



THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF ENERGY

ENERGY AND WATER UTILITIES  
REGULATORY AUTHORITY  
(EWURA)



# WATER UTILITIES PERFORMANCE REVIEW REPORT FOR FINANCIAL YEAR 2022/23

MARCH 2024





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## TABLE OF CONTENTS

<b>CHAIRMAN'S STATEMENT .....</b>	<b>v</b>
<b>FOREWORD .....</b>	<b>vi</b>
<b>ABBREVIATIONS AND ACRONYMS.....</b>	<b>vii</b>
<b>MEASUREMENT UNITS AND SYMBOLS .....</b>	<b>viii</b>
<b>DEFINITIONS OF KEY PERFORMANCE INDICATORS .....</b>	<b>ix</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>xi</b>
<b>1.0 INTRODUCTION .....</b>	<b>2</b>
1.1 Description of WSSAs .....	2
1.2 Methodology.....	4
<b>2.0 PERFORMANCE ANALYSIS.....</b>	<b>6</b>
2.1 Water Sources and Abstraction.....	6
2.2 Water Demand, Installed Water Production Capacity, and Production.....	8
2.3 Water Service Coverage .....	14
2.4 Sanitation Services.....	19
2.5 Water Service Availability.....	21
2.6 Water Quality.....	22
2.7 Wastewater Quality .....	24
2.8 Non-Revenue Water Management.....	26
2.9 Financial Performance .....	31
2.10 Staff Productivity .....	42
2.11 Customer Service .....	43
2.12 Submission of Plans and Reports .....	43
2.13 Implementation of Recommendations of the Previous Report.....	45
2.14 Implementation of Tariff Order Conditions.....	45
2.15 Remittance of Regulatory Levy.....	46
2.16 Implementation of Directives .....	46
2.17 Institutional Status .....	47
<b>3.0 PERFORMANCE RANKING.....</b>	<b>50</b>
3.1 Performance Cluster .....	50
3.2 Scores and Ranking.....	50
3.3 Utility Ranking.....	50
3.4 Procedure for Ranking.....	51
3.5 Classification of Performance Scores .....	53
3.6 Results of Performance Ranking.....	54
<b>4.0 KEY OBSERVATIONS AND RECOMMENDATIONS.....</b>	<b>60</b>

## LIST OF FIGURES

Figure 1:	Water Abstraction.....	6
Figure 2:	Comparison of Water Demand, Installed Capacity, and Water Production .....	14
Figure 3:	Total Water Connections.....	14
Figure 4:	Composition of Water Supply Connections.....	16
Figure 5:	Comparison of Water Supply Coverage Indicators .....	18
Figure 6:	Sewer Connections.....	19
Figure 7:	Proportion of the Population Connected with Sewerage Services .....	20
Figure 8:	Comparison of Average Hours of Services.....	22
Figure 9:	Wastewater Quality Compliance .....	26
Figure 10:	Non-Revenue Water as a Percentage of Water Production .....	27
Figure 11:	Metering ratio for WSSAs.....	31
Figure 12:	Revenue Generation .....	32
Figure 13:	Revenue Generation for WSSAs .....	34
Figure 14:	Revenue Collection Efficiency.....	35
Figure 15:	Accounts Receivable Ratio .....	36
Figure 16:	Operations Costs per Unit of Water Produced.....	37
Figure 17:	Personnel Costs as Percentage of Revenue Collection.....	38
Figure 18:	Energy Cost per Unit of Water Produced .....	39
Figure 19:	Working Ratios.....	40
Figure 20:	Operating Ratios .....	41
Figure 21:	Comparison of Staff per 1000 Water Connections in FY 2022/23.....	42
Figure 22:	Compliance with Tariff Order Conditions.....	46

## LIST OF TABLES

Table 1:	Classification of WSSAs by Licence Classes, Categories, and Clusters.....	3
Table 2 (a):	WSSAs with Significant Increases in Water Abstraction .....	6
Table 2 (b):	WSSAs with Significant Decreases in Water Abstraction .....	8
Table 3:	WSSAs with Significant Increase in Water Demand.....	8
Table 4:	Reasons for Significant Increase in Installed Water Production Capacity.....	10
Table 5 (a):	WSSAs with Significant Increase in Water Production .....	11
Table 5 (b):	WSSAs with Significant Decrease in Water Production .....	13
Table 6:	WSSAs with Significant Increase in Water Connections.....	15
Table 7:	Status of WSSAs in Provision of Water Service .....	17
Table 8:	WSSAs with Significant Increase in Hours of Service.....	21
Table 9:	Availability of Water Treatment Facilities.....	23
Table 10:	Availability of Wastewater Treatment Facilities in WSSAs .....	25
Table 11:	WSSAs with Significant Decrease of NRW .....	27
Table 12:	Water Production Measurement Methods among WSSAs.....	28
Table 13:	Methods Used by WSSAs in Determining Water Production.....	29
Table 14:	Reasons for Significant Increases in Revenue .....	32
Table 15:	Reasons for Significant Decreases in Revenues .....	33
Table 16:	Summary of Status of Implementation of Directives Issued in FY 2022/23 .....	47
Table 17:	WSSAs Performance Clusters .....	50
Table 18:	Key Performance Indicator Weights.....	51
Table 19:	Data Reliability and Accuracy Bands.....	52
Table 20:	Compliance with Regulatory Requirements.....	52
Table 21:	Classification of Overall Scores.....	53
Table 22:	Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster I .....	55
Table 23:	Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster II .....	56
Table 24:	Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster III .....	57
Table 25:	Key Observations and Recommendations.....	60

## CHAIRMAN'S STATEMENT

Better access to clean water, improved sanitation services and water management systems create opportunities for improved environmental and social welfare. In addition, improved water supply, sanitation, and water resources management boost national economic growth and consequently contribute to poverty eradication. It is in this regard, the annual report on performance of water utilities is of paramount importance.

In realizing that importance, on behalf of the EWURA Board of Directors, I am pleased to present the Water Utilities Performance Review Report for water supply and sanitation authorities (WSSAs) for the Financial Year 2022/23. This report has been prepared in compliance with Section 29(2) of the Water Supply and Sanitation Act, Cap 272. The report intends to provide to stakeholders including customers, the Government, financiers, and development cooperation partners, clear and transparent information on the technical, commercial and financial performance of WSSAs for the year ended 30<sup>th</sup> June 2023. While acknowledging progress made by water utilities, we would like to reaffirm our shared commitment and efforts to ensure continual performance improvement of WSSAs in the provision of services.

The completion of the Water Utilities Performance Review Report for the Financial Year 2022/23 was made possible by the collaborative efforts of different institutions, and individuals whose contribution is gratefully appreciated. I would like to express my sincere gratitude to the Government of the United Republic of Tanzania under the abled leadership of Her Excellency Dr. Samia Suluhu Hassan, the President of the United Republic of Tanzania, for her endless support to the Water and Sanitation sector. Equally, I would like to express my appreciation to the Ministry of Water, the Ministry of Health, the Rural Water Supply and Sanitation Agency (RUWASA) and the EWURA Consumer Consultative Council (EWURA - CCC) for their great support and cooperation during the preparation of this report.

Finally, I wish to commend EWURA's Board of Directors, Management Team, and Staff without whom preparation of this report would have not been possible.



**Prof. Mark J. Mwandosya**

Board Chairman

March, 2024

## FOREWORD

The Energy and Water Utilities Regulatory Authority (EWURA) has been preparing annual reports on the performance of water utilities in mainland Tanzania over the past 15 years. The reports have been prepared to inform the public about progress made by water supply and sanitation authorities (WSSAs) in the provision of water supply and sanitation services. The reports also measure WSSAs' efforts towards the attainment of performance targets and, recommends measures for improving service delivery. This year's report provides a comparative analysis of the performance of 85 WSSAs, which are 25 regional, 7 national projects, 47 district, and 6 township WSSAs. Also, the report provides an overall and utility performance ranking of WSSAs for FY 2022/23. The ranking is done in three utility clusters, which are Cluster I for utilities with more than 20,000 customers, Cluster II for utilities with customers between 5,000 and 20,000, and Cluster III for less than 5,000 customers.

Based on the ranking criteria, Iringa, Nzega, and Biharamulo WSSAs emerged as the overall best utilities in the provision of water supply and sanitation services for Cluster I, II, and III, respectively. Nevertheless, Rombo, Korogwe, and Songe WSSAs were the overall least performers for Cluster I, II and III, respectively. In terms of Utility Ranking, Tabora, Lindi, and Mbinga WSSAs were the best performers for Cluster I, II and III, respectively, while the least performers were Mwanza, Kahama and Bukoba WSSAs for Cluster I, Geita, Njombe and Korogwe for Cluster II and Mugango-Kiabakari, Chato, Chunya, Gairo, Ifakara, Kibaya, Kibondo, Kilindoni, Kilwa-Masoko, Kiomboi, Kyela-Kasumulu, Liwale, Ludewa, Mahenge, Mwanhuzi, Namanyere, Namtumbo, Ruangwa, Rujewa, Songe, Tunduru, Ushiroambo, Maganzo, and Turiani WSSAs for Cluster III. EWURA commends progress made by some WSSAs and urges the least performing WSSAs to exert further efforts to achieve national and international water and sanitation goals.

Performance comparison with FY 2021/22 shows that, during the year under review WSSAs have improved performance in some key indicators such as installed water production capacity by 16.9% from 744 to 870 million cubic meters, water production which increased by 1.8% from 393 to 400 million cubic meters, number of water connections which increased by 11% from 1,385,485 to 1,532,362 connections, staff productivity improved from 4.2 to 3.8 staff per 1000 connections and population directly served with water improved by 8% from 55% to 63%. Deterioration in performance for WSSAs has been observed in some key indicators, including non-revenue water, revenue collection efficiency, and compliance with wastewater quality.

EWURA appreciates the continued support from all stakeholders and calls for enhanced cooperation in ensuring continual improvement in WSSAs' performance.



**Dr. James A. Mwainyekule**

Director General

March, 2024



## ABBREVIATIONS AND ACRONYMS

BOD <sub>5</sub>	Five Days Biological Oxygen Demand
CBWSO	Community-Based Water Supply Organisation
COD	Chemical Oxygen Demand
CWIS	City Wide Inclusive Sanitation
DAWASA	Dar es Salaam Water Supply and Sanitation Authority
DCOM	Design Construction Operation and Maintenance
DEWATS	Decentralised Wastewater Treatment System
DN	Nominal Diameter
DT	District and Township
<i>E. coli</i>	<i>Escherichia coli</i>
EWURA	Energy and Water Utilities Regulatory Authority
FSM	Faecal Sludge Management
FST	Faecal Sludge Treatment
FY	Financial Year
HDPE	High Density Polyethylene Pipe
HTM	Handeni Trunk Main
KASHWASA	Kahama Shinyanga Water Supply and Sanitation Authority
MajIS	Water Utilities Information System
MANAWASA	Masasi Nachingwea Water Supply and Sanitation Authority
MoH	Ministry of Health
MoW	Ministry of Water
NA	Not Applicable
NP	National Project
NRW	Non-Revenue Water
pH	Potentiometric Hydrogen ion concentration
SoP	Standard Operating Procedure
TBS	Tanzania Bureau of Standards
WSSA	Water Supply and Sanitation Authority
WSP	Wastewater Stabilisation Pond

## MEASUREMENT UNITS AND SYMBOLS

km	Kilometer
km <sup>2</sup>	square kilometer
m <sup>3</sup>	cubic meter
m <sup>3</sup> /hr	cubic meter per hour
m <sup>3</sup> /day	cubic meter per day
NTU	Nephelometric Turbidity Unit
%	Percentage
TZS	Tanzanian Shillings

## DEFINITIONS OF KEY PERFORMANCE INDICATORS

NO.	INDICATOR	DEFINITION	UNIT
1.	Accounts receivable collection period	The average duration in months that customers take to pay bills. It is calculated by taking the total accounts receivable during the year divided by the total water and sewerage sales (bills) multiplied by 12. The best practice is a maximum of two (2) months	Months
2.	Average hours of service	Hours per day a consumer can draw water from a tap at a connection. The best practice is 24 hours	Hours
3.	Metering ratio	The number of active water connections that have operating water meters is expressed as a percentage of the total number of active water connections. Best practice is 100%	(%)
4.	Non-Revenue Water (NRW)	The amount of water that a water utility produces (or purchases from other water utilities) minus the amount that is sold to consumers, presented as a percentage of water produced and/or purchased. The recommended value is less than 20%	(%)
5.	Operating ratio	The ratio of operating costs to operating revenues. Operational costs include all the expenses together with depreciation and interest costs (but no debt service payments). Sound financial management requires that this ratio should be less than 0.8	Ratio
6.	Personnel expenditure per m <sup>3</sup> of water produced	The ratio of total personnel expenditure (TZS) to the total amount of water produced (m <sup>3</sup> )	TZS/m <sup>3</sup>
7.	The proportion of the population living within the area with a water network	The proportion of the population living within the area with a water network is expressed as a percentage. It is obtained by dividing the population living within 200 meters of the water distribution pipe by the total population living in the service area	(%)
8.	The proportion of the population served with water	A ratio of the population served to the total population living in the service area is expressed as a percentage. The population served is obtained by adding the following; (i) the number of domestic connections multiplied by the average members using that connection. (ii) the number of public stand posts and/or kiosks multiplied by the average number of the population served by public stand posts and/or kiosks (iii) the population living in residential institutions, industrial and commercial complex	(%)
9.	Revenue collection efficiency	The ratio of total collection (TZS) to the total billings (TZS) during the year is calculated as the amount of revenues collected divided by the amount billed multiplied by 100	(%)

NO.	INDICATOR	DEFINITION	UNIT
10.	Staff Productivity	Number of staff per 1,000 water and sewerage connections. It is calculated as a ratio of total staff to total water and sewerage connections multiplied by 1,000. The best practice is below 5	Staff/ 1,000 Connections
11.	Storage capacity	Total capacity of utility's water supply storage tanks divided by average daily demand multiplied by 24 hours	Hours
12.	Water mains rehabilitation	Length of mains (a pipe of diameter $\geq 2''$ ) rehabilitated during the year divided by the total length of mains multiplied by 100	(%)
13.	Water service connections rehabilitation	Number of service connections replaced or rehabilitated during the year divided by total number of connections multiplied by 100	(%)
14.	Water quality compliance	Percentage of water samples that pass particular quality tests for potability. It is equal to the total number of samples passed divided by the total number of samples tested multiplied by 100. The best practice is at least 98%	(%)
15.	Working ratio	Operating expenses to operating revenue. The operational expenses do not include depreciation, interest, and debt service. Sound financial management requires that this ratio should be well below 0.67	Ratio
16.	Proportion of population connected to sewerage service	The population served with sewerage service is expressed as a percentage of the total population living in the service area. The population served is obtained by adding the following: (i) the number of domestic sewerage connections multiplied by the average members using that connection; and (ii) the number of people living in residential institutions, industrial and commercial complexes connected with sewerage services	(%)
17.	Wastewater quality compliance	Percentage of sewerage effluent samples that pass quality tests as per TBS effluent quality standards: total number of samples passed divided by total number of samples tested x100	(%)

## EXECUTIVE SUMMARY

### Introduction

The Water Utilities Performance Review Report for FY 2022/23 is the 15<sup>th</sup> report in a series of water sector performance review reports prepared by EWURA. The report provides an overall performance of 85 Water Supply and Sanitation Authorities (WSSAs) for FY 2022/23 focusing on key performance data and indicators in the provision of water supply and sanitation services. The report also ranks utilities' performance in the provision of water supply and sanitation services and provides key observations and recommendations for water supply and sanitation services improvement.

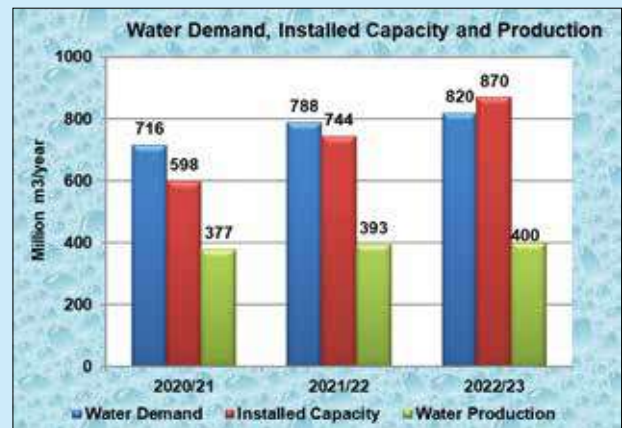
Data and information for the preparation of this report were collected from WSSAs through annual performance reports, Majlis reports, performance monitoring inspections, business plans, and consultative meetings with the Ministry of Water (MoW), Ministry of Health (MoH), Rural Water Supply and Sanitation Agency (RUWASA) and WSSAs.

### Performance Highlight for FY 2022/23

The performance trends in selected key data and indicators are highlighted below.

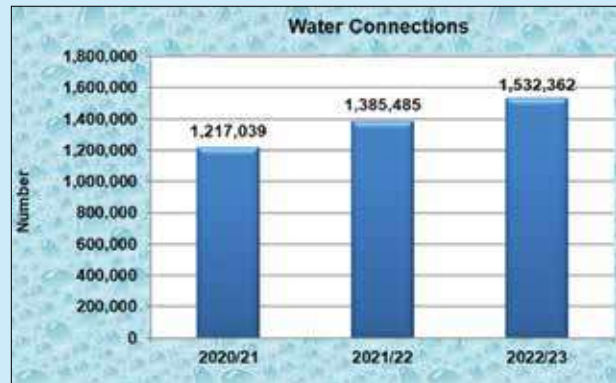
#### Water Demand, Installed Production Capacity, and Production.

For the past three years, the overall water demand, installed production capacity, and water production, have been continuously increasing. During FY 2022/23 water demand increased by 4%, installed water production capacity increased by 16.94% and water production increased by 1.78% as compared to FY 2021/22. Despite the increase in water production during FY 2022/23, the aggregate water produced by WSSAs was 49% of water demand. An increase in water demand in areas served by the WSSAs is mainly associated with an increase in population. Regardless of improved installed water production capacity, the water production is 46% of the installed capacity. The underutilisation of the installed water production capacities was mainly due to the limited capacities of water treatment plants and other water infrastructures. Frequent power outages at water production points also was another reason for under utilization of the installed water production capacity.



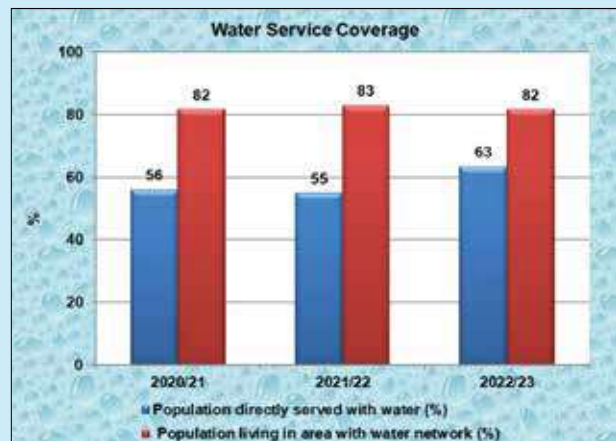
### Water Service Connection

During the year under review, the number of water connections increased by 11% from 1,385,485 to 1,532,362 connections as compared to 14% increase in FY 2021/22.



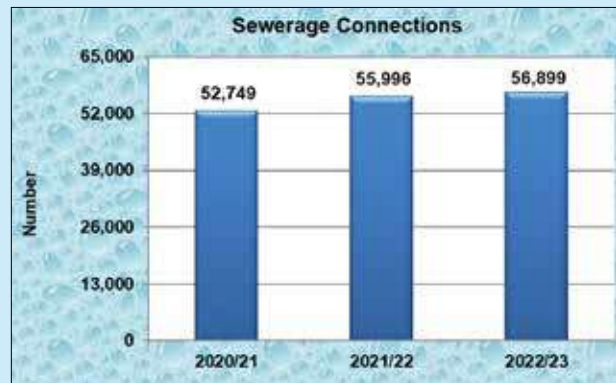
### Water Service Coverage

During the year under review, water service coverage for WSSAs in terms of the population living in an area with a water network was 82% as compared to 83% in FY 2021/22 and 82% in FY 2020/21. The decrease was attributed by the increase in population which was not proportional to the pace of the increase in the water distribution network. On the other hand, water service coverage in terms of the population directly served with water improved to 63% as compared to 55% in FY 2021/22 and 56% in FY 2020/21. The performance of the population directly served with water is below the service level benchmark, which is 100%.



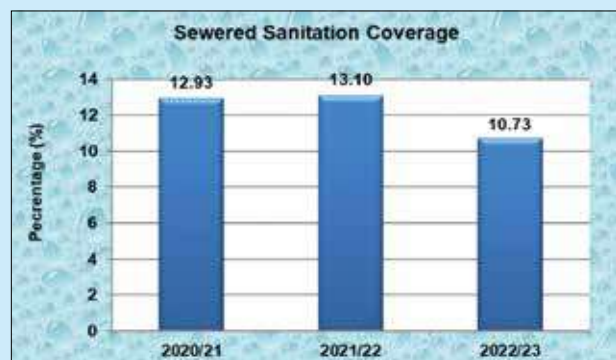
### Sewerage Connections

There has been a continuous increase in the total number of sewerage connections. The connections increased by 16% in FY 2022/23 while there was 6% increase in FY 2021/22.



### Sewered Sanitation Coverage

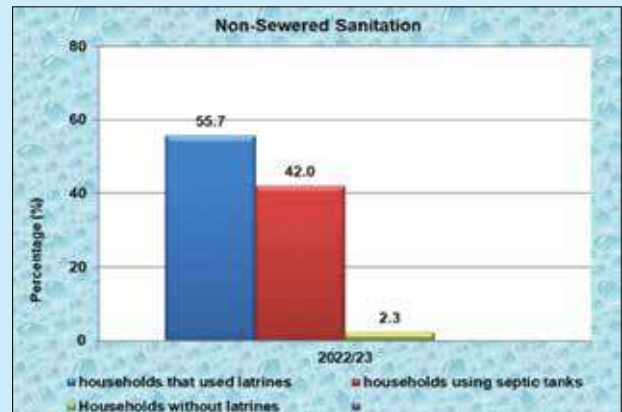
Sewered sanitation coverage among 11 WSSAs that provide sewered sanitation services decreased to 10.7% in FY 2022/23 as compared to 13.1% recorded in FY 2021/22 and 12.9% recorded in FY 2020/21. This was mainly due to the increase in population which was not proportional to the increase in the sewerage distribution network.





### Non-Sewered Sanitation Coverage

During the year under review, the proportion of households that used pit latrines was 55.7% while households using septic tanks was 42.0%. Households without any sanitation facility were 2.3%. Furthermore, the total number of emptiable pit latrines was 2,429,501 which is equivalent to 41.30% of the total pit latrines in the WSSAs' service areas. In FY 2022/23, a total of 19 out of 85 WSSAs owned 41 cesspit emptier trucks.



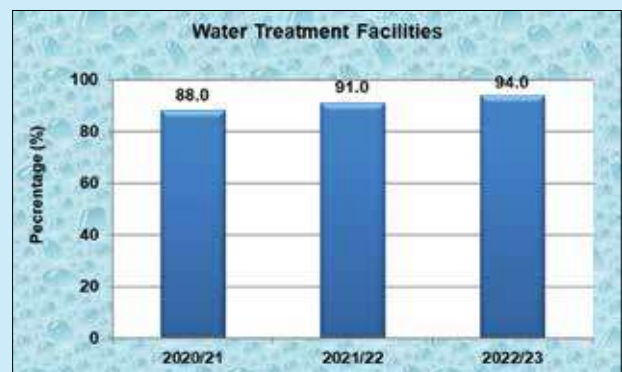
### Service Hours

Since FY 2020/21, the average daily hours of service within WSSAs' service area remained at 14 hours. The attained average hours of service is below the service level benchmark of 24 hours.



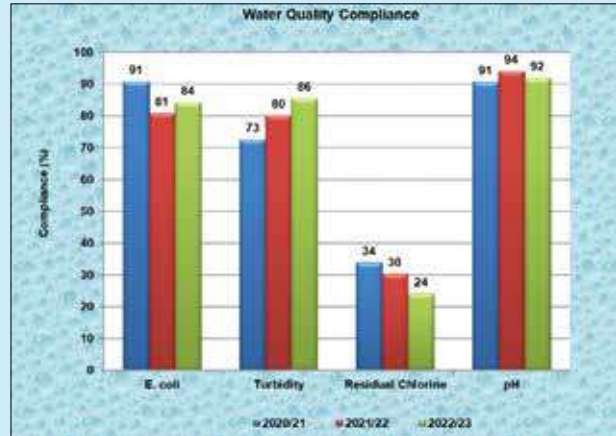
### Water Treatment Facilities

During the year under review, 94% of WSSAs had water treatment facilities, an increase from 91% and 88% compared to FY 2021/22 and FY 2020/21, respectively. During FY 2022/23, 32 out of 85 WSSAs used conventional water treatment plants while, 48 WSSAs carried out water treatment by disinfection only, mostly by using calcium hypochlorite. Moreover, five WSSAs namely Mombo, Namanyere, Songe, Tunduma, and Tunduru had no water treatment facilities, as compared to 8 and 11 WSSAs recorded in FY 2021/22 and FY 2020/21, respectively.



### Water Quality Compliance

The overall compliance level indicated some improvement in terms of *E. coli* and turbidity, whereas, pH level and residual chlorine deteriorated as compared to FY 2021/22 performance. The overall water quality performance was below the service level benchmark which is 100%.



### Wastewater and Faecal Sludge Treatment Facilities

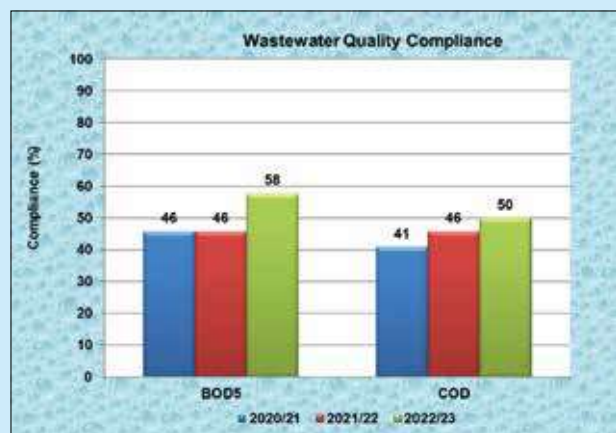
During the year under review, out of 85 WSSAs, 21 had operational wastewater and faecal sludge treatment facilities. WSSAs with an ongoing design or construction of wastewater and faecal sludge treatment facilities were 9 and 10 WSSAs had acquired land for construction of wastewater and faecal sludge treatment facilities. A total of 45 WSSAs had neither wastewater treatment facilities nor acquired land for the construction of such facilities.

The available total capacity of faecal sludge treatment facilities in 21 WSSAs was 179,295 m<sup>3</sup>/day as compared to 123,629 m<sup>3</sup>/day reported by 20 WSSAs during FY 2021/22. Further, the volume of faecal sludge dumped at sludge treatment facilities increased to 2,993,908 m<sup>3</sup>/year in FY 2022/23 from 2,941,823 m<sup>3</sup> in FY 2021/22.

Further, the total number of cesspit emptier trucks operating in the WSSAs’ service areas in FY 2022/23 decreased to 358 from 385 reported in FY 2021/22. Out of the reported total cesspit emptiers, 41 were owned and operated by WSSAs, 19 were owned by local government authorities (LGAs) and 298 were privately owned.

### Wastewater Quality Compliance

The overall test results revealed a continuous increase in the overall BOD<sub>5</sub> and COD compliance levels to 58% and 50% in FY 2022/23 respectively as compared to 46% registered in FY 2021/22 for both BOD<sub>5</sub> and COD, respectively. The overall water quality performance is below the service level benchmark which is 100%





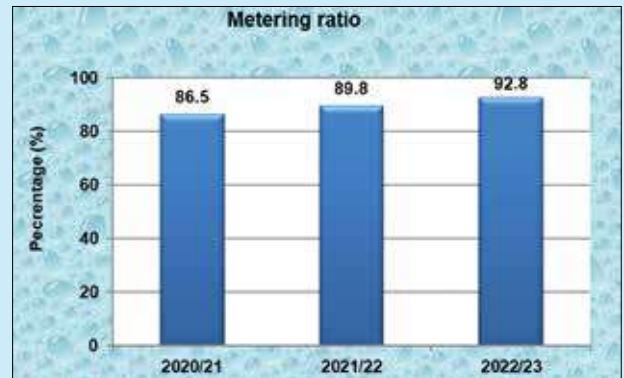
### Non-Revenue Water (NRW)

There has been an uneven trend in overall NRW performance for WSSAs over the past three years. NRW declined by 1.7% in FY 2022/23 compared to a 2.3% improvement registered in FY 2021/22. The overall NRW decline in FY 2022/23 was attributed to inadequate implementation of NRW reduction strategies. The NRW attained is not within the service level benchmark, which recommends a NRW of below 20%.



### Metering Ratio

The metering ratio for WSSAs increased by 3% in the FY 2022/23. The same indicator improved by 3.3% in the FY 2021/22. The overall metering ratio performance is below the service level benchmark of 100%.



### Revenue Collection

Overall revenue collection for WSSAs showed an uneven trend over the past three years. In FY 2022/23, total collections decreased by 2% as compared to a 7% increase in FY 2021/22. The overall decrease in collections was mainly due to a shrink in receipts from activities other than water and sewerage billing.



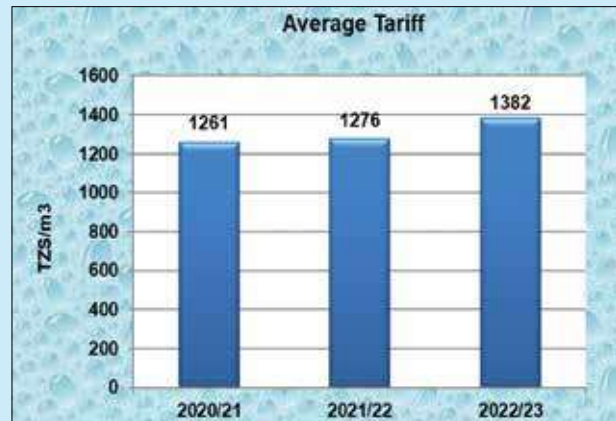
### Revenue Collection Efficiency

During FY 2022/23, the average revenue collection efficiency for WSSAs remained at 91%, similar to FY 2021/22. The performance on the revenue collection efficiency is below the service level benchmark of above 95%.



### Average Water Tariff

The average water tariff in use increased from TZS 1,276 per cubic meter in FY 2021/22 to TZS 1,382 per cubic meter in FY 2022/23. Utility tariffs ranged from TZS 300 to TZS 3,590 per cubic meter. The difference in tariffs among utilities was mainly attributed to the overstay of some tariffs since 2011.



### Cost Recovery

During FY 2022/23, the average working ratio worsened to 1.3 from 1.1 registered in FY 2021/22. On the other hand, the average operating ratio rose to 2.0 from 1.7 in FY 2021/22. A rise in the ratios implies a declining ability of WSSAs to cover operating costs from their revenues. The recommended service level benchmark for working and operating ratios is below 0.67 and 0.8, respectively.



### Staff Productivity

In the period under review, there has been an improvement in the number of staff per 1,000 water and sewerage connections. Staff productivity improved to 3.8 in FY 2022/23 as compared to 4.2 and 4.5 in FY 2021/22 and 2020/21, respectively. WSSAs continuously complied with the acceptable staff productivity service level benchmark of below 5 staff per 1,000 connections.



### Resolution of Complaints

During the reporting period, a total of 373,800 complaints were received by WSSAs. Most of the received complaints were related to lack of water/pressure and leakages. Out of the received complaints, 95% complaints were resolved during the year.

### Submissions of Reports

In three consecutive years Mwanza, Songea, and Rujewa WSSAs submitted all the required reports timely.

### Three Years Report Submission Status for WSSAs

Description	Required Number of Reports	Number of Reports Timely Submitted by WSSAs		
		2020/21	2021/22	2022/23
MajIS Monthly Reports	1020	532	628	752
MajIS Annual Reports	85	54	54	53
Technical Reports	85	62	64	54
Financial Reports	85	64	72	63

### Implementation of Recommendations of the Previous Report

The Water Utilities Performance Review Report for FY 2021/2022 had eight recommendations directed to the Managing Directors of WSSAs. Five recommendations were partly implemented, while the remaining three were not implemented.

### Implementation of Tariff Order Conditions

Overall average compliance with tariff order conditions improved to 58% as compared to 51% and 48% attained by WSSAs in FY 2021/22 and FY 2020/21, respectively. None of the WSSAs managed to fully implement tariff order conditions during the year.

### Implementation of Directives

During the period under review, the overall compliance with the implementation of directives issued during general compliance monitoring inspections and water and wastewater quality monitoring inspections conducted by WSSAs was 88%.

### Compliance with Remittance of Regulatory Levy

During FY 2022/23, the overall compliance with remittance of levies decreased to 48.2% from 66.4% in FY 2021/22. During the year under review, Babati, Loliondo, Mbeya, Makambako, Itumba-Isongole, Orkesumet, Tukuyu, Turiani, Morogoro and Ruangwa WSSAs full complied with remittance of levy. WSSAs with high amount of outstanding levy were DAWASA, Tabora, Mtwara, Musoma, Kigoma, Arusha, Shinyanga, Singida, Bukoba, Songea, and Mwanza. Moreover, WSSAs which did not remit levy were Tunduru, Sengerema, Namtumbo, Namanyere, Mwanhuzi, Makete, Mugango-Kiabakari, and Sumbawanga.

### Institutional Status

During the FY 2022/23, 75 out of 85 WSSAs had active boards of directors, which include 23 WSSAs that were under the supervision of RUWASA. WSSAs that had no boards of directors were, Kigoma, Babati, Bariadi, KASHWASA, Makonde, MANAWASA, Maswa, Mugango-Kiabakari, Korogwe, and Mbulu.

