Mkuranga	12,600	35,112	50,580												
41	Monduli	131,091	140,071	152,701										131,095	208,876	209,724
42	Mpwapwa	2,080,656	1,077,528	788,370										245,890	237,456	322,092
43	Mugumu				324,000	437,400	437,400									
44	Muheza		11,028	35,509				551,880	207,986	495,053						
45	Muleba							89,262	45,117	57,563				132,107	196,567	306,751
46	Mwanga	647,158	528,155	701,899												
47	Mwanhuzi				395,798	370,589	271,129									
48	Namanayere	6,000	2,569	9,535	31,363	22,040	24,425									
49	Namtumbo															
50	Nansio										216,000	70,734	52,150	161,770	173,033	174,763
51	Ngara	524,158	457,103	445,873												
52	Ngudu	108,752	21,700	9,294								110,108	242,309			
53	Nzega				472,363	648,000	566,430									
54	Orkesumet	102,760	137,020	57,778												
55	Pangani	274,490	288,735	250,516												
56	Ruangwa	113,593	124,627	139,268												
57	Rujewa	32,120	31,392	32,410				700,800	700,800	700,800						
58	Same	395,363	362,109	343,220										18,200		
59	Sengerema										858,220	810,930	862,260			
60	Sikonge				753,968	43,143	41,592									
61	Songe	62,225	56,430	59,400												
62	Tarime				389,799	340,802	79,200									
63	Tukuyu							1,409,097	1,421,079	1472452				345,670	236,828	323,280
64	Tunduru	212,646	165,568	166,175										427,224	426,521	433,209
65	Urambo	70,002	76,299	86,208										148,920	128,232	112,320
66	Usa River				90,432	192,450										
67	Ushirombo	45,227	39,585	42,161										50,868	106,820	1,671,700
68	Utete	85,084	99,244	131,474												

S/N	Name of WSSA	Boreholes (m³/year)			Dams (m³/year)			Rivers (m³/year)			Lakes (m³/year)			Springs (m³/year)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
69	Vwawa	9,135	16,215	20,914										647,328	687,113	714,434
	<b>TOTAL 1</b>	<b>9,021,294</b>	<b>7,335,906</b>	<b>7,174,768</b>	<b>3,236,549</b>	<b>2,834,337</b>	<b>2,167,939</b>	<b>8,636,529</b>	<b>7,434,532</b>	<b>7,760,460</b>	<b>1,913,568</b>	<b>1,837,802</b>	<b>1,945,201</b>	<b>6,545,924</b>	<b>6,407,932</b>	<b>8,529,256</b>
<b>Township Water Supply and Sanitation Authorities</b>																
70	Bashnet													403,272	126,636	70,480
71	Dareda	64,800	23,848	no data				77,760	39,484					78,960	31,474	no data
72	Gallapo							258,266	391,189	437,708				769,514	486,453	482,133
73	Ilula															
74	Isaka	37,440	4,473	9,873				209,417	275,940	275,184						
75	Kasumulu															
76	Kibaigwa		1,208,880	383,269												
77	Magugu	186,624	21,600	13,473				423,360	345,600	545,487				46,098	64,800	17,640
78	Makambako	42,929	29,323	41,429				890,070	1,089,800	928,617						
79	Mbalizi													839,790	838,553	883,367
80	Mikumi								231,120	216,000						
81	Mlowo							16,280	465	5,707				NA	NA	9,190
82	Mombo							207,810	207,360	207,360						
83	Tunduma	314,428	441,237	117,690												
84	Turtani									592,213						
	<b>TOTAL 2</b>	<b>646,221</b>	<b>1,729,361</b>	<b>565,734</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,082,963</b>	<b>2,580,958</b>	<b>3,208,276</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,137,633</b>	<b>1,547,916</b>	<b>1,462,810</b>
	<b>TOTAL (1+2)</b>	<b>9,667,515</b>	<b>9,065,267</b>	<b>7,740,502</b>	<b>3,236,549</b>	<b>2,834,337</b>	<b>2,167,939</b>	<b>10,719,492</b>	<b>10,015,490</b>	<b>10,968,736</b>	<b>1,913,568</b>	<b>1,837,802</b>	<b>1,945,201</b>	<b>8,683,557</b>	<b>7,955,849</b>	<b>9,992,065</b>

**Table A2.2: Analysis of Amount of Water Produced, Billed and Demand**

S/N	Name of WSSA	Annual Water Production (m³/year)			Annual Water Demand (m³/year)			Annual Billed Volume (m³/year)			Ratio of Production to Demand (%)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
District Water Supply and Sanitation Authorities													
1	Biharamulo	146,122	201,796	262,182	619,200	627,800	619,200	99,976	134,475	168,231	24	32	42
2	Bunda	351,608	288,311	254,252	2,399,214	2,214,151	3,612,040	181,849	155,115	131,247	15	13	7
3	Chamwino	518,400	300,830	330,660	552,028	597,592	609,372	357,840	184,310	224,849	94	50	54
4	Chunya	104,653	104,970	154,754	442800	449,885	525,016	70464	71099	108,328	24	23	30
5	Dakawa	261,307	243,000	145,080	2,612,470	2,764,228	1,058,051	41,536	80,190	101,556	10	9	14
6	Gairo	549,900	200,400	559,288	3,456,000	1,255,380	999,571	388,000	139,840	245,480	16	16	56
7	Handeni	45,861	39,736	18,217	2,105,607	2,149,824	2,135,250	29,368	19,284	9,062	2	2	1
8	Ifakara	240,283	380,113	386,560	1,783,600	2,180,640	2,751,363	89,531	258,997	192,024	13	17	14
9	Igunga	712,331	713,628	677,273	1,277,500	1,314,000	1,465,829	421,552	393,956	400,429	56	54	46



S/N	Name of WSSA	Annual Water Production (m³/year)			Annual Water Demand (m³/year)			Annual Billed Volume (m³/year)			Ratio of Production to Demand (%)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
10	Itumba-Isongole	547,135	547,093	547,500	632,240	675,980	668,695	371,467	355,610	361,350	87	81	82
11	Karagwe	70,166	45,198	58,864	2,097,550	2,154,184	3,455,600	51,371	33,262	39,670	3	2	2
12	Kasulu	1,238,688	1,078,247	1,077,117	1,819,440	1,819,440	1,829,620	553,510	545,593	585,622	68	59	59
13	Katesh	595,354	554,243	559,334	982,582	993,085	1,022,885	293,988	263,753	301,608	61	56	55
14	Kibaya	116,433	101,512	122,232	544,440	556,745	569,334	65,261	66,036	72,660	21	18	21
15	Kibondo	511,560	547,200	571,420	1,059,069	1,087,664	1,440,000	322,230	332,143	365,709	48	50	40
16	Kilindoni	198,877	98,475	95,040	887,765	896,889	910,342	108,000	53,880	59,282	22.40	11	10
17	Kilolo	131,320	188,828	185,040	782,560	843,515	924,120	849,10	122,680	97,400	17	22	20
18	Kilosa	342,705	324,000	408,800	849,179	849,179	862,800	239,893	226,800	286,160	40	38	47
19	Kilwa	414,720	447,852	483,902	781,680	808,130	828,334	264,604	321,438	258,913	53.05	55	58
20	Masoko	65,464	92,308	106,756	563,826	576,335	438,602	41,047	59,593	72,653	12	16	24
21	Kisarawe	159,730	104,691	98,434	423,445	441,176	450,441	54,132	56,952	53,894	37.72	24	22
22	Kishapu	27,254	21,446	23,433	515,295	526,116	525,240	19,436	17,187	19,015	5	4	4
23	Kondoa	999,360	527,760	637,820	1,219,374	1,297,779	2,190,000	892,345	327,320	433,718	82	41	29
24	Kongwa	277,640	272,227	118,800	781,293	831,296	909,671	192,835	187,274	84,348	36	33	13
25	Korogwe	716,427	733,266	642,725	1,899,098	1,933,282	1,968,081	489,701	520,859	469,757	38	38	33
26	Kyela	1,795,568	1,068,576	1,246,866	2,354,615	2,553,603	1,908,720	1,019,514	718,959	872,806	71	42	65
27	Liwale	320,048	315,393	240,672	783,210	796,618	813,340	195,550	191,706	146,559	40.86	40	30
28	Loliondo	14,053	30,345	53,575	411,298	427,750	444,860	13,430	17,340	30,849	3	7	12
29	Ludewa	131,168	139,755	152,155	448,585	451,870	442,440	83,966	89,425	85,000	29	31	34
30	Lushoto	623,616	730,320	856,522	925,720	993,195	1,010,079	342,989	346,193	384,665	67	74	85
31	Mafinga	835,674	577,059	589,480	1,286,850	1,359,073	1,340,973	577,920	372,854	387,453	65	42	44
32	Magu	302,400	337,219	337,500	2,577,600	983,556	988,300	154,224	182,098	183,000	12	34	34
33	Mahenge	183,600	212,400	232,600	784,800	612,612	621,197	137,700	144,432	158,168	23	35	37
34	Makete	267,740	306,000	290,470	569,400	525,600	532,900	176,877	192,780	162,381	47	58	55
35	Mangaka	2,044	2,958	4,542	297,197	303,439	308,597	nodata	nodata	na	0.69	1	1
36	Manyoni	131,377	333,606	300,210	693,270	656,936	677,955	100,038	301,906	227,305	19	51	44
37	Mbinga	727,898	793,811	709,393	1,168,000	1,328,600	1,915,373	454,862	511,584	465,910	57	60	37
38	Mbulu	504,726	514,728	533,144	1,152,604	1,196,403	4,011,917	227,220	262,847	253,996	44	43	13
39	Misungwi	251,910	206,419	208,230	1,194,645	1,160,952	1,178,280	176,377	144,512	149,419	21	18	18
40	Mkuranga	12,600	14,100	50,580	660,391	674,259	697,858	9,768	10,768	23,747	1.91	2	7
41	Monduli	262,187	336,204	362,425	620,500	637,469	652,221	159,003	200,731	207,837	42	53	56
42	Mpwapa	2,080,656	1,059,996	1,111,046	1,341,470	1,131,856	1,155,984	1,561,360	576,988	781,651	155	94	96
43	Mugumu	324,000	437,400	324,000	607,500	729,000	758,420	226,800	332,424	226,800	53	60	43

S/N	Name of WSSA	Annual Water Production (m <sup>3</sup> /year)			Annual Water Demand (m <sup>3</sup> /year)			Annual Billed Volume (m <sup>3</sup> /year)			Ratio of Production to Demand (%)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
44	Muheza	221,102	219,014	364,314	1,763,315	1,792,410	1,851,559	136,845	156,973	183,812	13	12	20
45	Muleba	221,363	241,684	317,738	510,250	530,660	544,320	169,250	181,571	240,428	43	46	58
46	Mwanga	647,158	528,155	686,456	985,500	1,012,109	1,022,000	200,943	235,874	315,965	66	52	67
47	Mwanhuzi	395,798	370,589	271,129	761,803	720,000	761,476	70,682	278,540	217,798	52	51	36
48	Namanyere	31,363	24,609	33,960	594,396	644,955	668,682	4893	13424	21,114	3	4	5
49	Namtumbo	161,269	173,033	174,763	734,497	822,579	833,370	94,554	98,929	92,527	22	21	21
50	Nansio	216,000	70,734	52,150	915,480	252,000	262,800	111,060	44,209	37,500	24	28	20
51	Ngara	524,158	457,103	499,770	601,200	601,200	898,920	235,356	215,763	247,152	87	76	56
52	Ngudu	108,752	131,808	251,603	412,450	468,329	468,329	83,195	98,937	152,893	26	28	54
53	Nzega	472,363	562,991	566,430	1,063,774	1,080,000	1,088,978	356,564	423,438	426,981	44	52	52
54	Orkesumet	102,760	137,020	57,778	473,156	482,619	499,247	36,000	92,044	22,522	22	28	12
55	Pangani	274,490	288,735	250,516	401,500	429,690	454,985	152,188	120,203	81,870	68	67	55
56	Ruangwa	113,758	124,627	139,268	369,343	371,690	378,975	91,006	84,746	87,739	30.80	34	37
57	Rujewa	732,920	732,192	732,928	271,7425	2,873,280	2,881,640	550,788	511,174	526,764	27	25	25
58	Same	413,563	362,109	343,220	900,638	912,500	924,363	218,171	186,787	186,052	46	40	37
59	Sengerema	858,220	810,930	862,260	1,455,804	2,683,480	2,445,500	380,254	429,793	525,978	59	30	35
60	Sikonge	753,968	33,143	40,512	580,854	632,869	697,734	18,591	20,116	22,282	130	5	6
61	Songe	62,225	56,430	59,400	450,000	456,250	740,220	20,000	35,857	30,500	14	12	8
62	Tarime	408,000	577,630	402,480	1,298,332	1,735,622	1,260,000	192,776	298,890	244,385	31	33	32
63	Tukuyu	183,6321	184,7600	1,905,661	2,041,200	2,086,098	2,076,081	1,003,847	1,043,481	1,069,672	90	89	92
64	Tunduru	300,667	293,800	278,495	1,108,237	1,202,423	903,602	131,942	200,477	183,156	27	24	31
65	Urambo	70,002	73,999	86,208	761,190	1,082,590	1,117,037	56,281	56,952	63,875	9	7	8
66	Usa River	141,300	299,270	1,671,700	604,839	640,575	1,046,814	72,063	104,640	255,972	23	47	160
67	Ushiroambo	45,227	39,585	42,161	1,197,104	1,233,633	1,270,642	36,746	32,858	35,854	4	3	3
68	Utete	85,084	99,244	131,474	289,810	295,730	301,940	63,926	79,464	105,502	29	34	44
69	Vwawa	656,463	703,328	735,348	1,771,379	1,870,260	1,870,260	425,287	444,905	475,035	37	38	39
<b>TOTAL/</b>													
<b>AVG. 1</b>		<b>27,263,604</b>	<b>24,302,765</b>	<b>27,086,614</b>	<b>73,728,387</b>	<b>73,280,637</b>	<b>79,498,345</b>	<b>16,255,652</b>	<b>15,015,239</b>	<b>15,743,837</b>	<b>37.0</b>	<b>33.2</b>	<b>34.1</b>
<b>Township Water Supply and Sanitation Authorities</b>													
70	Bashnet	403,272	95,432	70,480	416,675	429,175	1,379,687	12,281	21,550	30,297	96.78	0.03	5
71	Dareda	221,520	94,807	no data	377,118	382,183	no data	49,887	35,380	no data	58.74	0.34	no data
72	Gallapo	769,514	486,453	482,133	804,183	813,950	988,223	146,235	116,922	105,897	95.69	0.38	49
73	Ilula	255060	391189	437,708	1024629	952285	980,755	125,446	197,434	192,592	24.89	41.08	45
74	Isaka	14,950	4,473	9,873	415,005	415,005	83,220	9,681	1,746	5,160	3.60	1.08	12
75	Kasumulu	209417	275940	275184	406164	496983	862,130	46,353	151,767	151,767	51.56	55.52	32
76	Kibaigwa		445,161.50	383,269.00		438,000.00	432,000		356,129	283,428	nodata	101.64	89

S/N	Name of WSSA	Annual Water Production (m³/year)			Annual Water Demand (m³/year)			Annual Billed Volume (m³/year)			Ratio of Production to Demand (%)			
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2015/16
77	Magugu	656,082	432,000	576,600	883,204	907,051	931,541	315,703	263,088	247,514	74.28	47.63	62	62
78	Makambako	946,638	1,098,460	970,046	2204600	2265362	2,405,861	583,569	747,958	671,719	42.94	48.49	40	40
79	Mbalizi	839790	838553	883,367	1616400	1638850	1,642,500	550014	616988	627,190	51.95	51.17	54	54
80	Mikumi		231,120	216,000		583,328	601,292		nodata	108,048	nodata	39.62	36	36
81	Mlowo	14700	465	14,897	745330	804262	969,075	7,676	nodata	7661.2	1.97	0.06	2	2
82	Mombo	207,810	207,360	207,360	512,935	531,457	537,834	120,826	108,985	101,340	40.51	39.02	39	39
83	Tunduma	133,619	441,237	117,690	1,487,740	1,609,140	2,233,581	100212	297174	85508	8.98	27.42	5	5
84	Turiani			584,100			1,218,370			385,506			48	48
	<b>TOTAL / AVG. 2</b>	<b>3,499,586</b>	<b>4,460,765</b>	<b>4,676,094</b>	<b>10,893,983</b>	<b>12,267,031</b>	<b>15,266,069</b>	<b>2,067,883</b>	<b>2,915,121</b>	<b>3,003,627</b>	<b>32</b>	<b>36</b>	<b>31</b>	<b>31</b>
	<b>TOTAL / AVERAGE (1+2)</b>	<b>30,763,190</b>	<b>28,763,530</b>	<b>31,762,709</b>	<b>84,622,369</b>	<b>85,547,668</b>	<b>94,764,414</b>	<b>18,323,534</b>	<b>17,930,360</b>	<b>18,747,465</b>	<b>36</b>	<b>34</b>	<b>34</b>	<b>34</b>

**Table A2.3: Analysis of Non Revenue Water**

S/N	Name of WSSA	NRW (%)			NRW (m³/conn/day)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
District Water Supply and Sanitation Authorities							
1	Biharamulo	32	33	36	0.16	0.21	0.27
2	Bunda	48	46	48	0.34	0.26	0.22
3	Chamwino	31	39	32	0.46	0.30	0.27
4	Chunya	33	32	30	0.1	0.09	0.12
5	Dakawa	84	67	30	1.61	0.99	0.27
6	Gairo	29	30	56	2.14	0.74	3.96
7	Handeni	36	51	50	0.08	0.09	0.04
8	Ifakara	63	32	50	0.52	0.41	0.48
9	Igunga	41	45	41	0.73	0.76	0.52
10	Itumba-Isongole	32	35	34	0.39	0.41	0.34
11	Karagwe	27	26	33	0.11	0.07	0.10
12	Kasulu	55	49	46	0.62	0.45	0.39
13	Katesh	51	52	46	0.56	0.52	0.39
14	Kibaya	44	35	41	0.36	0.25	0.36
15	Kibondo	37	39	36	0.42	0.44	0.36
16	Kilindoni	46	45	38	0.62	0.31	0.24
17	Kilolo	35	35	47	0.31	0.39	0.49
18	Kilosa	30	30	30	0.42	0.50	0.23
19	Kilwa Masoko	36	28	46	0.29	0.22	0.38
20	Kiomboi	37	35	32	0.09	0.12	0.12
21	Kisarawe	66	46	45	0.69	0.29	0.26
22	Kishapu	29	20	19	0.16	0.09	0.09
23	Kondoa	11	38	32	0.11	0.16	0.18
24	Kongwa	31	31	29	0.26	0.24	0.09
25	Korogwe	32	29	27	0.22	0.19	0.15
26	Kyela	43	33	30	0.64	0.28	0.29
27	Liwale	39	39	39	0.21	0.20	0.14
28	Loliondo	4	43	42	0.01	0.14	0.15
29	Ludewa	36	36	44	0.26	0.27	0.34
30	Lushoto	45	53	55	0.57	0.67	0.80
31	Mafinga	31	35	34	0.22	0.17	0.17
32	Magu	49	46	46	0.34	0.35	0.34
33	Mahenge	25	32	32	0.17	0.20	0.29
34	Makete	34	37	44	0.21	0.24	0.26
35	Mangaka	no data	no data	no data	no data	no data	no data
36	Manyoni	24	10	24	0.05	0.05	0.11
37	Mbinga	38	36	34	0.4	0.36	0.29
38	Mbulu	55	49	52	0.49	0.41	0.42
39	Misungwi	30	30	28	0.19	0.14	0.12
40	Mkuranga	22	24	53	0.09	0.08	0.55
41	Monduli	39	40	43	0.21	0.22	0.23
42	Mpwapwa	25	46	30	0.61	0.51	0.33
43	Mugumu	30	24	30	0.24	0.24	0.22
44	Muheza	38	28	50	0.11	0.08	0.23
45	Muleba	24	25	24	0.12	0.12	0.13
46	Mwanga	69	55	54	0.76	0.46	0.53
47	Mwanhuzi	82	25	20	0.58	0.15	0.08
48	Namanyere	84	45	38	1	0	0.21



S/N	Name of WSSA	NRW (%)			NRW (m³/conn/day)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
49	Namtumbo	41	43	47	0.19	0.18	0.19
50	Nansio	49	37	28	0.31	0.08	0.04
51	Ngara	55	53	51	0.38	0.30	0.29
52	Ngudu	24	25	39	0.12	0.12	0.29
53	Nzega	25	25	25	0.13	0.14	0.13
54	Orkesumet	65	33	61	3.10	1.67	0.75
55	Pangani	45	58	67	0.29	0.38	0.34
56	Ruangwa	20	32	37	0.10	0.14	0.17
57	Rujewa	25	30	28	0.27	0.38	0.35
58	Same	47	48	46	0.39	0.34	0.29
59	Sengerema	56	47	39	0.42	0.32	0.27
60	Sikonge	98	39	45	7.63	0.11	0.15
61	Songe	68	36	49	0.43	0.18	0.22
62	Tarime	51	48	39	0.42	0.13	0.29
63	Tukuyu	45	44	44	0.56	0.51	0.61
64	Tunduru	56	32	34	0.44	0.23	0.30
65	Urambo	20	23	26	0.14	0.16	0.20
66	Usa River	49	65	85	0.10	0.27	1.90
67	Ushirombo	19	17	15	0.09	0.06	0.05
68	Utete	25	20	20	0.11	0.09	0.10
69	Vwawa	35	37	35	0.56	0.58	0.52
	<b>TOTAL/AVG. 1</b>	<b>40</b>	<b>38</b>	<b>42</b>	<b>0.71</b>	<b>0.56</b>	<b>0.63</b>
<b>Township Water Supply and Sanitation Authorities</b>							
70	Bashnet	97	77	57	5.41	0.89	0.31
71	Dareda	77	63	no data	1.47	0.47	no data
72	Gallapo	81	76	78	2.74	1.45	1.26
73	Ilula	51	50	56	0.5	0.64	0.71
74	Isaka	35	61	48	0.15	0.07	0.14
75	Kasumulu	78	45	45	0.47	0.4	0.40
76	Kibaigwa	no data	20	26	no data	0.19	0.19
77	Magugu	52	39	57	1.53	0.58	0.83
78	Makambako	38	32	31	0.24	0.22	0.18
79	Mbalizi	35	26	29	0.21	0.14	0.15
80	Mikumi	no data	no data	50	no data	no data	1.47
81	Mlowo	48	no data	49	0.29	no data	0.23
82	Mombo	42	47	51	0.39	0.39	0.46
83	Tunduma	25	33	27	0.15	0.6	0.13
84	Turiani			34			0.45
	<b>TOTAL/AVG. 2</b>	<b>41</b>	<b>35</b>	<b>36</b>	<b>2.01</b>	<b>1.93</b>	<b>2.08</b>
	<b>TOTAL / AVERAGE (1+2)</b>	<b>40</b>	<b>38</b>	<b>41</b>	<b>0.77</b>	<b>0.62</b>	<b>0.70</b>