Further, over the past three years, WSSAs experienced continuous improvement in the total number of staff. During the year under review, total number of WSSAs' staff increased to 6,073 as compared to 5,998 in FY 2021/22 and 5,756 in FY 2020/21. However, the number of available staff for WSSAs was 91% of the required number of staff while the number of female staff increased continuously to 1,750 in FY 2022/23 from 1,700 in FY 2021/22 and 1,625 in FY 2020/21.

### Performance Ranking for WSSAs

WSSAs were ranked according to EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2022. Ranking of the performance of WSSAs is in two-fold, firstly is the overall ranking; and secondly the utility ranking. The overall ranking measures the utilities' achievement of the Key Performance Indicators (KPIs) and the Compliance with the Regulatory Requirements (CRR). The Utility ranking measures the utilities' attainment of key performance targets as set in its Business Plan. Based on the ranking criteria, the results of ranking for WSSAs' performance are as follows:

#### Cluster I

- i. Iringa WSSA emerged as the overall best utility in the provision of water supply and sanitation services while Rombo WSSA was the overall least performer.
- ii. Tabora WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Mwanza, Kahama, and Bukoba WSSAs were the least.

#### Cluster II

- i. Nzega WSSA emerged as the overall best utility in the provision of water supply and sanitation services while Korogwe WSSA was the overall least performer.
- ii. Lindi WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Geita, Njombe, and Korogwe WSSAs were the least.

#### Cluster III

- i. Biharamulo WSSA emerged as the overall best utility in the provision of water supply and sanitation services while Songe WSSA was the overall least performer.
- ii. Mbinga WSSA was the best performer under the category of utility ranking in water supply and sanitation services while Mugango-Kiabakari, Chato, Chunya, Gairo, Ifakara, Kibaya, Kibondo, Kilindoni, Kilwa Masoko, Kiomboi, Kyela-Kasumulu, Liwale, Ludewa, Mahenge, Mwanhuzi, Namanyere, Namtumbo, Ruangwa, Rujewa, Songe, Tunduru, Ushirombo, Maganzo, and Turiani WSSAs were the least.

A comparison of the overall performance of WSSAs from FY 2020/21 to FY 2022/23 is shown in the following table. The comparison of the results shows that during the year under review, there was an improvement in the performance of WSSAs due to the decrease in the number of WSSAs with unsatisfactory performance. However, none of the WSSA was ranked as excellent mainly due to unsatisfactory performance in attaining targets for key performance indicators.

Financial Year	2020/21	2021/22	2022/23
The number of Utilities Analysed	91	90	85
Overall Performance in Percentage			
Excellent	0	0	0
Very Good	13	17	12
Good	25	29	27
Fair	27	31	38
Unsatisfactory	26	13	8

### Key Observation and Recommendation

This report outlines key observations for WSSAs during the year under review and recommends improvements. The observations include the following:

- a) Low compliance with residual chlorine levels;
- b) Low effluent BOD and COD compliance level;
- c) Inadequate water service coverage;
- d) High non-revenue water above 20%;
- e) Inadequate wastewater and faecal sludge treatment facilities;
- f) Low water production to demand ratio despite sufficient installed capacity for some WSSAs;
- g) Overstayed non-cost recovery water tariffs; and
- h) Inadequate provision of sanitation services

To improve the provision of services, it is recommended that WSSAs:

- a) Improve compliance with residual chlorine levels by:
  - (i) establishing control points for optimization of the chlorination process;
  - (ii) use of calibrated residual chlorine testing kits; and
  - (iii) ensuring that the chlorination process is done by qualified personnel.
- b) Take measures to improve compliance with BOD and COD levels by:
  - (i) either construct additional wastewater treatment facilities or expand the existing ones to accommodate the demand for treatment; and
  - (ii) implement regular rehabilitation of the existing wastewater treatment facilities to maintain their performance.
- c) Include in their business plans strategies to attain 95% water service coverage. The strategies may include project financing through the Public Private Partnership (PPP).
- d) Prepare non-revenue water reduction strategies according to EWURA Guidelines for the Development of NRW Reduction Strategy for WSSAs 2021 and ensure its implementation.
- e) Include in their business plans a strategy for securing land for the construction of wastewater and faecal sludge treatment facilities.
- f) increase the water distribution network and number of customers to improve utilisation of the available installed water production capacities.
- g) Prioritise the preparation of business plans to enable the adjustment of their tariffs. and
- h) Design and implement sewerage and non-sewered sanitation solutions using the City Wide Inclusive Sanitation (CWIS) approach, and implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020.





# PART I: INTRODUCTION



## 1.0 INTRODUCTION

This report provides a comparative analysis of the performance of 85 water supply and sanitation authorities (WSSAs). The WSSAs analysed in this report include 25 regional, 7 national projects, 47 district, and 6 township WSSAs. The preparation of this report is pursuant to Section 29(2) of the Water Supply and Sanitation Act, 2019 which requires EWURA to prepare annually a comparative analysis report on the performance of WSSAs.

The main objective of this report is to provide an overall performance of water utilities for FY 2022/23 by considering key performance data and indicators in the provision of water supply and sanitation services. Further, the report provides key observations and recommendations for improving water and sanitation services in their operation areas.

The report also ranks the performance of utilities in accordance with EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities, 2022. As provided in the guidelines, the performance evaluation of WSSAs (overall and utility performance ranking) was conducted in three clusters. Cluster I for utilities with more than 20,000 customers, Cluster II for utilities with customers between 5,000 and 20,000, and Cluster III for less than 5,000 customers.

Data and information for the preparation of the report were collected from all WSSAs through annual performance reports, Majlis reports, inspection reports, business plans, and consultative meetings with the Ministry of Water (MoW), the Ministry of Health (MoH), and the Rural Water Supply and Sanitation Agency (RUWASA). Other inputs to the report were sought from clarifications provided by WSSAs on their performance trends and findings during performance inspections conducted by EWURA. A brief description of WSSAs and report preparation methodology is presented in sections 1.1 and 1.2.

This report is organised into four parts which are (i) Introduction (ii) Performance Review of WSSAs, (iii) Performance Ranking, and (iv) Key Observations and Recommendations. The report is also appended with profiles that provide a summary of key information and data for each WSSA; key performance data and indicators from FY 2021/22 to FY 2022/23; and details of WSSAs' compliance with regulatory obligations.

### 1.1 Description of WSSAs

WSSAs operate in accordance with the Water Supply and Sanitation (WSS) Act, Cap. 272. Further, WSSAs are regulated by EWURA in accordance with the WSS Act and the EWURA Act Cap. 414. According to Section 14 of the WSS Act, WSSAs are required to operate in accordance with licences that are issued by EWURA in three classes, namely Class I, Class II, and Class III. WSSAs that do not qualify for a class licence are issued with a provisional licence. Further, the utilities have been grouped into three clusters which are Cluster I for utilities with more than 20,000 customers, Cluster II for utilities with customers between 5,000 and 20,000, and Cluster III for less than 5,000 customers.

During the year under review, Tanga and Moshi WSSAs continued to maintain Class I licences. Arusha, Mwanza, Dodoma, Mbeya, and Iringa WSSAs continued to maintain Class II licences while KASHWASA, Babati and Kahama WSSAs were upgraded to Class II licences. 64 WSSAs were operating under Class III licences, while 11 WSSAs namely Busega, Kyela-Kasumulu, Korogwe, Itumba-Isongole, Tukuyu, Chunya, Namanyere, Namtumbo, Rujewa, Tunduma and Rombo were operating under provisional licence class.



Further, according to Regulation 5(1) of the Water Supply Regulations of 2019, WSSAs are grouped into four categories which are AA, A, B, and C based on financial capabilities and water service coverage. Table 1 presents the summary of WSSAs categories, water supply and sanitation licence classes, and their clusters.

**Table 1: Classification of WSSAs by Classes of Licence, Categories, and Clusters**

Licence Classes		WSSAs' Categories		Clusters	
Licence Class	Number of Utilities	Category	Number of Utilities	Cluster	Number of Utilities
I	2	AA	-	Large (>20,000 connections)	19
II	8	A	19	Medium (5000 to 20,000 connections)	18
III	64	B	5	Small (<5000 connections)	48
Provisional	11	C	60		

\* DAWASA was not categorised

### Key to Licence Classes

<b>Class I:</b>	A licence issued by EWURA to a licensee who has the technical and managerial capability to operate a licensed facility and recover all costs of operation.
<b>Class II:</b>	A licence is issued by EWURA to a licensee who has the technical and managerial capability to operate a licensed facility and recovers all costs of operation except part of its investment costs.
<b>Class III:</b>	A licence issued by EWURA to a licensee who still gets financial, managerial, and technical support from the Government and partially recovers its operational costs.
<b>Provisional:</b>	A licence issued to a declared water authority that has not qualified for a Class I, II, or III license (with initial facilities and human resources for the provision of services).

### Key to Categories:

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

## 1.2 Methodology

Preparation of this report involved the collection, compilation, analysis, and verification of technical, commercial, and financial data and information from WSSAs. Data and information were obtained from Water Utilities Information Management System (MajIS) reports, annual progress reports, financial statements, and business plans. Data and information were verified using the following processes:

- a) conducting field inspections;
- b) seeking clarification from utilities where data showed unusual trends as compared to previous reports or where the data or information seemed to be unrealistic, inconsistent, or outright incorrect;
- c) conducting consultative meetings with managing directors of WSSAs to discuss and confirm the data and information received before publication. The meetings involved representatives from MoW, MoH, and RUWASA;
- d) consultative meetings with MoW, MoH, and RUWASA to discuss the draft report; and
- e) consultation with EWURA-CCC to discuss the draft report.

# PART II: PERFORMANCE ANALYSIS



## 2.0 PERFORMANCE ANALYSIS

This chapter analyses technical, commercial, financial, and managerial aspects of WSSAs for FY 2022/23. Performance in FY 2022/23 was compared to performance attained in FY 2021/22 and 2020/21. Where there are significant changes in performance, reasons are provided to allow intervention and enable WSSAs to learn from each other for improvement. The analysis is based on water sources and abstraction, installed water production capacity, water service coverage, sanitation services, water service availability, water quality, wastewater quality, and non-revenue water management. The analysis also covers WSSAs’ financial performance, staff productivity, customer service management, submission of plans and reports, implementation of recommendations of the previous year’s report, remittance of regulatory levy, implementation of directives, and institutional status.

### 2.1 Water Sources and Abstraction

During the FY 2022/23, WSSAs relied mostly on surface water (rivers, lakes, springs, and dams) and, to a lesser extent, on groundwater as water sources. Dams were the least type of water source used by the WSSAs, contributing 7% of total water abstracted. Figure 1 indicates water abstraction from various water sources while Appendix 2: Table A2.1 presents data for water abstraction and types of water sources used by each WSSA for three consecutive years. During the reporting period, Mpwapwa, Ludewa, Tunduma, Orkesumet, Kibondo, Makonde, Ngara, Arusha, Kyela-Kasumulu, Gairo, Mahenge, Mpanda, Namanyere, Kibaya, Nzega, and Karatu WSSAs recorded significant increases (more than 20%) in water abstraction. The WSSAs recorded a significant decrease in water abstraction (more than 20%) were Kilindoni, Namtumbo, Vwawa-Mlowo, Kondo, Wanging’ombe, Tunduru, Kiomboi, Chunya, Makambako, and HTM. Further, the abstracted amount by Nzega, Igunga, Tabora, Korogwe, Mwanza, Maganzo, and Kishapu WSSAs have not included the volume of bulk water purchased from KASHWASA. Table 2 (a) and (b) present reasons for the increase and decrease in water abstraction.

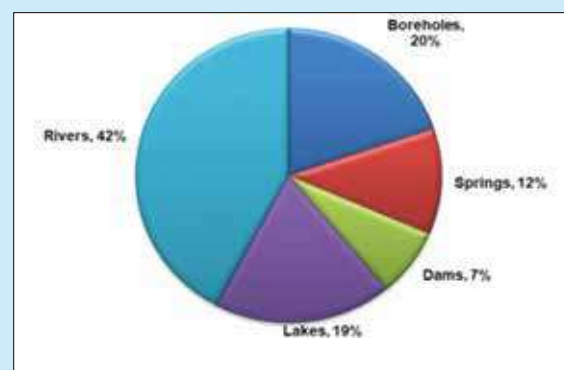


Figure 1: Water Abstraction

Table 2 (a): WSSAs with Significant Increases in Water Abstraction

Name of WSSA	% Increase	Reason (s)
Karatu	286	Acquisition of eight water sources with a total capacity of 2,397 m <sup>3</sup> /day from the disestablished Karatu Village Water Supply (KAVIWASU)
Kibaya	91	Increase in water production following the addition of three boreholes with total capacity of 583 m <sup>3</sup> /day. Further, two pumps with a capacity of 270 m <sup>3</sup> /day and 154 m <sup>3</sup> /day were installed at Kageze borehole
Namanyere	64	Increase in pumping hours at Mfili dam from 25 hrs/week to 45 hrs/week due to prolonged rainy season during the year, Mchina borehole with capacity 7.5 m <sup>3</sup> /h started operation in January 2023, rehabilitation of Nkomolo borehole with capacity 1.5 m <sup>3</sup> /h in November 2022

Name of WSSA	% Increase	Reason (s)
Mpanda	63	Installation of four new air valves along the pipe line from Kanoge sources and three along the pipeline from Ikolongo sources. Also, the utility replaced three default air valves and two washouts for Ikolongo No.1 and No.2 sources. In addition, long undetected leaks for Ikolongo No.1 water network at Kolongoni area and seepage at the base of intake at Ikolongo No.1 were repaired
Mahenge	53	Increase in pumping hours from 10 hrs to 15 hrs due to increase in number of customers
Kyela-Kasumulu	48	Increasing pumping hours at Msikitini borehole from 3 hrs to 3.5 hrs per day and at Polisi borehole from 8 hrs per day to 13 hrs. Installation of bulk meters at Mwega and Mbambo water sources which improved measurement
Gairo	48	Rehabilitation of two boreholes that were not operational during the FY 2021/22, these were borehole No. 84 at Nyumbanhitu, and Gairo A at Gairo Primary School. In addition, there was an improvement in the reverse osmosis plant following its maintenance
Arusha	45	Additional 30 boreholes with a total of 8,100 m <sup>3</sup> /day at Mbuguni Valeska and Majimoto through Arusha Sustainable Urban Water Supply and Sanitation Delivery Project
Ngara	39	Full operation of a borehole after installation of a new submersible pump with capacity of 30 m <sup>3</sup> /hr
Makonde	38	Installation of new water pumps at Mitema water source (200 m <sup>3</sup> /hr and 30 m <sup>3</sup> /hr) and Mkunya spring (100 m <sup>3</sup> /hr). installation of pumps at Makote (100 m <sup>3</sup> /hr), Kilidu (30 m <sup>3</sup> /hr) and Mkunya (100 m <sup>3</sup> /hr) booster stations
Nzega	35	Increase use of own sources to cut down the costs of purchasing bulk water
Kibondo	34	Replacement of a 30 m <sup>3</sup> /hr pump with 75 m <sup>3</sup> /hr pump at Mgoboka water source and rehabilitation of Kumwayi Oxfam borehole No.2 with a capacity of 10 m <sup>3</sup> /hr
Orkesumet	33	Full year operation of Ruvu intake as compared to 10 months in the FY 2021/22
Tunduma	31	Addition of a borehole with capacity of 10 m <sup>3</sup> /hr at Ipito in April 2023. Increase pumping hours from an average of 8 to 12 after receiving subsidy from MoW to cover electricity expenses
Ludewa	30	Additional of four boreholes from extended service areas of Ludewa Kijijini namely Luisa A (293.76 m <sup>3</sup> /day), Luisa B1 (111.80 m <sup>3</sup> /day), Luisa B2 (84.63 m <sup>3</sup> /day), Mheha (124.84 m <sup>3</sup> /day), and Kwa Ayubu (172. 8m <sup>3</sup> /day)
Mpwapwa	24	Replacement of 45 m <sup>3</sup> /hr pump with 65 m <sup>3</sup> /hr pump at Kikombwe borehole in December 2022, and addition of gravity main at Mayawile source by installation of DN 110mm HDPE pipe

**Table 2 (b): WSSAs with Significant Decreases in Water Abstraction**

Name of WSSA	% decrease	Reason (s)
Kilindoni	51	Breakdown of motor for Bomani spring for five months from January to June 2023
Namtumbo	49	Prolonged drought and encroachment of catchment areas resulted in the decrease of the yield of the sources from 0.44 to 0.35 million cubic meters
Vwawa-Mlowo	47	Power outage and low voltage at an average of five hours per day at Mlowo, Old Vwawa, forest and Zanzibar sources
Kondoia	44	Frequent breakdown of pump coupling rubber, bearings and shaft at an average of 36 hrs per week
Wanging'ombe	40	Improvement in measuring methods by installation of bulk water meter at Mbukwa and Mtitafu water sources
Tunduru	37	Decrease of pumping hours from 12 hrs to 9 hrs, due to low voltage at the pump stations
Kiomboi	33	Decrease in water production from December 2022 to May 2023 due to frequent pump break down
Chunya	30	Break down of four pumps with total production capacity of 1248 m <sup>3</sup> /day and power outage for an average of 11.8 hrs per day
Makambako	25	Encroachment at Fukulwa source catchment areas mainly at Lunguya, Maduma, Lulanzi and Kichiwa areas
HTM	21	Power outage for about 7,280 hrs in a year. Generally, the utility supplied water at an average of 2 hrs per day during the year. Further, there were accumulation of silts at the 154 m canal at the Mandela intake

## 2.2 Water Demand, Installed Water Production Capacity, and Production

### 2.2.1 Water Demand

The total water demand increased by 4% from 787.7 in FY2021/22 to 819.94 million cubic meters in FY 2022/23. Tunduma, Korogwe, Songe, Tukuyu, Gairo, Sumbawanga, Bariadi, Karatu, Bukoba, Utete, Chunya, Kilindoni, Busega, Kiomboi, Lindi, Kahama, Kibaya, Orkesumet, Biharamulo, Musoma, Namanyere, Vwawa-Mlowo, Maswa, Kilwa Masoko, Njombe, and Babati WSSAs reported a significant increase in water demand (more than 20%). Wanging'ombe WSSA reported 33% decrease in water demand during the year. The main reason for the reported decrease was the review of population data based on the 2022 Population and Housing Census. Reasons for significant increase in water demand are presented in Table 3. Water demand for each WSSA is presented in Table A2.2 of Appendix 2.

**Table 3: WSSAs with Significant Increase in Water Demand**

Name of WSSA	% Increase	Reasons
Tunduma	189	Review of population data following publication of 2022 Population and Housing Census
Korogwe	120	Inclusion of all water uses categories as per DCOM Manual , 2020 in water demand computation

Name of WSSA	% Increase	Reasons
Songe	97	Review of population data following publication of 2022 Population and Housing Census data as well as Inclusion of all water use categories as per DCOM Manual, 2020 in water demand computation
Tukuyu	92	Population data review during Tukuyu water project design
Gairo	85	Review of population data following publication of 2022 Population and Housing Census data
Sumbawanga	67	
Bariadi	61	
Karatu	57	
Bukoba	56	Review of population data following publication of 2022 Population and Housing Census and inclusion of Muleba extended service area
Utete	54	Review of population data following publication of 2022 Population and Housing Census
Chunya	51	
Kilindoni	50	
Busega	49	
Kiomboi	46	
Lindi	44	
Kahama	44	Review of population data following publication of 2022 Population and Housing Census
Kibaya	43	
Orkesumet	40	
Biharamulo	37	Additional of service area at Nyakahura and Bisibo
Musoma	35	An increase in population following the extension of the service area to Mugumu (61,845) and Tarime (133,043) towns
Namanyere	32	Review of population data following publication of 2022 Population and Housing Census
Vwawa-Mlowo	32	
Maswa	32	An increase in population from 130,936 to 143,350 as per 2022 Population and Housing Census. Also, the utility reviewed its per capita water consumption from 50 L/ca/day to 70 L/ca/day for the domestic water consumers
Kilwa-Masoko	27	Review of population data following publication of 2022 Census data
Njombe	26	
Babati	24	Inclusion of all water uses categories as per DCOM Manual, 2020 in water demand computation

## 2.2.2 Installed Water Production Capacity

During the year under review, total installed water production capacity for the WSSAs increased by 16.94% to 869.82 million cubic meters from 743.79 million cubic meters in FY 2021/22. Table A2.2 of Appendix 2 shows installed water production capacities over the past three years. During the reporting period, Arusha, Karatu, Kibaya, Busega, Ushirombo, Korogwe, Gairo, Biharamulo, Tanga, Mpwapwa, Bukoba, Ludewa, Mwanhuzi, Ifakara, Mbinga, Morogoro, Lushoto, and Manyoni WSSAs recorded a significant increase (more than 20%) in water production capacity due to reasons provided in Table 4.



**Table 4: Reasons for Significant Increase in Installed Water Production Capacity**

Name of WSSA	% Increase	Reason(s)
Arusha	175	Additional 30 boreholes at Mbuguni-Valeska and Majimoto areas with a total capacity of 8,100 m <sup>3</sup> /day through Arusha Sustainable Urban Water Supply and Sanitation Delivery Project
Karatu	139	Acquisition of eight water sources with total capacity of 2,397 m <sup>3</sup> /day from the disestablished Karatu Village Water Supply (KAVIWASU)
Kibaya	128	Additional three boreholes at New Shiuki, Majengo Mapya and Mnadani areas with a total capacity of 583 m <sup>3</sup> /day. Also, replacement of two pumps at Kageze borehole (from 121 to 270 m <sup>3</sup> /day) and Kaloleni borehole (from 80 to 154 m <sup>3</sup> /day)
Busega	98	Addition of one pump with the capacity of 30 m <sup>3</sup> /hr to serve Mkula area
Ushirombo	82	Addition of two submersible pumps with a total installed capacity of 23 m <sup>3</sup> /hr at Bulangwa C (12 m <sup>3</sup> /hr) and Bulungwa D (11 m <sup>3</sup> /hr) after completion of the project for drilling and development two boreholes financed by MoW
Korogwe	75	Addition of four water sources with a total capacity of 4,392 m <sup>3</sup> /day namely, Old Korogwe intake, Mashindei intake, Majengo borehole and Kwsemangube borehole II
Gairo	63	Rehabilitation of two boreholes that were not operational during the FY 2021/22, these were borehole No. 84 at Nyumbanhitu, and Gairo A primary school borehole. In addition, there was an improvement in the reverse osmosis plant following its maintenance
Biharamulo	51	Installation of new water pumps with capacity of 303 m <sup>3</sup> /hour at Nyakahura and Bisibo
Tanga	42	Expansion of Mowe Treatment Plant by 15,000 m <sup>3</sup> through Tanga City Water Supply Improvement Project Phase II using own source and additional borehole at Pangani (264 m <sup>3</sup> /day) using fund from MoW. Also, acquisition of one borehole (24 m <sup>3</sup> /day) from RUWASA at Muheza area
Mpwapwa	36	Replacement of 45 m <sup>3</sup> /hr pump with 65 m <sup>3</sup> /hr pump at Kikombwe borehole in December 2022, and addition of gravity main at Mayawile source by installation of DN 110 mm HDPE pipe
Bukoba	35	Utilisation of Kyaka new water source with capacity of 7,000 m <sup>3</sup> /day for whole FY 2022/23
Ludewa	30	Addition of four boreholes from extended service areas of Ludewa Kijijini namely Luisa A (295 m <sup>3</sup> /day), Luisa B1 (110 m <sup>3</sup> /day), Luisa B2 (85 m <sup>3</sup> /day), Mheha (125 m <sup>3</sup> /day), and Kwa Ayubu (175 m <sup>3</sup> /day)
Mwanhuzi	27	Operation of a new borehole with a pump capacity of 60 m <sup>3</sup> /hr



Name of WSSA	% Increase	Reason(s)
Ifakara	26	Usage of Lungongole borehole and increasing pumping hours for Lipangalala to supply water to customers along 5.5 km network extension
Mbinga	25	Addition of Mkele water source with a capacity 700 m <sup>3</sup> /day at Kihulila village
Morogoro	25	Addition of water sources from Dumila/ Dakawa zone with water installed water production capacity of 126 m <sup>3</sup> /day
Lushoto	23	Addition of one water source (Kwesimu Spring) with a total capacity of 432 m <sup>3</sup> /day
Manyoni	20	Addition of two boreholes (Mkwese Borehole-36 m <sup>3</sup> /hr and Nyaranga borehole -10 m <sup>3</sup> /hr)

### 2.2.3 Water Production

During the year under review, the amount of water produced by WSSAs increased by 1.76% to 399.98 million cubic meters from 393.07 million cubic meters in FY 2021/22. WSSAs that reported significant increase in water production of more than 20% were Karatu, Ushirombo, Ifakara, Tunduma, Kibaya, Orkesumet, Namanyere, Mpanda, Mahenge, Kyela-Kasumulu, Arusha, Ngara, Makonde, Kibondo, Gairo, Ludewa, Dodoma and Namtumbo. Further, during the review period, Kilindoni, Vwawa-Mlowo, Chunya, Wanging'ombe, Tunduru, Makambako, Kondoa and HTM WSSA reported a decrease in water production of more than 10%. Reasons for the increase and decrease in water production for the WSSAs during the year are presented in Table 5-(a) and (b). Water production trend for WSSAs is detailed in Appendix 2 Table A2.2.

**Table 5 (a): WSSAs with Significant Increase in Water Production**

Name of WSSA	% Increase	Increase (m <sup>3</sup> )	Reason(s)
Karatu	286	1,143,394	Addition of eight water sources with a total capacity of 2,397 m <sup>3</sup> /day from former KAVIWASU
Ifakara	160	294,181	Usage of Lungongole borehole and increasing pumping hours for Lipangalala to supply water to customers along 5.5 km network extension
Tunduma	106	38,225	Addition of a borehole with capacity 20 m <sup>3</sup> /h at Ipito in April 2023. Increase in pumping hour from an average of 8 to 12 hrs following an increase in revenues
Kibaya	91	57,832	Addition of three boreholes at New Shiuki, Majengo Mapya and Mnadani areas with a total capacity of 583 m <sup>3</sup> /day. Also, replacement of two pumps at Kageze borehole (from 121 to 270 m <sup>3</sup> /day) and Kaloleni borehole (from 80 to 154 m <sup>3</sup> /day)
Orkesumet	84	112,197	Full year operation of Ruvu intake as compared 10 months in FY 2021/22
Namanyere	64	34,581	Increase in pumping hours at Mfili dam from 25 hrs/week to 45 hrs/week, Mchina borehole with capacity 7.5 m <sup>3</sup> /h started operation in January 2023, Rehabilitation of Nkomolo BH with capacity 1.5 m <sup>3</sup> /h in November 2022

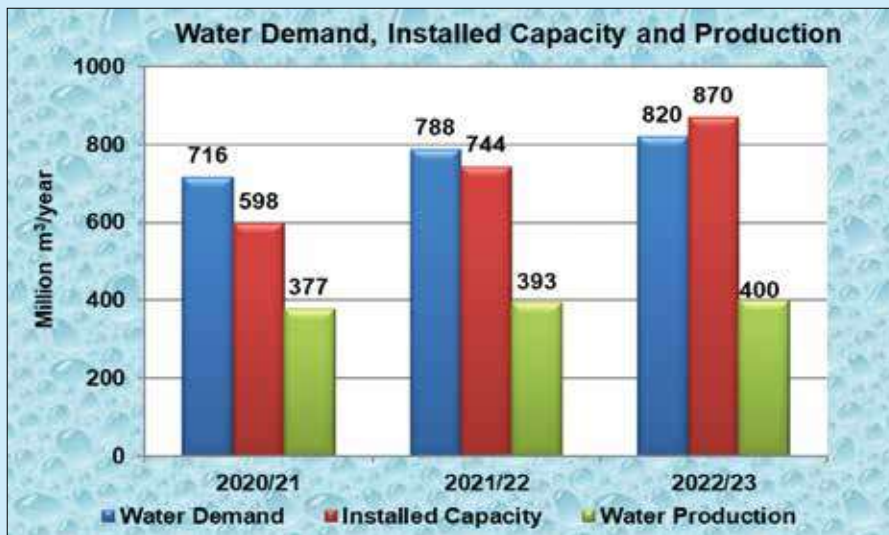
Name of WSSA	% Increase	Increase (m <sup>3</sup> )	Reason(s)
Mpanda	59	705,937	Installation of 7 new air valves at Kanoge sources (4) and Ikolongo sources (3), and replacement of 3 default air valves and two washouts for Ikolongo no.1 and no.2 sources, repair of long undetected leaks for Ikolongo no.1 line at Kologoni area, repair of Ikolongo no. 1 seepage at the base of intake
Mahenge	53	136,304	Increase in pumping hours from 10hrs to 15hrs due to increase in number of customers
Kyela-Kasumulu	48	592,572	Increasing pumping hours at Msikitini Borehole from 3 hrs to 3.5 hrs per day and at Polisi Borehole from 8 hrs per day to 13 hrs. Installation of bulk meters for water from Mwega and Mbambo water sources
Arusha	45	8,985,190	Addition of 30 boreholes at Mbuguni-Valeska and Majimoto areas with a total capacity of 8,100 m <sup>3</sup> /day through Arusha Sustainable Urban Water Supply and Sanitation Delivery Project
Ngara	39	176,880	Full operation of a borehole after installation of a new submersible pump with capacity of 30 m <sup>3</sup> /hr
Makonde	38	303,324	Installation of new water pumps at Mitema water source (200 m <sup>3</sup> /hr and 30 m <sup>3</sup> /hr) and Mkunya spring (100 m <sup>3</sup> /hr). installation of pumps at Makote (100 m <sup>3</sup> /hr), Kilidu (30 m <sup>3</sup> /hr) and Mkunya (100 m <sup>3</sup> /hr) booster stations
Kibondo	34	86,712	Replacement of 30 m <sup>3</sup> /hr pump with 75 m <sup>3</sup> /hr pump at Mgoboka water source and rehabilitation of Kumwayi Oxfam borehole No. 2 with a capacity of 10 m <sup>3</sup> /hr
Gairo	33	67,635	Rehabilitation of two boreholes that were not operational during the FY 2021/22, these were borehole No. 84 at Nyumbanhitu, and Gairo A Primary School borehole. In addition, there was an improvement in the reverse osmosis plant following its maintenance
Ludewa	30	91,834	Addition of four boreholes from extended service areas of Ludewa Kijijini namely Luisa A (295 m <sup>3</sup> /day), Luisa B1 (110 m <sup>3</sup> /day), Luisa B2 (85 m <sup>3</sup> /day), Mheha (125 m <sup>3</sup> /day), and Kwa Ayubu (175 m <sup>3</sup> /day)
Dodoma	24	5,080,606	Acquisition of five boreholes of total 2500 m <sup>3</sup> /day from former Kibaigwa WSSA
Namtumbo	23	66,329	Improvement of metering ratio by 26%

**Table 5 (b): WSSAs with Significant Decrease in Water Production**

Name of WSSA	% Decrease	Decrease (m <sup>3</sup> )	Reason(s)
Kilindoni	58	71,960	Breakdown of motor for Bomani spring for five months from January to June 2023
Vwawa-Mlowo	53	532,293	Power outage and low voltage at an average five hours per day at Mlowo, old Vwawa, Forest and Zanzibar sources
Chunya	52	97,418	Break down of four pumps with total production capacity of 1,248m <sup>3</sup> /day and power outage for an average of 11.8 hrs per day
Wanging'ombe	40	521,020	Improvement in measuring methods installation of bulk water meters at Mbukwa and Mtitafu water sources
Tunduru	37	84,649	Decrease of pumping hours from 12 hrs to 9 hrs, due to low voltage at the pump stations
Makambako	25	256,379	Encroachment at Fukulwa source catchment areas mainly at Lunguya, Maduma, Lulanzi and Kichiwa areas
Kondoa	25	196,298	Frequent breakdown of pump coupling rubber, bearings and shaft at ana average of 36 hrs per week
HTM	24	404,971	Power outage for about 7,280 hrs in a year and the accumulation of silts at the 154 m canal to the Mandela intake

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

During the reporting period, total water production was almost half of total water demand in WSSAs' service areas. The ratio of water production to demand has been deteriorating continuously to 49% in FY 2022/23 from 50% in FY 2021/22 and 53% in FY 2020/21. A decline in the ratio was mainly due to population increase that is not matched by an increase in water production. During the year under review, highest ratio was recorded by Ushiroombo WSSA (350%) while Tunduma WSSA had the lowest ratio of water production to demand (1%). A comparison of water production to installed water production capacity indicates a continuous deterioration in the ratio of water production to installed capacity over the past three years. The ratio fell to 46% in FY 2022/23 from 63% in FY 2020/21. Figure 2 shows a trend of comparison of water demand, installed capacity, and water production.



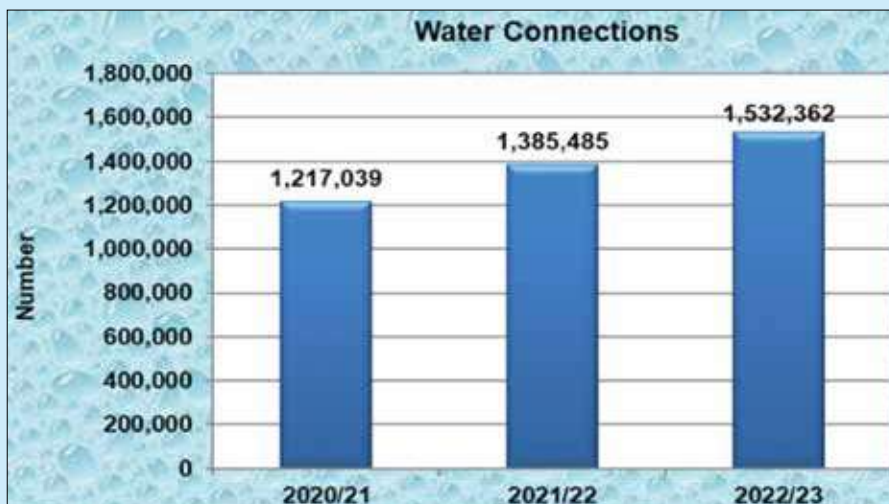
**Figure 2: Comparison of Water Demand, Installed Capacity and Water Production**

### 2.3 Water Service Coverage

The analysis of WSSA's water service coverage is based on the number of water service connections (water services customers), the proportion of population directly served with water, and proportion of population living in areas with water network.