**Table A2.4: Number of Water Connections**

S/N	Name of WSSA	Total Connections (Nos)			Active Connections (Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
<b>District Water Supply and Sanitation Authorities</b>																
1	Biharamulo	805	887	938	805	887	802	651	810	860	6	6	7	5	5	6
2	Bunda	1,364	1,426	1,515	1,151	1,173	1,262	1,276	1,254	1,333	28	25	34	22	18	27
3	Chamwino	956	1,052	1,068	956	846	934	908	997	998	-	-	18	-	-	3
4	Chunya	935	1,003	1,090	696	706	727	877	943	1,022	5	5	4	2	1	2
5	Dakawa	375	450	437	280	287	365	351	405	396	3	3	18	-	3	3
6	Gairo	207	223	217	168	215	217	-	3	3	168	176	168	129	168	168
7	Handeni	585	590	590	429	249	249	452	457	457	52	52	52	22	22	22
8	Ifakara	793	802	1,116	575	770	1,116	767	767	1,021	5	20	36	5	18	23
9	Igunga	1,086	1,147	1,469	956	1,126	1,263	970	1,019	1,252	42	42	42	21	15	27
10	Itumba-Isongole	1,222	1,294	1,519	1,077	1,266	1,261	1,087	1,146	1,369	67	67	69	13	13	13
11	Karagwe	488	503	516	393	416	439	418	427	440	13	16	18	10	11	18
12	Kasulu	3,018	3,241	3,470	2,510	2,623	2,929	2,806	3,018	3,218	3	3	4	3	3	4
13	Katesh	1,478	1,535	1,811	1,442	1,505	1,681	1,383	1,415	1,673	27	25	25	7	7	7
14	Kibaya	392	394	374	267	291	348	321	333	304	18	19	27	16	18	27
15	Kibondo	1,232	1,353	1,559	922	1,078	1,284	980	989	1,183	15	8	8	15	8	8
16	Kilindoni	401	396	404	304	270	278	367	355	363	2	4	4	1	2	2
17	Kilolo	411	462	494	400	437	451	382	432	459	53	53	53	35	45	32
18	Kilosa	666	531	1,450	667	531	570	622	504	1,418	-	-	32	-	-	2
19	Kilwa Masoko	1,434	1,564	1,602	1,297	1,564	1,602	1,395	1,448	1,486	11	10	12	4	10	11
20	Kiomboi	720	749	767	712	735	709	667	686	699	18	18	18	3	4	7
21	Kisarawe	420	445	462	390	436	453	390	415	432	7	7	7	6	4	4
22	Kishapu	131	130	133	100	127	126	102	102	105	10	10	10	10	10	8
23	Kondoa	2,792	3,352	3,125	2,063	2,882	2,700	2,652	2,742	2,955	19	11	13	3	3	4
24	Kongwa	882	983	1,000	533	727	573	742	835	851	28	30	30	23	20	11
25	Korogwe	2,856	3,026	3,104	2,334	2,538	2,600	2,642	2,793	2,870	50	54	53	38	36	36
26	Kyela	3,311	3,471	3,548	2,255	2,405	2,546	3,078	3,237	3,314	70	70	-	3	4	-
27	Liwale	1,592	1,689	1,821	1,485	1,595	1,717	1,485	1,581	1,713	4	5	5	3	3	3
28	Loliondo	261	259	419	226	250	411	249	231	386	9	9	11	9	9	11
29	Ludewa	498	520	538	448	477	508	446	465	477	7	7	9	3	7	7
30	Lushoto	1,360	1,563	1,625	1,306	1,485	1,585	1,223	1,390	1,436	7	7	6	2	6	3
31	Mafinga	3147	3253	3343	2420	2797	3207	2,934	3,036	3091	-	-	-	-	-	-
32	Magu	1,181	1,230	1,230	974	1,009	1,050	1,043	1,070	1,080	11	30	30	8	15	15
33	Mahenge	747	945	700	362	680	626	725	921	798	2	2	2	2	2	2
34	Makete	1,180	1,282	1,364	878	1,070	1,232	907	951	1,033	1	-	-	1	-	-

S/N	Name of WSSA	Total Connections (Nos)			Active Connections (Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
35	Mangaka	17	17	17	13	12	11	0	0	0	7	17	17	13	12	11
36	Manyoni	1,579	1,700	1,821	1,579	1,690	1,821	1,450	1,571	1,682	40	43	43	36	39	42
37	Mbinga	1,855	2,150	2,288	1,854	2,127	2,247	1,673	1,955	2,087	2	2	4	1	1	4
38	Mbulu	1,550	1,691	1,814	1,475	1,508	1,725	1,374	1,406	1,522	33	33	33	26	32	27
39	Misungwi	1,064	1,230	1,357	929	1,230	1,357	1,005	1,151	1,269	7	12	10	6	9	10
40	Mkuranga	88	110	134	66	79	100	94	105	109	-	-	-	-	-	-
41	Monduli	1,370	1,667	1,872	1,301	1,653	1,865	1,229	1,511	1,716	23	26	21	23	12	16
42	Mpwapwa	2,331	2,603	2,712	2,061	2,347	2,341	2,294	2,507	2,632	16	16	18	4	8	8
43	Mugumu	1,117	1,202	1,218	1,117	1,202	1,116	1,047	1,122	1,096	4	4	4	2	2	2
44	Muheza	2,140	2,140	2,179	1,676	1,676	2,002	2,052	2,052	2,062	20	20	21	10	12	21
45	Muleba	1,222	1,407	1,637	1,222	1,407	1,602	1,222	1,296	1,467	20	21	21	20	20	17
46	Mwanga	1,610	1,731	1,926	1,271	1,338	1,599	1,451	1,554	1,752	11	13	13	11	11	13
47	Mwanhuzi	1,523	1,704	1,811	1,169	1,654	1,614	1,361	1,559	1,658	27	27	26	22	22	21
48	Namanyere	92	128	171	92	116	171	78	115	131	4	6	15	2	6	15
49	Nantumbo	951	1,142	1,193	954	914	961	870	1,005	1,058	52	52	52	2	-	1
50	Nansio	919	929	929	450	650	527	859	874	880	3	3	5	1	1	5
51	Ngara	2,075	2,202	2,414	1,978	2,113	2,414	1,921	2,009	2,198	32	34	29	28	28	29
52	Ngudu	593	726	940	433	652	940	531	531	864	3	3	5	1	3	5
53	Nzega	2,515	2,705	2,925	2,468	2,573	2,925	2,263	2,494	2,674	29	30	30	18	24	24
54	Orkesumet	59	74	128	57	74	124	18	16	63	27	41	41	25	41	37
55	Pangani	1,173	1,209	1,354	867	801	704	1,064	1,100	1,263	8	8	8	4	2	1
56	Ruangwa	645	769	839	464	615	790	557	705	775	13	16	13	10	10	9
57	Rujewa	1,815	1,606	1,620	935	958	975	1,620	1,407	1,421	148	148	148	58	55	50
58	Same	1,365	1,420	1,482	1,232	1,086	1,185	1,192	1,243	1,311	45	46	46	43	43	41
59	Sengerema	3,091	3,261	3,448	2,685	2,685	2,826	2,870	3,072	3,194	85	96	96	33	42	42
60	Sikonge	264	318	328	136	286	290	235	224	282	5	6	6	4	5	6
61	Songe	270	321	364	208	215	254	215	265	308	25	25	25	19	19	9
62	Tarime	1,190	1,351	1,501	1,190	1,211	1,453	1,153	1,256	1,260	4	4	5	4	4	5
63	Tukuyu	4,108	4,298	3,767	3,581	3,524	3,602	3,927	4,094	3,561	1	1	2	1	1	2
64	Tunduru	1,057	1,110	876	612	649	874	984	1,043	819	8	8	6	8	8	4
65	Urambo	261	292	310	253	290	305	182	206	225	20	21	21	17	18	18
66	Usa River	1,840	1,971	2,046	208	1,361	1,245	1,730	1,805	1,876	33	33	33	30	23	23
67	Ushirombo	264	289	328	230	253	285	237	260	299	12	14	14	8	8	8
68	Utete	522	623	703	508	558	638	490	560	640	4	4	4	4	4	4
69	Vwawa	1,139	1,218	1,361	884	1,164	1,287	1,081	1,119	1,275	-	40	27	98	40	27
<b>TOTAL 1</b>		<b>82,600</b>	<b>89,064</b>	<b>94,631</b>	<b>67,939</b>	<b>76,124</b>	<b>81,996</b>	<b>75,627</b>	<b>80,369</b>	<b>85,924</b>	<b>1,532</b>	<b>1,667</b>	<b>1,687</b>	<b>1,016</b>	<b>1,055</b>	<b>1,073</b>

S/N	Name of WSSA	Total Connections (Nos)			Active Connections(Nos)			Domestic connections (Nos)			Total Kiosks (Nos)			Total Active Kiosks (Nos)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Township Water Supply and Sanitation Authorities																
70	Bashnet	198	227	352	176	215	335	132	151	277	42	59	51	21	55	47
71	Dareda	320	346	no data	299	283	no data	272	301	no data	31	30		28	31	no data
72	Gallapo	624	698	819	486	540	655	581	624	746	20	49	48	20	33	22
73	Ilula	708	824	942	608	722	908	664	736	896	56	63	68	39	49	54
74	Isaka	97	103	90	97	90	72	72	72	65	7	7	7	6	6	7
75	Kasumulu	948	848	848	274	125	125	848	767	792	25	-	-	-	-	-
76	Kibaigwa		1,277	1,443		1,069	1,175		968	1,364		63	72		58	65
77	Magugu	610	802	1,084	592	720	946	501	676	956	62	66	68	62	66	67
78	Makambako	4,195	4,327	4,453	4,177	4,278	4,433	3,949	4,058	4,178	58	46	46	58	24	24
79	Mbalizi	3,706	4,226	4,657	2,667	3,588	3,881	3,478	3,940	4,324	94	119	125	76	116	120
80	Mikumi	-	202	201	-	161	175	-	181	156	-	32	45	-	11	24
81	Mlowo	67	67	86	12	66	74	25	25	45	16	16	14	11	15	2
82	Mombo	610	688	627	506	546	508	548	612	540	23	22	23	17	15	15
83	Tunduma	624	656	668	584	574	605	503	524	536	42	45	45	28	12	7
84	Turiani			1,738			1,203			1,162			20			2
TOTAL 2		12,707	15,291	18,008	10,478	12,977	15,095	11,573	13,635	16,037	476	617	632	366	491	456
TOTAL(1+2)		95,307	104,355	112,639	78,417	89,101	97,091	87,200	94,004	101,961	2,008	2,284	2,319	1,382	1,546	1,529



**Table A2.5: Analysis of Water Supply Coverage and Service Hours**

S/N	Name of WSSA	Total Population in the service area [Nos]			Proportion of Population Living in the area with water network[%]			Population Directly Served (%)			Average Service Hours [hrs]		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
District Water Supply and Sanitation Authorities													
1	Biharamulo	26,989	28,284	29,644	62	65	67	33	33	34	1	2	6
2	Bunda	119,731	122,725	127,634	33	50	55	21	19	21	9	9	12
3	Chamwino	27,266	27,756	26,484	54	58	73	33	40	44	12	14	12
4	Chunya	23,568	24,717	25,434	73	73	73	39	39	59	6.6	8	9
5	Dakawa	37,321	39,489	41,411	12	58	42	6	12	11	9	6	7
6	Gairo	85,000	48,968	36,514	33	40	50	38	86	92	3	3	3
7	Handeni	82,411	84,142	83,577	45	50	50	15	14	14	6	6	1
8	Ifakara	84,825	122,688	106,424	19	32	55	11	10	15	4	3	4.5
9	Igunga	51,172	55,752	57,371	61	66	62	29	23	31	12	12	12
10	Itumba-Isongole	20621	21177	21810	80	80	82	68	69	78	19	19	19
11	Karagwe	82,096	84,312	86,391	15	15	35	9	8	10	2	2	4
12	Kasulu	67,704	70,993	74,442	68	70	70	43	44	45	15	15	15
13	Katesh	17,311	17,830	18,508	60	45	50	44	44	49	2.5	3.0	3
14	Kibaya	20,294	20,753	21,284	85	66	73	55	59	72	7	6	2
15	Kibondo	41,451	42,570	39,300	57	57	65	40	23	29	6	6	6
16	Kilindoni	18590	18869	19152	34	34	48	12	21	20	4	4	4
17	Kilolo	23711	24351	27567	60	64	60	53	64	52	7	6	6
18	Kilosa	34425	36962	37849	59	66	59	20	14	24	11	8	6
19	Kilwa Masoko	17534	18148	18602	52	72	72	42	54	55	4	5	4
20	Kiomboi	25375	27177	16022	60	60	60	47	18	34	4	4	4
21	Kisarawe	11838	12087	12341	70	70	70	22	29	29	4	4	4
22	Kishapu	20168	20592	20655	61	39	24	26	17	15	5	5	5
23	Kondoa	47725	50794	32093	97	69	50	92	55	49	6	7	3
24	Kongwa	30579	32536	33230	54	55	86	43	27	23	6	6	3
25	Korogwe	70789	72063	73071	74	72	72	50	51	52	7	6	6
26	Kyela	68236	70078	73236	56	54	52	46	48	45	21	8	8
27	Liwale	30651	31295	31908	34	50	50	32	43	45	8	5	4
28	Loliondo	13998	14558	15140	70	62	68	31	36	53	3	7	14
29	Ludewa	13657	14749	15760	59	57	61	38	43	41	6	6	12
30	Lushoto	29483	30321	30321	70	76	79	43	51	50	5	9	7
31	Mafinga	51902	53634	54224	79	74	76	57	68	68	7	7	7
32	Magu	39234	39030	39050	64	32	23	21	28	28	6	6	6