#### 2.3.1 Water Service Connections

During FY 2022/23, total water connections for WSSAs increased to 1,532,362 as compared to 1,385,485 and 1,217,039 in FY 2021/22 and FY 2020/21, respectively. About 95% of water connections were domestic customers. The observed increase in water connections mainly resulted from extension of water supply networks as part of WSSAs effort to ensure universal access to water supply services in their areas. Figure 3 shows water connection trends for the past three years. Details of water connections are provided in Appendix 2-Table A2.7.



**Figure 3: Total Water Connections**

WSSAs that recorded an increase in water connections by 20% and above were Karatu, Orkesumet, KASHWASA, Namanyere, Kyela-Kasumulu, Ludewa, Musoma, Chato, Manyoni, Kibaya, Bariadi, Maganzo, Vwawa-Mlowo, Bukoba, Singida, Bunda, Babati, Mpanda, Biharamulo, and Arusha. Table 6 presents reasons for the increases in number of water connections for the WSSAs.

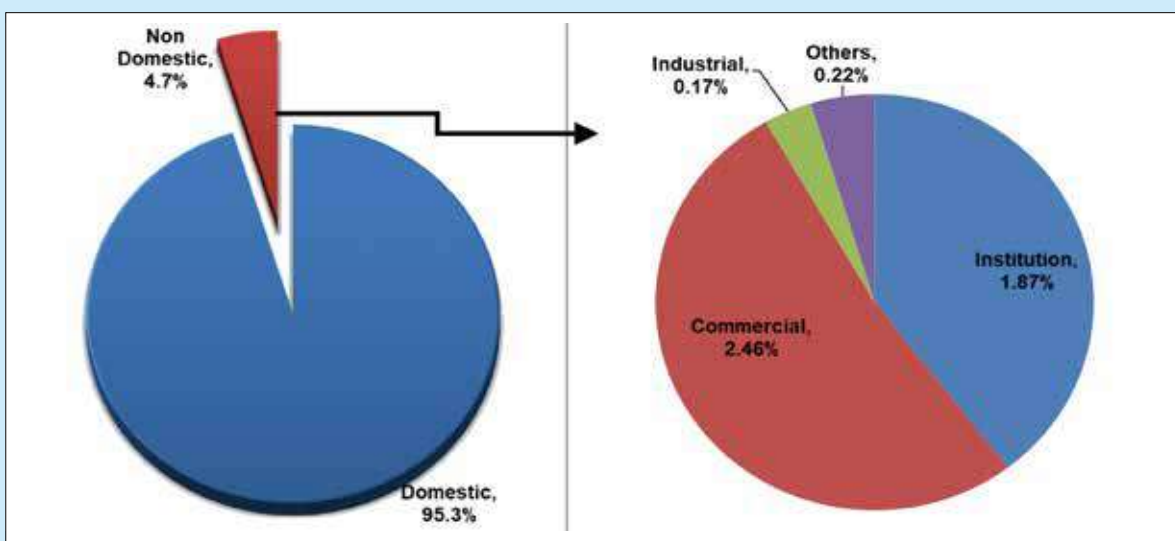
**Table 6: WSSAs with Significant Increase in Water Connections**

S/No	Name of WSSA	% Increase	Number of Connections	Reason(s)
1.	Karatu	479	4,336	665 new customers connected in the period under review. Further, the utility acquired a total of 3,671 customers from the former KAVIWASU
2.	Orkesumet	185	949	Extension of water network by 14.24 km to unserved areas of Mkumbi, Block, Endonyonginjape and Njira
3.	KASHWASA	54	51	Extension of water network at Mwakuzuku (7.05 km) and Kabondo (3.5 km), Izuga village (5.57 km), Malampaka (29 km) and Malya (15.94 km) towns
4.	Namanyere	52	202	Extension of network and improvement in availability of water services
5.	Kyela-Kasumulu	47	889	Addition of 428 customers from Ntaba and Busokelo. Further the utility activated customer following the survey done in September 2022
6.	Ludewa	45	377	Additio of 331 customers from the new service area (Ludewa Kijijini) and 46 new water connections obtained at the end of June 2023
7.	Musoma	31	7,098	Extension of the water network by 63.94 km at Kwangwa, Songe, Bweri-Bukoba, Nyabisare, Songambe, Kurumuli, and Bweri-Kati. Acquiring of water connections from clustered areas of Mugumu (2,574 connections) and Tarime (2,564 connections)
8.	Chato	30	1,011	Extension of water network by 29 km at Chato Centre, Lubambangwe, Buzilayombo, Mbuye, and Msilale areas
9.	Manyoni	29	964	Extension of water network by 0.76 km at Mkwese and Muhala wards
10.	Kibaya	29	202	Extension of water network through Majengo Mapya and Kibaya water projects
11.	Bariadi	27	758	Extension of water network by 19.25 km at nyangaka, Kidinda, Buzunza, Sesele, Izunya, Sokoni, and Isanzu
12.	Maganzo	25	186	Extension of water network by 11 km to Nguzombili, Majengo, Majimaji, Bumbaga, Magagi, Buchunga, Maganzo and Mwembeni streets
13.	Vwawa-Mlowo	22	518	Extension of water network by 45.2 km at Karasha, Saganoti, Izyila, Forest, Ilolo Mnadani, Ilolo Mbimba Ilolo Namlea and Old Vwawa



S/No	Name of WSSA	% Increase	Number of Connections	Reason(s)
14.	Bukoba	22	3,835	Acquired 3,131 connections from the former Muleba WSSA, and completion of Kyaka-bunazi water supply project
15.	Singida	21	3,208	Acquisition of 1,673 customers from new areas of Ikungi, Makiungu, Irisya, Iguguno, Njiapanda and Sepuka, and 1,535 new water connections
16.	Bunda	21	1,309	Extension of water network by 33 km to Guta, Migungani, Tairo, Boma, Bunda store, Kiabakari road and Kung'ombe streets
17.	Babati	20	4,516	Extension of water network by 219.16 km in Babati, Bashnet, Magugu, Dareda, Galapo and Katesh. Rehabilitation of water distribution networks by 81.55 km
18.	Mpanda	20	1,315	Extension of water networks by 94 km at Nsemulwa, Kwalakwacha, Misengereni, Mapinduzi, Milupwa, Shanwe, Kigamboni, Misunkumilo, Ilembo, and Airtel
19.	Biharamulo	20	461	Extension of water network by 4 km at Nyakahura, Majengo, Ng'ambo, Bomani, and Luziba
20.	Arusha	20	18,657	Extension of service area to cover Mirerani, Endiamtu, Shambarai, Naisinyai, Namanga and Kimokowo wards whereby a total 956 connections were acquired. Also, 17,701 new water customers were connected as a result of implementation of the Arusha Sustainable Water Supply Project

An analysis of composition of WSSAs customers indicated that during the year under review, domestic customers were the highest consumer category with a share of 95.3% of all customers. Figure 4 presents the percentage composition of customers categories among WSSAs.



**Figure 4: Composition of Water Supply Connections**

### 2.3.2 Proportion of Population Directly Served with Water

Proportion of population directly served with water in WSSAs' service areas improved to 63% in FY 2022/23 as compared to 55% in FY 2021/22 and 56% in FY 2020/21. Major projects to extend water supply networks was the main reason for improvement in the indicator. Appendix 2: Table A2.8 provides details of proportion of population served with water over the past three years.

WSSAs that recorded significant increase (more than 20%) were, Tunduma (31%), Karatu (31%), Orkesumet (22%) and Kiomboi (21%). With the exception of Karatu WSSA whose coverage increase was mainly due to acquisition of customers that were previously served by KAVIWASU, other WSSAs coverage increase resulted from the impact of projects that were implemented in their service areas.

WSSAs with significant decrease in population directly served with water were Kilwa-Masoko (57%), Mugango-Kibakari (30%), Mafinga (29%), Kahama (25%), Makonde (22%), Lindi (22%) and HTM (20%).

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

- i. Kigoma, Igunga and Songea WSSAs registered over 90% of service coverage in terms of population directly served. The coverage for the utilities were 97%, 93% and 90% for Kigoma, Igunga and Songea WSSAs, respectively; and
- ii. Mpanda, Turiani, Kilwa-Masoko, Geita, Kilindoni, Vwawa-Mlowo and Mugango-Kiabakari WSSAs had the population directly served with water of below 20% with Mugango-Kibakari having the lowest proportion of 5%.

Water service coverage was also assessed on attainment of services level benchmark set in EWURA Performance Benchmarking Guidelines, 2022. During the reporting period none of WSSAs attained coverage within service level benchmark which is 100%. Table 7 shows the performance of WSSAs in attaining service level benchmark.

**Table 7: Status of WSSAs in Provision of Water Service**

Number of WSSAs that attained service level benchmark (100%)	Number of WSSAs that surpassed the acceptable level boundary (95% to 99%)	Number of WSSAs that attained acceptable level boundary (84% to 95%)	Number of WSSAs that attained below the acceptable level boundary (below 84%)
0	0	6	79

### 2.3.3 Proportion of Population Living in Areas with Water Network

During the review period, proportion of population living in area with water network declined to 82% as compared to 83% in FY2021/22. Details on performance in proportion of population living in area with water network are provided in Appendix 2 Table A2.8 and Figure 5.

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

- i. DAWASA, Iringa, Tabora, Tanga, Kigoma, Sumbawanga, Njombe, Wanging'ombe, Igunga, Nzega, Sengerema, and Makambako WSSAs had the highest water network coverage of at least 90%; and

- ii. Kibaya, Maganzo, Mafinga, Gairo, Songe, Ngara, Ifakara, Lindi, Maswa, Same-Mwanga, Mwanza, and Utete WSSAs had significant decrease in the proportion of populaton living in area with water networks of more than 10% as a result of extension of service areas to cover areas with low network coverage.

### 2.3.4 Comparison of Proportion of Population Directly Served with Water and Proportion of Population Living in Areas with Water Network

The comparison of the proportion of population directly served and population living in areas with water networks revealed a potential for increasing the proportion of population directly served by using existing infrastructure in Kibondo, Manyoni, Mpwapwa, Mwanhuzi, Orkesumet, and Tunduma WSSAs. Comparison of the two indicators is depicted in Figure 5.

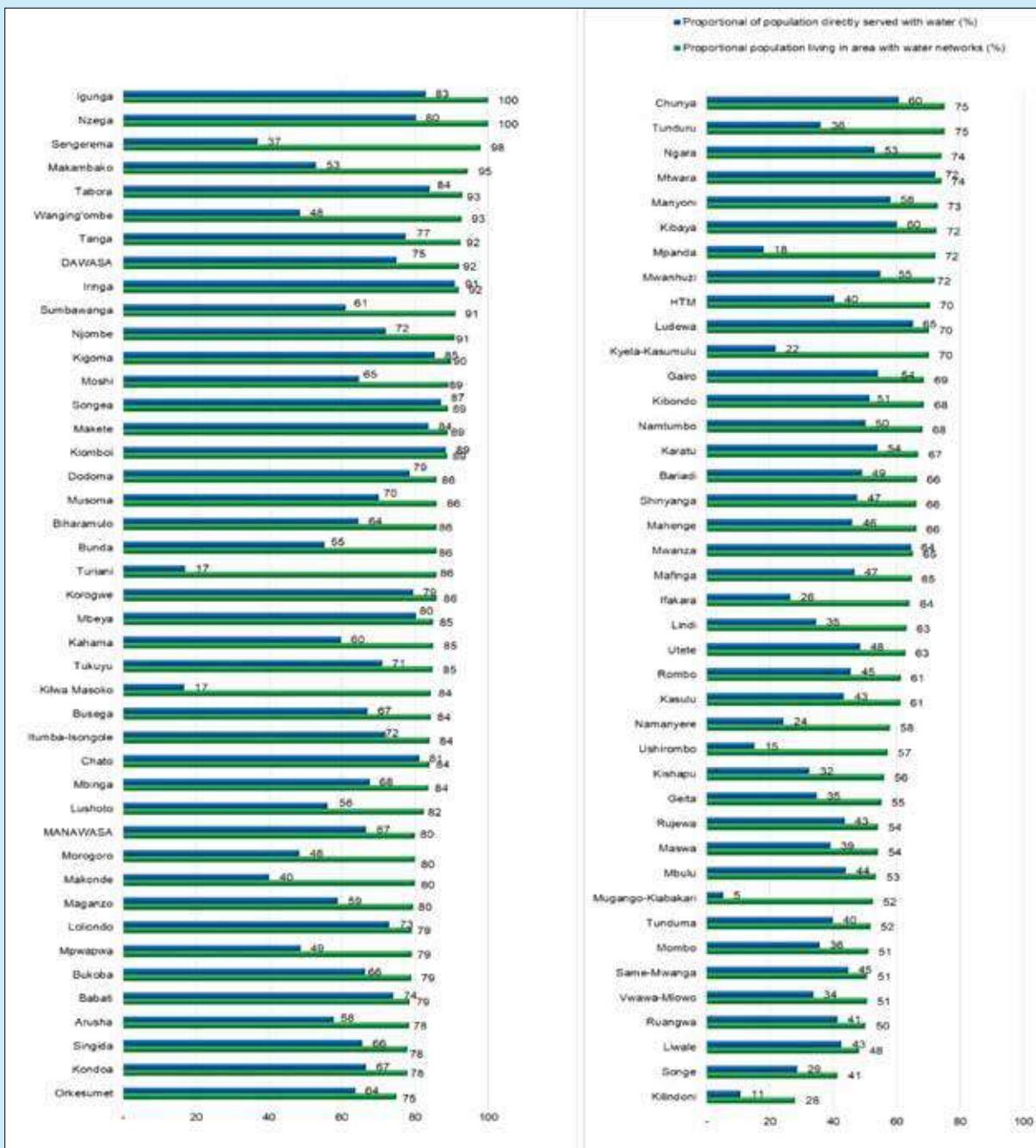


Figure 5: Comparison of Water Supply Coverage Indicators



## 2.4 Sanitation Services

The discussion on sanitation services is analysed based on the sewered sanitation and non sewered sanitation services as detailed in section 2.4.1 and 2.4.2.

### 2.4.1 Sewered Sanitation

The provision of sewered sanitation services was analysed based on the number of sewer connections and sewered sanitation coverage. Sewered sanitation coverage was analysed based on the proportion of population served by a sewer network. During the year under review, 11 WSSAs provided sewerage services in their service areas. These are Arusha, DAWASA, Dodoma, Iringa, Mbeya, Morogoro, Moshi, Mwanza, Songea, Tabora and Tanga.

#### (a) Sewerage Connections

The total number of sewerage connections increased to 56,899 in FY 2022/23 as compared to 55,996 in FY 2021/22 and 52,749 in FY 2020/21. The detailed trend of sewerage connections is presented in Appendix 2: Table A2.9 and illustrated in Figure 6.

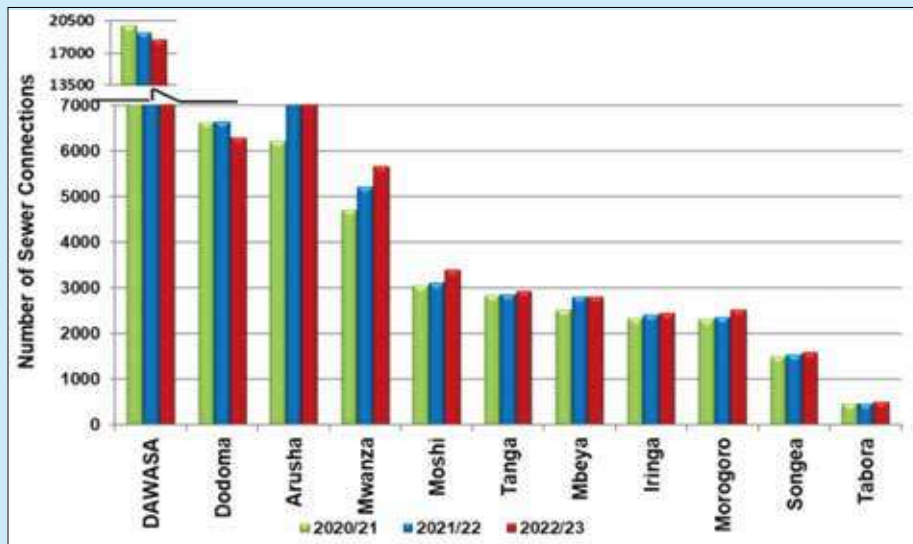
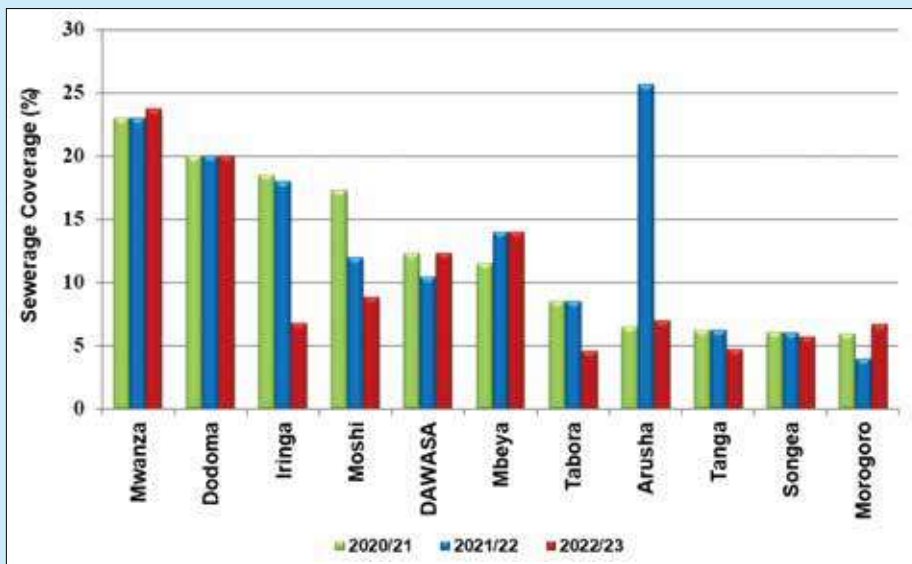


Figure 6: Sewer Connections

During the year under review, Arusha, Mwanza and Moshi WSSAs had substantial increases in sewer connections of 888, 443 and 288, respectively. The increase for Arusha was due to the impact of Sustainable Urban Water Supply and Sanitation Delivery Project. The increase for Moshi WSSA was due to the extension of sewerage network by 11.18 kilometres, while for Mwanza WSSA the increase was attributed by normal connections. On the contrary, DAWASA recorded a decrease of 716 sewer connections due to data cleaning.

#### (b) Sewered Sanitation Coverage

Overall sewered sanitation coverage for the 11 WSSAs that provide sewered sanitation services declined to 10.7% as compared to the overall coverage of 13% that was recorded in the past two years FY 2021/22 and FY 2020/21. The major reason for the decrease was due to extension of service areas for some WSSAs without a significant increase in sewer network. The trend of sewered sanitation coverage for WSSAs is shown in Figure 7.



**Figure 7: Proportion of the Population Connected with Sewerage Services**

Arusha and Iringa WSSA had a substantial decrease in sewerage coverage of 19% and 11% respectively due to review of computations (for Arusha WSSA) and inclusion of Ilula and Kilolo towns' populations for Iringa WSSA. Appendix 2: Table A2.9 provides a detailed trend of sewerage coverage over the past three years for WSSAs.

### 2.4.2 Non-Sewered Sanitation

During the year under review, WSSAs in collaboration with local government authorities continued to update and improve onsite sanitation data. This section discusses basic data on conditions of sanitation services in WSSAs' service areas in terms of containment, emptying facilities, transportation and treatment of faecal sludge. Some of the data were obtained from the National Sanitation Portal (National Sanitation Management Information System-NSMIS) which is administered by the Ministry of Health.

#### (a) Containment

The analysis of data on containment facilities showed that, during FY 2022/23 the proportion of households that used latrines was 55.7% while households using septic tanks was 42.0%. Further analysis of data shows that households without any sanitation facility were 1.32%. Furthermore, the total number of emptiable latrines was 2,429,501 which is equivalent to 41.30% of number of latrines in the WSSAs' service areas. Details on basic sanitation data collected from WSSAs are provided in Appendix 2 Table A2.15 and Table A2.16.

#### (b) Emptying Facilities and Transport

Analysis of data on faecal sludge emptying facilities showed that the total number of cesspit emptier trucks operating in the WSSAs' service areas in FY 2022/23 decreased to 358 from 385 reported in FY 2021/22. The decrease was mainly attributed to a significant decrease in the number of privately owned cesspit emptiers registered by Arusha WSSA from 52 in FY 2021/22 to 22 in FY 2022/23. The decrease was due to the extension of sewerage network through Arusha Sustainable Urban Water Supply Project which increased sewerage connections by 888. Generally, out of the reported total, 41 were owned and operated by WSSAs, 19 were owned by the local government authorities (LGAs) and 298 were privately owned. Appendix 2: Table A2.16 provides detailed numbers

of cesspit emptier trucks owned by WSSAs, LGAs and Private Operators. During the year under review, WSSAs that owned cesspit emptier trucks were DAWASA (7), Mwanza (6), Arusha (5), Iringa (3), Tanga (3), Kahama (2), Nzega (2) and Sumbawanga (2). Other WSSAs with only one cesspit emptier truck each were Dodoma, Moshi, Musoma, Songea, Bukoba, Kigoma, Lindi, Geita, Korogwe, Sengerema, and Busega. Faecal sludge emptying services in the WSSAs service areas are also done by using other means including manual and non-motorised mechanical pumping.

### (c) Sewage and Faecal Sludge Treatment

During the year under review, the available total capacity of the treatment plants increased to 179,295 m<sup>3</sup>/day as compared to 123,629 m<sup>3</sup>/day during FY 2021/22. Further, the volume of faecal sludge dumped at sludge treatment facilities increased to 2,993,908 m<sup>3</sup>/year in FY 2022/23 from 2,924,200 m<sup>3</sup> reported in FY 2021/22. Details on basic sanitation data collected from WSSAs are provided in Appendix 2 Table A2.15 and Table A2.16.

#### 2.4.3 Standard Operation Procedures for FSM

Guidelines for Onsite Sanitation and Faecal Sludge Management for Water and Sanitation Authorities (2020), require WSSAs to prepare and implement the standard operating procedures (SOPs) for faecal sludge management (FSM). During the reporting year none of the WSSAs had an approved standard operating procedures for faecal sludge management.

## 2.5 Water Service Availability

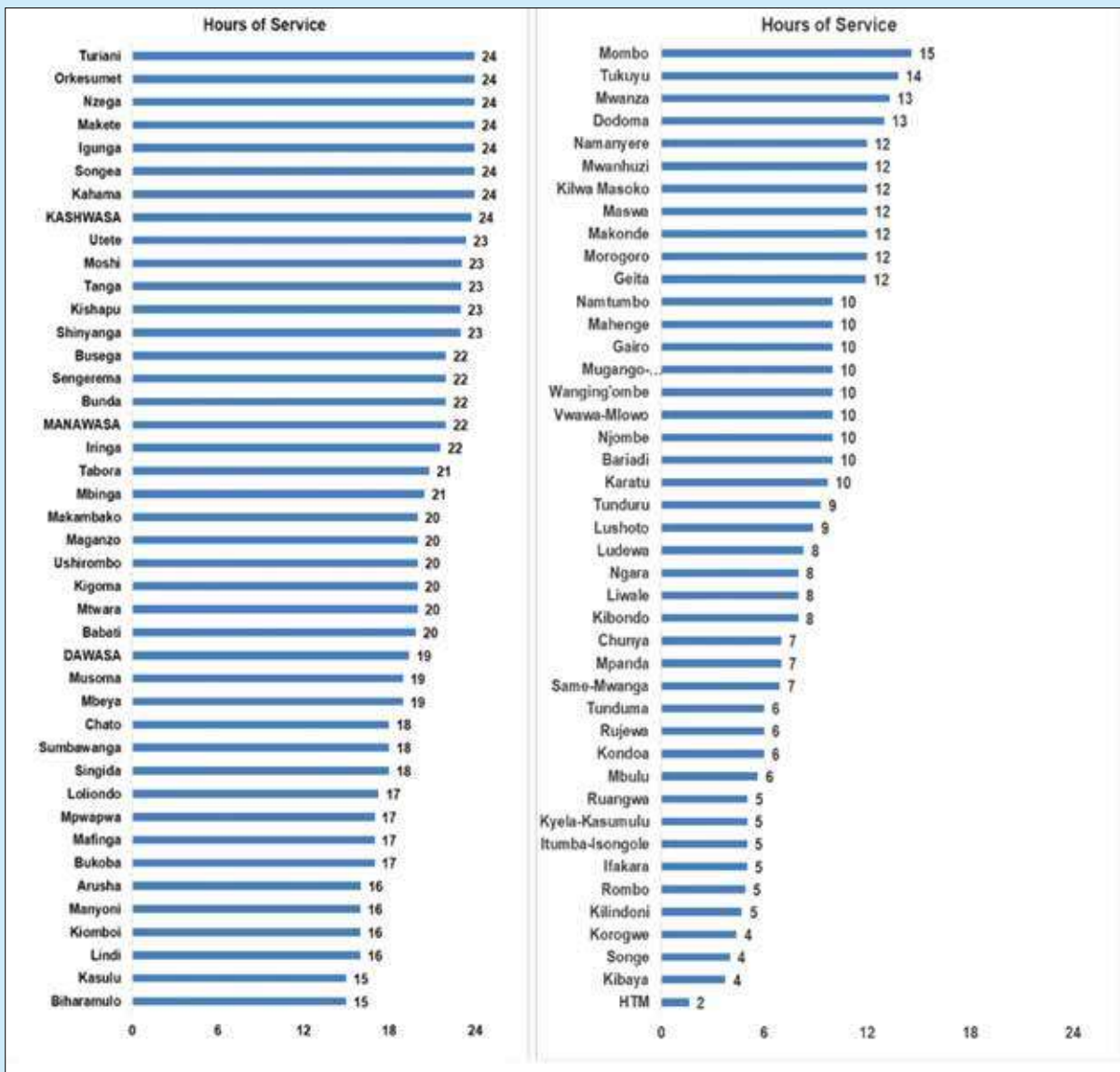
### 2.5.1 Service Hours

The average daily hours of service remained at 14 hours for the past three consecutive years. The attained average service hours per day remained below the service level benchmark of 24 hours. The data of utilities' hours of service are shown in Table A2.8 of Appendix 2. During the year under review, seven WSSAs namely KASHWASA, Songea, Kahama, Nzega, Igunga, Orkesumet and Turiani registered an average of 24 hours of water supply. KASHWASA, Songea, Kahama, Nzega, Igunga and Turiani WSSAs maintained 24 hours of supply for three consecutive years. The number of WSSAs with at least 20 hours of service increased to 26 from 17 WSSAs in 2021/22. Makonde and Mpwapwa WSSAs had an increase of above five hours of water supply as shown in Table 8. Further, 22 WSSAs had a significant decrease in hours of supply of more than 10 hours.

**Table 8: WSSAs with Significant Increase in Hours of Service**

Name of WSSA	Increase (hrs)	Reasons
Makonde	6	Replacement of surface water pumps at Mitema, Kilidu, Mkunya, escarpment and Makote that increased water production and distribution capacity.
Mpwapwa	5	Replacement of 45 m <sup>3</sup> /hr pump with 65 m <sup>3</sup> /hr pump at Kikombwe borehole in December 2022, and addition of gravity main at Mayawile source by installation of DN 110 mm HDPE pipe

During the year under review, four WSSAs namely HTM, Kibaya, Korogwe and Songe WSSAs registered low hours of service (below five hours per day). Further, analysis indicates that decrease in hours of service among WSSAs were mainly due to decrease in water production and frequent power outages. A comparison of service hours for water utilities during FY 2022/23 is shown in Figure 8.



**Figure 8: Comparison of Average Hours of Services**

The assessment of WSSAs on attainment of services level benchmark for service hours as set in EWURA Performance Benchmarking Guidelines, 2022 indicated that out of 85 WSSAs, 43 attained the acceptable boundaries of service hours (above 15 hours).

## 2.6 Water Quality

### 2.6.1 Water Quality Monitoring

The quality of water supplied by WSSAs was analyzed to assess compliance with Tanzania Standard Portable Water Specification (TZS 789:2018-EAS12:2018) for *E. coli*, turbidity, residual chlorine and pH. The overall water quality compliance level for the water quality monitoring conducted to WSSAs for FY 2022/23 indicate improvement in terms of *E. coli* and turbidity. pH level and residual chlorine experienced deterioration compared to FY 2021/22. The overall water quality performance is below the service level benchmark, which is 100%. The worsening of residual chlorine compliance level had been attributed to non-adherence to standard operating procedures for the disinfection process including lack of control point for chlorination, use of uncalibrated testing kits and unskilled personnel.

## 2.6.2 Water Treatment Facilities

In FY 2022/23, 94% of WSSAs had water treatment facilities, being an increase from 91% and 88% of WSSAs in FY 2021/22 and FY 2020/21, respectively. During FY 2022/23, 32 out of 85 WSSAs used conventional water treatment plants. Further, 48 WSSAs carried out water treatment by disinfection only, mostly by using calcium hypochlorite. Moreover, five WSSAs namely Mombo, Namanyere, Songe, Tunduma and Tunduru had no water treatment facilities, which is an improvement as compared to eight and 11 recorded in FY 2021/22 and FY 2020/21, respectively. Table 9 shows the status of the availability of water treatment facilities among WSSAs in FY 2022/23.

**Table 9: Availability of Water Treatment Facilities**

WSSAs with Conventional Water Treatment Plants	WSSAs with Disinfection Units only		WSSAs without Treatment Facilities
1. Arusha	1. Bariadi	32. Mpanda	1. Mombo
2. Babati	2. Chunya	33. Mpwapwa	2. Namanyere
3. Biharamulo	3. Dodoma	34. Mugango-Kiabakari	3. Songe
4. Bukoba	4. HTM	35. Namtumbo	4. Tunduma
5. Bunda	5. Ifakara	36. Ngara	5. Tunduru
6. DAWASA	6. Itumba-Isongole	37. Njombe	
7. Geita	7. Karatu	38. Rombo	
8. Igunga	8. Kasulu	39. Ruangwa	
9. KASHWASA	9. Kibaigwa	40. Rujewa	
10. Kibondo	10. Kibaya	41. Same-Mwanga	
11. Maswa	11. Kigoma	42. Singida	
12. Mbeya	12. Kilwa-Masoko	43. Tukuyu	
13. Morogoro	13. Kiomboi	44. Turiani	
14. Mtwara	14. Kondo	45. Ushirombo	
15. Musoma	15. Korogwe	46. Utete	
16. Mwanhuzi	16. Kyela-Kasumulu	47. Vwawa-Mlowo	
17. Mwanza	17. Lindi	48. Wanging'ombe	
18. Nzega	18. Liwale		
19. Orkesumet	19. Loliondo		
20. Sengerema	20. Ludewa		
21. Shinyanga	21. Lushoto		
22. Songea	22. Mafinga		
23. Sumbawanga	23. Mahenge		
24. Tabora	24. Makambako		
25. Tanga	25. Makete		
26. Iringa	26. Makonde		
27. Busega	27. MANAWASA		
28. Chato	28. Manyoni		
29. Gairo	29. Mbinga		
30. *Kahama	30. Mbulu		
31. *Kishapu	31. Moshi		
32. *Maganzo			

\* WSSA receives treated water from KASHWASA



## 2.7 Wastewater Quality

### 2.7.1 Wastewater and Faecal Sludge Treatment

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

- (i) During the year under review, 21 out of 85 WSSAs had operational sewage and faecal sludge treatment facilities. This was an increase compared to 20 WSSAs recorded in FY 2021/22. The increase in number was due to the completion and operation commencement of the faecal sludge treatment facilities for Nzega WSSA. Further, the Tunduma WSSA faecal sludge treatment facility was completed during the year under review but could not commence operations due to pending logistical issues including registration of cesspit emptiers and some approvals. Among WSSAs with sewage and faecal sludge treatment facilities, 10 had wastewater stabilisation ponds while nine had sludge digesters. Mwanza WSSA and DAWASA operate both wastewater stabilisation ponds and faecal sludge digesters in their service areas.
- (ii) Tanga WSSA has a sewer network that discharges untreated sewage directly to the Indian ocean through a sea outfall. The utility has land for the construction of wastewater treatment facilities and during the year under review, the construction of facilities located at Muheza and Pangani are on going. Further, the design report and tender documents for soliciting funds for the construction of WSP at Tanga City are under MoW. Other WSSAs with ongoing construction of faecal sludge treatment facilities were Tabora, Singida, Babati, Njombe, Bunda, Chato, Igunga, and Korogwe.
- (iii) During the year under review, 10 WSSAs, namely DAWASA, Gairo, Mbinga, Namanyere, Ludewa, Itumba-Isongole, Kondoa, Mafinga, Mpwapwa, and Utete, had already acquired land and completed the design for the construction of wastewater treatment facilities and they were still soliciting funds for the construction. The land acquired by DAWASA was for the construction of additional wastewater treatment plants. Further, nine WSSAs namely Gairo, Mbinga, Namanyere, Ludewa, Itumba-Isongole, Kondoa, Mafinga, Mpwapwa, and Utete had acquired land for the construction of wastewater and faecal sludge treatment facilities.
- (iv) During FY 2022/23, a total of 45 WSSAs had neither wastewater treatment facilities nor acquired land for construction of such facilities. The WSSAs were Bariadi, Mpanda, Vwawa-Mlowo, HTM, KASHWASA, Makonde, MANAWASA, Maswa, Mugango-Kiabakari, Wanging'ombe, Biharamulo, Chunya, Ifakara, Karatu, Kasulu, Kibaya, Kibondo, Kilindoni, Kilwa Masoko, Kiomboi, Kishapu, Kyela-Kasumulu, Liwale, Loliondo, Lushoto, Mahenge, Makete, Manyoni, Mbulu, Mwanhuzi, Namtumbo, Ngara, Orkesumet, Ruangwa, Rujewa, Same-Mwanga, Songe, Tukuyu, Tunduru, Ushirombo, Maganzo, Makambako, Mombo, Turiani, and Rombo. Table 10 summarises the status of sewage treatment facilities in WSSAs.



**Table 10: Availability of Wastewater Treatment Facilities in WSSAs**

WSSAs with Sewer Network and Wastewater Treatment Facilities	WSSAs with Sewer Network but no Wastewater Treatment Facilities	WSSAs without Sewer Network but have Faecal Sludge Treatment Facilities	WSSAs with Ongoing Construction of Wastewater Treatment Facilities	WSSAs with Land for Construction of Wastewater Treatment Facilities
Arusha, Dodoma, Moshi, Morogoro, Mwanza, Iringa, Songea, Mbeya, Tabora and DAWASA*	Tanga**	Sumbawanga, Bukoba, Geita, Kigoma, Musoma, Kahama Shinyanga, Lindi Nzega, Sengerema, and Busega	Tabora, Tanga, Singida, Babati, Njombe, Bunda Chato, Igunga, and Korogwe	DAWASA, Gairo, Mbinga, Namanyere, Ludewa, Itumba-Isongole, Kondo, Mafinga, Mpwapwa, and Utete

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

\*\*Utility's sewer network discharges untreated sewage directly to the Indian Ocean through a sea outfall

### 2.7.2 Effluent BOD and COD Compliance

The wastewater quality monitoring conducted to Arusha, Bukoba, DAWASA, Dodoma, Geita, Iringa, Kahama, Mbeya, Morogoro, Moshi, Musoma, Mwanza, Shinyanga, Songea and Biharamulo WSSAs revealed a continuous increase in the overall BOD and COD compliance levels to 58% and 50% in FY 2022/23, respectively, as compared to 46% registered in FY 2021/22.

Six WSSAs, namely Arusha, Kahama, Morogoro, Moshi, Shinyanga and Songea WSSAs had 100% effluent BOD and COD compliance with TBS (TZS 860:2019) requirements while Mbeya, WSSA registered 100% compliance for BOD only. On the other hand, Dodoma, Geita, Iringa, Musoma and Mwanza WSSAs had zero compliance for effluent BOD and COD. Wastewater quality tests were not conducted for Sumbawanga, Tabora, Sengerema, Nzega, Lindi, and Kigoma WSSAs due to the absence of effluent discharged to the receiving environment. Further, wastewater quality tests were not conducted for Tanga WSSA since the utility discharges sewage directly into the Indian Ocean. The BOD and COD compliance level is shown Figure 9 and detailed in Appendix 2, TableA2.6.



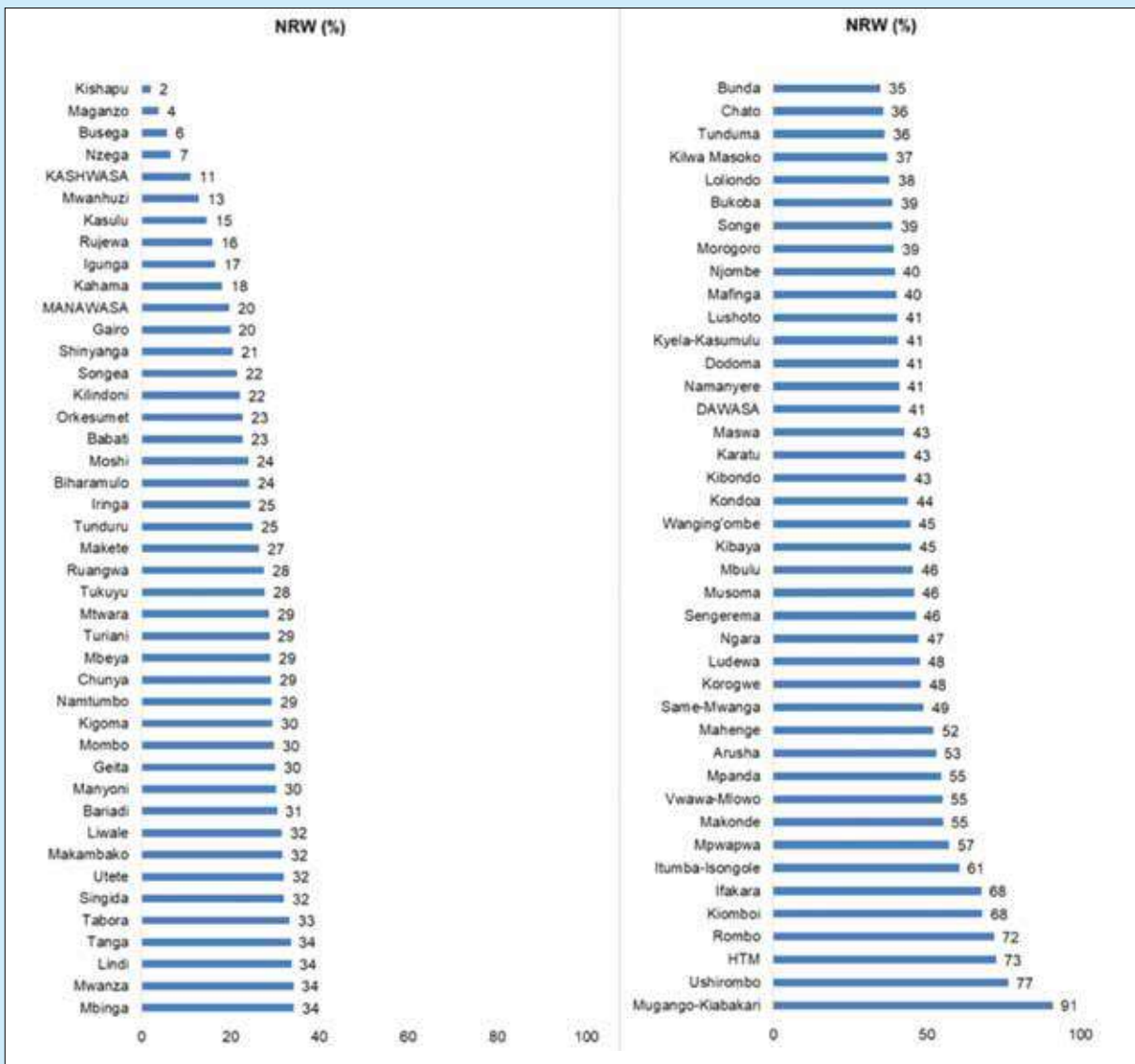
**Figure 9: Wastewater Quality Compliance**

## 2.8 Non-Revenue Water Management

Performance of wssas in managing NRW was assessed based on NRW as a percentage of water production, NRW as cubic meter per kilometer per day, NRW as cubic meter per connection per day, water production measurement methodology, availability of NRW reduction strategy, water meter management and metering ratio.

### 2.8.1 Non-Revenue Water as Percentage of Water Production

Over the past three years, there has been an uneven trend in overall NRW as a percentage of water production. The overall NRW declined by 1.7% in FY 2022/23 compared to improvement by 2.3% in FY 2021/22 mainly due to dilapidated water supply systems. NRW as a percentage of total water produced for WSSAs is presented in Figure 10 and detailed in Appendix 2, Table A2.4.



**Figure 10: Non-Revenue Water as a Percentage of Water Production**

An improvement of more than 20% for NRW expressed as percentage of water production was attained by Kilindoni, Ruangwa, Wanging’ombe, and Vwawa-Mlowo, WSSAs. Table 11 present the level of improvement and reasons of improvement for WSSAs.

**Table 11: WSSAs with Significant Decrease of NRW**

Name of WSSA	Decrease (%)	Reason(s)
Kilindoni	31	Improvement of methodology for estimation of water production by use of present pump capacity and pumping hours. Also, there was improvement in metering ratio from 15% to 19%
Ruangwa	25	Replacement of 2 km of the old water distribution system
Wanging’ombe	25	Installation of bulk water meters for measuring water production at Mbunga and Mtitafu water source
Vwawa-Mlowo	20	Installation of 230 water meters to unmetered customers, repair and maintenance of bulk water meter at Matengu water source, and installation of a bulk water meter at Mwasianyana stream by June 2022

During FY 2022/23, Kishapu, Maganzo, Busega, Nzega, KASHWASA, Mwanhuzi, Kasulu, Rujewa, Igunga, Kahama, MANAWASA, and Gairo WSSAs attained the recommended benchmark for NRW of less than 20%. Mugango-Kiabakari WSSA registered the highest NRW (91%) mainly due to old and dilapidated water supply infrastructures.

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

NRW per kilometer per day improved to 7.23 m<sup>3</sup>/km/day in FY 2022/23 as compared to 7.51 m<sup>3</sup>/km/day in FY 2021/22 and 8.68.3 m<sup>3</sup>/km/day in FY 2020/21. During FY 2022/23, Gairo, Kishapu, Mwanhuzi, Nzega, Orkesumet, Maganzo, Tunduma, Busega WSSAs recorded the lowest NRW per km per day, with less than 1 m<sup>3</sup>/km/day. WSSAs that registered the highest NRW per km per day were Arusha, DAWASA, Dodoma, and Kyela-Kasumulu WSSAs which registered NRW of 20.87, 26.46, 31.68, and 32.29 m<sup>3</sup>/km/day, respectively. The NRW as Cubic Meter per Kilometer per Day for each WSSA is detailed in Appendix 2: Table A2.4.

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

Average NRW as cubic meter per connection per day for WSSAs has been improving over the past three years. In FY 2022/23, average NRW per connection per day for WSSAs was 0.38 m<sup>3</sup> as compared to 0.88 m<sup>3</sup> and 0.89 m<sup>3</sup> reported in FY 2021/22 and FY 2020/21, respectively. The improvement was attributed to increased connections. The NRW in cubic meter per connection per day is shown in Appendix 2: Table A2.4.

### 2.8.4 Water Production Measurement Methodology

Performance of WSSAs was also analysed in terms of methods used in ascertaining the amount of water produced. Three methods used to determine the amount of water produced include bulk water meters; bulk water meters and estimates; and estimates. WSSAs using both bulk meters and estimates are those with multiple water sources, some of which are not metered. Analysis of usage of bulk meters among WSSAs showed a decrease to 47% in FY 2022/23 from 57% in FY 2021/22. Further, during FY 2022/23, 40 out of 85 WSSAs used bulk water meters; 37 used both bulk meters and estimates and 8 WSSAs estimated the amount of water produced. The number of WSSAs and methods for determining amount of water produced is shown in Table 12, whereas a list of WSSAs and methods used to determine water production in FY 2022/23 is presented in Table 13.

**Table 12: Water Production Measurement Methods among WSSAs**

Description of Method	Number of Utilities					
	2020/21		2021/22		2022/23	
	No.	%	No	%	No.	%
Bulk Water Meter	43	47	51	57	40	47
Both bulk meter and estimate	32	35	30	33	37	44
Estimate	9	10	9	10	8	9
<b>Total Utilities Analysed (No)</b>	<b>91</b>		<b>90</b>		<b>85</b>	

**Table 13: Methods Used by WSSAs in Determining Water Production**

Measurement Method	Utility Names	Number of Utilities
Bulk water meters	Iringa, Kahama, Mbeya, Mwanza, Shinyanga, Songea, Kigoma, Singida, Lindi, Njombe, KASHWASA, MANAWASA, Maswa, Mugango-Kiabakari, Biharamulo, Bunda, Chunya, Igunga, Kibondo, Kilwa Masoko, Kiomboi, Kishapu, Kondoa, Liwale, Loliondo, Lushoto, Mafinga, Manyoni, Mbinga, Mwanhuzi, Nzega, Orkesumet, Ruangwa, Same-Mwanga, Ushirombo, Utete, Maganzo, Makambako, Tunduma, Turiani	40
Bulk water meters and estimates	Arusha, DAWASA, Dodoma, Morogoro, Moshi, Mtwara, Musoma, Tabora, Tanga, Bukoba, Sumbawanga, Babati, Bariadi, Geita, Mpanda, Vwawa-Mlowo, Makonde, Wanging'ombe, Chato, Gairo, Ifakara, Karatu, Kibaya, Kilindoni, Korogwe, Kyela-Kasumulu, Ludewa, Mahenge, Makete, Mbulu, Mwapwa, Namanyere, Namtumbo, Sengerema, Songe, Tukuyu, Busega	37
Estimates	HTM, Itumba-Isongole, Kasulu, Ngara, Rujewa, Tunduru, Mombo, Rombo	8

### 2.8.5 NRW Reduction Strategy and Annual Water Balance

According to the EWURA Guidelines for Non-Revenue Water Reduction, 2021. WSSAs are required to prepare and implement NRW reduction strategies. Further, the Guidelines emphasise on the use of IWA water balance to quantify the components of utilities' water loss. During FY 2022/23, out of 85 WSSAs 17 had approved NRW reduction strategy, the WSSAs were DAWASA, Kahama, Moshi, Musoma, Shinyanga, Tanga, Bukoba, Bariadi, Makonde, Maswa, Biharamulo, Bunda, Igunga, Ngara, Nzega, Utete and Busega. Further, all WSSAs had IWA water balance. Appendix 4-Table A4.3 presents details on the status of WSSAs with approved NRW Reduction Strategy.

### 2.8.6 Water Meter Management

This section analyses the compliances of WSSAs with EWURA Guidelines for Water Meter Selection, Installation, Testing and Maintenance, 2021. Specifically, WSSAs are analysed by considering the availability of water meter policy, water meter database and implementation of water meter reverification.

#### 2.8.6.1 Water Meter Policy

During FY 2022/23, 18 out of 85 WSSAs had approved Water Meter Policy for the management of water meters. The WSSAs were DAWASA, Iringa, Kahama, Musoma, Mwanza, Shinyanga, Bukoba, Bariadi, KASHWASA, Makonde, Maswa, Biharamulo, Bunda, Igunga, Ngara, Nzega, Utete na Busega. Appendix 4-Table A4.3 presents details on the status of WSSAs with approved Water Meter Policy.

#### 2.8.6.2 Water Meter Database

During the year under review, 6 out of 85 WSSAs had established customers water meter database that comply with the EWURA Water Meter Selection, Installation, Testing and Maintenance,

2021. The WSSAs were Musoma, Mwanza, Wanging'ombe, Biharamulo, Chunya and Makonde. Appendix 4-Table A4.3 presents details on the status of WSSAs with water meter database.

### 2.8.6.3 Reverification of Water Meters

WSSAs are required to perform reverification of water meters in use or have already undergone verification but its validity expired in order to examine its fitness for use in trade. During the year under review, four WSSAs which are Moshi, Iringa, Lindi, and Nzega reverified water meters.

### 2.8.7 Metering Ratio

During the year under review, the overall metering ratio improved to 92% as compared to 90% recorded in FY 2021/22 and 87% recorded in FY 2020/21. The metering ratio for three consecutive years is detailed in Table A2.7 of Appendix 2.

The attained metering ratio is still below the acceptable service level benchmark of 100%. In FY 2022/23, 62 out of 85 WSSAs recorded metering ratio of 100% while Kyela-Kasumulu WSSA recorded lowest metering ratio of 1%. Metering ratios for WSSAs are shown in Figure 11.

Ludewa, Mombo, Tunduma and Namtumbo WSSAs recorded a higher increase in metering ratio of above 10% in FY 2022/23.





Figure 11: Metering ratio for WSSAs

## 2.9 Financial Performance

Financial performance of WSSAs was analysed based on revenue generation, expenditure control and cost recovery.

### 2.9.1 Revenue Generation

During the year under review, total revenue generated by WSSAs increased to TZS 411,376 million from TZS 393,266 million attained in FY 2021/22. This is equivalent to 5% increase over the year. Figure 12 shows a three-year trend of revenue generation by WSSAs.



**Figure 12: Revenue Generation**

During FY 2022/23, overall revenue from water charges and sewerage services increased while revenue from other operations decreased. Total revenue from water consumption increased by 6% while total revenue from sewerage services increased by 0.3%. Total revenue generated from other operations, including new water connection, reconnection, cesspit emptying and sludge disposal services, decreased by 4% from TZS 31,919 million in FY 2021/22 to TZS 30,798 million in FY 2022/23. Water consumption billing remained the main source of revenue for WSSAs contributing about 88% of overall operating income generated by utilities.

Revenue generation performance varied widely among 85 WSSAs. 57 WSSAs recorded increases in revenue generation during FY 2022/23 among which 22 recorded more than 20% increases in revenue. Table 14 shows reasons for increases in revenues for the WSSAs.

**Table 14: Reasons for Significant Increases in Revenue**

S/N	Name of WSSA	% Increase	Reason(s)
1.	Tunduma	443.2	Increase in water production by 106% and increase in customers from 775 to 906
2.	Karatu	187.6	Acquisition of KAVIWASU that increased water production and customer base
3.	Ludewa	144.4	Improvement in billing through the use of Unified Majis billing system and addition of 331 customers from new service area (Ludewa Kijijini)
4.	Namanyere	134.9	Increase of water production by 64%
5.	Ruangwa	83.9	Decrease in NRW from 53% to 27%
6.	Kibaya	50.4	Increase in water production by 91%
7.	Makete	49.7	Addition of areas of operation including Isapulano and Ivilikingo with 446 customers which were previously served by RUWASA
8..	Turiani	49.6	Growth in number of customers by 16%

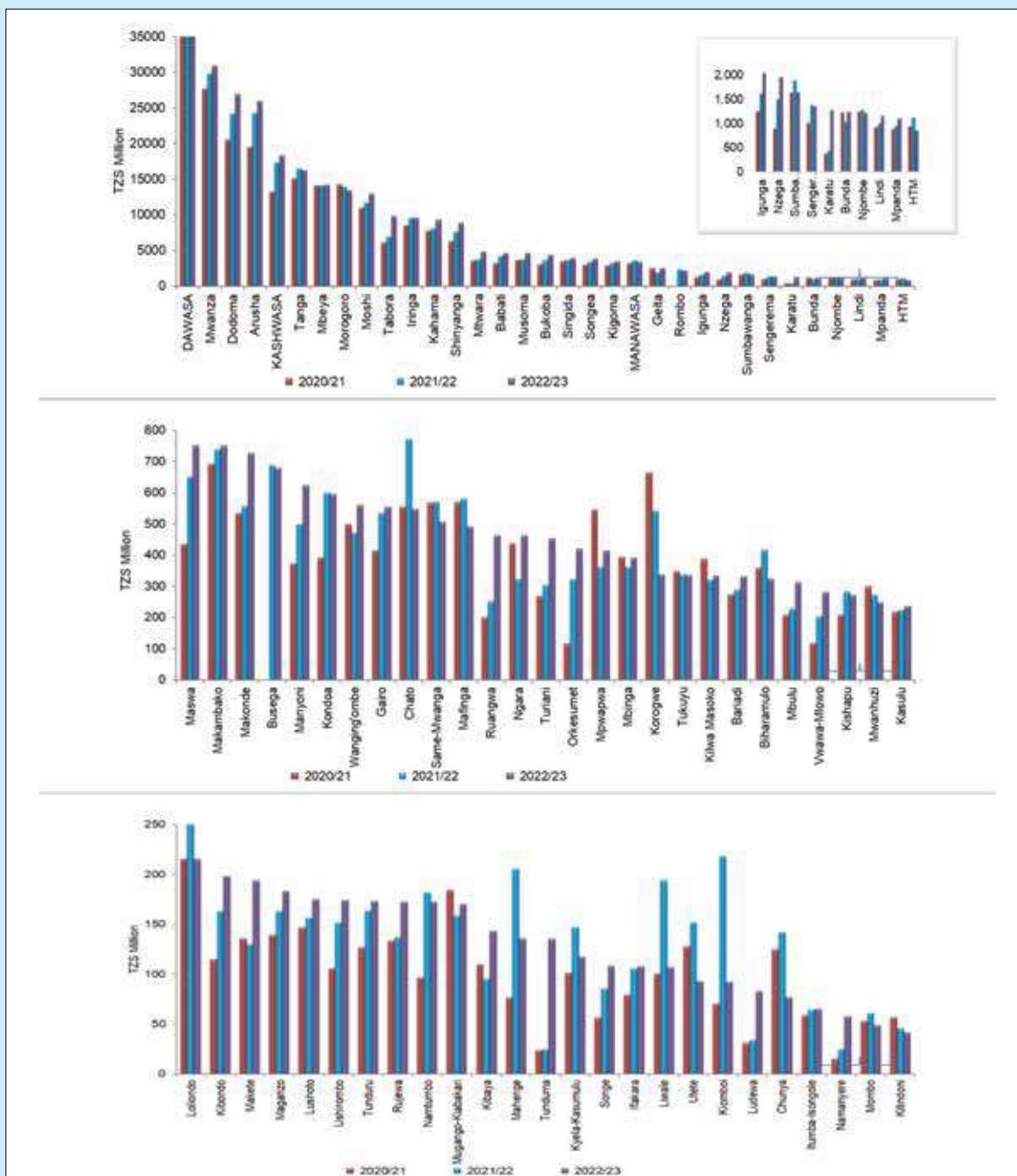
S/N	Name of WSSA	% Increase	Reason(s)
9.	Ngara	43.6	Increase in water production
10.	Tabora	42.7	Decrease in NRW
11.	Vwawa-Mlowo	38.4	Increase in customer base by 514 customers and increase in billed volume by 20%
12.	Mbulu	37.3	Change in water tariff
13.	Makonde	30.5	Increase in water production
14.	Geita	30.3	Increase in water production
15.	Orkesumet	30.0	Increase in water production and decrease in NRW
16.	Nzega	29.3	Increase in water production and change in water tariff
17.	Songe	27.1	Decrease in NRW
18.	Mtwara	26.8	Approval of new water tariff
19.	Rujewa	26.2	Improvement in billing process through the use of Unified Billing System and increase in customer base by 34%
20.	Musoma	25.5	Increase in water production by 15%
21.	Manyoni	25.2	Increase in water production by 19%
22.	Igunga	25.1	Change in water tariff

A total of 11 WSSAs recorded significant decreases in operating revenue. Reasons for the decreases are shown in Table 15.

**Table 15: Reasons for Significant Decreases in Revenues**

S/N	Name of WSSA	% decrease	Reason(s)
1.	Kiomboi	57.6	High non-revenue water
2.	Chunya	45.8	Decrease in water production
3.	Liwale	44.8	Increase in water loss
4.	Utete	38.6	High non-revenue water
5.	Korogwe	37.6	Decrease in water production and increase in NRW
6.	Mahenge	33.9	Increase in NRW
7.	Chato	29.0	Increase in NRW and decrease in water production
8.	HTM	23.5	Decrease in water production
9.	Biharamulo	22.2	Decrease in water production and increase in NRW

DAWASA remained the highest earner among 85 WSSAs with its annual revenue of TZS 146,609 million accounting for about 36% of overall revenue generated by WSSAs during FY 2022/23. This is mainly due to its large customer base. On the other hand, Kilindoni WSSA had the lowest revenue during the year. The utility generated as low as TZS 41.6 million from water sales and other operations. Figure 13 shows revenue generated by WSSA during FY 2022/23. Appendix 2: Table A2.11 shows revenue composition for each WSSA for the past three years.



**Figure 13: Revenue Generation for WSSAs**

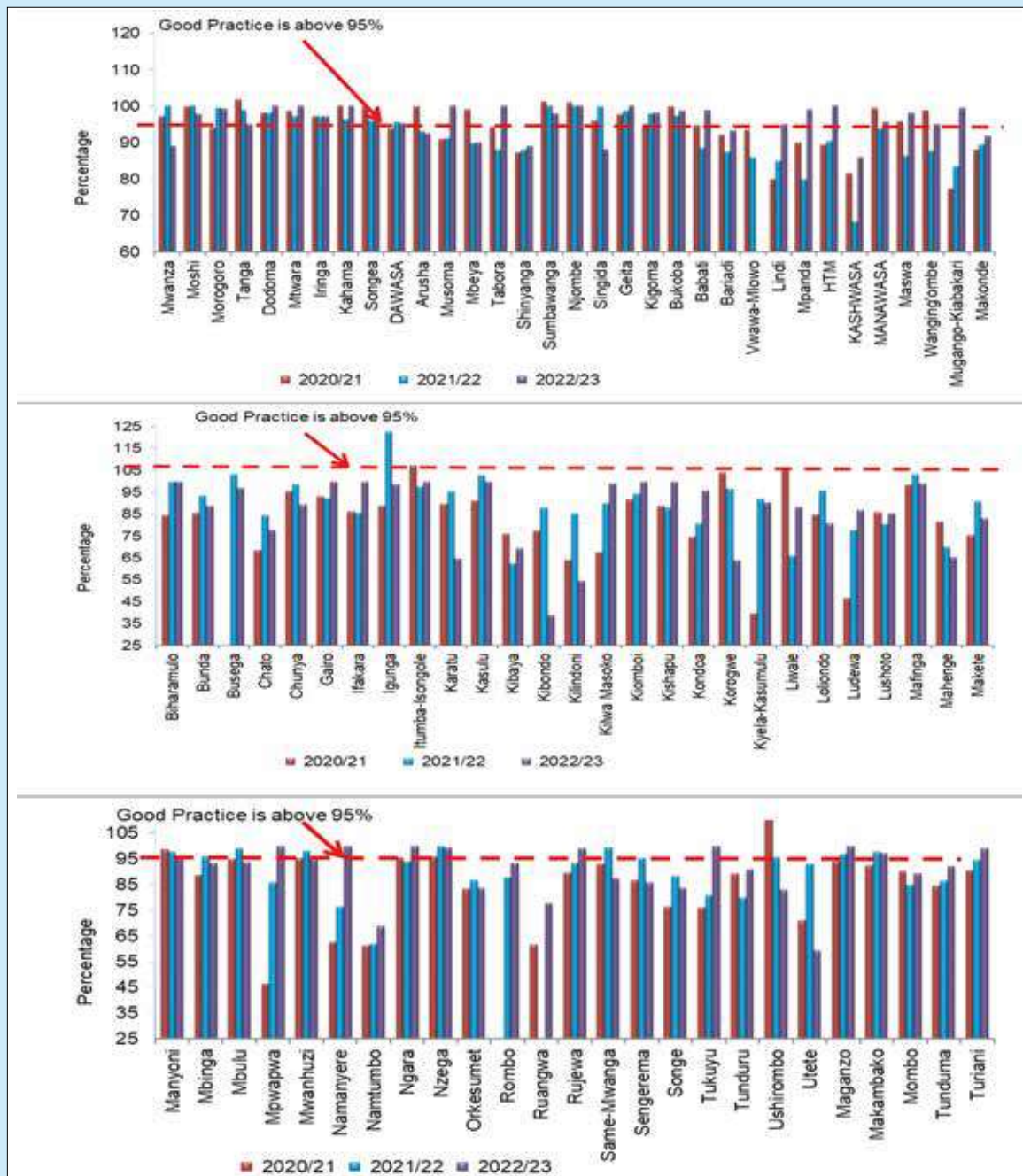
## 2.9.2 Revenue Collection

Analysis of revenue collection performance for WSSAs is based on two indicators namely collection efficiency and accounts receivable collection periods.

### (a) Revenue Collection Efficiency

On average, the ability of WSSAs to collect water and sewerage bills remained at 91% in FY 2022/23 similar to FY 2021/22. Figure 14 presents WSSA collection efficiency for each WSSA in FY 2022/23.





**Figure 14: Revenue Collection Efficiency**

20 WSSAs which are Tabora, Njombe, Musoma, Geita, HTM, Biharamulo, Itumba-Isongole, Ifakara, Gairo, Tukuyu, Maganzo, Ngara, Mpwapwa, Namanyere, Kiomboi, Kishapu, Kasulu, Dodoma, Mtwara and Songea reported collection efficiency of 100%. On the other hand, 37 of 85 WSSAs recorded collection efficiencies below the best practice level of 95%. Vwawa-Mlowo WSSA had the lowest collection efficiency of 30% during the year. Appendix 2-Table A2.10 shows three years trend of revenue collection efficiency, for each WSSA.

**(b) Account Receivables**

The overall accounts receivable collection performance deteriorated during the year under review. The average accounts receivable collection period deteriorated from 3.4 months in FY 2021/22 to 3.9 months in FY 2022/23. 29 WSSAs reported receivable collection periods of less than the recommended period of 2 months. Makonde WSSA had the longest period of 17.1 months during

the year under review. However, the period had improved from 19.5 months observed in the previous year. Figure 15 shows account receivables collection periods. Appendix 2-Table A2.10 shows 3-year trend of account receivables, for each WSSA.

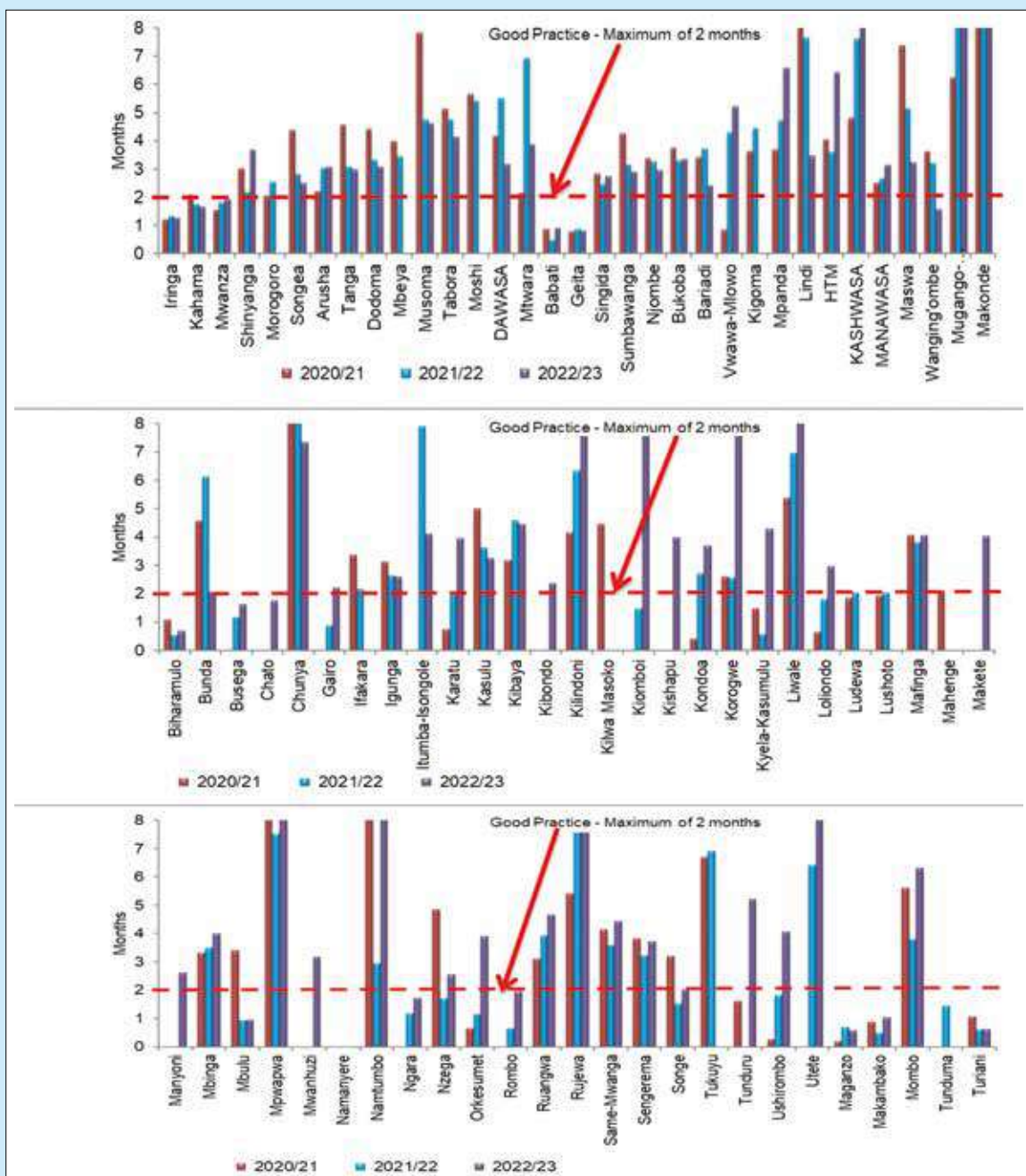


Figure 15: Accounts Receivable Ratio

### 2.9.3 Expenditure Control

#### (a) Operation and Maintenance Costs

During the year under review, total operations and maintenance (O&M) expenses for WSSAs increased to TZS 439,949.0 million from TZS 393,685.2 million in FY 2021/22. The main reasons for growth in O&M expenses include expansion of operations.

The average per unit operations and maintenance expenses increased from TZS 970.3 per cubic meter of water produced in FY 2021/22 to TZS 1,119.4 in FY 2022/23.



Figure 16 shows per unit O&M expenses for each WSSA. Appendix 2-Table A2.12 shows 3-year trend of operations and maintenance expenses, for each WSSA.