S/N	Name of WSSA	Total Population in the service area [Nos]				Proportion of Population Living in the area with water network[%]				Population Directly Served (%)				Average Service Hours [hrs]			
		2013/14	2014/15	2015/16		2013/14	2014/15	2015/16		2013/14	2014/15	2015/16		2013/14	2014/15	2015/16	
33	Mahenge	16488	23977	24313		60	75	75		47	40	35		3	5	5	
34	Makele	14436	13889	13989		48	64	65		41	48	52		17.8	22	22	
35	Mangaka	11,632	11,806	12,007		No data	No data	5		33	30	23		4	4	4	
36	Manyoni	26,092	26,692	27,546		50	70	72		86	95	75		12	13	13	
37	Mbinga	41,674	43,674	59,655		60	60	46.1		37	41	33		20	18	14	
38	Mbulu	39,228	40,718	136,541		74	59	18		55	42	13		8	9	10	
39	Misungwi	43,063	44,269	44,269		49	49	47		29	31	34		12	12	14	
40	Mkuranga	25,847	26,390	27,314		8	8	8		6	4	4		6	4	6	
41	Monduli	20,881	21,696	23,706		88	78	80		79	74	78		12	8	2.1	
42	Mpwapwa	41,635	44,300	45,244		72	76	64		57	33	34		12	8	10	
43	Mugumu	27,172	27,525	22,170		28	27	25		33	25	31		10	12	16	
44	Muheza	32,422	33,492	34,598		60	75	73		73	70	69		5	6	6	
45	Muleba	19,971	20,769	21,600		69	75	75		60	72	76		22	22	23.4	
46	Mwanga	16,647	17,096	17,558		71	76	81		50	71	78		5	6	6	
47	Mwanhuzi	39,997	40,757	40,757		48	37	46		33	34	35		24	22	22	
48	Namanyere	19,387	21,038	21,752		48	40	40		53	13	23		4.3	6	6	
49	Namtumbo	31,560	32,633	33,448		64	63	59		29	31	32		10	10	9	
50	Nansio	59,747	48,510	69,219		83	81	83		15	19	15		8	7	7.5	
51	Ngara	35,669	36,333	36,499		89	44	63		77	78	84		8	12	8	
52	Ngudu	22,600	25,473	25,473		56	54	70		25	24	40		3	8	24	
53	Nzega	38,678	38,678	39,780		51	54	58		47	54	55		20	20	20	
54	Orkesumet	16,103	16,425	16,991		75	64	63		27	63	58		18	12	3	
55	Pangani	14,796	15,152	15,515		83	79	81		81	76	83		4.1	4.1	4.5	
56	Ruangwa	13,767	13,960	14,234		43	45	45		37	43	43		4	4	4	
57	Rujewa	53,783	56,837	56,837		58	58	58		31	26	25		6	6	6	
58	Same	26,469	26,813	27,162		61	70	72		60	54	56		4	5.3	5.5	
59	Sengerema	88,857	89,030	92,235		54	52	49		43	49	48		14	12	14	
60	Sikonge	22,734	24,770	25,488		70	78.6	34.3		19	11	14		2	6	6	
61	Songe	15,399	15,707	28,981		69	68	39		45	56	24		4	5	5	
62	Tarime	82,449	84,675	84,546		39	14	14		16	16	14		10	14	12	
63	Tukuyu	46,340	47,456	48,480		91	92	87		77	78	78		14.3	16	16	
64	Tunduru	42,898	43,798	43,798		71	71	75		28	34	25		8	8	12	
65	Urambo	35,817	37,019	40,805		50	49	52		10	16	15		4	4	4	
66	Usa River	23,673	24,099	26,073		81	81	81		84	68	65		11	15	17	

S/N	Name of WSSA	Total Population in the service area [Nos]			Proportion of Population Living in the area with water network[%]			Population Directly Served (%)			Average Service Hours [hrs]		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
67	Ushirombo	44,616	45,954	52,988	21	22	23	11	11	10	16	16	16
68	Utete	13,464	13,559	13,844	88	88	88	33	36	40	24	24	24
69	Vwawa	57,775	59,377	61,002	63	58	64	53	31	54	5.1	5.2	5.2
	<b>TOTAL/AVG. 1</b>	<b>2,559,420</b>	<b>2,633,745</b>	<b>2,772,864</b>	<b>59</b>	<b>59</b>	<b>58</b>	<b>40</b>	<b>40</b>	<b>41</b>	<b>8.7</b>	<b>8.8</b>	<b>9.0</b>
<b>Township Water Supply and Sanitation Authorities</b>													
70	Bashnet	9,600	14,759	53,999	78	78	55	68	66	18	7	18	4.85
71	Dareda	10,456	10,738	no data	70	71	no data	66	71	no data	13	13	no data
72	Gallapo	31,471	31,843	41,039	54	54	45	34	46	32	5	3	2.5
73	Ilula	39994	37265	38,383	60	62	62.1	36	46	51	5.5	8	8
74	Isaka	21,690	22,558	23,426	23	24	24	12	11	12	5	2	8
75	Kasumulu	17,396	17,813	18,686	30	55	64	29	43	42	2	4	2
76	Kibaigwa		26,512	26,907		75	92	no data	91	96	no data	20	20
77	Magugu	34,568	35,501	36,460	69	71	78	65	69	77	5	6	12
78	Makambako	72,723	73,886	79,384	65	64	65.2	49	39	38	7.3	9	7
79	Mbalizi	61298	62953	66,011	56	58	61	57	56	57	7	7	7
80	Mikumi	nodata	19,977	21,965	nodata	no data	no data	no data	9	10	no data	10	11
81	Mlowo	29181	29979	31,609	30	30	28	10	13	3	1.5	2	5
82	Mombo	17,784	18,139	18,357	65	84	83	50	54	50	16	16	16
83	Tunduma	58,234	59,981	87,420	30	35	35	21	14	9	3.8	4	2.0
84	Turiani			47,691			90			25			24
	<b>TOTAL/AVG. 2</b>	<b>404,395</b>	<b>461,904</b>	<b>591,337</b>	<b>57</b>	<b>59</b>	<b>58</b>	<b>41</b>	<b>45</b>	<b>37</b>	<b>6.4</b>	<b>8.7</b>	<b>8.1</b>
	<b>TOTAL / AVERAGE (1+2)</b>	<b>2,963,815</b>	<b>3,095,649</b>	<b>3,364,201</b>	<b>58</b>	<b>59</b>	<b>58</b>	<b>40</b>	<b>41</b>	<b>41</b>	<b>8.4</b>	<b>8.8</b>	<b>8.8</b>

**Table A2.6: Analysis of Metering and Staff Levels**

S/N	Name of WSSA	Metering ratio (%)			Total Staff (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
District Water Supply and Sanitation Authorities													
1	Biharamulo	83.0	89.0	92.0	17.0	16.0	12.0	21.1	18.0	12.8	3	3	3
2	Bunda	88.5	91.7	94.7	18.0	24.0	19.0	13.2	16.8	12.5	3	3	3
3	Chamwino	32.3	34.0	80.9	15.0	17.0	18.0	15.7	16.2	16.9	2	2	2
4	Chunya	89	92	98	11	11	10	11.8	11	9.2	4	2	1
5	Dakawa	13.00	40.00	71.00	11	7	7	29.3	15.6	16.0	3	1	2
6	Gairo	46.2	8.9	22.6	20	20	19	96.6	89.7	87.6	1	1	1
7	Handeni	100.0	100.0	92.0	14.0	21.0	13.0	23.9	35.6	22.0	0	0	1
8	Ifakara	26.0	27.0	22.9	13.0	13.0	13.0	16.4	16.2	11.6	0	0	0
9	Igunga	97.0	100.0	100.0	19.0	18.0	16.0	17.5	15.7	10.9	2	2	2
10	Itumba-Isongole	31	31	27	15	14	14	12	11	9.2	2	2	2
11	Karagwe	98.0	100.0	65.0	16.0	16.0	14.0	32.8	31.8	27.1	2	2	1
12	Kasulu	22.0	26.7	29.5	17.0	16.0	14.0	5.6	4.9	4.0	2	2	2
13	Katesh	31.1	28.0	29.0	15.0	15.0	15.0	10.1	9.8	8.3	2	1	1
14	Kibaya	85.0	95.0	89.0	19.0	21.0	21.0	48.5	53.3	56.1	7	5	6
15	Kibondo	37.0	42.0	38.0	36.0	36.0	36.0	29.2	26.6	23.1	14	13	14
16	Kilindoni	38.9	40.0	35.9	10	9	9	24.9	22.7	22.3	0	0	0
17	Kilolo	40	42	41	6	6	6	14.6	13	12.1	1	1	1
18	Kilosa	0.0	0.0	6.0	24.0	24.0	20.0	36.0	45.2	13.8	4	4	1
19	Kilwa Masoko	93.9	93.8	94.2	24	25	24	16.7	16.0	15.0	4	6	6
20	Kiomboi	94.0	94.0	97.0	9.0	8.0	8.0	12.5	10.7	10.4	1	1	1
21	Kisarawe	35.0	33.0	34.0	11.0	11.0	11.0	26.2	24.7	23.8	0	0	0
22	Kishapu	100.0	100.0	100.0	3.0	7.0	9.0	22.9	53.8	67.7	1	3	4
23	Kondoa	23.6	56.7	54.0	22.0	23.0	21.0	7.9	6.9	6.7	3	4	3
24	Kongwa	89.0	96.0	97.5	18.0	18.0	17.0	20.4	18.3	17.0	3	3	3
25	Korogwe	100	100	100	35.0	34.0	34.0	12.3	11.2	11.0	10	12	12
26	Kyela	21	21	21	27	25	21	8	7	5.9	9	8	5
27	Liwale	84.3	92.5	89.7	24.0	26.0	26.0	15.1	15.4	14.3	3	3	3
28	Loliondo	87.0	95.0	100.0	11.0	14.0	12.0	42.1	54.1	28.6	0.0	2.0	1.0
29	Ludewa	15.1	14.8	10	6	6	6	12	11.5	11.2	0	0	0
30	Lushoto	56.0	44.0	46.0	22.0	14.0	14.0	16.2	9.0	8.6	2	4	4
31	Mafinga	69	78	84	30	28	23.0	10	9	6.9	9	10	7
32	Magu	8.0	11.0	11.0	8.0	9.0	9.0	6.8	7.3	7.3	2	2	2
33	Mahenge	2.3	13.0	13.9	9.0	12.0	14.0	12.0	12.7	20.0	2	2	2
34	Makete	83	70.1	62.2	12	14	13.0	10.2	10.9	9.5	4	3	3



S/N	Name of WSSA	Metering ratio (%)			Total Staff (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
35	Mangaka	0.0	0.0	35.0	4.0	4.0	1.0	235.3	235.3	58.8	0	0	0
36	Manyoni	100.0	100.0	100.0	15.0	13.0	9.0	9.5	7.6	4.9	3	3	3
37	Mbinga	100	100	100	21	21	19	11	10	8.3	7	8	8
38	Mbulu	88.6	90.0	88.0	23.0	23.0	24.0	14.8	13.6	13.2	4	7	4
39	Misungwi	100.0	100.0	100.0	16.0	14.0	15.0	15.0	11.4	11.1	4	4	4
40	Mkuranga	97.0	97.3	91.0	6.0	3.0	5.0	68.2	27.3	37.3	1	0	0
41	Monduli	100.0	100.0	100.0	29.0	25.0	26.0	21.2	15.0	13.9	4	2	2
42	Mpwapwa	99.9	99.9	100.0	37.0	37.0	38.0	15.9	14.2	14.0	6	6	6
43	Mugumu	13.2	16.8	17.4	10.0	12.0	7.0	9.0	10.0	5.7	2.0	4	1.0
44	Muheza	22	21	18	14	16	16	6.5	7.5	7.3	4	4	4
45	Muleba	100.0	100.0	100.0	15.0	10.0	10.0	12.3	7.1	6.1	2	1	1
46	Mwanga	77.4	100.0	100.0	25.0	26.0	27.0	15.5	15.0	14.0	8	10	9
47	Mwanhuzi	100.0	100.0	100.0	19.0	17.0	17.0	12.5	10.0	9.4	5	4	4
48	Namanyere	100	100	100	3	2	4	32.6	15.6	23.4	0	0	0
49	Namtumbo	47.5	46.2	42	11	11	12	11.6	9.6	10.1	1	1	2
50	Nansio	3.8	11.0	56.7	8.0	12.0	12.0	8.7	12.9	12.9	2	4	3
51	Ngara	91.3	94.0	100.0	16.0	19.0	19.0	7.7	8.6	7.9	3	4	4
52	Ngudu	73.2	95.9	100.0	14.0	17.0	14.0	23.6	23.4	14.9	2	3	3
53	Nzega	100.0	100.0	100.0	27.0	27.0	30.0	10.7	10.0	10.3	6	6	6
54	Orkesumet	97.0	100.0	100.0	8.0	7.0	7.0	135.6	94.6	54.7	0	0	0
55	Pangani	52.0	49.0	43.0	19.0	14.0	14.0	16.2	11.6	10.3	5	4	4
56	Ruangwa	51.0	42.8	62.0	13.0	14.0	14.0	20.2	19.6	16.7	3	1	3
57	Rujewa	2	3	7	12	10	9	7	6	5.6	3	4	3
58	Same	63.7	93.0	91.0	19.0	17.0	17.0	13.9	12.0	11.5	5	5	4
59	Sengerema	31.7	55.0	78.0	18.0	21.0	20.0	5.8	6.4	5.8	5.0	6	2.0
60	Sikonge	32	76	72.0	9	11	12	34.1	34.6	36.6	1	2	1
61	Songe	17.0	21.0	21.3	13.0	9.0	8.0	48.1	28.0	22.0	2	1	0
62	Tarime	53.6	65.2	43.9	18.0	20.0	25.0	13.9	14.8	16.7	3	4	7
63	Tukuyu	64	54	55	23	22	23	6	5	6.1	9	9	9
64	Tunduru	32	33	66	14	14	9	13.2	12.6	10.3	2	2	2
65	Urambo	66.0	69.4	78.7	13.0	15.0	11.0	49.8	51.4	35.5	1	2	2
66	Usa River	11.0	24.0	32.0	15.0	19.0	16.0	8.2	9.6	7.8	4	5	5
67	Ushirombo	100.0	100.0	100.0	12.0	12.0	12.0	45.5	41.5	36.6	8	9	8
68	Utete	100.0	100.0	100.0	18.0	18.0	18.0	34.5	28.9	25.6	3	2	2
69	Vwawa	24	26	15	11	16	19	9.7	13.1	14.0	6	6	5
	<b>TOTAL/AVG. 1</b>	<b>60</b>	<b>64</b>	<b>66</b>	<b>1,115</b>	<b>1,126</b>	<b>1,077</b>	<b>25</b>	<b>23</b>	<b>18</b>	<b>229</b>	<b>240</b>	<b>220</b>

S/N	Name of WSSA	Metering ratio (%)			Total Staff (Nos)			Staff per 1000 connections (Nos)			Female Staff (Nos)		
		2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Township Water Supply and Sanitation Authorities													
70	Bashnet	100.0	100.0	100.0	7.0	8.0	5.0	35.4	35.2	14.2	1	2	2
71	Dareda	65	71	no data	6.0	8.0	no data	18.8	23.1	no data	0	0	no data
72	Gallapo	26.6	32.0	30.0	12.0	12.0	9.0	19.2	17.2	11.0	2.0	2	1
73	Ilula	36.0	36.0	33.0	9.0	10.0	10.0	12.7	12.1	10.6	3.0	3	3
74	Isaka	100.0	100.0	100.0	11.0	11.0	9.0	113.4	106.8	100.0	5.0	5	5
75	Kasumulu	0.0	0.0	0.0	7.0	6.0	8.0	7.4	7.1	9.4	6.0	1	3
76	Kibaigwa		100.0	100.0	no data	19.0	19.0	no data	14.9	13.2		4	4
77	Magugu	47.0	71.0	54.0	17.0	20.0	19.0	27.9	24.9	17.5	3.0	3	3
78	Makambako	93.1	96.0	96.5	26.0	28.0	28.0	6.2	6.5	6.3	5.0	5	5
79	Mbalizi	47.0	57.0	60.0	27.0	29.0	29.0	7.3	6.9	6.2	12.0	15	15
80	Mikumi	-	0.0	0.0	no data	6.0	6.0	no data	29.7	29.9	-	1	1
81	Mlowo	16.4	10.0	83.0	2.0	3.0	4.0	29.9	44.8	46.5	0.0	0	0
82	Mombo	75.4	78.0	90.0	11.0	11.0	11.0	18.0	16.0	17.5	2.0	2	2
83	Tunduma	63.0	69.4	76.0	13.0	15.0	14.0	20.8	22.9	21.0	6.0	0	2
84	Turiani			69.2			20.0			16.6			6
TOTAL/AVG. 2		55.8	58.6	63.3	148	186	171	76	85	78	45	43	46
TOTAL / AVERAGE (1+2)		59.3	62.7	65.7	1,263	1,312	1,248	28	27	24	274	283	266

**Table A2.7: Analysis of Revenue Collection**

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)				Total Collections (Thousand TZS/year)	Collection Efficiency (%)				
		2013/14	2014/15	2015/16				2013/14	2014/15	2015/16	2013/14		2014/15	2015/16			
District Water Supply and Sanitation Authorities																	
1	Biharamulo	93,032	93,152	70,291	3,438	73,729	0	75,861	87,838	76,205	79,643	81.5	94.4	108.4			
2	Bunda	181,849	113,927	124,813	3,702	128,516		125,720	123,288	128,637	132,339	69.4	92.4	103.1			
3	Chamwino	73,905	50,286	86,369		86,369		60,319	63,413	54,628	54,628	81.6	126.1	63.2			
4	Chunya	146,817	107,759	112,518	32,119	144,636	163,890	131,513	193,302	112,517	144,636	104.6	70.0	100.0			
5	Dakawa	36,759	48,000	40,800		40,800		31,497	44,400	38,421	38,421	86.0	92.5	94.2			
6	Gairo	52,641	80,229	33,335		33,335		40,448	76,915	28,254	28,254	76.8	95.9	84.8			
7	Handeni	35,595	27,505	17,098	10,672	27,770	0	38,793	17,940	9,540	20,212	40.0	65.2	55.8			
8	Ifakara	43,895	56,337	96,130		96,130		41,720	69,077	78,002	78,002	95.0	94.4	81.1			
9	Igunga	283,184	317,187	323,465		323,465		274,303	276,645	288,374	288,374	90.0	87.2	89.2			
	Itumba-																
10	Isongole	52,473	75,108	84,273	0	84,273	0	54,603	48,623	66,790	66,790	59.3	60.0	79.3			
11	Karagwe	46,109	37,911	61,893	3,258	65,151	0	51,715	41,175	65,152	68,410	112.2	108.6	105.3			
12	Kasulu	146,902	212,260	173,076	27,700	200,776	0	153,745	224,754	188,995	216,695	80.2	84.3	109.2			
13	Katesh	69,124	78,183	141,471	9,078	150,549	0	60,801	59,753	75,028	84,106	73.2	76.6	53.0			
14	Kibaya	131,290	128,706	147,980	6,050	154,030	200,000	112,085	119,637	127,123	133,173	85.3	93.0	85.9			
15	Kibondo	273,998	115,535	105,002	5,876	110,878	0	126,466	115,535	103,902	109,778	96.9	84.7	99.0			
16	Kilindoni	54,179	34,746	33,705	810	34,515	3,000	27,438	26,054	22,167	22,977	34.0	75.0	65.8			
17	Kilolo	57,590	74,054	60,009	0	60,009		55,671	50,993	45,397	45,397	64.9	68.9	75.7			
18	Kilosa	96,897	51,721	54,470		54,470		74,298	58,072	47,547	47,547	76.7	112.3	87.3			
	Kilwa																
19	Masoko	157,075	293,361	204,134	11,173	215,306	100,000	170,915	193,635	150,465	161,638	82.0	66.0	73.7			
20	Kiomboi	28,295	51,154	74,730		74,730		30,579	64,679	62,983	62,983	102.6	126.4	84.3			
21	Kisarawe	61,606	67,206	57,726	809	58,535		18,990	22,839	21,311	22,120	40.0	34.0	36.9			
22	Kishapu	14,577	22,378	17,984	143	18,127	0	16,636	13,428	15,660	15,803	82.0	60.0	87.1			
23	Kondoa	220,469	172,534	240,450	44,405	284,854	0	190,977	185,468	182,350	226,754	86.6	88.2	75.8			
24	Kongwa	187,937	179,894	104,203		104,203		187,939	171,723	61,895	61,895	100.0	95.0	59.4			
25	Korogwe	225,153	265,087	242,077		242,077	100,000	359,504	257,152	231,019	231,019	96.6	88.0	95.4			
26	Kyela	141,700	150,761	90,477	1,428	91,905	17,089	118,148	101,024	50,250	51,678	82.0	62.0	55.5			
27	Liwale	99,648	111,655	84,087	11,281	95,368	0	97,320	90,843	78,848	90,129	65	81	94			
28	Loliondo	20,081	25,873	73,160	5,107	78,267	0	19,379	21,503	61,269	66,376	97	87	84			