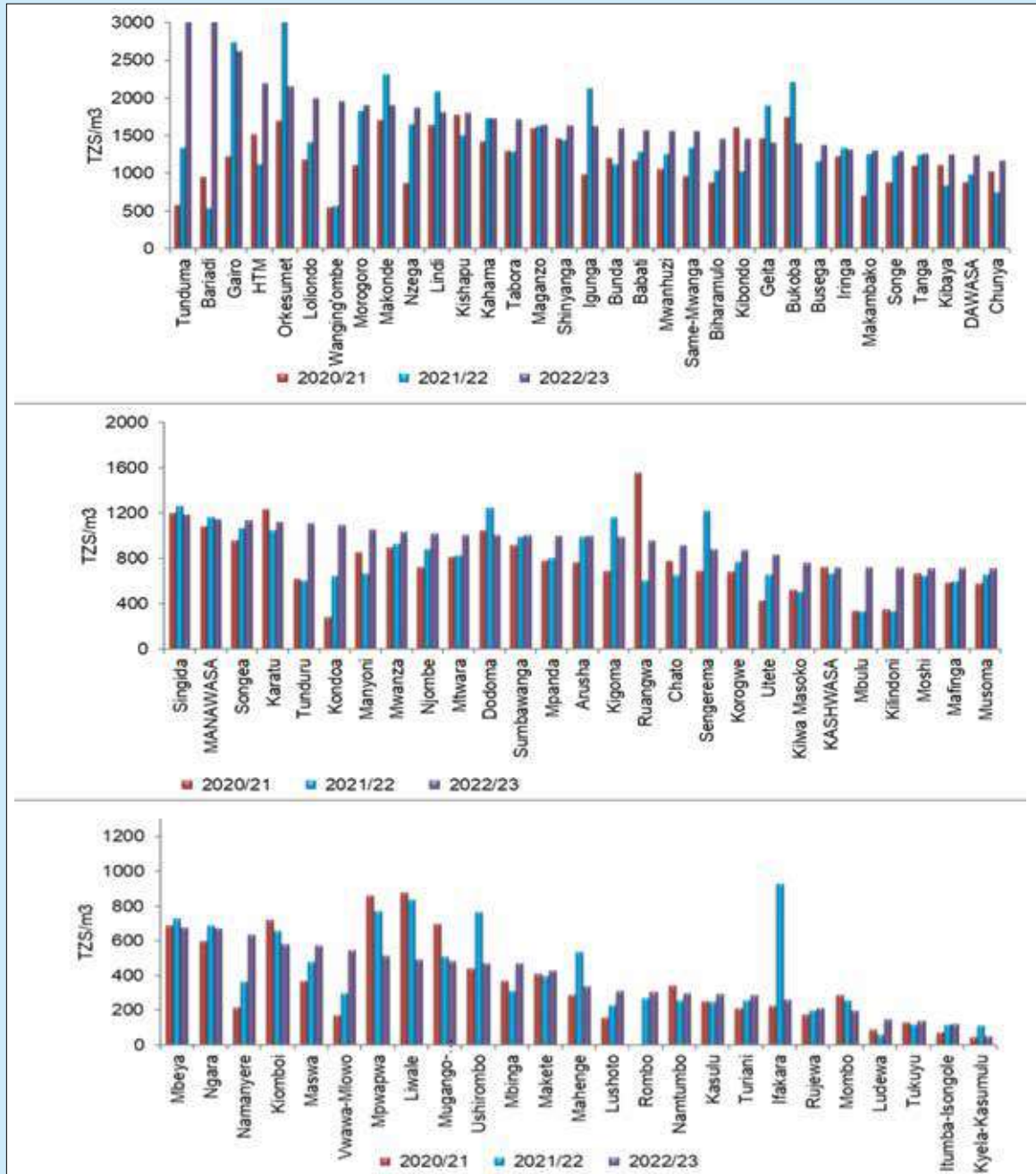
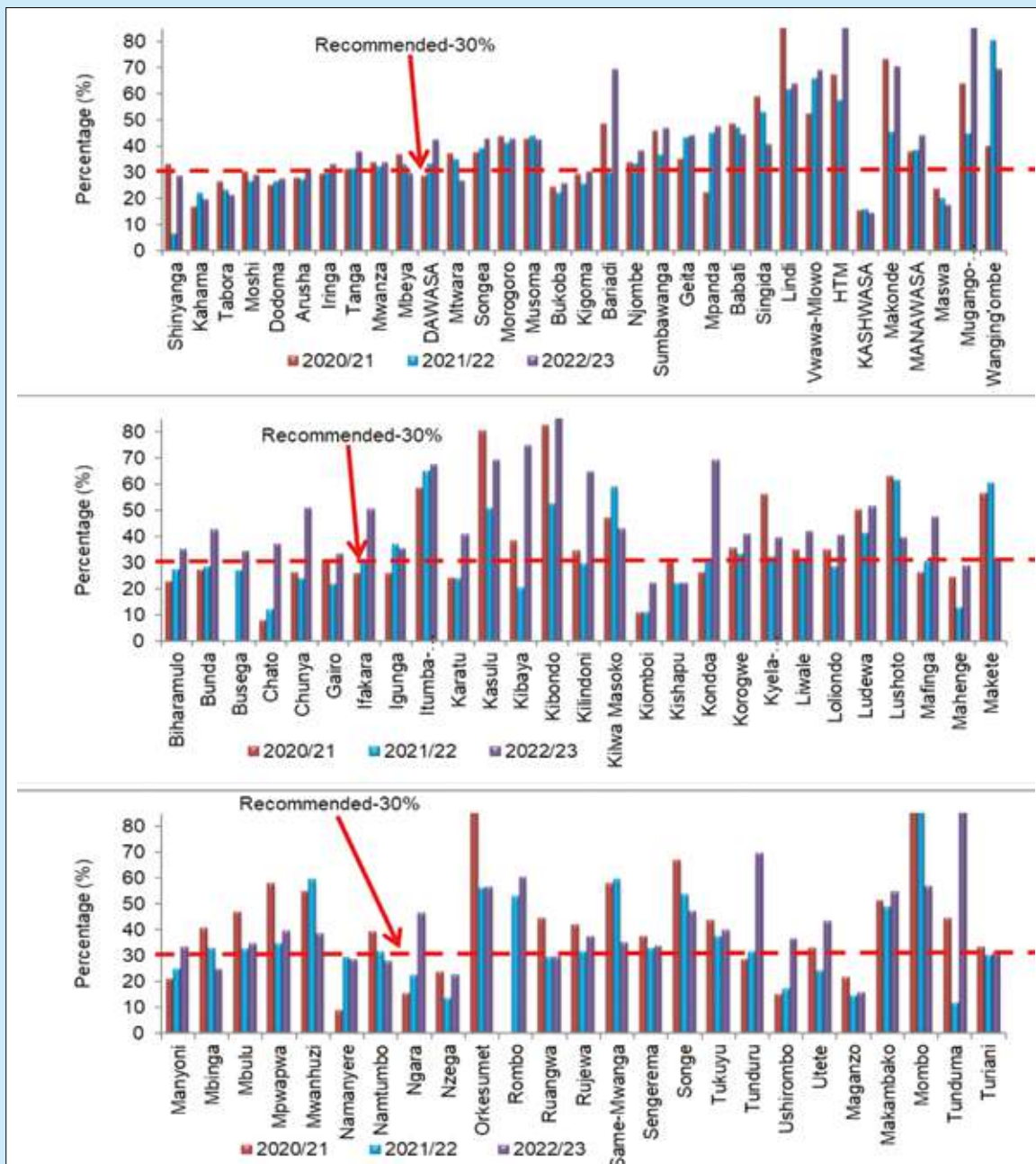


Figure 16: Operations Costs per Unit of Water Produced

**(b) Personnel Cost as Percentage of Revenue Collection**

Personnel costs as percentage of revenue collection represents the proportion of total revenue collections spent on personnel expenditures. During FY 2021/22, personnel costs as a percentage of revenue collections ranged between 14% and 182%. Overall personnel cost as a percentage of revenue collection rose from 36% in FY 2021/22 to 46% in FY 2022/23. Figure 17 shows personnel costs as percentage of revenue collection.



**Figure 17: Personnel Costs as Percentage of Revenue Collection**

In FY 2022/23, 18 WSSAs had personnel costs as a percentage of revenue collections within the recommended range of 30% or less. The WSSAs were Shinyanga, Kahama, Tabora, Moshi, Dodoma, Mbeya, Mtwara, Bukoba, KASHWASA, Maswa, Kiomboi, Kishapu, Mahenge, Mbinga, Namanyere, Namtumbo, Nzega and Maganzo.

**(c) Energy Cost per Unit of Water Produced**

The average energy cost for water production decreased from TZS 259.6 per cubic meter in FY 2021/22 to TZS 231.5 in FY 2022/23. During the period under review, 12 WSSAs including Itumba-Isongole, Kishapu, Ludewa, Lushoto, Kahama, MANAWASA, Makete, Mbinga, Tukuyu, Maganzo, Mombo, and Turiani did not incur energy expenses at all due to gravity systems and bulk water purchases. The highest per unit energy cost was TZS 832.5 reported by Gairo WSSA. High energy cost for water production for the utility results from the desalination process and dependence on boreholes for water production. Figure 18 shows energy costs per unit of water produced.

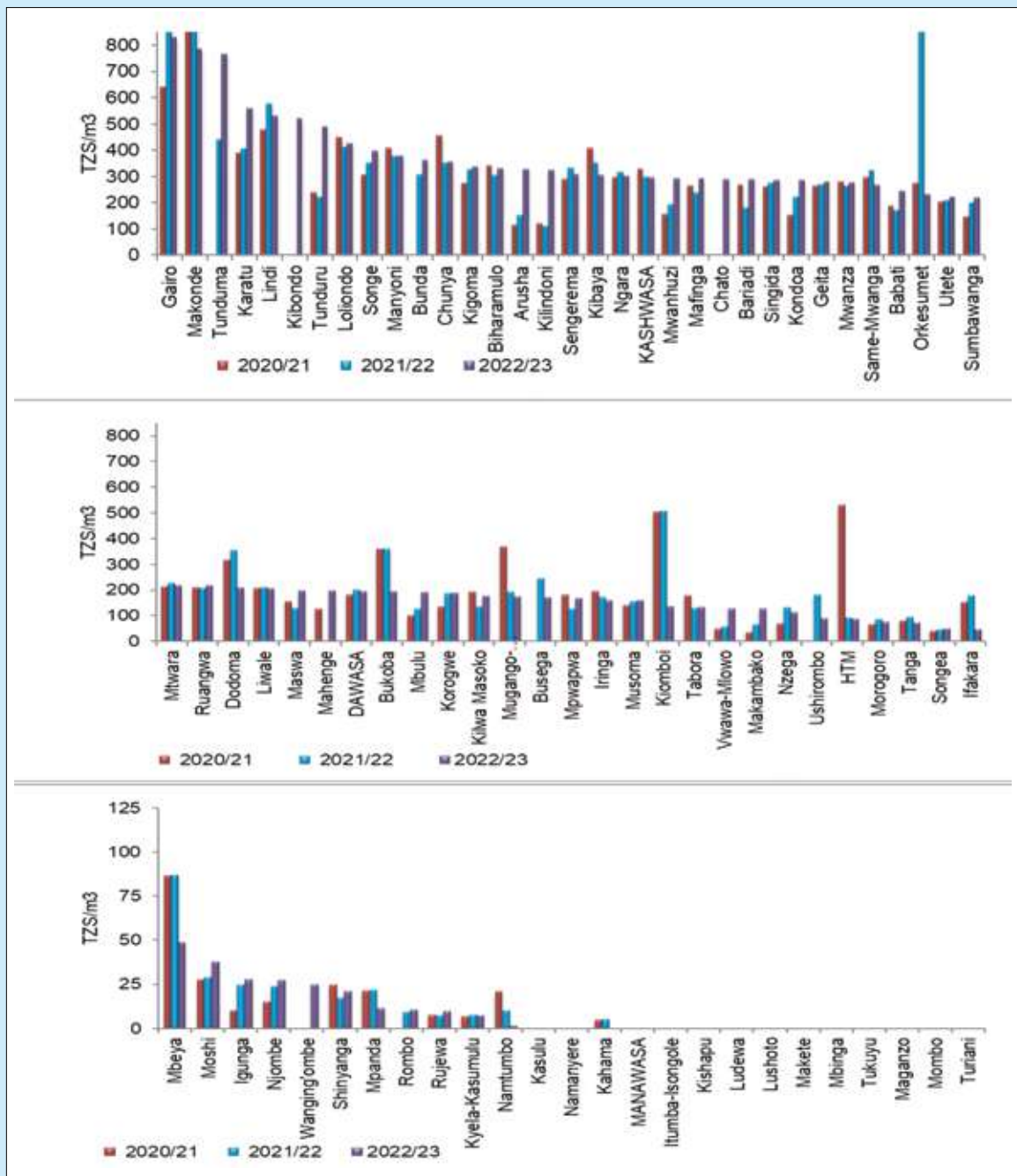


Figure 18: Energy Cost per Unit of Water Produced

### 2.9.4 Water Tariff

Average water tariff in use is the average of individual tariff for all customer categories weighted by their respective consumption levels. Average water tariff in use increased from TZS 1,276 per cubic meter in FY 2021/22 to TZS 1,382 per cubic meter in FY 2022/23. The increase resulted from approval of tariff adjustments for Mpwapwa, Mbulu, Orkesumet, Lushoto, Igunga, KASHWASA, Babati, Shinyanga, Songea, Tabora, Moshi, Mtwara and Kahama WSSAs.

Utilities average tariff ranged from TZS 3,590 per cubic meter to the lowest TZS 300 per cubic meter. The difference in tariffs among utilities was mainly attributed by the overstay of some tariffs since 2011 due to poor capacity of WSSAs to prepare business plan which is compulsory document for tariff reviews. Average tariffs that were in use by WSSAs are shown in Appendix 2-Table A2.13.



### 2.9.5 Cost Recovery

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

#### (a) Working Ratio

In FY 2022/23, average working ratio for WSSAs deteriorated to 1.3 as compared to 1.1 attained in FY 2021/22. The observed ratio implies that a significant number of WSSAs could not fully cover operating costs from their operating revenues. Figure 19 shows working ratios for WSSAs.

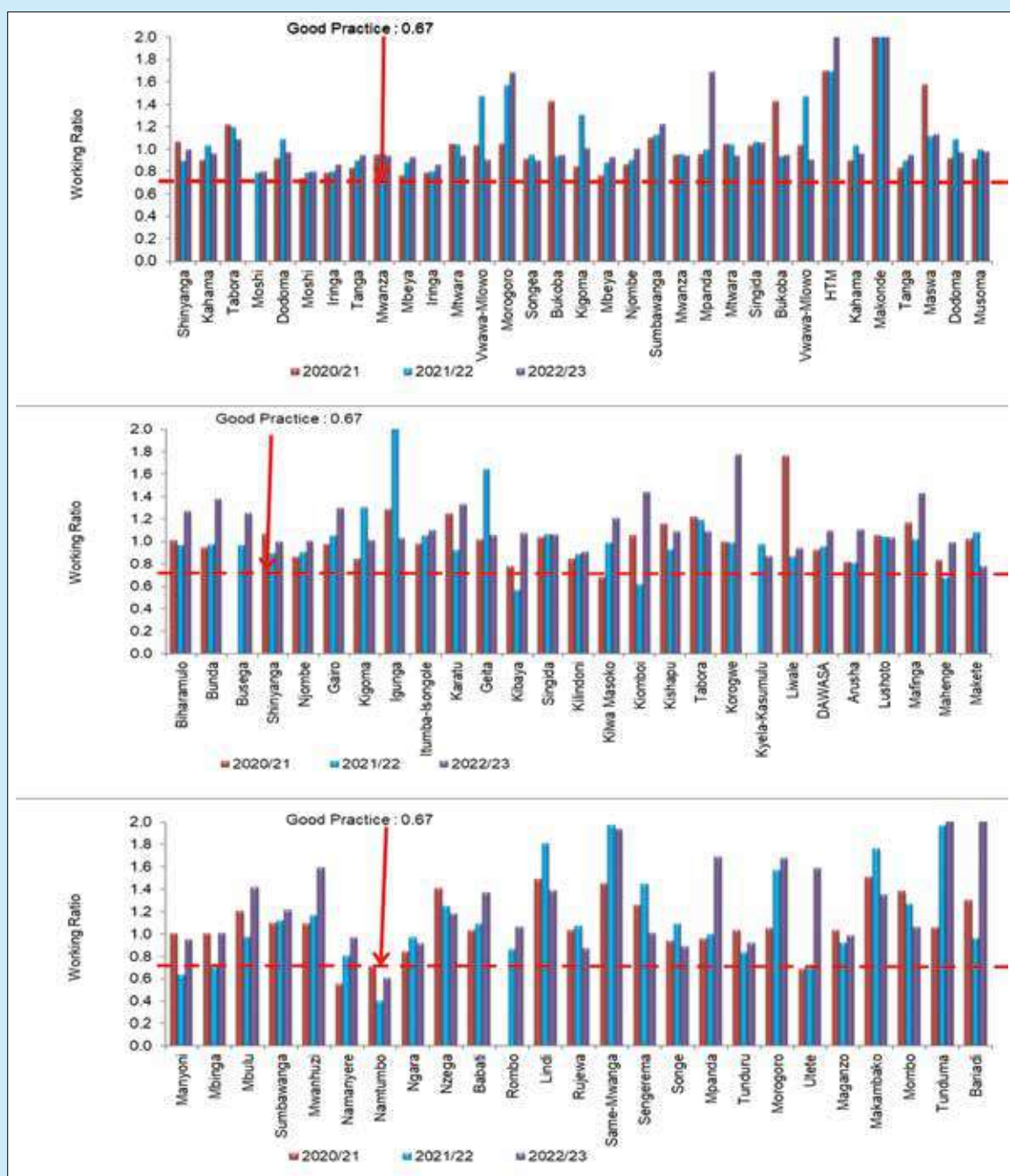


Figure 19: Working Ratios

During the year under review, Ruangwa WSSA had the lowest working ratio of 0.59. Bariadi WSSA, registered the highest ratio of 7.0. Namtumbo and Ruangwa WSSAs attained a service level benchmark for working ratio of below 0.67. Appendix 2-Table A2.10 shows three-year trends of working ratios for WSSAs.

**(b) Operating Ratio**

In FY 2022/23, the average operating ratio for WSSAs increased to 2.0 from 1.6 recorded in FY 2021/22. An increase in operating ratio implies that the ability of WSSAs to cover operating costs is declining. Figure 20 shows operating ratio for WSSAs.

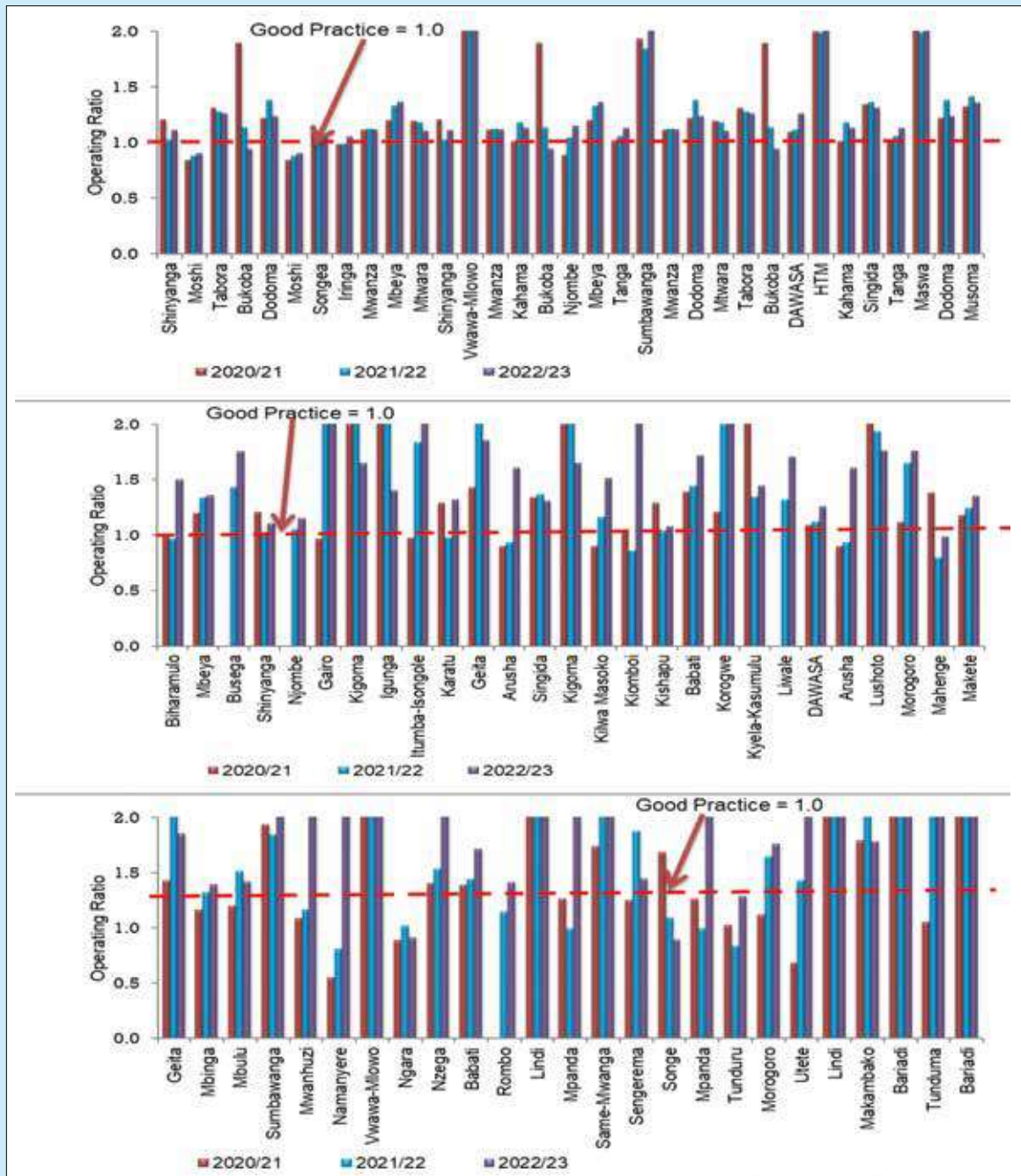


Figure 20: Operating Ratios

During the year under review, Ruangwa WSSA recorded the lowest operating ratio of 0.82. Moreover, Korogwe WSSA had the highest operating ratio of 13.5 due to high depreciation charge. Utilities that attained the service level benchmark for operating ratio of less than or equal to 1 were Moshi, Bukoba, Mahenge, Ngara, Ruangwa, Songe, Tukuyu, Maganzo and Turiani WSSAs. Appendix 2-Table A2.10 shows operating ratios for the past three years.

## 2.10 Staff Productivity

During FY 2022/23, overall staff productivity for WSSAs in terms of number of staff per 1,000 water and sewerage connections was 3.8. The ratio is within service level benchmark of below 5. Figure 21 presents staff productivity for WSSAs and detailed in Table A2.14 of Appendix 2. Analysis of staff productivity for the year under review showed that 19 WSSAs attained the acceptable ratio of staff per 1,000 connections of between five and eight staff per 1000 connections. Further, 39 WSSAs recorded staff productivity of less than 5 staff per 1,000 connections during the year.

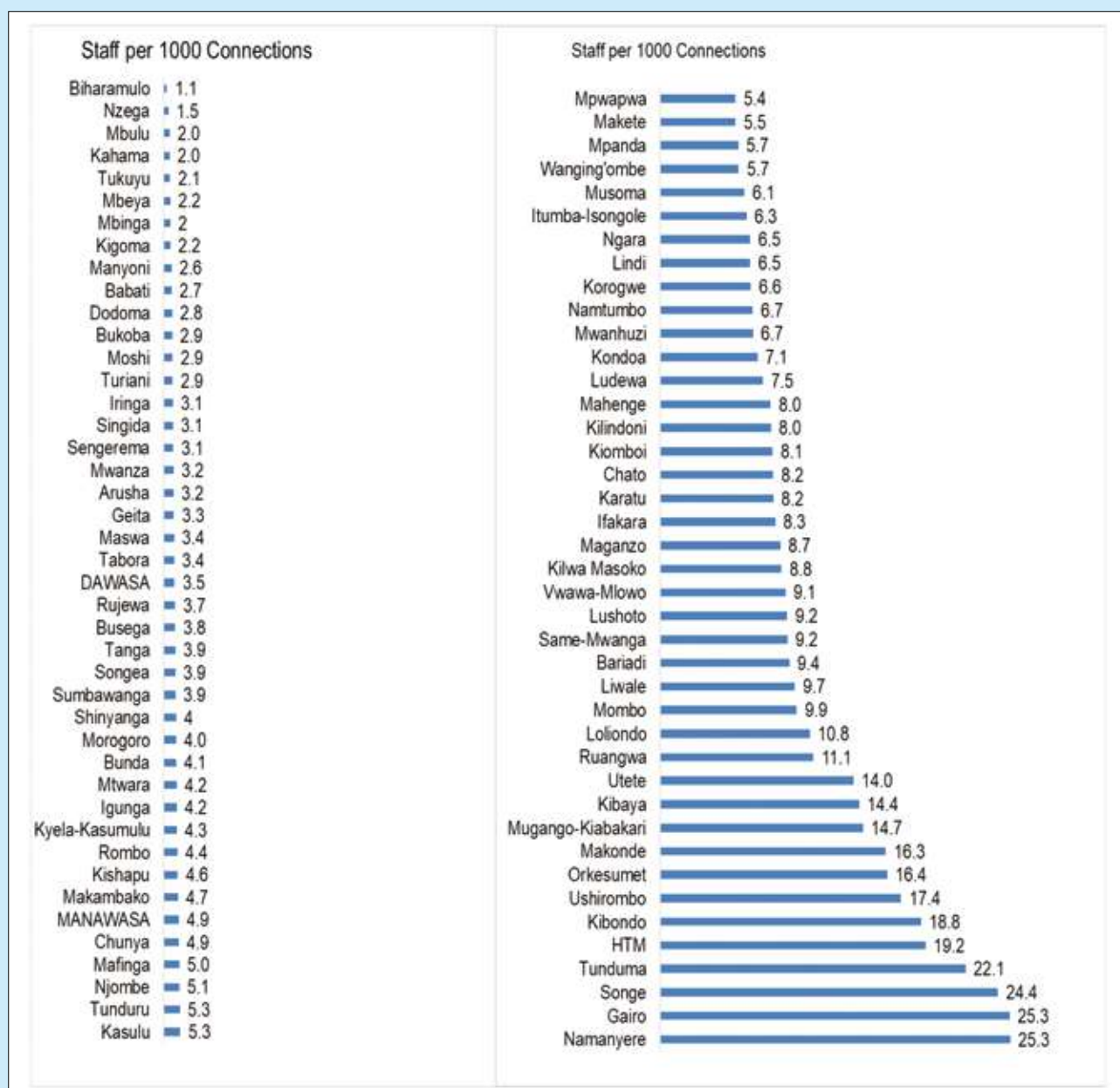


Figure 21: Comparison of Staff per 1000 Water Connections in FY 2022/23



The staff productivity for KASHWASA was not presented due to the fact that the utility operates as a bulk water supplier.

## 2.11 Customer Service

### 2.11.1 Complaints Handling

During the reporting period, a total of 373,800 complaints were received by WSSAs. Complaints on other other issues which include delays in water connections, poor customer service, and disconnections comprised 52.3% of all complaints received. Further, 19.6% of the complaints received were on lack of water/pressure, 17% were on leakages, 5.3% were on billing, 2.4% were on meter readings, 1.6% on connection charges, 1.1% on sewerage issues and 0.7% were on water quality. 95% of all complaints received by WSSAs were resolved.

### 2.11.2 Service Connection, Service Reconnection and Meter Reading

This section analyses WSSAs compliance with the Water Supply and Sanitation (Licensing and Quality of Service) Rules 2020 in terms of water service connection after full payment, re-connecting customers after settling the debts and customer meter reading cycles.

During the year under review, 146,877 new customers were connected to WSSAs' water networks. 10% of new water connections were affected within seven days after full payment of connection costs and fees. Also, a total of 89,721 customers were disconnected from water supply services for various reasons, including failure to pay for the services. 22% of the disconnected customers were reconnected within 24 hrs after full payment. Further, all WSSAs complied with customer meter reading cycles by ensuring each customer meter is read at least once every month.

### 2.11.3 Customer Service Charter and Customer Satisfaction Survey Report

During the reporting period, 82 out of 85 water utilities operated with approved customer service charters. The WSSAs that operated without customer service charters were Ruangwa, Kilwa-Masoko, and Liwale. Further, nine WSSAs conducted customer satisfaction surveys in their service areas. WSSAs that operated with an approved customer service charter and the status of conducting customer survey are detailed in Appendix 4-Table A4.3.

## 2.12 Submission of Plans and Reports

### 2.12.1 Business Plans and Water Quality Monitoring Programmes

During the year under review, 57 out of 85 WSSAs had approved business plans. On the other hands, 80 out of 85 WSSAs had water and wastewater quality monitoring programmes. Appendix 4-Table A4.3 presents details on availability of business plans and water and wastewater quality monitoring programme among the WSSAs.

### 2.12.2 Report Submission

During FY 2022/23, Mwanza, Songea, and Rujewa WSSAs submitted all required reports timely. Appendix 4-Table A4.4 presents details on submission of reports. WSSAs compliance with report submission is discussed as follows:

### (a) MajIS Reports (Monthly and Annual)

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

#### i. Submission of Monthly MajIS Reports

During the reporting period, DAWASA, Iringa, Mwanza, Songea, Kigoma, Babati, Njombe, Makonde, Gairo, Kasulu, Kibondo, Kondoa, Loliondo, Mafinga, Manyoni, Nzega, Rujewa, Same-Mwanga, Tukuyu, Makambako, and Turiani WSSAs submitted all monthly MajIS reports timely. Percentage compliance with submission of monthly MajIS reports showed an even trend to 8% as compared to 20% in FY 2021/22 and 18% in FY 2020/21. For three consecutive years, DAWASA, Iringa, Mwanza, Songea, and Rujewa WSSAs submitted all monthly MajIS reports timely. Namanyere WSSA did not timely submit monthly MajIS reports for three consecutive years.

#### ii. Submission of Annual MajIS Reports

During FY 2022/23, 53 out of 85 WSSAs submitted annual MajIS reports timely i.e. by 30<sup>th</sup> September 2023. Percentage compliance with submission of annual MajIS reports declined to 62% from 63% in FY 2021/22. For three consecutive years, Dodoma, Iringa, Kahama, Mbeya, Musoma, Mwanza, Songea, Tabora, Lindi, Geita, KASHWASA, Maswa, Biharamulo, Kishapu, Kondoa, Mafinga, Mahenge, Makete, Ngara, Rujewa, Tukuyu, Tunduru, Utete, Maganzo, and Makambako WSSAs submitted annual MajIS reports timely. Njombe, MANAWASA, Chato, Liwale, Namanyere, Ruangwa, and Ushiroombo WSSAs did not timely submit annual MajIS reports over the reporting period.

### (b) Draft Annual Reports

In FY 2022/23, average compliance with submission of annual technical reports declined to 64% as compared to 71% in FY 2021/22 and 68% attained in FY 2020/21. During the year, 54 WSSAs submitted annual reports timely (i.e. by 30<sup>th</sup> September 2023), 23 submitted late and eight WSSAs did not submit annual reports at all.

For three consecutive years, DAWASA, Dodoma, Iringa, Kahama, Moshi, Mtwara, Musoma, Mwanza, Shinyanga, Songea, Tabora, Tanga, Bukoba, Singida, Babati, Lindi, Bariadi, Njombe, KASHWASA, Makonde, Maswa, Biharamulo, Bunda, Chunya, Igunga, Itumba-Isongole, Kishapu, Kondoa, Liwale, Loliondo, Mafinga, Mahenge, Makete, Mpwapa, Namtumbo, Ngara, Nzega, Rujewa, Utete, and Makambako WSSAs submitted annual reports timely. Conversely, MANAWASA, Mugango-Kiabakari, Chato, and Kyela-Kasumulu WSSAs did not timely submit annual reports over the reporting period.

### (c) Financial Reports

During FY 2022/23, percentage compliance with submission of draft financial statements declined to 74% as compared to 79% attained in FY 2021/22. During the year, 63 WSSAs submitted draft financial statements timely (i.e. by 30<sup>th</sup> September 2023), 13 WSSAs submitted late and the remaining nine WSSAs did not submit financial reports. For three consecutive years, DAWASA, Dodoma, Kahama, Moshi, Mtwara, Musoma, Mwanza, Shinyanga, Songea, Tabora, Tanga, Bukoba, Singida, Babati, Lindi, Bariadi, Njombe, KASHWASA, Makonde, Maswa, Mugango-Kiabakari, Biharamulo, Bunda, Chunya, Igunga, Itumba-Isongole, Kishapu, Kondoa, Liwale, Loliondo, Ludewa, Mafinga, Mahenge, Makete, Mbulu, Ngara, Nzega, Rujewa, Tukuyu, Utete, Makambako WSSAs submitted financial reports timely, while, Ruangwa WSSAs did not submit financial reports over the reporting period.

### (d) Final Annual Report for the Previous Year

In FY 2022/23, 39 out of 85 WSSAs submitted their final annual technical reports. 39 WSSAs namely

DAWASA, Dodoma, Iringa, Mbeya, Morogoro, Moshi, Musoma, Mwanza, Songea, Tanga, Bukoba, Singida, Babati, Bariadi, Geita, Njombe, Vwawa-Mlowo, HTM, Makonde, Maswa, Mugango-Kiabakari, Biharamulo, Bunda, Karatu, Kibaya, Kilindoni, Loliondo, Lushoto, Ngara, Nzega, Orkesumet, Same-Mwanga, Sengerema, Songe, Ushirombo, Utete, Makambako, Mombo, Busega, and Rombo submitted final annual technical reports for the previous year.