S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2013/14	2014/15	2015/16				2013/14	2014/15	2015/16		2013/14	2014/15	2015/16
29	Ludewa	18,856	22,057	25,000		25,000	322,500	23,611	23,501	25,500	25,500	68	80	102
30	Lushoto	91,915	100,659	105,378	6,816	112,194	0	82,807	95,759	92,708	99,524	90	95	88
31	Mafinga	413,534	261,298	333,596	15,892	349,488	166,965	421,215	356,246	296,624	312,516	94	54	89
32	Magu	72,150	93,600	85,140	7,660	92,800		35,538	68,923	67,900	75,560	51	74	80
33	Mahenge	28,640	35,504	45,000		45,000		12,456	15,954	37,718	37,718	43	45	84
34	Makete	76,961	58,748	88,162	13,317	101,479	0	62,570	70,059	64,567	77,884	77	79	73
35	Mangaka	1,654	3,254	3,600	0	3,600	0	1,654	3,254	3,600	3,600		100	100
36	Manyoni	136,256	168,146	156,023		156,023		110,364	147,391	137,300	137,300	81	88	88
37	Mbinga	199,378	208,575	200,091	7,964	208,055	100,000	194,856	197,813	171,201	179,165	98	95	86
38	Mbulu	122,700	141,937	123,115	16,877	139,991	0	160,857	141,881	107,251	124,128	93	86	87
39	Misungwi	112,754	113,377	111,356	5,861	117,217		108,566	155,594	151,302	157,163	104	137	136
40	Mkuranga	9,768	13,549	26,441	850	27,291	0	11,047	10,368	17,866	18,716	78	77	68
41	Monduli	248,663	304,455	355,807	4,334	360,141	0	324,893	290,007	277,210	281,543	97	96	78
42	Mpwapwa	226,002	264,678	264,000		264,000		260,076	235,558	159,423	159,423	94	89	60
43	Mugumu	78,732	81,384	74,927	403	75,329		77,373	81,600	78,120	78,523	59.0	100.3	104.3
44	Muheza	60,715	78,949	85,593	2,631	88,224	0	50,461	58,989	63,112	65,743	81.0	75.0	73.7
45	Muleba	136,499	170,919	201,123	4,067	205,190		209,893	217,924	204,159	208,226	153.8	127.5	101.5
46	Mwanga	126,983	119,669	170,130		170,130	8,000	64,785	78,108	140,834	140,834	61.0	65.3	82.8
47	Mwanhuzi	324,493	278,540	267,851	5,402	273,253		232,748	250,506	222,095	227,496	73.0	89.9	82.9
48	Namanyere	6,119	16,780	27,620	0	27,620	0	7,191	11,092	18,169	18,169	81.5	79.4	65.8
49	Namtumbo	76,370	74,841	65,297	8,331	73,628	96,006	64,913	46,245	38,634	46,965	51.4	56.0	59.2
50	Nansio	36,864	17,506	17,987	1,751	19,738		17,148	40,190	21,724	23,475	46.5	229.6	120.8
51	Ngara	194,978	119,855	144,352	36,088	180,440		157,681	158,691	180,440	216,528	93.9	132.4	125.0
52	Ngudu	65,479	63,988	125,775	24,648	150,424		36,650	65,172	150,554	175,202	56.0	101.9	119.7
53	Nzega	455,684	420,090	437,060	118,818	555,879		290,826	310,865	227,676	346,494	65.0	74.0	52.1
54	Orkesumet	54,418	53,786	55,131	0	55,131	0	53,822	58,791	52,869	52,869	96.6	100.0	95.9
55	Pangani	99,248	87,584	60,748	2,148	62,896	200,000	69,553	70,033	47,472	49,621	60.0	80.0	78.1
56	Ruangwa	58,956	90,348	92,942	8,853	101,795	200,000	54,253	66,856	74,995	83,848	59.4	74.0	80.7
57	Rujewa	93,255	133,386	134,166	0	134,166	0	42,824	59,527	54,983	54,983	42.1	41.6	41.0
58	Same	146,951	151,024	153,019	63,947	216,966	0	362,051	120,790	130,896	194,842	97.0	80.0	85.5
59	Sengerema	213,971	215,405	304,266	76,066	380,332	0	144,584	182,222	242,817	318,883	52.8	84.6	79.8
60	Sikonge	115,600	23,898	11,399		11,399		8,054	14,968	9,519	9,519	7.0	62.6	83.5



S/N	Name of WSSA	Water Sales Revenues (Thousand TZS/year)			Other operating income (Thousand TZS/year)	Total operating income (Thousand TZS/year)	Capital Grants (Thousand TZS/year)	Revenue Collection from Water Sales (Thousand TZS/year)			Total Collections (Thousand TZS/year)	Collection Efficiency (%)		
		2013/14	2014/15	2015/16				2013/14	2014/15	2015/16		2013/14	2014/15	2015/16
61	Songe	28,972	38,720	73,267	3,892	77,159	0	24,028	25,787	62,667	66,559	82.9	67.0	85.5
62	Tarime	96,388	167,335	125,370	6,268	131,638		88,175	131,596	83,778	90,046	80.0	78.6	66.8
63	Tukuyu	190,999	195,974	191,155	9,745	200,899	22,000	157,198	159,474	180,884	190,628	78.4	46.0	94.6
64	Tunduru	97,156	75,456	139,131	2,000	141,131	0	50,403	82,818	95,039	97,038	49.5	69.0	68.3
65	Urambo	57,517	63,477	45,032		45,032		57,516	59,978	65,910	65,910	100.0	94.5	146.4
66	Usa River		86,739	106,950	7,163	114,113		86,760	101,640	90,501	97,664	91.7	97.0	84.6
67	Ushiroambo	57,233	44,427	46,956	5,217	52,173	0	53,038	45,112	53,373	58,590	92.7	101.5	113.7
68	Uteete	60,629	63,571	82,170	13,345	95,515	0	42,103	50,555	81,577	94,922	75.4	79.5	99.3
69	Vwawa	59,819	65,292	35,017	5,079	40,096	46,990	37,802	47,211	23,890	28,969	59.8	67.0	68.2
TOTAL/AVG. 1		7,786,039	7,831,289	8,152,869	662,480	8,815,349	1,746,441	7,099,723	7,228,756	6,779,583	7,442,063	77.3	85.8	85.0
Township Water Supply and Sanitation Authorities														
70	Bashnet	13,091	21,550	30,297	7,010	37,307	154,951	18,780	26,562	29,266	36,276	95.0	100.0	96.6
71	Dareda	14,693	8,576			0		13,114	7,644		0	89.0	87.8	no data
72	Gallapo	48,274	39,825	35,020	3,091	38,111	0	27,694	32,440	23,918	27,009	57.4	75.5	68.3
73	Ilula	72097	78651	84,476		84,476	8,520	36,795	57,613	75,953	75,953	66.4	73.3	89.9
74	Isaka	9,681	1,747	1,863	163	2,026			1,261	650	813		72.2	34.9
75	Kasumulu	6,384	12,631	9,570	0	9,570	150,000	9,149	10,146	8,134	8,134	143.3	80.0	85.0
76	Kibaigwa	0.00	350,436	351,858		351,858	368,833	0	304,871	351,858	351,858	0.0	87.0	100.0
77	Magugu	85,212	102,966	103,317	33,517	136,834	0	114,838	101,457	101,564	135,081	102.0	99.0	98.3
78	Makambako	285,080	237,468	251,264	28,013	279,277	14,412	245,102	294,991	224,447	252,460	129.0	100.0	89.3
79	Mbalizi	209001	274576	240,916	82,352	323,268	21,508	306,745	227,640	252,460	334,812	63.7	83.0	104.8
80	Mikumi	-	35,476	75,412		75,412		-	26,548	21,232	21,232	-	74.8	28.2
81	Mlowo	1820	0	1,443	0	1,443	28,500	1,274	0	723	723	11.6	0.0	50.1
82	Mombo	47,129	65,148	51,267	27,030	78,297	0	53,078	47,546	30,058	57,088	63.0	65.0	58.6
83	Tunduma	41,250	20,040	19,784	0	19,784	50,000	15,341	14,636	9,985	9,985	27.9	69.0	50.5
84	Turiani			78,090		78,090				47,170	47,170			60.4
TOTAL/AVG. 2		833,712	1,249,089	1,256,487	181,175	1,437,663	796,724	841,910	1,153,354	1,130,247	1,311,423	70.7	76.2	73.4
TOTAL / AVERAGE (1+2)		8,619,751	9,080,378	9,409,356	843,655	10,253,011	2,543,164	7,941,633	8,382,110	7,909,830	8,753,485	76.3	84.1	83.1

**Table A2.8: Analysis of Expenditure**

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)		Depreciation Costs (Thousand TZS/year)		Total O&M Expenditure (Thousand TZS/year)		
		2014/15	2015/16	2014/15	2015/16	2013/14	2014/15	2015/16
District Water Supply and Sanitation Authorities								
1	Biharamulo		86,954		no data	142,362	115,569	96,876
2	Bunda		85,586		no data	242,720	268,292	118,592
3	Chamwino		11,718		no data	88,985	85,875	121,261
4	Chunya	82,541	47,747	no data	15,548	255,763	211,003	308,166
5	Dakawa		9,875		no data	34,641	46,567	39,024
6	Gairo		15,769		no data	43,868	73,115	27,316
7	Handeni	86,195	75,775	no data	no data	37,616	144,135	119,876
8	Ifakara		15,169		no data	40,479	53,865	64,656
9	Igunga		131,669		no data	58,526	276,645	359,588
10	Itumba-Isongole	no data	38,228	no data	no data	76,477	65,278	58,064
11	Karagwe		35,512		no data	101,383	135,779	88,529
12	Kasulu		97,911		no data	153,824	224,990	176,192
13	Katesh	86,691	107,220	no data	no data	101,285	123,133	168,730
14	Kibaya	73,267	95,278	no data	no data	116,377	144,711	163,530
15	Kibondo		64,460		no data	94,194	83,745	110,540
16	Kilindoni		7,803		no data	47,501	45,300	46,964
17	Kilolo	17,221	22,424	no data	0	55,582	46,974	43,043
18	Kilosa		50,320		no data	71,735	57,005	56,466
19	Kilwa Masoko		68,248		18,126	191,511	153,129	181,980
20	Kiomboi		6,928		no data	48,417	52,546	80,169
21	Kisarawe		5,915		59,802	54,044	30,551	78,491
22	Kishapu		10,880		no data	16,636	7,855	13,650
23	Kondoa		54,544		no data	157,893	182,672	212,854
24	Kongwa		56,396		no data	155,245	164,229	66,287
25	Korogwe	114,849	112,838		no data	359,020	344,786	341,769
26	Kyela	27,781	no data	no data	no data	117,393	101,421	92,492
27	Liwale		51,922		68,438	96,252	93,564	96,895
28	Loliondo	50,060	59,872		no data	59,872	67,528	110,545
29	Ludewa	4,263	2,400	no data	5,600	24,101	15,785	22,000
30	Lushoto	85,919	91,876		no data	95,340	151,063	143,677
31	Mafinga	66,505	90,241	no data	no data	500,395	291,833	409,008
32	Magu		64,279		no data	115,711	120,331	131,779
33	Mahenge		78,328		no data	11,560	19,159	38,402
34	Makete	26,084	29,832	no data	no data	61,397	68,560	80,820
35	Mangaka		1,900		no data	1,101	1,550	2,520
36	Manyoni		16,169		no data	104,656	190,091	129,239
37	Mbinga	84,722	99,378	41,729	37,402	171,487	186,521	188,129
38	Mbulu	111,008	77,057		no data	161,211	204,164	145,615
39	Misungwi		30,422		57,321	247,674	263,427	453,384
40	Mkuranga		22,440		no data	9,400	11,157	38,481
41	Monduli	103,447	131,764		3,249	343,089	329,163	374,300
42	Mpwapwa	88,828	94,422		no data	255,336	228,571	225,362
43	Mugumu		20,236		no data	151,200	191,232	182,050
44	Muheza	60,922	66,604		no data	91,854	103,179	85,264
45	Muleba		148,644		11,794	167,620	267,436	266,294
46	Mwanga	121,133	151,579	51,432	50,638	357,964	277,309	376,541
47	Mwanhuzi		52,030		no data	228,533	239,527	221,831
48	Namanyere	no data	no data	no data	no data	4,870	9,498	18,169
49	Namtumbo	31,581	25,959	no data	0	73,644	55,226	58,282
50	Nansio		6,533		no data	53,148	40,190	21,724

S/N	Name of WSSA	Personel Costs (Thousand TZS/year)		Depreciation Costs (Thousand TZS/year)		Total O&M Expenditure (Thousand TZS/year)		
		2014/15	2015/16	2014/15	2015/16	2013/14	2014/15	2015/16
51	Ngara		11,950		no data	127,915	134,717	152,858
52	Ngudu		86,954		32,645	95,820	139,174	205,487
53	Nzega		95,736		no data	241,446	318,097	765,925
54	Orkesumet	45,420	38,423		no data	50,170	66,814	64,656
55	Pangani	193,654	194,095		no data	254,485	264,180	223,764
56	Ruangwa		30,228		no data	104,661	93,256	112,901
57	Rujewa	34,107	36,300	no data	no data	29,090	63,928	72,659
58	Same	94,313	95,811		33,027	372,382	275,927	327,139
59	Sengerema		65,174		no data	271,598	278,222	232,177
60	Sikonge		33,827		no data	74,880	56,745	50,280
61	Songe	46,950	53,070		no data	29,344	65,680	64,099
62	Tarime		59,848		no data	117,837	126,851	137,056
63	Tukuyu	108,627	101,677	73,780	73,896	309,914	285,858	281,958
64	Tunduru	31,868	10,000	no data	0	48,276	39,308	88,644
65	Urambo		22,764		no data	71,191	76,228	76,244
66	Usa River	22,625	33,262		no data	73,480	123,245	132,835
67	Ushirombo		11,622		no data	72,276	68,228	75,097
68	Utete		107,445		73,449	100,220	107,319	159,733
69	Vwawa	63,182	56,322	no data	5,761	98,374	114,290	88,249
<b>TOTAL/AVG. 1</b>		<b>1,963,763</b>	<b>3,873,561</b>		<b>546,696</b>	<b>8,794,253</b>	<b>9,363,300</b>	<b>10,367,174</b>
<b>Township Water Supply and Sanitation Authorities</b>								
70	Bashnet	19,518.6	15,424		no data	31,817	30,215	31,635
71	Dareda		6,935.5		no data	14,590	13,547	no data
72	Gallapo	40,437.2	29,220		no data	58,073	50,445	39,077
73	Ilula	32271.1	34555	no data	no data	56,314	56,035	74,463
74	Isaka		no data		no data	11,181	515	506
75	Kasumulu	no data	1359	no data	no data	1,585	9,966	12,906
76	Kibaigwa		no data		no data	0	311,400	381,739
77	Magugu	83,697.6	91,817		no data	126,650	153,810	155,057
78	Makambako	175,865.2	209,876.0	27940.7	26,821	257,508	315,906	296,164
79	Mbalizi	122,571.2	121,820.0	14742	18,208	319,063	360,783	367,008
80	Mikumi		no data		no data	-	35,810	23,107
81	Mlowo	no data	3,678.0	no data	289,804.76	188	2,003	7,304
82	Mombo	42,531.7	43,497.7		no data	89,668	89,984	79,054
83	Tunduma	5,490.2	5,760.9	no data	258,855.16	121,034	293,962	30,946
84	Turiani		19,234.3		no data			27,936
<b>TOTAL/AVG. 2</b>		<b>522,383</b>	<b>563,943</b>	<b>42,683</b>	<b>593,689</b>	<b>1,087,670</b>	<b>1,724,380</b>	<b>1,498,966</b>
<b>TOTAL / AVERAGE (1+2)</b>		<b>2,486,146</b>	<b>4,437,504</b>	<b>42,683</b>	<b>1,140,385</b>	<b>9,881,923</b>	<b>11,087,680</b>	<b>11,866,140</b>





## **APPENDIX 3**

# **COMPLIANCE WITH REGULATORY OBLIGATIONS**

### **(Reporting and Tariff Conditions)**

**Table A3.1: DT WSSAs Board of Directors Status as at October, 2016 and Status of Report Submission**

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
District Water Supply and Sanitation Authorities					
1	Biharamulo	Yes	No	Tenure of the Board expired on 12 <sup>th</sup> May, 2016. Proposed names submitted to PO-RALG for consideration and approval.	Submitted annual report
2	Bunda	Yes	Yes	The Board has been appointed since 1 <sup>st</sup> July, 2015.	Submitted annual report
3	Chamwino	Yes	No	The tenure of the Board expired in May 2016.	Submitted annual report
4	Chunya	Yes	No	Tenure of the Board expired (Corrected Names sent to RAS Mbeya in August, 2015)	Submitted annual report
5	Dakawa – Mvomero	Yes	Yes	New Board established in August,2015	Submitted annual report
6	Handeni	Yes	No	Tenure of the Board expired since 30 <sup>th</sup> August 2011. Re-nominated new members’ names have been submitted to Tanga Regional Administrative Secretary since 23 <sup>rd</sup> February 2015 for further consideration and submission to PO-RALG.	Submitted annual report
7	Gairo	Yes	Yes	Board in place since, February,2015	Submitted annual report
8	Ifakara	Yes	Yes	The Board in place since November, 2013	Submitted annual report
9	Igunga	Yes	Yes	The Board is in place Since August, 2016	Submitted annual report
10	Isikizya (Uyui)	No	No	Board has not been appointed	Not Submitted
11	Itumba-Isongole	Yes	Yes	The Board was appointed on July, 2016	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
12	Karagwe	Yes	Yes	The Board was appointed in September 2016.	Submitted datasheet
13	Kasulu	Yes	Yes	Board established on July, 2016	Submitted annual report
14	Karatu	No	No	Management is in place, establishment of Board of directors is underway. When Board is established, it will enter into agreement with existing operator KAVIWASU which is the Board of Trustee	Not Submitted
15	Katesh	Yes	Yes	Board is in place since September 2015	Submitted annual
16	Kibaya	Yes	Yes	Board is in place since October 2015	Submitted annual report
17	Kibondo	Yes	No	Tenure of the Board expired since December, 2014. Proposed names submitted to PO-RALG for consideration and approval.	Submitted data sheet
18	Kilindoni	Yes	Yes	Board is in place since April 2014	Submitted annual report
19	Kilolo	Yes	Yes	New Board in place since August 2016	Submitted data sheet
20	Kilosa	Yes	Yes	The board has been established since August. 2016.	Not Submitted
21	Kilwa Masoko	Yes	Yes	The Board is in place since September 2016	Submitted annual report
22	Kiomboi	Yes	Yes	The Board established on September, 2016	Submitted annual report
23	Kisarawe	Yes	Yes	The Board is in place since September 2016	Submitted annual report
24	Kishapu	Yes	Yes	Board was appointed in September, 2016	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
25	Kondoa	Yes	Yes	The board is in place since 01 <sup>st</sup> July, 2014	Submitted annual report
26	Kongwa	Yes	Yes	The board is in place since June 2013	Submitted annual report
27	Korogwe	Yes	No	The tenure of the board expired in June, 2013	Submitted annual report
28	Kyela	Yes	No	Tenure of the Board expired since 2014, proposed names of Board members already sent to RAS for submission to PO-RALG for appointment	Submitted annual report
29	Liwale	Yes	No	The tenure of the Board expired since 24 <sup>th</sup> June 2016. New nominated Board members submitted to PO-RALG for consideration and approval	Submitted annual report
30	Loliondo	Yes	Yes	Board in place since September, 2016	Submitted annual report
31	Longido	Yes	Yes	The Board is in place since May 2014. However, the Board is not operational due to the fact that the process for handing over of the Water Supply project from the Village Water Committee to the Authority has not been finalized.	Not Submitted
32	Ludewa	Yes	Yes	The Board is in place since February 2014	Submitted annual report
33	Lushoto	Yes	Yes	The Board is in place since February 2014	Submitted annual report
34	Mafinga	Yes	Yes	Board in place since August 2014	Submitted annual report
35	Magu	Yes	Yes	Board in place since May, 2014.	Submitted data sheet



No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
36	Mahenge	Yes	No	New nominated Board members submitted to PO-RALG for consideration and approval	Submitted annual report
37	Makete	Yes	Yes	The Board is in place since July 2014	Submitted annual report
38	Mangaka	Yes	Yes	The Board is in Place since September 2016	Submitted annual report
39	Manyoni	Yes	Yes	The Board was appointed in September, 2016	Submitted data sheet
40	Mbinga	Yes	Yes	The Board is in place since March 2014	Submitted annual report
41	Mbulu	Yes	No	Tenure of the Board expired February 2015. Proposed names have been submitted to PO-RALG in July 2015 for consideration and approval.	Submitted annual report
42	Misungwi	Yes	Yes	The Board is in place since 2 <sup>nd</sup> May 2014	Submitted annual report
43	Mkuranga	Yes	No	The tenure of the Board expired since January 2016. New nominated submitted to PO-RALG for consideration and approval	Submitted annual report
44	Monduli	Yes	Yes	The Board in Place since February 2014.	Submitted annual report
45	Mpwapwa	Yes	Yes	The board is in place since 1 <sup>st</sup> February 2015.	Submitted annual report
46	Mugumu	Yes	Yes	Board appointed on July, 2016	Submitted data sheet
47	Muheza	Yes	No	The tenure of the Board expired in March, 2016.	Submitted annual report
48	Muleba	Yes	Yes	Board established since September, 2016	Submitted data sheet

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
49	Mwanga	Yes	Yes	The board is in place since May 2014.	Submitted annual report
50	Mwanhuzi	Yes	No	Tenure of the Board expired 30 <sup>th</sup> June, 2016 Proposed names submitted to RAS for consideration and approval by PO-RALG	Submitted annual report
51	Namanyere	Yes	Yes	The Board is place since June 2014	Submitted data sheet
52	Namtumbo	Yes	Yes	The Board is place since November 2015	Submitted annual report
53	Nansio	Yes	No	Names for new Board members that were proposed in 2010 have been returned to the Authority for verification before sent back	Submitted annual report
54	Ngara	Yes	Yes	Board in place since October 2014.	Submitted annual report
55	Ngudu	Yes	Yes	The Board is in place since May 2014	Submitted annual report
56	Nzega	Yes	Yes	The Board was appointed in September, 2016.	Submitted annual report
57	Orkesumet	Yes	Yes	The Board was appointed in September, 2016	Submitted data sheet
58	Pangani	Yes	Yes	The Board was established since October, 2015.	Submitted annual report
59	Ruangwa	Yes	Yes	The Board is in place since September 2016	Submitted annual report
60	Rujewa	Yes	No	The Tenure of the Board expired. Proposed names for New Board sent to RAS-Mbeya in June 2014.	Submitted annual report
61	Same	Yes	Yes	The Board is in place since 2014.	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
62	Sengerema	Yes	Yes	New Board is in place since May 2014.	Submitted data sheet
63	Sikonge	Yes	Yes	The Board is in place since July, 2016	Submitted annual report
64	Songe	Yes	Yes	The Board is in place since June 2013	Submitted annual report
65	Tarime	Yes	No	The Board expired since 2012. The names have been submitted to PO-RALG for consideration. No response yet	Submitted data sheet
66	Tukuyu	Yes	Yes	The Board is in place since July 2015	Submitted annual report
67	Tunduru	Yes	No	Tenure of the Board expired in March, 2016. Proposed names for new Board members submitted to PO-RALG for consideration and approval.	Submitted data sheet
68	Urambo	Yes	Yes	The Board is in place since 30 <sup>th</sup> July, 2015.	Submitted annual report
69	Usa River	Yes	Yes	New Board appointed on July 2015.	Submitted annual report
70	Ushirombo	Yes	Yes	The Board expired since 26 <sup>th</sup> March, 2016. The names have been submitted to PO-RALG for consideration.	Submitted annual report
71	Utete	Yes	Yes	The tenure of the Board expired since February 2016. New nominated Board names submitted to PO-RALG for consideration and approval.	Submitted annual report
72	Vwawa	Yes	No	Tenure of the Board expired in May, 2016. Proposed names for new Board submitted to RAS for consideration and forwarding to PO-RALG for approval.	Submitted annual report

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
Township Water Supply and Sanitation Authorities					
73	Bashnet	Yes	Yes	The Board was established since September, 2016	Submitted annual report
74	Bonga	No	No	No Board and Management of WSSA	Not Submitted
75	Chala	Yes	Yes	The Board was appointed by PO -RALG and were informed by letters on 23/09/2014. The tenure is from 20/06/2014 to 20/06/2017.	Not Submitted
76	Dareda	Yes	No	Tenure of the Board expired February 2015. The utility is not operational since December 2014 due to the existing conflict of which the community is opposing the existence Water Board. Currently operational issues are under Village Water Committee.	Not Submitted
77	Didia	No	No	No Board and Management of WSSA	Not Submitted
78	Gallapo	Yes	No	Tenure of the Board expired February 2015. Proposed names have been submitted to Manyara Regional Administrative Secretariat July 2015 for consideration and approval.	Submitted annual report
79	Ilula	Yes	Yes	New Board in place since July, 2015	Submitted annual report
80	Isaka	Yes	Yes	The new Board is in place since October, 2016.	Submitted data sheet
81	Iselamagazi	No	No	Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not Submitted



No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
82	Jomu (Tinde)	No	No	Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not Submitted
83	Kasumulu	Yes	No	Tenure of the Board expired February, 2016. Proposed names submitted to RAS for consideration and forwarding to PO-RALG for approval.	Submitted annual report
84	Kibaigwa	Yes	Yes	New Board in place since May, 2015	Submitted annual report
85	Laela	No	No	There has not established a board (Names sent to RAS in April, 2015)	Not Submitted
86	Lalago	No	No	Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not Submitted
87	Maganzo	Yes	Yes	Board was appointed on September 2016, Management is not in place. Water Supply services are managed by Village Water Committee	Not Submitted
88	Magugu	Yes	Yes	Board appointed in July, 2016	Submitted annual report
89	Makambako	Yes	Yes	New Board in place since September, 2016	Submitted annual report
90	Malampaka	No	No	Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not Submitted