### 2.13 Implementation of Recommendations of the Previous Report

This chapter discusses the implementation of recommendations provided in the Water Utilities Performance Review Report for FY 2021/22. The report recommended the following key issues:

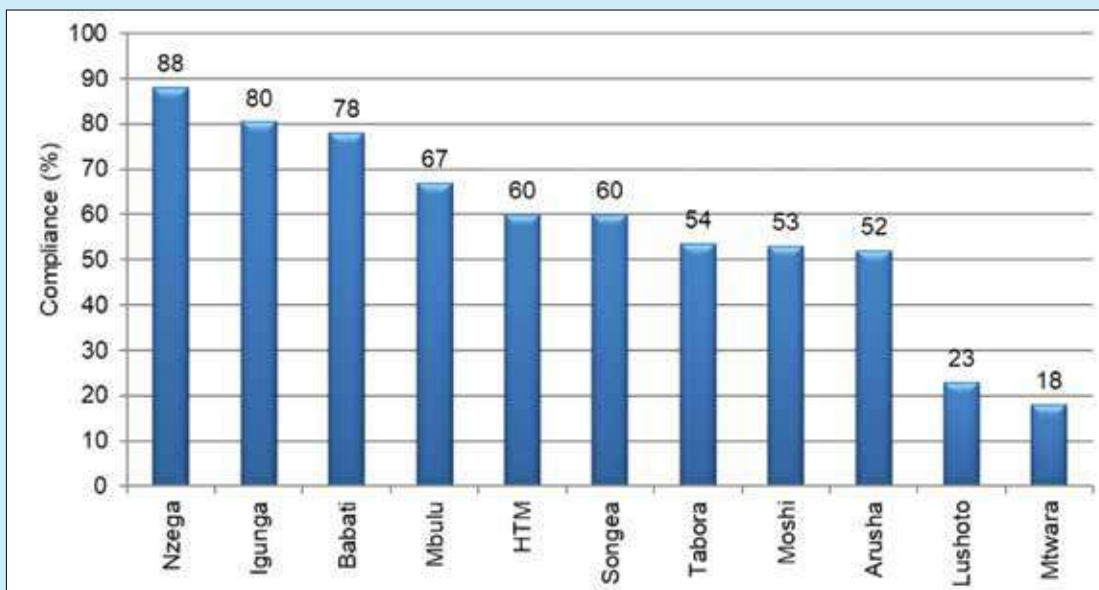
- (a) WSSAs to implement measures to ensure improvement in residual chlorine compliance level;
- (b) District and township WSSAs to recruit qualified water quality staff and ensure that skilled personnel are involved in the chlorination process;
- (c) Regional and national project WSSAs to implement measures to ensure improvement in BOD and COD compliance levels;
- (d) WSSAs to implement measures to ensure that NRW is within the service level benchmark of below 20%. Among others, the measures include, developing and implementing NRW reduction strategies in accordance with EWURA Guidelines for Development of NRW Reduction Strategies for WSSAs, 2021;
- (e) WSSAs to design and implement inclusive urban sanitation programmes which include sewered and non-sewered solutions by June 2024. Among others, WSSAs should implement the EWURA Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020;
- (f) WSSAs to collaborate with local government authorities to develop MoUs that will provide clear roles and responsibilities of WSSAs, LGAs and other stakeholders in improving the provision of sanitation services in their service areas;
- (g) Regional WSSAs to include in their business plans strategies for effective utilisation of the existing water sources, development of new water sources and protection and conservation of water sources; and
- (h) Regional and national project WSSAs to develop and implement strategies to increase operating revenues. This includes the use of appropriate tariffs, increased service coverage and improved operational efficiency.

The evaluation of the implementation status indicate that five recommendations were partly implemented and three were not implemented. The details of implementation status is shown in Appendix 6.

### 2.14 Implementation of Tariff Order Conditions

In FY 2022/23, Arusha, Moshi, Songea, Mtwara, Tabora, Babati, HTM, Igunga, Nzega, Lushoto, and Mbulu WSSAs had tariff conditions to fulfil. Overall average compliance with tariff order conditions improved to 58% as compared to 51% and 48% attained by WSSAs in FY 2021/22 and FY 2020/21, respectively. The attained compliance is below the required benchmark of 80% provided in the

EWURA (Water Tariff Application and Rate Setting) Rules, 2020. Figure 22 presents compliance with tariff order conditions for WSSAs during the year under review. Details of the compliance for each utility, including their compliance evaluation criteria, are shown in Appendix 4: Table A4.1.



**Figure 22: Compliance with Tariff Order Conditions**

## 2.15 Remittance of Regulatory Levy

WSSAs are required to remit regulatory levy not exceeding one percent of the gross operating revenue from the regulated goods and services. During FY 2022/23, total amount of levy due for remittance by WSSAs was TZS 7,220,842,690.13 of which a total of TZS 3,478,595,691.43, equivalent to 48.2% of total remittable amount, was collected. During the year under review, Babati, Loliondo, Mbeya, Makambako, Itumba-Isongole, Orkesumet, Tukuyu, Turiani, Morogoro and Ruangwa WSSAs remitted all invoiced amounts of levy. WSSAs with high amount of outstanding levy were DAWASA, Tabora, Mtwara, Musoma, Kigoma, Arusha, Shinyanga, Singida, Bukoba, Songea, and Mwanza. Moreover, WSSAs with zero remittance of levy compliance were Tunduru, Sengerema, Namtumbo, Mwanhuzi, Makete, Mugango-Kiabakari, and Sumbawanga. A list of WSSAs and the status of remittance of regulatory levy is shown in Appendix 5-Table A5. 1.

## 2.16 Implementation of Directives

During the period under review, the division followed up on the implementation of all directives issued during FY 2022/23 emanated from the General Compliance Monitoring Inspections and Water and Wastewater Quality Monitoring Inspections conducted to WSSAs. The overall compliance with the implementation is 88%. The overall implementation status of directives is summarized in Table 16 and detailed in Appendix 4.2(a)(b). Management will continue to make follow up to ensure that all directives are implemented.

**Table 16: Summary of Status of Implementation of Directives Issued in FY 2022/23**

Number of Directives Issued in the FY 2022/23	Number of Directives for Implementation Beyond the FY 2022/23	Number of Directives to be implemented in the FY 2022/23	Number of Directives Fully Implemented in the FY 2022/23	Number of Directives Overtaken by Events	Number of Directives Not Implemented in the FY 2022/23
987	349	638	561	0	77

## 2.17 Institutional Status

### 2.17.1 Board Status

During the FY 2022/23, 73 out of 85 WSSAs had active boards of directors. The number includes 23 WSSAs that were under supervision of RUWASA. WSSAs that had no boards of directors were Kigoma, Babati, Bariadi, Njombe, Vwawa-Mlowo, KASHWASA, Makonde, MANAWASA, Maswa, Mugango-Kiabakari, Korogwe, and Mbulu. A detailed status of boards of directors for WSSAs is shown in Appendix 3, Table A3.1.

### 2.17.2 Management and Staff

During the year under review, the total number of WSSAs' staff increased to 6,073 as compared to 5,998 in FY 2021/22 and 5,756 in FY 2020/21. However, the number of available staff for WSSAs was 91% of the required staffing. The number of female staff increased to 1,750 in FY 2022/23 from 1,700 in FY 2021/22 and 1,625 in FY 2020/21. A detailed status of staffing among WSSAs is shown in Appendix 2, Table A2.14.





# PART III: PERFORMANCE RANKING



### 3.0 PERFORMANCE RANKING

This chapter outlines the performance ranking of WSSAs according to the EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2022. Ranking of the performance of WSSAs considers the performance clusters and is presented in two categories; the overall ranking and the utility ranking. The overall ranking measures the utilities’ achievement of the key performance indicators (KPIs) and the compliance with the regulatory requirements (CRR). The Utility ranking measures the utilities’ attainment of key performance targets as set in its Business Plan.

#### 3.1 Performance Cluster

According to EWURA Performance Benchmarking Guidelines for Water Supply and Sanitation Authorities of 2022, WSSAs are clustered in terms of the number of water connections in three clusters which are large, medium and small. Cluster I are utilities with more than 20,000 customers, Cluster II are utilities with customers between 5,000 and 20,000, and Cluster III for utilities with less than 5,000 customers. KASHWASA, a bulk water supplier, is included in Cluster I by considering the number of customers served by the utilities that it supplies bulk water. Table 17 shows the description of clusters and the number of WSSAs in each cluster as of June 2023. A list of WSSAs and their respective clusters is shown in Appendix 7.

**Table 17: WSSAs Performance Clusters**

Cluster	Description	Number of Water Connections	Number of WSSAs in the Cluster
C-1	Large	>20,000	19
C-2	Medium	5,000 to 20,000	18
C-3	Small	<5,000	48

#### 3.2 Scores and Ranking

Ranking of the performance of WSSAs is in two-fold, firstly is overall ranking; and secondly utility ranking. The details of each ranking category are presented in sections 3.2.1 and 3.2.2.

##### 3.2.1 Overall Ranking

The overall ranking gauges the overall performance of WSSAs by taking into consideration individual efforts as well as external factors such as financing from the government and development partners. The output of overall ranking is the identification of the overall best-performing WSSA in terms of achievement of KPIs, service level benchmarks and compliance with regulatory requirements.

#### 3.3 Utility Ranking

Utility ranking gauges WSSAs’ individual efforts towards the attainment of performance targets set in their business plans. Therefore, utility ranking compares the performance of WSSAs by eliminating external factors that impact the individual performance of WSSAs. The source of data on performance targets is WSSAs’ approved business plans. In the absence of an approved business plan, a WSSA was awarded a zero score on the attainment of performance targets.

### 3.4 Procedure for Ranking

#### 3.4.1 Overall Ranking Procedure

The overall ranking score was obtained by summing up the utility key performance indicator (KPI) score and compliance with the regulatory requirement (CRR) score. The KPI score accounts for 60% while the CRR is 40% of the total performance score. The detailed computation of the overall performance score of a WSSA was calculated as follows:

##### (a) Determining the KPI Achievement of WSSAs

The performance score for each indicator was calculated as a sum of scores based on best performer, attainment of performance target, confidence grading and attainment of service level benchmark multiplied by the weight of the respective indicator. The KPI weights are described in Table 18.

**Table 18: Key Performance Indicator Weights**

Indicator No.	Performance Indicators	Acceptable Boundaries	Service Level Benchmark
<b>Protection of the User Interests</b>			
<b>Consumer service accessibility</b>			
KPI 1	Proportion of population served with water (%)	84%-95 %	100%
KPI 11	Proportion of population receiving WSSAs regulated sanitation services (%)	40%-50%	100%
KPI 2	Average hours of supply (hrs.)	15-20	24
<b>Quality of service supplied to consumers</b>			
KPI 3	Water quality compliance		
	<i>E. coli</i>	100%	100%
	Turbidity	95%-98%	100%
KPI 12	Percentage of complaints resolved	100%	100%
<b>Sustainability of the Operator</b>			
<b>Operator's financial and economic sustainability</b>			
KPI 4	Metering ratio (%)	100%	100 %
KPI 5	Non-Revenue Water – NRW (%)	25%-20%	<20%
KPI 6	Revenue collection efficiency (%)	90%-95%	>95 %
KPI 7	Working ratio (ratio)	1.0-0.67	<0.67
KPI 8	Operating ratio (ratio)	1.0-0.8	<0.8
<b>Operator's human resource Efficiency</b>			
KPI 9	Personnel/1000 (W&S) connections (ratio)	5-8	<5
<b>Environmental sustainability</b>			
KPI 10	Effluent quality compliance -COD and BOD <sub>5</sub> (%)	95%-98%	100%

##### i. Calculating Score Based on Best Performer (SBP)

The maximum score for the best performer on each performance indicator is 70 points. The score for attaining a national average (median) on any performance indicator is 50 points while a score of 0 points is awarded for attaining a minimum performance on any indicator. Intermediate performances were allocated pro rata by interpolating between the minimum, average and best performance;

**ii. Calculating Scores Based on Attainment of Performance Target (SPT)**

WSSAs were awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro rata by interpolating between 0 and 10 points. In addition, decreasing performances as compared to actual performance in the previous year was also awarded 0 points; and

**iii. Calculating Scores Based Confidence Grading (SCG)**

WSSAs were awarded 10 points for surpassing the Confidence Grading of B2, 5 points for attaining a confidence grading of B2 and 0 points for a Confidence Grading below B2 on each performance indicator. The evaluation criteria for allocating confidence grading are presented in Table 19.

**Table 19: Data Reliability and Accuracy Bands**

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

**iv. Calculating Scores Based on Attainment of Service Level Benchmark (SSLB)**

WSSAs were awarded 5 points for being within the acceptable boundaries and 0 points for not attaining the acceptable boundaries for the KPIs. Scores for utilities that surpass the acceptable boundaries were allocated pro-rata by interpolating between 5 and 10 points. A score of 10 points was allocated for attaining or surpassing the service level benchmarks.

**(b) Determining the Score for Compliance with Regulatory Requirements (CRR)**

The score based on compliance with regulatory requirements was calculated basing on attainment of score based on the weight of each obligation as presented in Table 20.

**Table 20: Compliance to Regulatory Requirements**

SN	Item	Score	Total Score
<b>CRR1: Submission of Utility Plans</b>			
1	Business Plan	10	15
2	Water Quality Monitoring Programme	5	
<b>CRR2: Submission of Reports</b>			

SN	Item	Score	Total Score
3	Timely submission of acceptable monthly Majlis reports	6	15
4	Timely submission of draft annual Majlis report	2	
5	Timely submission of the draft annual report	2	
6	Timely submission of draft financial statements	2	
7	Submission of final annual report for the previous year	3	
<b>CRR3: NRW Management</b>			
8	Availability of NRW Reduction Strategy	9	15
9	Submission of annual water balance	6	
<b>CRR4: Water Meter Management</b>			
11	Availability of water meter policy	7	15
12	Availability of water meter database	4	
13	Availability of operating bulk water meters at all water production points	2	
14	Percentage of installed water meters re-verified by Certification Agency	2	
<b>CRR5: Customer Service Management</b>			
14	Implementation of customer service charter	10	20
15	Availability of complaint handling register	6	
16	Customer satisfaction survey report	4	
<b>CRR6: Faecal Sludge Management</b>			
17	Availability of faecal sludge treatment facilities	7	10
18	Availability of approved Standard Operating Procedures (SOPs) for Faecal Sludge Management (FSM) Services	3	
<b>CRR7 : Payment of Regulatory Levy</b>			
19	Payment of Regulatory Levy	10	10

### 3.4.2 Utility Ranking Procedure

Utility ranking is determined by summing up the scores for attainment of performance targets for each indicator as presented in Table 18. WSSA was awarded 10 points for attaining or surpassing the performance target on each performance indicator. Intermediate performances were allocated pro rata by interpolating between 0 and 10 points. Also, decreasing performances as compared to actual performance in the previous year was awarded 0 points.

### 3.5 Classification of Performance Scores

The overall score of each WSSA was classified and identified with a distinct colour. The details of the classification colour code and interpretation are as shown in Table 21.

**Table 21: 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

## 3.6 Results of Performance Ranking

The ranking results is presented in three clusters as described in section 3.1 of this report. Based on the performance, the ranking results are as follows:

### 3.6.1 Overall Ranking Results

#### 3.6.1.1 Overall Ranking Results for WSSAs Under Cluster I

Based on overall ranking criteria for Cluster I WSSAs which contains 19 utilities, Iringa WSSA emerged the overall best utility in the provision of water supply and sanitation services with a score of 77.7, ranked as Very Good. Rombo WSSA was the overall least performer in the provision of water supply services with a score of 45.8 ranked as Fair.

#### 3.6.1.2 Overall Ranking Results for WSSAs Under Cluster II

Based on overall ranking criteria for Cluster II WSSAs which contain 18 utilities, Nzega WSSA emerged the overall best utility in the provision of water supply and sanitation services with a score of 83.3, ranked as Very Good. Korogwe WSSA was the overall least performer in the provision of water supply services with a score of 37.5 ranked as Unsatisfactory.

#### 3.6.1.3 Overall Ranking Results for WSSAs Under Cluster III

Based on overall ranking criteria for Cluster III WSSAs which contain 48 utilities, Biharamulo WSSA emerged the overall best utility in the provision of water supply and sanitation services with a score of 75.4, ranked as Very Good. Songe WSSA was the overall least performer in the provision of water supply services with a score of 30.2 ranked as Unsatisfactory.

### 3.6.2 Overall Utility Ranking Results

#### 3.6.2.1 Overall Utility Ranking Results for WSSAs Under Cluster I

Utility ranking for Cluster I WSSAs indicates that, Tabora WSSA was the best performer in provision of water and sanitation services while Mwanza, Kahama and Bukoba WSSAs were the least performers.

#### 3.6.2.2 Overall Utility Ranking Results for WSSAs Under Cluster II

Utility ranking for Cluster II WSSAs indicates that, Lindi WSSA was the best performer in provision of water and sanitation services while Geita, Njombe and Korogwe WSSAs were the least performers.

#### 3.6.2.3 Overall Utility Ranking Results for WSSAs Under Cluster III

Utility ranking for Cluster III WSSAs indicates that, Mbinga WSSA was the best performer in provision of water and sanitation services while Mugango-Kiabakari, Chato, Chunya, Gairo, Ifakara, Kibaya, Kibondo, Kilindoni, Kilwa Masoko, Kiomboi, Kyela-Kasumulu, Liwale, Ludewa, Mahenge, Namanyere, Namtumbo, Ruangwa, Rujewa, Songe, Tunduru, Ushirombo, Maganzo, and Turiani WSSAs were the least performer. The main reason for poor performance of these utilities is because these utilities had no business plans during the year under review. Table 22 -24 summarises results of performance ranking for WSSAs in provision of water supply and sanitation services.



**Table 22: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster I**

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2022/23)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2022/23)
1	Arusha	38.6	19.1	57.7	C	Good	17	63.8	C	Good	9
2	Dodoma	41.3	22.2	63.5	C	Good	12	63.9	C	Good	8
3	Iringa	46.7	30.9	77.7	B	Very Good	1	53.3	D	Fair	15
4	Mbeya	49.0	21.3	70.3	B	Very Good	7	66.8	C	Good	4
5	Morogoro	39.9	22.0	61.9	C	Good	16	62.4	C	Good	10
6	Moshi	45.5	31.1	76.6	B	Very Good	2	66.2	C	Good	5
7	Musoma	37.6	30.9	68.5	C	Good	9	44.7	D	Fair	16
8	Mwanza	38.7	24.3	63.0	C	Good	15	0.0	E	Unsatisfactory	17
9	Shinyanga	40.0	29.9	69.9	C	Good	8	60.9	C	Good	11
10	Songea	49.9	20.9	70.8	B	Very Good	5	65.2	C	Good	7
11	Tabora	45.5	20.6	66.2	C	Good	11	85.9	A	Excellent	1
12	Tanga	45.0	29.3	74.2	B	Very Good	3	66.0	C	Good	6
13	Bukoba	38.8	24.5	63.3	C	Good	13	0.0	E	Unsatisfactory	17
14	Kigoma	39.7	15.9	55.5	C	Good	18	60.7	C	Good	12
15	Babati	41.6	28.9	70.5	B	Very Good	6	74.8	B	Very Good	2
16	Kahama	38.7	24.4	63.0	C	Good	14	0.0	E	Unsatisfactory	17
17	DAWASA	42.8	29.4	72.2	B	Very Good	4	60.3	C	Good	13
18	KASHWA-SA	43.2	25.1	68.3	C	Good	10	73.0	B	Very Good	3
19	Rombo	28.6	17.2	45.8	D	Fair	19	58.4	C	Good	14

**Table 23: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster II**

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score			Utility Rank (2022/23)	
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2022/23)	Utility Ranking Score	Classification		Interpretation
1	Mtwara	35.9	18.1	54.0	D	Fair	10	67.9	C	Good	3
2	Singida	38.3	19.1	57.4	C	Good	7	44.1	D	Fair	13
3	Sumbawanga	39.0	15.8	54.8	D	Fair	9	49.0	D	Fair	11
4	Lindi	35.1	21.8	56.9	C	Good	8	84.9	B	Very Good	1
5	Geita	34.3	19.2	53.5	D	Fair	11	0.0	E	Unsatisfactory	16
6	Mpanda	28.6	16.8	45.4	D	Fair	15	50.0	D	Fair	10
7	Njombe	29.8	17.9	47.8	D	Fair	14	0.0	E	Unsatisfactory	16
8	MANAWASA	39.5	13.7	53.1	D	Fair	12	65.4	C	Good	4
9	Wanging'ombe	24.7	18.3	43.0	D	Fair	16	70.9	B	Very Good	2
10	Bunda	37.6	26.8	64.4	C	Good	4	52.3	D	Fair	9
11	Igunga	42.4	31.4	73.9	B	Very Good	2	56.0	C	Good	7
12	Karatu	23.8	17.6	41.4	D	Fair	17	43.7	D	Fair	14
13	Korogwe	24.3	13.2	37.5	E	Unsatisfactory	18	0.0	E	Unsatisfactory	16
14	Nzega	46.3	37.0	83.3	B	Very Good	1	53.9	D	Fair	8
15	Sengerema	39.9	19.5	59.4	C	Good	6	45.5	D	Fair	12
16	Tukuyu	31.6	21.0	52.6	D	Fair	13	62.0	C	Good	6
17	Makambako	38.2	23.4	61.5	C	Good	5	65.3	C	Good	5
18	Busega	40.0	30.5	70.5	B	Very Good	3	40.0	D	Fair	15

**Table 24: Summary of WSSAs' Ranking in the Provision of Water and Sanitation Services Under Cluster III**

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2022/23)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2022/23)
1	Bariadi	33.4	27.0	60.3	C	Good	9	61.1	C	Good	12
2	Vwawa-Mlowo	29.9	17.0	46.9	D	Fair	28	47.6	D	Fair	20
3	Makonde	33.4	27.1	60.5	C	Good	8	56.2	C	Good	16
4	HTM	29.9	17.7	47.6	D	Fair	24	56.8	C	Good	15
5	Mugango-Kiaba-kari	29.3	13.6	42.9	D	Fair	36	0.0	E	Unsatisfactory	26
6	Maswa	39.8	27.1	66.9	C	Good	2	62.2	C	Good	11
7	Biharamulo	44.0	31.4	75.4	B	Very Good	1	82.6	B	Very Good	2
8	Chato	35.5	14.2	49.6	D	Fair	22	0.0	E	Unsatisfactory	26
9	Chunya	30.1	14.6	44.8	D	Fair	32	0.0	E	Unsatisfactory	26
10	Gairo	30.3	16.0	46.3	D	Fair	29	0.0	E	Unsatisfactory	26
11	Ifakara	25.2	13.7	38.8	E	Unsatisfactory	44	0.0	E	Unsatisfactory	26
12	Itumba-Isongole	31.6	21.0	52.6	D	Fair	19	43.9	D	Fair	23
13	Kasulu	34.5	17.4	51.9	D	Fair	21	48.0	D	Fair	19
14	Kibaya	29.7	11.4	41.1	D	Fair	38	0.0	E	Unsatisfactory	26
15	Kibondo	28.2	16.3	44.5	D	Fair	33	0.0	E	Unsatisfactory	26
16	Kilindoni	17.3	13.2	30.4	E	Unsatisfactory	47	0.0	E	Unsatisfactory	26
17	Kilwa Masoko	29.5	11.1	40.6	D	Fair	40	0.0	E	Unsatisfactory	26
18	Kiomboi	32.8	14.2	47.0	D	Fair	27	0.0	E	Unsatisfactory	26
19	Kishapu	38.7	21.8	60.6	C	Good	7	64.8	C	Good	8
20	Kondoa	34.4	18.3	52.7	D	Fair	17	46.1	D	Fair	22
21	Kyela-Kasumulu	28.0	11.1	39.0	E	Unsatisfactory	43	0.0	E	Unsatisfactory	26
22	Liwale	28.4	12.4	40.8	D	Fair	39	0.0	E	Unsatisfactory	26
23	Loliondo	40.2	25.6	65.8	C	Good	3	70.5	B	Very Good	5
24	Ludewa	24.7	15.8	40.6	D	Fair	41	0.0	E	Unsatisfactory	26

SN	Utility Name	Total Weighted Score Based on KPIs	Compliance to Regulatory Requirements Score	Overall Ranking			Utility Ranking Score				
				Overall Ranking Score	Classification	Interpretation	Overall Rank (FY 2022/23)	Utility Ranking Score	Classification	Interpretation	Utility Rank (2022/23)
25	Lushoto	35.1	18.3	53.4	D	Fair	16	62.9	C	Good	10
26	Mafinga	39.6	20.5	60.1	C	Good	11	64.9	C	Good	7
27	Mahenge	26.1	13.0	39.1	E	Unsatisfactory	42	0.0	E	Unsatisfactory	26
28	Makete	30.7	16.8	47.5	D	Fair	26	53.7	D	Fair	17
29	Manyoni	41.2	21.9	63.1	C	Good	6	66.0	C	Good	6
30	Mbinga	41.0	19.1	60.1	C	Good	10	85.9	A	Excellent	1
31	Mbulu	36.5	18.3	54.8	D	Fair	14	64.6	C	Good	9
32	Mpwapwa	36.9	18.9	55.9	C	Good	13	60.4	C	Good	13
33	Mwanhuzi	30.2	15.0	45.1	D	Fair	30	22.0	E	Unsatisfactory	25
34	Namanyere	21.0	11.4	32.5	E	Unsatisfactory	46	0.0	E	Unsatisfactory	26
35	Namtumbo	31.3	12.0	43.2	D	Fair	35	0.0	E	Unsatisfactory	26
36	Ngara	35.5	28.3	63.8	C	Good	5	57.6	C	Good	14
37	Orkesumet	41.9	23.8	65.7	C	Good	4	76.6	B	Very Good	4
38	Ruangwa	28.0	14.0	42.0	D	Fair	37	0.0	E	Unsatisfactory	26
39	Rujewa	25.0	18.4	43.4	D	Fair	34	0.0	E	Unsatisfactory	26
40	Same-Mwanga	31.3	18.2	49.4	D	Fair	23	47.6	D	Fair	21
41	Songe	16.7	13.6	30.2	E	Unsatisfactory	48	0.0	E	Unsatisfactory	26
42	Tunduru	23.9	12.0	35.9	E	Unsatisfactory	45	0.0	E	Unsatisfactory	26
43	Ushirombo	35.8	11.8	47.6	D	Fair	25	0.0	E	Unsatisfactory	26
44	Utete	35.3	23.9	59.3	C	Good	12	52.0	D	Fair	18
45	Maganzo	37.5	14.9	52.5	D	Fair	20	0.0	E	Unsatisfactory	26
46	Mombo	26.0	19.1	45.1	D	Fair	31	43.4	D	Fair	24
47	Tunduma	33.2	20.9	54.1	D	Fair	15	77.0	B	Very Good	3
48	Turiani	36.5	16.2	52.6	D	Fair	18	0.0	E	Unsatisfactory	26

# **PART IV: KEY OBSERVATIONS AND RECOMMENDATIONS**



## 4.0 KEY OBSERVATIONS AND RECOMMENDATIONS

This part presents key issues observed in the review of the WSSAs performance and recommends measures for WSSAs to improve their performance in the provision of water supply and sanitation services. Table 25 presents the major key observed issues, recommended measures and the responsible entity for addressing the observed issue.

**Table 25: Key Observations and Recommendations**

SN	Key Issue	Observation	Recommendation	Deadline	Responsible
1.	Low compliance with residual chlorine levels	During FY 2022/23, the average residual chlorine compliance level was 92%. The average compliance with residual chlorine levels remained below the service level benchmark of 100%	WSSAs to improve compliance with residual chlorine levels by:  (i) establishing control points for optimization of the chlorination process; (ii) use of calibrated residual chlorine testing kits; and (iii) ensuring that the chlorination process is done by qualified personnel	June 2025	Managing Directors of WSSAs
2.	Low effluent BOD and COD compliance level	During FY 2022/23, the average BOD and COD effluent compliance levels were 72% and 73%, respectively. The attainment does not comply with the service level benchmark of 100%	(i) WSSAs are required to either construct additional wastewater treatment facilities or expand the existing ones to accommodate the demand for treatment; and (ii) WSSAs are required to implement regular rehabilitation of the existing wastewater treatment facilities to maintain their performance	June 2026	Managing Directors of WSSAs
3..	Inadequate water service coverage	The water network coverage in WSSAs' service areas was 82%. This is lower than the target of 95% provided in the National Five-Year Development Plan (2021/22 – 2025/26)	WSSAs to include in their Business Plan strategies to attain 95% water service coverage. The strategies may include project financing through Public Private Partnership (PPP)	June 2025	Managing Directors of WSSAs



SN	Key Issue	Observation	Recommendation	Deadline	Responsible
4.	High Non-Revenue Water	Overall non-revenue water for FY 2022/23 was 37%, which is higher than the recommended service level benchmark of 20% or less	(i) All WSSAs to prepare non-revenue water reduction strategies according to EWURA Guidelines for Development of NRW Reduction Strategy for WSSAs 2021	June 2024	Managing Directors of WSSAs
			(ii) WSSAs to ensure the implementation of their non-revenue water reduction strategies	Continuous	Managing Directors of WSSAs
5.	Inadequate wastewater and faecal sludge treatment facilities	64 out of 85 WSSAs do not have wastewater and faecal sludge treatment facilities. This implies that health and the environment are at stake	(i) WSSAs to include in their Business Plans securing land for construction of wastewater and faecal sludge treatment facilities	June 2025	Managing Directors of WSSAs
			(ii) The Ministry of Water is advised to assist WSSAs in securing funds for the construction of wastewater and faecal sludge treatment facilities. Consideration of PPP may be one of the alternatives.	June 2026	Ministry of Water
6.	Low water production to demand ratio despite sufficient installed capacity	Despite available production capacities, water production for some WSSAs remains below demand	WSSAs to increase the water distribution network and customers to improve utilization of the available installed water production capacities	June 2025	Managing Directors of WSSAs
7.	Overstayed non-cost recovery water tariffs	Some WSSAs operate with tariffs that do not facilitate the recovery of operating and investment costs	(i) WSSAs to prioritize the preparation of business plans to enable the adjustment of their tariffs	June 2025	Managing Directors of WSSAs
			(ii) The Ministry of Water is advised to assist WSSAs to have enough and qualified staff according to the WSSAs Approved Scheme of Service	June 2025	Ministry of Water

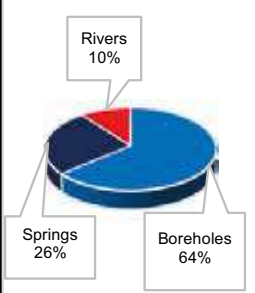
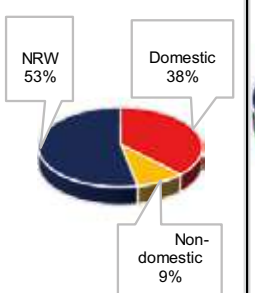
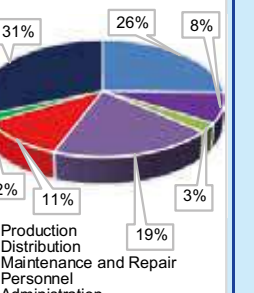
SN	Key Issue	Observation	Recommendation	Deadline	Responsible
8.	Inadequate provision of sanitation services	During FY 2022/23, sewered sanitation coverage was 11% which is below the service level benchmark of 100%. Further, only 21 out of 85 WSSAs have wastewater and faecal sludge treatment facilities	(i) WSSAs to design and implement sewered and non-sewered sanitation solutions using the City Wide Inclusive Sanitation Approach (CWIS)  (ii) WSSAs to implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020.	Continuous	Managing Directors of WSSAs


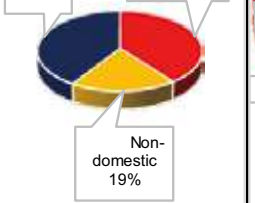
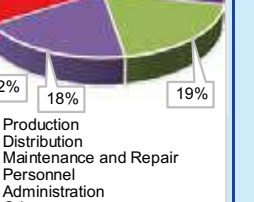
WSSAs are expected to implement recommendations provided in Table 25. It is envisaged that implementation of the recommendations will result in improvement in provision of water supply and sanitation services.