No.	Name of WSSA	Established Board of Directors After WSSA Declaration	Current Status	Progress in Formulating the Board	Report Submission for 2015/16 or Annual Data Sheet
			Active (YES) or Not Active (NO)		
91	Mbalizi	Yes	Yes	New Board in place since September, 2016	Submitted annual report
92	Mikumi	Yes	No	The tenure of the Board expired since 28 <sup>th</sup> August, 2014.	Submitted annual report
93	Mlowo	Yes	No	Tenure of the Board expired in May, 2016. Proposed names submitted to RAS for consideration and forwarding to PO-RALG for approval.	Submitted data sheet
94	Mombo	Yes	Yes	The Board is in place since September, 2016.	Submitted annual report
95	Sangang' walugesha	No	No	Not operational because neither Board nor Management of WSSA has been established. The Water Authority not physically established. Water supply service managed by Village Water Committee.	Not Submitted
96	Tunduma	Yes	No	Tenure of the Board is expired February, 2016. Proposed names submitted to RAS for consideration and forwarding to PO-RALG for approval.	Submitted data sheet
97	Turiani	Yes	Yes	New Board has started since February, 2015.	Submitted annual report

**Table A3.2: Evaluation of DT WSSAs Compliance with Tariff Order Conditions**

**A3.2(i): Ifakara WSSA (Order No 15-016 of 1<sup>st</sup> November, 2015)**

Condition	Due Date	Compliance	Remarks
1. On or before, 31 <sup>st</sup> December, 2015, Ifakara WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order	31 <sup>st</sup> December, 2015	100%	Submitted a reviewed Business Plan
2. On or before 30 <sup>th</sup> June, 2016, Ifakara WSSA shall install water meters to all Commercial, Institutions and worship houses customers	30 <sup>th</sup> June, 2016	0%	By due date Ifakara WSSA managed to install 53 meters for domestic customers and only one meter for the category of other connections.
3. On or before 31 <sup>st</sup> December, 2015, Ifakara WSSA shall submit an action plan for the implementation of the projects detailed in the second schedule. The projects shall be implemented using funds generated from the approved tariffs	31 <sup>st</sup> December, 2015	0%	Not submitted the plan
4. Ifakara WSSA shall ensure that they prepare financial reports and the same shall be audited by CAG		0%	
5. Ifakara WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		90%	Submitted all quarterly and annual reports for the reported period, with exception of Financial Statements
<b>OVERALL PERFORMANCE</b>	<b>5 Conditions</b>	<b>38%</b>	

### A3.2 (ii): Mpwapwa WSSA (Order No 2016-004 of 1<sup>st</sup> February, 2016)

Condition	Due Date	Compliance	Remarks
1. On or before, 30 <sup>th</sup> April, 2016, Mpwapwa WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order.	30 <sup>th</sup> April, 2016	0%	Not submitted
2. Mpwapwa WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariff.		25%	Procurement and installation of 37 water meters and replacement of damaged electric motors.
3. On or before 30 <sup>th</sup> June, 2016, Mpwapwa WSSA shall replace damaged electric motors for Kikombo and Mji Mpya Boreholes, in order to increase water production.	30 <sup>th</sup> June, 2016	100%	All damaged electric motors have been replaced
4. On or before 30 <sup>th</sup> June, 2016, Mpwapwa WSSA shall install water meters to all Commercial, Institutions and worship houses customers.	30 <sup>th</sup> June, 2016	100%	All Commercial, Institutions and Worship houses are metered
5. On or before 30 <sup>th</sup> June, 2016, Mpwapwa WSSA shall prepare and submit a Client Service Charter, which may include among other things, obligations of the customers with regard to bill payments.	30 <sup>th</sup> June, 2016	0%	Not submitted
6. Mpwapwa WSSA shall attain the Key Performance Indicators as shown in the Third Schedule to this order.	30 <sup>th</sup> June, 2016	49%	
7. Mpwapwa WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		20%	Only Annual Progress Report was submitted. Quarterly Progress Reports were not submitted
<b>OVERALL PERFORMANCE</b>		<b>42%</b>	



**A3.2(iii): Kongwa WSSA (Order No 2016-008 of 1<sup>st</sup> April, 2016)**

Condition	Due Date	Compliance	Remarks
1. On or before, 30 <sup>th</sup> April, 2016, Kongwa WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order	30 <sup>th</sup> April, 2016	0%	Plan not submitted
2. Kongwa WSSA shall implement projects detailed in the Second Schedule by using funds generated from the approved tariff	30 <sup>th</sup> June, 2016	0%	Only one condition falling under reported period, which is the replacement of broken down motor at Mnyakongo Borehole. The condition was not implement by due date
3. Kongwa WSSA shall attain the Key Performance Indicators as shown in the Third Schedule to this order		36.5%	
4. Kongwa WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA		20%	Submission of Annual Progress Report only. Not submitted a single Quarterly Progress Report
<b>OVERALL PERFORMANCE</b>	<b>4 conditions</b>	<b>14%</b>	

**A3.2(iv):: Kiomboi WSSA (Order No 2015-008 of 1<sup>st</sup> September, 2015)**

Condition	Due Date	Compliance	Remarks
1. On or before 31 <sup>st</sup> December, 2015, Kiomboi WSSA shall submit an action plan for the implementation of the projects detailed in the second schedule. The projects shall be implemented using funds generated from the approved tariffs.	31 <sup>st</sup> December, 2015	0%	Not Submitted.
2. On or before 31 <sup>st</sup> December 2015, Kiomboi WSSA shall submit a revised Business Plan that incorporates the approved tariffs and implementation of conditions of this Order.	31 <sup>st</sup> December, 2015	0%	Not Submitted.
3. Kiomboi WSSA shall continue to provide EWURA with information about its financial and operating conditions in accordance with the requirement of EWURA.		90%	Submitted all monthly MajIs Reports and Annual Report for 2015/16, with exception of Financial Statement
<b>OVERALL PERFORMANCE</b>	<b>2 Conditions</b>	<b>30%</b>	

### A3.2(v): Ngudu WSSA (Order № 2015-009 of 1st September, 2015)

Condition	Due date	Compliance	Remarks
1. On or before 31st December, 2015 NGUWASA shall submit to EWURA an action plan for the implantation of projects outlined in the Second Schedule of this Order which shall be implemented using own funds which shall be generated from the approved tariffs.	31 <sup>st</sup> December, 2015	100%	During the reporting period, NGUWASA had submitted to EWURA an action plan.
2. On or before 31st December, 2015, NGUWASA shall submit a revised Business Plan that has incorporated the approved tariffs and conditions of this order	31 <sup>st</sup> December, 2015	100%	During the reporting period, NGUWASA had submitted to EWURA a revised Business Plan
3. On or before 31st December, 2015 NGUWASA shall use revenue from service charge for maintenance of customer service connections from the main distribution line to the customer water meter, bills processing and delivery, meter reading and meter service in accordance to Section 43 (1) of Water Supply Regulations, 2013.	31 <sup>st</sup> December, 2015	70%	During the reporting period, NGUWASA reported to have started using revenue from service charge for maintenance of customer service connections of PN 8 (Class B) and above. Service connections of PN 6 (Class A) are currently incurred by customers.
4. On or before 31st December, 2015, NGUWASA shall install chlorination facilities at its water storage tanks, which will be used for water disinfection particularly when water is produced from NGUWASA's boreholes	31 <sup>st</sup> December, 2015	100%	During the reporting period, MGUWASA reported to have installed chlorination facility at NGUWASA storage tank.
5. NGUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate NGUWASA's performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in evaluating the reasonableness of all future requests for tariff adjustment.	Continuous	50%	NDUWASA submitted timely the Annual Report. All quarterly reports and Draft Financial statement were submitted late.
<b>Overall Compliance</b>	<b>5 conditions</b>	<b>84%</b>	

### A3.2 (vi): Evaluation Criteria for Compliance with Tariff Order Conditions

(1) For those conditions requiring submission of plans, and due date is within the reporting period but the actual implementation of the those conditions is beyond the reporting period.(Here the deadline considered is the date for submission of a plan)		
Submission of a plan in time		100%
Late submission of a plan		50%
(2) For those conditions requiring submission of plans and date due for their submissions is within the reporting period as well as the actual implementation of the conditions is also within the reporting period.(Here the deadline is the date set for implementation of a condition)		
Submission of plan in time		25%
Late submission		15%
Implementation of a plan (Full compliance).		75%
If it involves production of a document, that will need dissemination to the public, the 75% will be apportioned as follows:		
(a) Completion of developing and producing a working document		40%
(b) Dissemination, opinion collection and reviewing to make a final document for use		35%
(3) For conditions requiring submission of evidence for their implementation or requiring documents and others, with due date within the reporting period:		
Submission of the evidence,(Full compliance)		100%
Late submission of evidence		75%
(4) For the condition which involves implementation of an activity		
If fully implemented in time		100%
If implementation is ongoing		50%
If not implemented		0%
If fully implemented but delayed		75%



## **APPENDIX 4:**

### **LIST AND EXPLANATION FOR DT WSSAs THAT DID NOT SUBMIT REPORTS**

**Table A4.1: List of WSSAs not submitted Annual Report or Data for FY 2015/16**

S/N	Name of WSSA	Region	Explanations	Remarks
1	Bonga	Manyara	The Board of Directors has not yet been appointed. The area is within Babati WSSA water supply and sanitation service area. Currently water supply services has been extended to Bonga by Babati WSSA	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
2	Chala	Rukwa	Chala WSSA has not been able to operate for FY 2015/16 due to the fact that handing over part of infrastructure constructed by Roman Catholic Church, Diocese of Sumbawanga, has not been concluded.	Start submission of Reports in the next FY
3	Didia	Shinyanga	Water supply services are under community owned organization (water committee).	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
4	Iselemagazi	Shinyanga	Water supply services are under community owned organization (water committee).	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
5	Isikizya (Uyui)	Tabora	The town has neither a Water Authority nor a Water Board in place, though it was gazetted in 2005 as a water board. The management of the shallow wells is through the Water User Groups (WUG's) which operate as commercial entities. The WUG's are responsible for collection and management of revenue from the water sales.	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
6	Karatu	Arusha	Declared as WSSA in Government gazette notice No. 29 on 30 <sup>th</sup> January 2004. The Board of Directors and Management has not been established. Water supply services are provided by the legally established Board of Trustee which is Karatu Village Water Supply (KAVIWASU).	Board of WSSA should be appointed and start submission of Reports in the next FY

S/N	Name of WSSA	Region	Explanations	Remarks
7	Laela	Rukwa	Declared as WSSA in Government gazette notice No. 353 on 17th September 2004. The Board of Directors and Management has not been established.	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
8	Lalago	Shinyanga	Water supply services are under community owned organization (water committee).	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
9	Longido	Arusha	The Board of Directors has been appointed. However, handing over of the water supply scheme from the village committee to the Water Authority has not been concluded. Water supply services are under community owned organization (water committee).	The Board and Management should finalize handing over logistics and start submission of the Reports in the next FY
10	Maganzo	Shinyanga	There are no Technical, Commercial and Financial operations because there are no public water schemes in Maganzo. Vendors sell water from Songwa dam at TZS 150.00 and TZS 200.00 per 20litres bucket during wet and dry season respectively.	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
11	Malampaka	Shinyanga	Water supply services are under community owned organization (water committee).	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
12	Sangang' walugesha	Shinyanga	Water supply services are under community owned organization (water committee).	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
13	Tinde	Shinyanga	Water supply services are under community owned organization (water committee).	Board and Management of WSSA should be appointed and start submission of Reports in the next FY
14	Dareda	Manyara	For FY 2015/16, Dareda WSSA had ownership conflicts that led the utility to operate as a community water scheme.	Board and Management of WSSA should be appointed and start submission of Reports in the next FY







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