# APPENDICES

## APPENDIX 1: WSSAs PROFILES



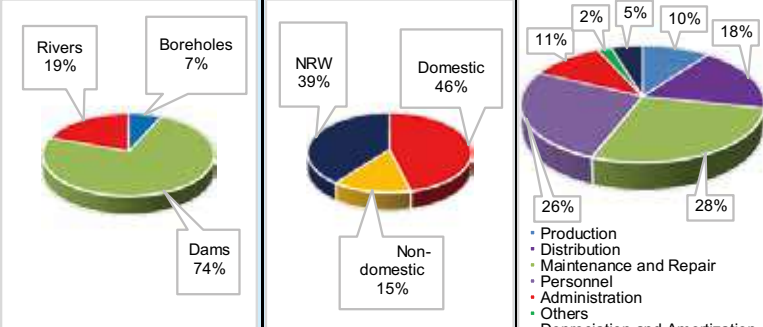
ARUSHA WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/02/2020			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	1,042,474	Water	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	2,025.58	(TZS/m <sup>3</sup> )	1,330-1,810	1,510	2,560	1,930	15,300
Water Demand (m <sup>3</sup> )	49,189,222	Sewerage					
Water Production (m <sup>3</sup> )	29,033,530	(TZS/m <sup>3</sup> of drinking water)					
Water Production Capacity (m <sup>3</sup> /d)	284,987.44		375	510	870	750	na
Direct Water Service Coverage (%)	58	The charge at water kiosk is TZS 20 per 20 litres container					
Total Water Connections (Nos)	112,701	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	100,928.00						
Domestic Connections (Nos)	105,387						
Operational Kiosks (Nos)	436						
Sewerage Connections (Nos)	10,123						
Metering Ratio (%)	100						
Non Revenue Water (%)	53.1						
Number of Staff (Nos)	397						
Staff/1000 connections (ratio)	3						
Service hours (hour)	16						
Sewerage Coverage (%)	7						
Working ratio	1.1						
Operating ratio	1.6						
Total Income (million TZS)	75,526.00						
Total O&M Expenses (million TZS)	28,757.52						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

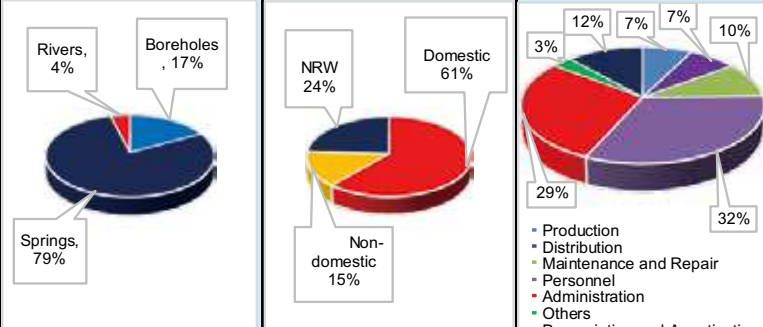
DODOMA WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/01/2020			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	838,014	Water	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	932.50	(TZS/m <sup>3</sup> )	1,170-1,230	1,620	1,660	1,660	na
Water Demand (m <sup>3</sup> )	54,529,404	Sewerage					
Water Production (m <sup>3</sup> )	26,345,700	(TZS/m <sup>3</sup> of drinking water)	40% of the water tariff	40% of the water tariff	40% of the water tariff	40% of the water tariff	na
Water Production Capacity (m <sup>3</sup> /d)	72,180.00						
Direct Water Service Coverage (%)	79	The charge at water kiosk is TZS 24 per 20 litres container					
Total Water Connections (Nos)	76,801	Water source distribution		Annual Water Use		Composition of O&M costs	
Total Active Connections (Nos)	76,801						
Domestic Connections (Nos)	71,708						
Operational Kiosks (Nos)	201						
Sewerage Connections (Nos)	6,310						
Metering Ratio (%)	100						
Non Revenue Water (%)	40.9						
Number of Staff (Nos)	232						
Staff/1000 connections (ratio)	3						
Service hours (hour)	13						
Sewerage Coverage (%)	20						
Working ratio	0.97						
Operating ratio	1.24						
Total Income (million TZS)	35,529.39						
Total O&M Expenses (million TZS)	26,269.84						
E.coli compliance (%)	98						
Turbidity compliance (%)	100						

IRINGA WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/03/2020			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	282,838	Water (TZS/m <sup>3</sup> )	1,830-2,210	1,780-2,210	1,910	1,690	na
Length of water network (km)	1,147.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	40% of the water tariff	50% of the water tariff	50% of the water tariff	50% of the water tariff	na
Water Demand (m <sup>3</sup> )	8,258,870	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	6,365,079	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Water Production Capacity (m <sup>3</sup> /d)	33,240.00						
Direct Water Service Coverage (%)	91						
Total Water Connections (Nos)	42,983						
Total Active Connections (Nos)	40,724.00						
Domestic Connections (Nos)	38,781						
Operational Kiosks (Nos)	541						
Sewerage Connections (Nos)	2,463						
Metering Ratio (%)	100						
Non Revenue Water (%)	24.5						
Number of Staff (Nos)	139						
Staff/1000 connections (ratio)	3						
Service hours (hour)	21						
Sewerage Coverage (%)	7						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	10,580.54						
Total O&M Expenses (million TZS)	8,340.30						
E.coli compliance (%)	97						
Turbidity compliance (%)	76						

MBEYA WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/01/2021			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	692,279	Water (TZS/m <sup>3</sup> )	1,250	1,720	1,950	1,750	na
Length of water network (km)	957.75	Sewerage (TZS/m <sup>3</sup> of drinking water)	400	530	740	600	na
Water Demand (m <sup>3</sup> )	32,850,000	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	19,522,204	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Water Production Capacity (m <sup>3</sup> /d)	68,500.00						
Direct Water Service Coverage (%)	80						
Total Water Connections (Nos)	90,858						
Total Active Connections (Nos)	88,978						
Domestic Connections (Nos)	87,905						
Operational Kiosks (Nos)	248						
Sewerage Connections (Nos)	2,818						
Metering Ratio (%)	100						
Non Revenue Water (%)	29.0						
Number of Staff (Nos)	205						
Staff/1000 connections (ratio)	2						
Service hours (hour)	19						
Sewerage Coverage (%)	14						
Working ratio	0.93						
Operating ratio	1.37						
Total Income (million TZS)	16,320.89						
Total O&M Expenses (million TZS)	13,222.46						
E.coli compliance (%)	100						
Turbidity compliance (%)	93						

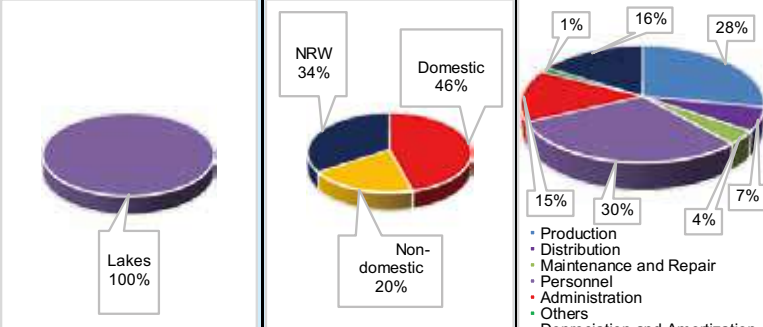


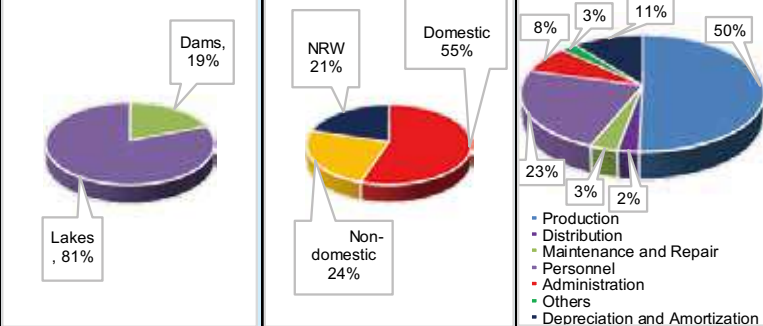
MOROGORO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/09/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	616,704	Water (TZS/m <sup>3</sup> )	1,070	1,265	1,905	1,495	na
Length of water network (km)	750.07	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	31,462,761		600	900	1,000	1,000	na
Water Production (m <sup>3</sup> )	12,008,009	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	46,608.00	Water source distribution					
Direct Water Service Coverage (%)	48	Annual Water Use					
Total Water Connections (Nos)	43,894	Composition of O&M costs					
Total Active Connections (Nos)	35,587.00						
Domestic Connections (Nos)	41,590	<ul style="list-style-type: none"> <li>Production</li> <li>Distribution</li> <li>Maintenance and Repair</li> <li>Personnel</li> <li>Administration</li> <li>Others</li> <li>Depreciation and Amortization</li> </ul>					
Operational Kiosks (Nos)	141						
Sewerage Connections (Nos)	2,543						
Metering Ratio (%)	100						
Non Revenue Water (%)	39.4						
Number of Staff (Nos)	187						
Staff/1000 connections (ratio)	4						
Service hours (hour)	12						
Sewerage Coverage (%)	7						
Working ratio	1.7						
Operating ratio	1.8						
Total Income (million TZS)	24,420.54						
Total O&M Expenses (million TZS)	22,710.42						
E.coli compliance (%)	94						
Turbidity compliance (%)	92						

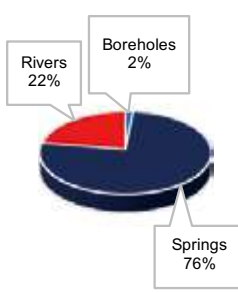
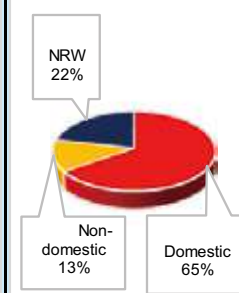
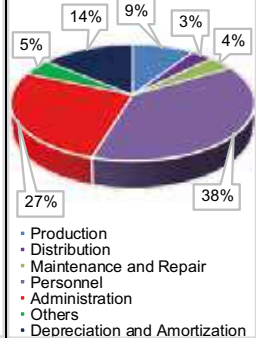
MOSHI WSSA PROFILE		2022/23					
EWURA CLASS I		LICENCE NO: WSSSL/01/2017			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	567,037	Water (TZS/m <sup>3</sup> )	1,029	1,091	1,337	1,230	na
Length of water network (km)	949.17	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	26,734,790		426	418	811	654	na
Water Production (m <sup>3</sup> )	14,749,248	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	63,055.00	Water source distribution					
Direct Water Service Coverage (%)	65	Annual Water Use					
Total Water Connections (Nos)	56,828	Composition of O&M costs					
Total Active Connections (Nos)	54,112						
Domestic Connections (Nos)	53,752	<ul style="list-style-type: none"> <li>Production</li> <li>Distribution</li> <li>Maintenance and Repair</li> <li>Personnel</li> <li>Administration</li> <li>Others</li> <li>Depreciation and Amortization</li> </ul>					
Operational Kiosks (Nos)	128						
Sewerage Connections (Nos)	3,415						
Metering Ratio (%)	96						
Non Revenue Water (%)	24.1						
Number of Staff (Nos)	176						
Staff/1000 connections (ratio)	3						
Service hours (hour)	23						
Sewerage Coverage (%)	9						
Working ratio	0.80						
Operating ratio	0.91						
Total Income (million TZS)	17,159.14						
Total O&M Expenses (million TZS)	10,425.35						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

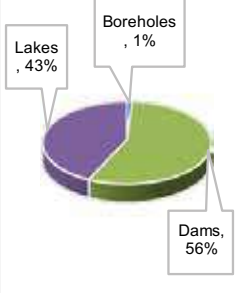
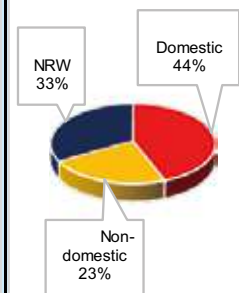
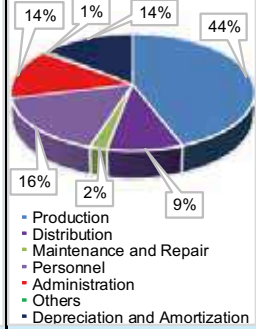
MTWARA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/10/2022			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	264,485	Water					
Length of water network (km)	333.65	(TZS/m <sup>3</sup> )	1,785	3,100	3,170	3,100	1,500-3,721
Water Demand (m <sup>3</sup> )	9,302,985	Sewerage					
Water Production (m <sup>3</sup> )	4,585,860	(TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	19,632.00	The charge at water kiosk is TZS 30 per 20 litres container					
Direct Water Service Coverage (%)	72						
Total Water Connections (Nos)	16,889						
Total Active Connections (Nos)	14,845.00						
Domestic Connections (Nos)	15,515						
Operational Kiosks (Nos)	328						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	28.7						
Number of Staff (Nos)	71						
Staff/1000 connections (ratio)	4						
Service hours (hour)	20						
Sewerage Coverage (%)	-						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	9,796.47						
Total O&M Expenses (million TZS)	4,573.05						
E.coli compliance (%)	100						
Turbidity compliance (%)	88						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	

MUSOMA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/06/2022			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	397,985	Water					
Length of water network (km)	617.39	(TZS/m <sup>3</sup> )	2,310 – 2,963	3,099 – 3,398	3,425 – 3,642	3,505 – 3,815	na
Water Demand (m <sup>3</sup> )	12,081,500	Sewerage					
Water Production (m <sup>3</sup> )	6,588,171	(TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	42,588.00	The charge at water kiosk is TZS 30 per 20 litres container					
Direct Water Service Coverage (%)	70						
Total Water Connections (Nos)	29,668						
Total Active Connections (Nos)	25,784						
Domestic Connections (Nos)	27,644						
Operational Kiosks (Nos)	27						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	46.0						
Number of Staff (Nos)	181						
Staff/1000 connections (ratio)	6						
Service hours (hour)	19						
Sewerage Coverage (%)	-						
Working ratio	0.98						
Operating ratio	1.36						
Total Income (million TZS)	7,620.20						
Total O&M Expenses (million TZS)	4,646.18						
E.coli compliance (%)	99						
Turbidity compliance (%)	93						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	

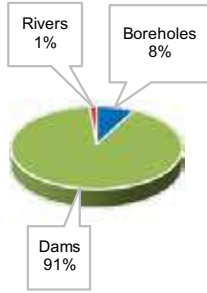
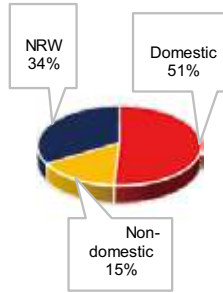
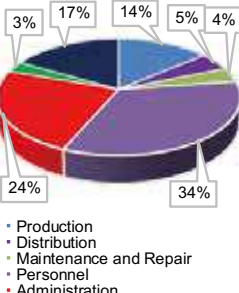
MWANZA WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/04/2020			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	1,483,578	Water (TZS/m <sup>3</sup> )	1,140-1,460	1,500	2,730	2,190	1,345
Length of water network (km)	1,399.32	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	62,050,000		450-480	590	1070	860	370
Water Production (m <sup>3</sup> )	28,602,162	The charge at water kiosk is TZS 16.2 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	129,974.00	Water source distribution					
Direct Water Service Coverage (%)	64	Annual Water Use					
Total Water Connections (Nos)	114,294	Composition of O&M costs					
Total Active Connections (Nos)	107,713.00						
Domestic Connections (Nos)	105,655						
Operational Kiosks (Nos)	440						
Sewerage Connections (Nos)	5,678						
Metering Ratio (%)	100						
Non Revenue Water (%)	34.2						
Number of Staff (Nos)	387						
Staff/1000 connections (ratio)	3						
Service hours (hour)	13						
Sewerage Coverage (%)	24						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	55,672.88						
Total O&M Expenses (million TZS)	29,203.21						
E.coli compliance (%)	89						
Turbidity compliance (%)	99						

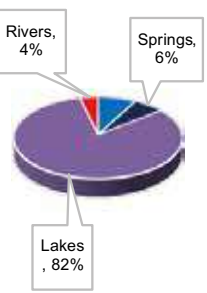
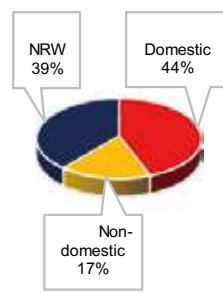
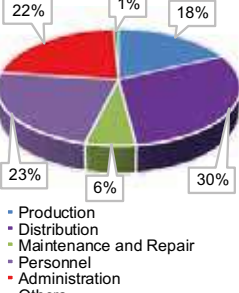
SHINYANGA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/02/2022			CATEGORY: A		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	291,757	Water (TZS/m <sup>3</sup> )	1,490 – 1,740	2,760	2,850	2,790	3,750
Length of water network (km)	657.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	6,874,045	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	5,387,545	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	48,560.00	Annual Water Use					
Direct Water Service Coverage (%)	47	Composition of O&M costs					
Total Water Connections (Nos)	28,686						
Total Active Connections (Nos)	26,903						
Domestic Connections (Nos)	27,016						
Operational Kiosks (Nos)	354						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	20.6						
Number of Staff (Nos)	115						
Staff/1000 connections (ratio)	4						
Service hours (hour)	23						
Sewerage Coverage (%)	-						
Working ratio	1.00						
Operating ratio	1.11						
Total Income (million TZS)	11,250.13						
Total O&M Expenses (million TZS)	8,830.66						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

SONGEA WSSA PROFILE		2022/23				
EWURA CLASS III		LICENCE NO: WSSSL/03/2022			CATEGORY: A	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	286,285	Water (TZS/m <sup>3</sup> )				
Length of water network (km)	563.80	1,640	1,670	1,720	1,720	na
Water Demand (m <sup>3</sup> )	7,433,590	Sewerage (TZS/m <sup>3</sup> of drinking water)				
Water Production (m <sup>3</sup> )	3,168,035	480	780	810	810	na
Water Production Capacity (m <sup>3</sup> /d)	11,500.00	The charge at water kiosk is TZS 20 per 20 litres container				
Direct Water Service Coverage (%)	87	Water source distribution		Annual Water Use		Composition of O&M costs
Total Water Connections (Nos)	21,632					
Total Active Connections (Nos)	20,293.00					
Domestic Connections (Nos)	20,202					
Operational Kiosks (Nos)	167					
Sewerage Connections (Nos)	1,607					
Metering Ratio (%)	100					
Non Revenue Water (%)	21.6					
Number of Staff (Nos)	90					
Staff/1000 connections (ratio)	4					
Service hours (hour)	24					
Sewerage Coverage (%)	6					
Working ratio	0.9					
Operating ratio	1.0					
Total Income (million TZS)	4,430.61					
Total O&M Expenses (million TZS)	3,548.28					
E.coli compliance (%)	100					
Turbidity compliance (%)	90					

TABORA WSSA PROFILE		2022/23				
EWURA CLASS III		LICENCE NO: WSSSL/07/2022			CATEGORY: A	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	394,721	Water (TZS/m <sup>3</sup> )				
Length of water network (km)	1,225.70	1,950	2,780	2,900	2,870	1,950
Water Demand (m <sup>3</sup> )	10,864,590	Sewerage (TZS/m <sup>3</sup> of drinking water)				
Water Production (m <sup>3</sup> )	6,254,905	750	1,050	1,375	1,050	na
Water Production Capacity (m <sup>3</sup> /d)	59,082.00	The charge at water kiosk is TZS 30 per 20 litres container				
Direct Water Service Coverage (%)	84	Water source distribution		Annual Water Use		Composition of O&M costs
Total Water Connections (Nos)	33,562					
Total Active Connections (Nos)	28,032					
Domestic Connections (Nos)	31,818					
Operational Kiosks (Nos)	215					
Sewerage Connections (Nos)	513					
Metering Ratio (%)	100					
Non Revenue Water (%)	33.3					
Number of Staff (Nos)	117					
Staff/1000 connections (ratio)	3					
Service hours (hour)	20					
Sewerage Coverage (%)	5					
Working ratio	1.09					
Operating ratio	1.27					
Total Income (million TZS)	10,350.14					
Total O&M Expenses (million TZS)	10,777.86					
E.coli compliance (%)	100					
Turbidity compliance (%)	97					



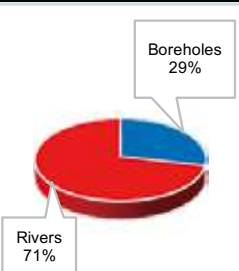
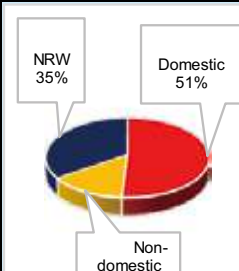
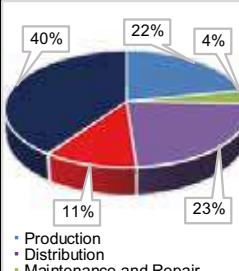
TANGA WSSA PROFILE		2022/23					
EWURA CLASS I		LICENCE NO: WSSSL/02/2016			CATEGORY: A		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	458,395	Water (TZS/m <sup>3</sup> )	1,710-2,285	1,710-2,285	2,190-2,675	2,095-2,485	na
Length of water network (km)	874.78	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	16,988,775		500	900	950	650	na
Water Production (m <sup>3</sup> )	12,427,090	The charge at water kiosk is TZS 12.5 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	51,774.34	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Direct Water Service Coverage (%)	77						
Total Water Connections (Nos)	50,340						
Total Active Connections (Nos)	42,514.00						
Domestic Connections (Nos)	47,904						
Operational Kiosks (Nos)	146						
Sewerage Connections (Nos)	2,942						
Metering Ratio (%)	100						
Non Revenue Water (%)	33.6						
Number of Staff (Nos)	206						
Staff/1000 connections (ratio)	4						
Service hours (hour)	23						
Sewerage Coverage (%)	5						
Working ratio	0.9						
Operating ratio	1.1						
Total Income (million TZS)	20,157.43						
Total O&M Expenses (million TZS)	15,397.78						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

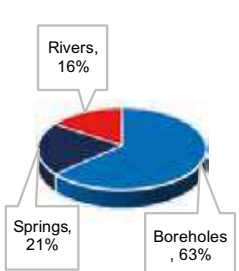
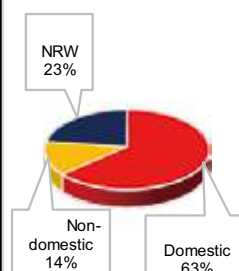
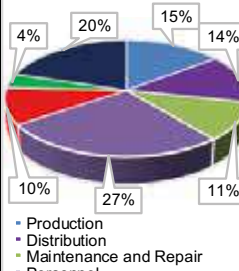
BUKOBA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/05/2022			CATEGORY: B		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	356,599	Water (TZS/m <sup>3</sup> )	1,840-1,910	2,100	2,600	2,200	na
Length of water network (km)	562.70	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	8,744,305		na	na	na	na	na
Water Production (m <sup>3</sup> )	2,982,692	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	27,120.00	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Direct Water Service Coverage (%)	66						
Total Water Connections (Nos)	21,390						
Total Active Connections (Nos)	19,404						
Domestic Connections (Nos)	19,857						
Operational Kiosks (Nos)	184						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	39.0						
Number of Staff (Nos)	61						
Staff/1000 connections (ratio)	3						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	0.95						
Operating ratio	0.95						
Total Income (million TZS)	7,783.18						
Total O&M Expenses (million TZS)	4,202.26						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

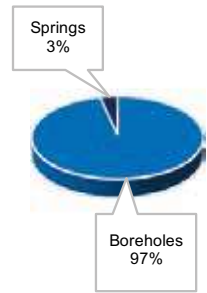
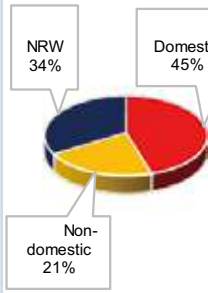
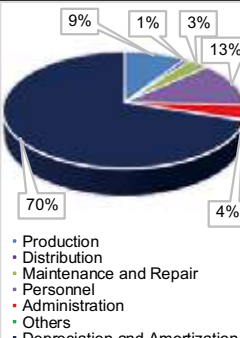



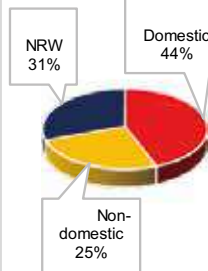
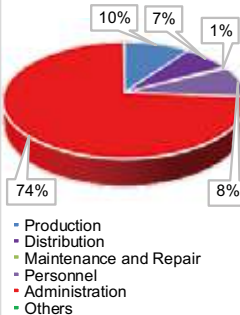
KIGOMA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/13/2022			CATEGORY: B		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	273,782	Water (TZS/m <sup>3</sup> )	1,300-1,500	1,700	1,800	1,800	na
Length of water network (km)	450.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	8,646,850	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	3,586,158	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	18,000.00						
Direct Water Service Coverage (%)	85						
Total Water Connections (Nos)	21,513						
Total Active Connections (Nos)	19,093.00						
Domestic Connections (Nos)	20,282						
Operational Kiosks (Nos)	103						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	29.6						
Number of Staff (Nos)	48						
Staff/1000 connections (ratio)	2						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.7						
Total Income (million TZS)	4,393.23						
Total O&M Expenses (million TZS)	3,530.05						
E.coli compliance (%)	97						
Turbidity compliance (%)	99						

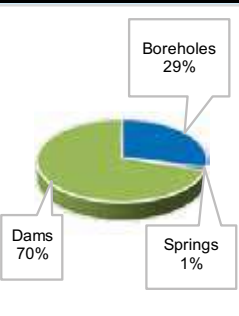
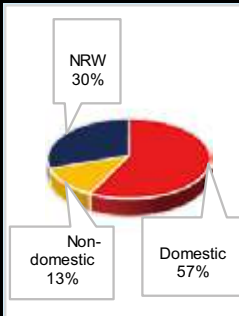
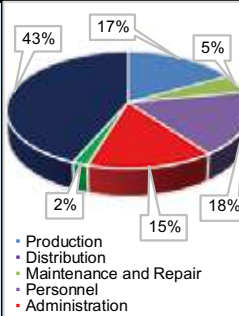
SINGIDA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/08/2022			CATEGORY: B		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	318,528	Water (TZS/m <sup>3</sup> )	1,500-1,710	1,810-1,800	3,000	1,710-1,800	na
Length of water network (km)	391.66	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	5,889,450	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	3,572,570	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	11,510.70						
Direct Water Service Coverage (%)	66						
Total Water Connections (Nos)	18,621						
Total Active Connections (Nos)	16,922						
Domestic Connections (Nos)	17,146						
Operational Kiosks (Nos)	320						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	32.1						
Number of Staff (Nos)	57						
Staff/1000 connections (ratio)	3						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.06						
Operating ratio	1.31						
Total Income (million TZS)	4,678.68						
Total O&M Expenses (million TZS)	4,217.06						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

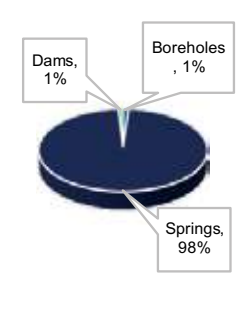
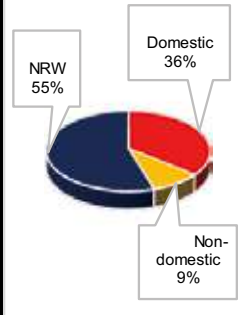
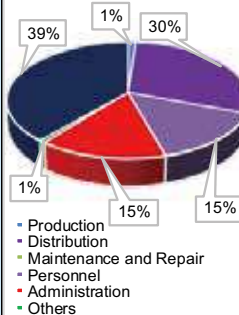
SUMBAWANGA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/04/2022			CATEGORY: B		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	214,697	Water (TZS/m <sup>3</sup> )	1,000 – 1,245	2,280	2,480	2,280	na
Length of water network (km)	326.55	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	10,220,000	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	2,030,294						
Water Production Capacity (m <sup>3</sup> /d)	20,500.00						
Direct Water Service Coverage (%)	61						
Total Water Connections (Nos)	12,877						
Total Active Connections (Nos)	10,945.00						
Domestic Connections (Nos)	11,817						
Operational Kiosks (Nos)	17						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	34.7						
Number of Staff (Nos)	50						
Staff/1000 connections (ratio)	4						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	2.0						
Total Income (million TZS)	2,341.76						
Total O&M Expenses (million TZS)	2,022.98						
E.coli compliance (%)	96						
Turbidity compliance (%)	84						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
							

BABATI WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/01/2022			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	349,731	Water (TZS/m <sup>3</sup> )	1,350-1,800	1,420-2,370	1,520-2,520	1,470-2,470	1,250-1,500
Length of water network (km)	1,107.02	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	11,616,315	The charge at water kiosk is TZS 25-30 per 20 litres container					
Water Production (m <sup>3</sup> )	4,111,764						
Water Production Capacity (m <sup>3</sup> /d)	32,621.17						
Direct Water Service Coverage (%)	74						
Total Water Connections (Nos)	26,621						
Total Active Connections (Nos)	25,638						
Domestic Connections (Nos)	25,339						
Operational Kiosks (Nos)	212						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	22.9						
Number of Staff (Nos)	71						
Staff/1000 connections (ratio)	3						
Service hours (hour)	19						
Sewerage Coverage (%)	na						
Working ratio	1.38						
Operating ratio	1.73						
Total Income (million TZS)	11,446.93						
Total O&M Expenses (million TZS)	6,507.43						
E.coli compliance (%)	100						
Turbidity compliance (%)	98						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
							

LINDI WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/11/2022			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	174,126	Water (TZS/m <sup>3</sup> )	1,600-1,800	2,100	2,200	2,200	1,500-3,700
Length of water network (km)	374.60	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,767,954	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	894,474						
Water Production Capacity (m <sup>3</sup> /d)	10,315.00						
Direct Water Service Coverage (%)	35						
Total Water Connections (Nos)	7,061						
Total Active Connections (Nos)	4,933.00						
Domestic Connections (Nos)	6,248						
Operational Kiosks (Nos)	146						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	33.7						
Number of Staff (Nos)	46						
Staff/1000 connections (ratio)	7						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	4.6						
Total Income (million TZS)	7,120.88						
Total O&M Expenses (million TZS)	1,627.61						
E.coli compliance (%)	92						
Turbidity compliance (%)	86						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
							

BARIADI WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/14/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	83,716	Water (TZS/m <sup>3</sup> )	660	780	na	900	na
Length of water network (km)	183.04	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,572,883	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	587,861						
Water Production Capacity (m <sup>3</sup> /d)	4,545.60						
Direct Water Service Coverage (%)	49						
Total Water Connections (Nos)	3,527						
Total Active Connections (Nos)	3,527						
Domestic Connections (Nos)	2,976						
Operational Kiosks (Nos)	68						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	30.5						
Number of Staff (Nos)	33						
Staff/1000 connections (ratio)	9						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	7.00						
Operating ratio	7.00						
Total Income (million TZS)	3,305.76						
Total O&M Expenses (million TZS)	2,323.17						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
							

GEITA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/16/2022			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	526,143	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	396.57		920 – 1,350	1,550	1,950	1,750	na
Water Demand (m <sup>3</sup> )	8,121,600	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	1,900,004		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	8,258.00	The charge at water kiosk is TZS 26 per 20 litres container					
Direct Water Service Coverage (%)	35	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	11,168						
Total Active Connections (Nos)	10,881.00						
Domestic Connections (Nos)	10,376						
Operational Kiosks (Nos)	111						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	30.2						
Number of Staff (Nos)	37						
Staff/1000 connections (ratio)	3						
Service hours (hour)	11						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.9						
Total Income (million TZS)	3,465.64						
Total O&M Expenses (million TZS)	2,685.06						
E.coli compliance (%)	100						
Turbidity compliance (%)	99						

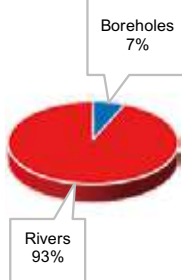
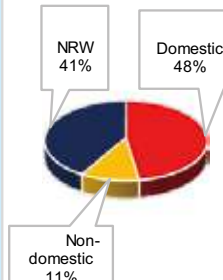
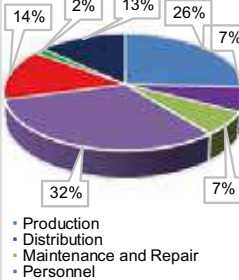
MPANDA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/15/2022			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	245,764	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	282.62		1100	1,200	1,250	1,400	na
Water Demand (m <sup>3</sup> )	4,081,584	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	1,906,628		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	10,610.00	The charge at water kiosk is TZS 20 per 20 litres container					
Direct Water Service Coverage (%)	18	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	7,771						
Total Active Connections (Nos)	6,236						
Domestic Connections (Nos)	7,283						
Operational Kiosks (Nos)	30						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	54.7						
Number of Staff (Nos)	44						
Staff/1000 connections (ratio)	6						
Service hours (hour)	7						
Sewerage Coverage (%)	na						
Working ratio	1.69						
Operating ratio	2.76						
Total Income (million TZS)	5,964.94						
Total O&M Expenses (million TZS)	1,890.87						
E.coli compliance (%)	100						
Turbidity compliance (%)	84						

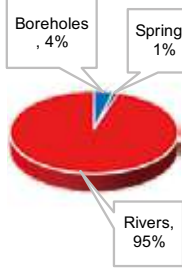
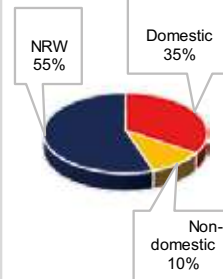
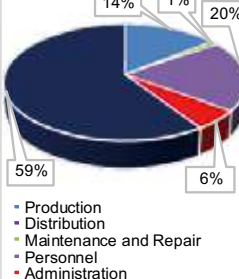


NJOMBE WSSA PROFILE		2022/23				
EWURA CLASS III		LICENCE NO: WSSSL/46/2012			CATEGORY: C	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	90,353	Water (TZS/m <sup>3</sup> )	855 - 950	980 - 1,100	980 - 1,000	980 - 1,000
Length of water network (km)	188.40	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Demand (m <sup>3</sup> )	3,810,066	The charge at water kiosk is TZS 20 per litre container				
Water Production (m <sup>3</sup> )	1,218,658	<b>Water source distribution</b>				
Water Production Capacity (m <sup>3</sup> /d)	5,550.80	<b>Annual Water Use</b>				
Direct Water Service Coverage (%)	72	<b>Composition of O&amp;M costs</b>				
Total Water Connections (Nos)	9,059					
Total Active Connections (Nos)	7,800.00					
Domestic Connections (Nos)	8,786					
Operational Kiosks (Nos)	-	<ul style="list-style-type: none"> <li>Production</li> <li>Distribution</li> <li>Maintenance and Repair</li> <li>Personnel</li> <li>Administration</li> <li>Others</li> </ul>				
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	39.7					
Number of Staff (Nos)	46					
Staff/1000 connections (ratio)	4.6					
Service hours (hour)	10					
Sewerage Coverage (%)	na					
Working ratio	1.0					
Operating ratio	1.2					
Total Income (million TZS)	6,365.46					
Total O&M Expenses (million TZS)	1,235.54					
E.coli compliance (%)	67					
Turbidity compliance (%)	40					

KAHAMA WSSA PROFILE		2022/23				
EWURA CLASS II		LICENCE NO: WSSSL/27/2023			CATEGORY: A	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	485,681	Water (TZS/m <sup>3</sup> )	2,069	2,540	2,850	2,660
Length of water network (km)	466.79	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Demand (m <sup>3</sup> )	8,928,536	The charge at water kiosk is TZS 40 per litre container				
Water Production (m <sup>3</sup> )	5,171,242	<b>Water source distribution</b>				
Water Production Capacity (m <sup>3</sup> /d)	26,000.00	<b>Annual Water Use</b>				
Direct Water Service Coverage (%)	60	<b>Composition of O&amp;M costs</b>				
Total Water Connections (Nos)	29,783					
Total Active Connections (Nos)	28,345					
Domestic Connections (Nos)	27,813					
Operational Kiosks (Nos)	159	<ul style="list-style-type: none"> <li>Production</li> <li>Distribution</li> <li>Maintenance and Repair</li> <li>Personnel</li> <li>Administration</li> <li>Others</li> </ul>				
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	18.3					
Number of Staff (Nos)	61					
Staff/1000 connections (ratio)	-					
Service hours (hour)	24					
Sewerage Coverage (%)	na					
Working ratio	0.96					
Operating ratio	1.14					
Total Income (million TZS)	15,187.27					
Total O&M Expenses (million TZS)	8,984.99					
E.coli compliance (%)	100					
Turbidity compliance (%)	100					

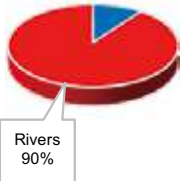
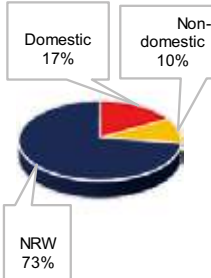
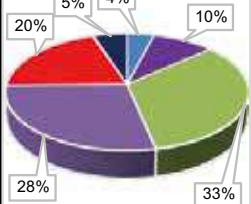



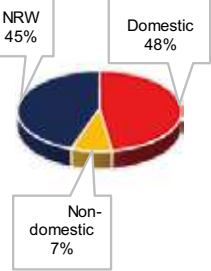
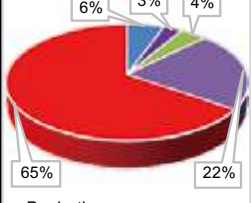
DAWASA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/02/2021			CATEGORY:		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	6,664,180	Water (TZS/m <sup>3</sup> )	1,663-2,900	1663-2,940	1,663-3,750	1,663-3710	na
Length of water network (km)	5,552.80	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	241,243,487		386	386	386	386	na
Water Production (m <sup>3</sup> )	129,252,099	The charge at water kiosk is TZS 22.12 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	524,148.00	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Direct Water Service Coverage (%)	75						
Total Water Connections (Nos)	409,717	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Total Active Connections (Nos)	409,717.00						
Domestic Connections (Nos)	397,808						
Operational Kiosks (Nos)	873						
Sewerage Connections (Nos)	18,487						
Metering Ratio (%)	100						
Non Revenue Water (%)	41.5						
Number of Staff (Nos)	1,513						
Staff/1000 connections (ratio)	4						
Service hours (hour)	19						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.3						
Total Income (million TZS)	295,302.66						
Total O&M Expenses (million TZS)	160,761.07						
E.coli compliance (%)	100						
Turbidity compliance (%)	98						


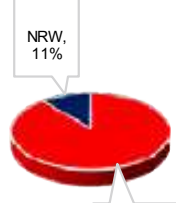
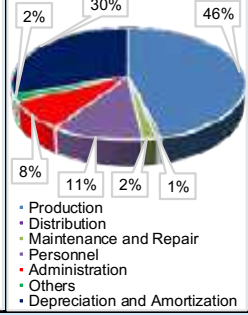
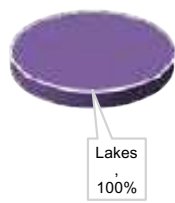
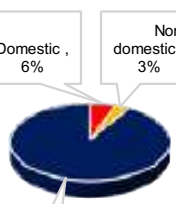
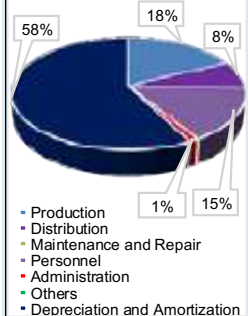
VWAWA-MLOWO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/03/2018			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	133,830	Water (TZS/m <sup>3</sup> )	1,000	1,000	1,300	1,100	na
Length of water network (km)	218.50	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Demand (m <sup>3</sup> )	5,042,839		na	na	na	na	na
Water Production (m <sup>3</sup> )	465,479	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production Capacity (m <sup>3</sup> /d)	6,135.00	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Direct Water Service Coverage (%)	34						
Total Water Connections (Nos)	2,864	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Total Active Connections (Nos)	2,454						
Domestic Connections (Nos)	2,684						
Operational Kiosks (Nos)	2						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	91						
Non Revenue Water (%)	55.1						
Number of Staff (Nos)	26						
Staff/1000 connections (ratio)	9						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	0.91						
Operating ratio	2.23						
Total Income (million TZS)	925.07						
Total O&M Expenses (million TZS)	254.74						
E.coli compliance (%)	100						
Turbidity compliance (%)	73						

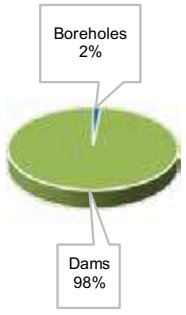
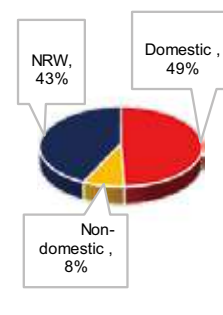
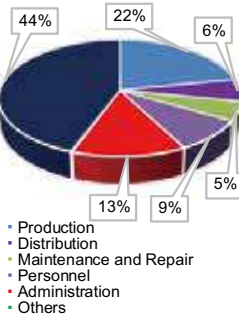
MANAWASA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/06/2014			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	327,464	Water (TZS/m <sup>3</sup> )	1,200-1,400	1,600	2,500	2,000	na
Length of water network (km)	569.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	5,250,525	The charge at water kiosk is TZS 45 per 20 litres container					
Water Production (m <sup>3</sup> )	2,664,326	Water source distribution	Annual Water Use	Composition of O&M costs			
Water Production Capacity (m <sup>3</sup> /d)	13,724.00						
Direct Water Service Coverage (%)	67						
Total Water Connections (Nos)	14,223						
Total Active Connections (Nos)	12,829.00						
Domestic Connections (Nos)	13,052						
Operational Kiosks (Nos)	352						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	19.8						
Number of Staff (Nos)	69						
Staff/1000 connections (ratio)	5						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.2						
Total Income (million TZS)	3,471.80						
Total O&M Expenses (million TZS)	3,028.89						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

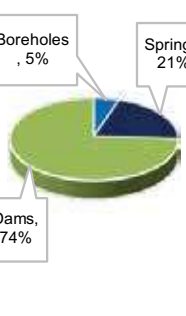
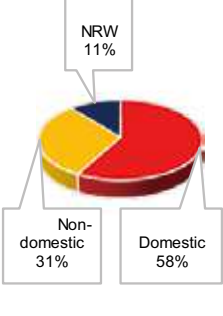
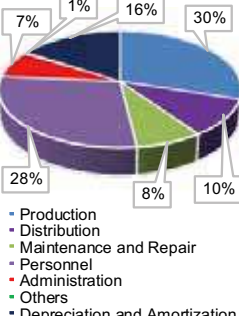
MAKONDE WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/08/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	540,361	Water (TZS/m <sup>3</sup> )	1,300-1,400	1,500	1,900	1,600	na
Length of water network (km)	1,348.70	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	9,861,570	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	1,110,799	Water source distribution	Annual Water Use	Composition of O&M costs			
Water Production Capacity (m <sup>3</sup> /d)	5,700.00						
Direct Water Service Coverage (%)	40						
Total Water Connections (Nos)	4,421						
Total Active Connections (Nos)	3,803						
Domestic Connections (Nos)	3,128						
Operational Kiosks (Nos)	741						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	97						
Non Revenue Water (%)	55.4						
Number of Staff (Nos)	72						
Staff/1000 connections (ratio)	16						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	2.92						
Operating ratio	3.12						
Total Income (million TZS)	14,292.19						
Total O&M Expenses (million TZS)	2,125.01						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

HTM WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/05/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	462,939	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	625.72		2500	2,800	3,500	3,000	1700
Water Demand (m <sup>3</sup> )	9,124,528	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	1,303,362		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	9,046.66	The charge at water kiosk is TZS 50 per 20 litres container					
Direct Water Service Coverage (%)	40	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	4,067						
Total Active Connections (Nos)	3,469.00	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Domestic Connections (Nos)	3,198						
Operational Kiosks (Nos)	451						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	72.7						
Number of Staff (Nos)	78						
Staff/1000 connections (ratio)	19						
Service hours (hour)	1						
Sewerage Coverage (%)	na						
Working ratio	3.3						
Operating ratio	3.5						
Total Income (million TZS)	7,916.22						
Total O&M Expenses (million TZS)	2,875.12						
E.coli compliance (%)	100						
Turbidity compliance (%)	21						

WANGING'OMBE WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/01/2016			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	106,114	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	412.30		900	800	na	1,000	na
Water Demand (m <sup>3</sup> )	2,606,465	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	769,160		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	4,290.00	The charge at water kiosk is TZS 18 per 20 litres container					
Direct Water Service Coverage (%)	48	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	8,092						
Total Active Connections (Nos)	7,412	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Domestic Connections (Nos)	7,586						
Operational Kiosks (Nos)	270						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	99						
Non Revenue Water (%)	44.8						
Number of Staff (Nos)	46						
Staff/1000 connections (ratio)	6						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	2.71						
Operating ratio	2.71						
Total Income (million TZS)	1,671.34						
Total O&M Expenses (million TZS)	1,516.08						
E.coli compliance (%)	50						
Turbidity compliance (%)	50						

KASHWASA WSSA PROFILE		2022/23					
EWURA CLASS II		LICENCE NO: WSSSL/18/2023			CATEGORY: B		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	NA	Water (TZS/m <sup>3</sup> )	na	740-985	na	na	1240
Length of water network (km)	802.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	18,950,167	The charge at water kiosk is TZS per 20 litres container					
Water Production (m <sup>3</sup> )	21,320,582						
Water Production Capacity (m <sup>3</sup> /d)	80,000.00						
Direct Water Service Coverage (%)	na						
Total Water Connections (Nos)	146						
Total Active Connections (Nos)	146.00						
Domestic Connections (Nos)	-						
Operational Kiosks (Nos)	NA						
Sewerage Connections (Nos)	-	Water source distribution	Annual Water Use	Composition of O&M costs			
Metering Ratio (%)	100						
Non Revenue Water (%)	11.1						
Number of Staff (Nos)	99						
Staff/1000 connections (ratio)	678						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	0.8						
Operating ratio	1.2						
Total Income (million TZS)	18,309.84						
Total O&M Expenses (million TZS)	14,962.39						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
<b>MUGANGO-KIABAKARI WSSA PROFILE</b>		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/25/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	233,302	Water (TZS/m <sup>3</sup> )	1,100	1,100	1,640	1,640	na
Length of water network (km)	146.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,775,925	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	1,154,740						
Water Production Capacity (m <sup>3</sup> /d)	10,800.00						
Direct Water Service Coverage (%)	5						
Total Water Connections (Nos)	1,364						
Total Active Connections (Nos)	1,023						
Domestic Connections (Nos)	1,239						
Operational Kiosks (Nos)	10	Water source distribution	Annual Water Use	Composition of O&M costs			
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	91.1						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	15						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	3.30						
Operating ratio	7.80						
Total Income (million TZS)	2,223.21						
Total O&M Expenses (million TZS)	560.81						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MASWA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/26/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	143,350	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	346.90		1,600	1,900	2,600	2,300	na
Water Demand (m <sup>3</sup> )	3,843,450	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	1,481,170		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	10,380.00	The charge at water kiosk is TZS 32 per 20 litres container					
Direct Water Service Coverage (%)	39	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	4,714						
Total Active Connections (Nos)	3,465.00						
Domestic Connections (Nos)	4,295						
Operational Kiosks (Nos)	110						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	42.9						
Number of Staff (Nos)	16						
Staff/1000 connections (ratio)	3						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	2.0						
Total Income (million TZS)	2,372.70						
Total O&M Expenses (million TZS)	851.03						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

BIHARAMULO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/33/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	104,863	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	125.00		1,300	1,630	2,000	1,660	na
Water Demand (m <sup>3</sup> )	1,548,757	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	380,372		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	1,603.00	The charge at water kiosk is TZS 30 per 20 litres container					
Direct Water Service Coverage (%)	64	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	2,772						
Total Active Connections (Nos)	2,450						
Domestic Connections (Nos)	2,497						
Operational Kiosks (Nos)	86						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	11.1						
Number of Staff (Nos)	3						
Staff/1000 connections (ratio)	1						
Service hours (hour)	15						
Sewerage Coverage (%)	na						
Working ratio	1.27						
Operating ratio	1.51						
Total Income (million TZS)	575.11						
Total O&M Expenses (million TZS)	412.53						
E.coli compliance (%)	100						
Turbidity compliance (%)	79						



BUNDA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/28/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	182,970	Water (TZS/m <sup>3</sup> )	1,860	2,660	2,670	2,670	na
Length of water network (km)	415.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,812,622	The charge at water kiosk is TZS 36 per 20 litres container					
Water Production (m <sup>3</sup> )	1,068,511	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	10,320.00	Annual Water Use					
Direct Water Service Coverage (%)	55	Composition of O&M costs					
Total Water Connections (Nos)	7,622						
Total Active Connections (Nos)	6,758.00						
Domestic Connections (Nos)	7,096						
Operational Kiosks (Nos)	120						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	35.0						
Number of Staff (Nos)	31						
Staff/1000 connections (ratio)	4						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.7						
Total Income (million TZS)	2,031.81						
Total O&M Expenses (million TZS)	1,717.81						
E.coli compliance (%)	95						
Turbidity compliance (%)	100						

CHATO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/02/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	61,535	Water (TZS/m <sup>3</sup> )	1,500	1,500	1,500	1,500	na
Length of water network (km)	247.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,241,476	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	679,706	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	4,560.00	Annual Water Use					
Direct Water Service Coverage (%)	81	Composition of O&M costs					
Total Water Connections (Nos)	4,393						
Total Active Connections (Nos)	4,393						
Domestic Connections (Nos)	4,076						
Operational Kiosks (Nos)	102						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	35.8						
Number of Staff (Nos)	36						
Staff/1000 connections (ratio)	8						
Service hours (hour)	18						
Sewerage Coverage (%)	na						
Working ratio	1.13						
Operating ratio	1.43						
Total Income (million TZS)	2,012.37						
Total O&M Expenses (million TZS)	617.19						
E.coli compliance (%)	100						
Turbidity compliance (%)	60						

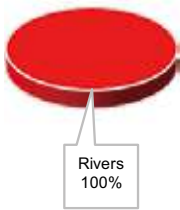
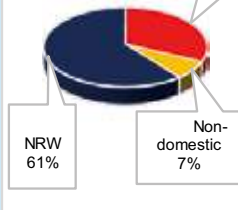
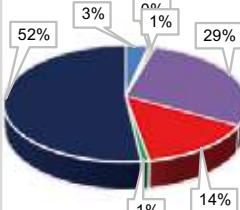



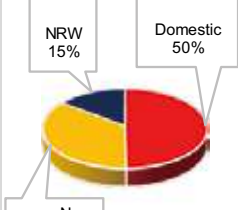
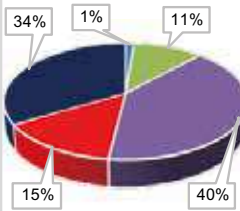
<b>CHUNYA WSSA PROFILE</b>		<b>2022/23</b>					
<b>EWURA CLASS Provisional</b>		<b>LICENCE NO: PWSSSL/03/2023</b>			<b>CATEGORY: C</b>		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	29,771	Water (TZS/m <sup>3</sup> )	1000-1500	1500-2000	2,500	1,500	na
Length of water network (km)	46.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,386,920	The charge at water kiosk is TZS 50 per 20 litres container					
Water Production (m <sup>3</sup> )	90,750						
Water Production Capacity (m <sup>3</sup> /d)	1,512.00						
Direct Water Service Coverage (%)	60						
Total Water Connections (Nos)	1,854						
Total Active Connections (Nos)	1,676.00						
Domestic Connections (Nos)	1,775						
Operational Kiosks (Nos)	1						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	95						
Non Revenue Water (%)	29.3						
Number of Staff (Nos)	9						
Staff/1000 connections (ratio)	5						
Service hours (hour)	7						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.6						
Total Income (million TZS)	76.90						
Total O&M Expenses (million TZS)	107.54						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
		<b>Water source distribution</b>	<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>		

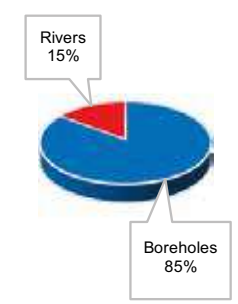
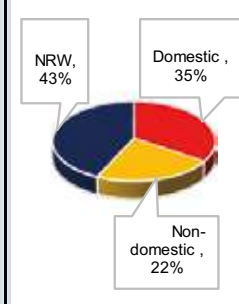
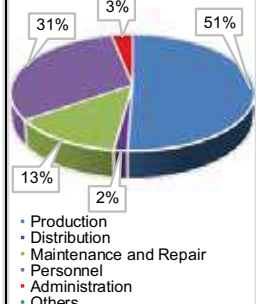
<b>GAIRO WSSA PROFILE</b>		<b>2022/23</b>					
<b>EWURA CLASS III</b>		<b>LICENCE NO: WSSSL/02/2021</b>			<b>CATEGORY: C</b>		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	68,832	Water (TZS/m <sup>3</sup> )	300	335	na	390	na
Length of water network (km)	297.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,745,795	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	273,235						
Water Production Capacity (m <sup>3</sup> /d)	1,464.38						
Direct Water Service Coverage (%)	54						
Total Water Connections (Nos)	1,069						
Total Active Connections (Nos)	1,069						
Domestic Connections (Nos)	846						
Operational Kiosks (Nos)	132						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	98						
Non Revenue Water (%)	20.1						
Number of Staff (Nos)	27						
Staff/1000 connections (ratio)	25						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	1.30						
Operating ratio	2.71						
Total Income (million TZS)	1,026.82						
Total O&M Expenses (million TZS)	719.80						
E.coli compliance (%)	100						
Turbidity compliance (%)	50						
		<b>Water source distribution</b>	<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>		

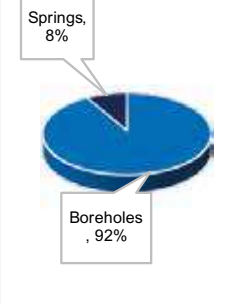
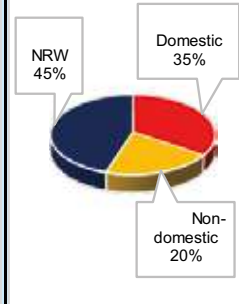
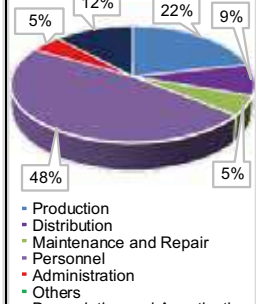
IFAKARA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/27/2012			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	149,642	Water (TZS/m <sup>3</sup> )	1000-1170	1,330	na	1,510	na
Length of water network (km)	79.80	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,823,353	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	477,785	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	1,649.00	Annual Water Use					
Direct Water Service Coverage (%)	26	Composition of O&M costs					
Total Water Connections (Nos)	1,677						
Total Active Connections (Nos)	1,313.00						
Domestic Connections (Nos)	1,557						
Operational Kiosks (Nos)	52						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	67						
Non Revenue Water (%)	67.8						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	8						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.8						
Total Income (million TZS)	307.67						
Total O&M Expenses (million TZS)	126.81						
E.coli compliance (%)	33						
Turbidity compliance (%)	67						

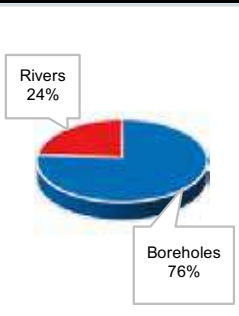
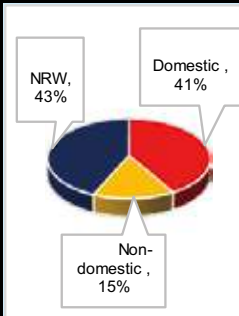
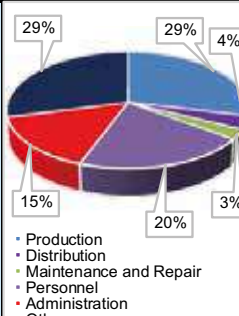
IGUNGA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/02/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	82,768	Water (TZS/m <sup>3</sup> )	1,666	1,850	2,330	2,900	na
Length of water network (km)	345.35	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,606,000	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	1,286,799	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	8,500.00	Annual Water Use					
Direct Water Service Coverage (%)	83	Composition of O&M costs					
Total Water Connections (Nos)	9,925						
Total Active Connections (Nos)	8,858						
Domestic Connections (Nos)	9,469						
Operational Kiosks (Nos)	94						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	16.6						
Number of Staff (Nos)	42						
Staff/1000 connections (ratio)	4						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.03						
Operating ratio	1.41						
Total Income (million TZS)	2,681.82						
Total O&M Expenses (million TZS)	2,102.42						
E.coli compliance (%)	100						
Turbidity compliance (%)	97						

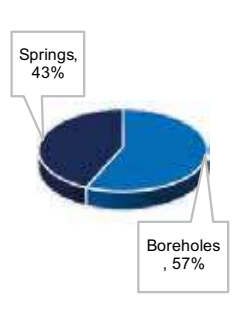
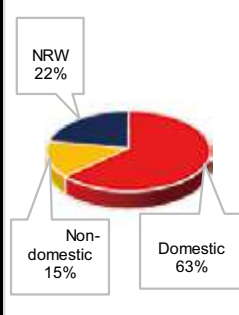
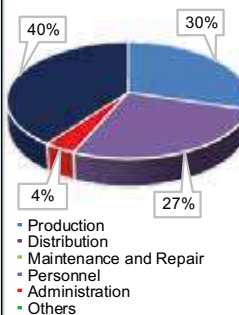
ITUMBA-ISONGOLE WSSA PROFILE		2022/23				
EWURA CLASS Provisional		LICENCE NO: PWSSSL/02/2023			CATEGORY: C	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	20,888	Water (TZS/m <sup>3</sup> )	300	335	na	390
Length of water network (km)	63.03	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Demand (m <sup>3</sup> )	620,500	The charge at water kiosk is TZS 5 per 20 litres container				
Water Production (m <sup>3</sup> )	570,794	Water source distribution				
Water Production Capacity (m <sup>3</sup> /d)	3,330.00	Annual Water Use				
Direct Water Service Coverage (%)	72	Composition of O&M costs				
Total Water Connections (Nos)	2,075					
Total Active Connections (Nos)	1,759.00					
Domestic Connections (Nos)	1,965					
Operational Kiosks (Nos)	18					
Sewerage Connections (Nos)	-					
Metering Ratio (%)	41					
Non Revenue Water (%)	60.7					
Number of Staff (Nos)	13					
Staff/1000 connections (ratio)	6					
Service hours (hour)	5					
Sewerage Coverage (%)	na					
Working ratio	1.1					
Operating ratio	2.3					
Total Income (million TZS)	195.86					
Total O&M Expenses (million TZS)	71.54					
E.coli compliance (%)	100					
Turbidity compliance (%)	80					

KASULU WSSA PROFILE		2022/23				
EWURA CLASS III		LICENCE NO: WSSSL/31/2023			CATEGORY: C	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	85,824	Water (TZS/m <sup>3</sup> )	300	400	na	510
Length of water network (km)	88.57	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Demand (m <sup>3</sup> )	2,349,505	The charge at water kiosk is TZS 20 per 20 litres container				
Water Production (m <sup>3</sup> )	961,674	Water source distribution				
Water Production Capacity (m <sup>3</sup> /d)	4,007.00	Annual Water Use				
Direct Water Service Coverage (%)	43	Composition of O&M costs				
Total Water Connections (Nos)	4,303					
Total Active Connections (Nos)	3,390					
Domestic Connections (Nos)	3,966					
Operational Kiosks (Nos)	9					
Sewerage Connections (Nos)	-					
Metering Ratio (%)	37					
Non Revenue Water (%)	14.8					
Number of Staff (Nos)	23					
Staff/1000 connections (ratio)	5					
Service hours (hour)	15					
Sewerage Coverage (%)	na					
Working ratio	1.20					
Operating ratio	1.81					
Total Income (million TZS)	559.78					
Total O&M Expenses (million TZS)	284.62					
E.coli compliance (%)	68					
Turbidity compliance (%)	32					


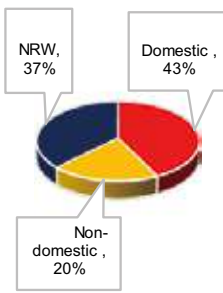
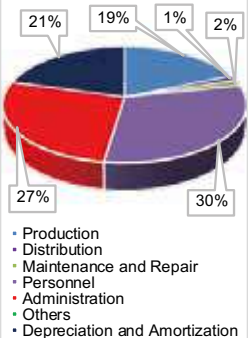
KARATU WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/03/2021			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	67,417	Water (TZS/m <sup>3</sup> )	1,300	1,300	1,300	1,300	na
Length of water network (km)	383.59	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,085,869	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	1,542,730						
Water Production Capacity (m <sup>3</sup> /d)	5,789.04	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	54						
Total Water Connections (Nos)	5,242						
Total Active Connections (Nos)	4,580.00						
Domestic Connections (Nos)	4,745						
Operational Kiosks (Nos)	148						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	43.1						
Number of Staff (Nos)	43						
Staff/1000 connections (ratio)	8						
Service hours (hour)	9						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	1.3						
Total Income (million TZS)	1,292.60						
Total O&M Expenses (million TZS)	1,718.35						
E.coli compliance (%)	93						
Turbidity compliance (%)	96						


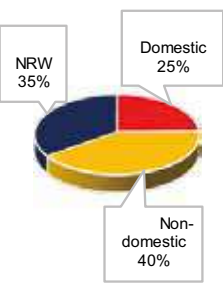
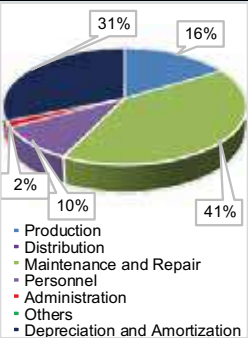
KIBAYA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/15/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	34,391	Water (TZS/m <sup>3</sup> )	1,970	2,020	2,020	1,970	2,020
Length of water network (km)	59.93	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,067,442	The charge at water kiosk is TZS 40 per 20 litres container					
Water Production (m <sup>3</sup> )	121,592						
Water Production Capacity (m <sup>3</sup> /d)	986.00	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	60						
Total Water Connections (Nos)	904						
Total Active Connections (Nos)	872						
Domestic Connections (Nos)	800						
Operational Kiosks (Nos)	45						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	45.1						
Number of Staff (Nos)	13						
Staff/1000 connections (ratio)	14						
Service hours (hour)	3						
Sewerage Coverage (%)	na						
Working ratio	1.07						
Operating ratio	1.21						
Total Income (million TZS)	525.60						
Total O&M Expenses (million TZS)	153.14						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

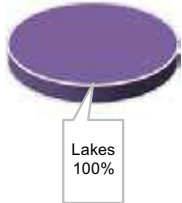
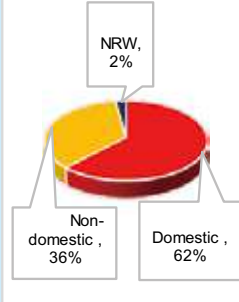
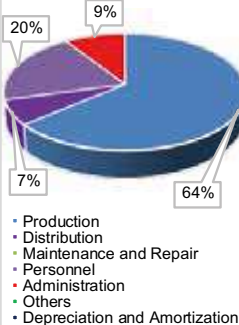
<b>KIBONDO WSSA PROFILE</b>		<b>2022/23</b>					
<b>EWURA CLASS III</b>		<b>LICENCE NO: WSSSL/69/2012</b>			<b>CATEGORY: C</b>		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	47,774	Water (TZS/m <sup>3</sup> )	850	860	na	890	na
Length of water network (km)	67.70	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,486,937	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	342,767						
Water Production Capacity (m <sup>3</sup> /d)	3,030.00						
Direct Water Service Coverage (%)	51						
Total Water Connections (Nos)	2,706						
Total Active Connections (Nos)	2,148.00						
Domestic Connections (Nos)	2,518						
Operational Kiosks (Nos)	29						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	43.3						
Number of Staff (Nos)	51						
Staff/1000 connections (ratio)	19						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	2.5						
Operating ratio	3.6						
Total Income (million TZS)	2,836.11						
Total O&M Expenses (million TZS)	504.07						
E.coli compliance (%)	96						
Turbidity compliance (%)	100						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
							

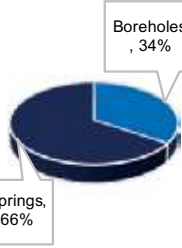
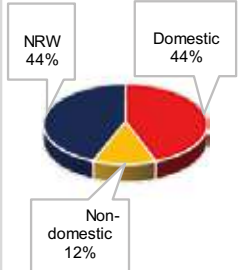
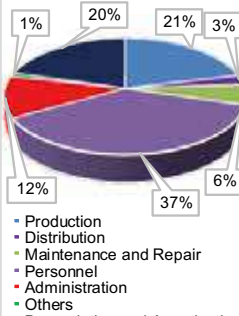
<b>KILINDONI WSSA PROFILE</b>		<b>2022/23</b>					
<b>EWURA CLASS III</b>		<b>LICENCE NO: WSSSL/03/2015</b>			<b>CATEGORY: C</b>		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	25,680	Water (TZS/m <sup>3</sup> )	1,150	1,500	na	1,300	na
Length of water network (km)	11.80	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,337,556	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	52,870						
Water Production Capacity (m <sup>3</sup> /d)	342.00						
Direct Water Service Coverage (%)	11						
Total Water Connections (Nos)	499						
Total Active Connections (Nos)	326						
Domestic Connections (Nos)	451						
Operational Kiosks (Nos)	2						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	19						
Non Revenue Water (%)	22.2						
Number of Staff (Nos)	4						
Staff/1000 connections (ratio)	8						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	0.91						
Operating ratio	1.51						
Total Income (million TZS)	137.82						
Total O&M Expenses (million TZS)	37.75						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						
		<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
							



KILWA MASOKO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/22/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	21,519	Water (TZS/m <sup>3</sup> )	1,000	1,300	1,300	1,300	na
Length of water network (km)	78.50	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,021,927	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	534,127	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	1,728.00	Annual Water Use					
Direct Water Service Coverage (%)	17	Composition of O&M costs					
Total Water Connections (Nos)	2,502						
Total Active Connections (Nos)	2,399.00						
Domestic Connections (Nos)	410						
Operational Kiosks (Nos)	-	<ul style="list-style-type: none"> <li>Production 27%</li> <li>Distribution 30%</li> <li>Maintenance and Repair 21%</li> <li>Personnel 19%</li> <li>Administration 1%</li> <li>Others 2%</li> <li>Depreciation and Amortization 2%</li> </ul>					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	37.3						
Number of Staff (Nos)	22						
Staff/1000 connections (ratio)	9						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.2						
Operating ratio	1.5						
Total Income (million TZS)	334.68						
Total O&M Expenses (million TZS)	403.61						
E.coli compliance (%)	25						
Turbidity compliance (%)	100						

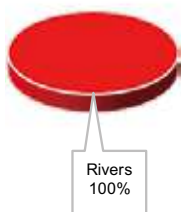
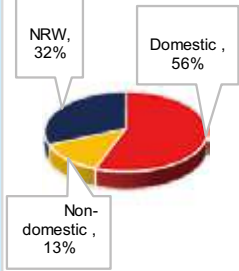
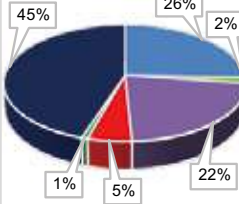
KIOMBOI WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/16/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	20,766	Water (TZS/m <sup>3</sup> )	1,045	1,095	1,095	1,075	na
Length of water network (km)	63.50	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	644,265	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	227,760	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	936.00	Annual Water Use					
Direct Water Service Coverage (%)	89	Composition of O&M costs					
Total Water Connections (Nos)	1,597						
Total Active Connections (Nos)	1,241						
Domestic Connections (Nos)	1,469						
Operational Kiosks (Nos)	3	<ul style="list-style-type: none"> <li>Production 41%</li> <li>Distribution 31%</li> <li>Maintenance and Repair 16%</li> <li>Personnel 10%</li> <li>Administration 2%</li> <li>Others 2%</li> <li>Depreciation and Amortization 2%</li> </ul>					
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	35.0						
Number of Staff (Nos)	13						
Staff/1000 connections (ratio)	8						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	1.44						
Operating ratio	2.09						
Total Income (million TZS)	163.74						
Total O&M Expenses (million TZS)	132.74						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						


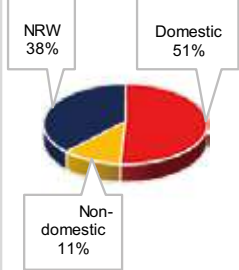
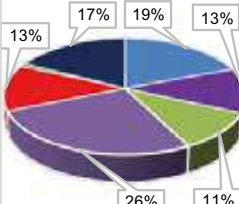
KISHAPU WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/17/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	27,917	Water (TZS/m <sup>3</sup> )	1,510	2,050	3,020	2,100	2450
Length of water network (km)	47.71	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	509,485	The charge at water kiosk is TZS 35 per 20 litres container					
Water Production (m <sup>3</sup> )	164,211	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	1,460.00						
Direct Water Service Coverage (%)	32						
Total Water Connections (Nos)	1,313						
Total Active Connections (Nos)	1,241.00						
Domestic Connections (Nos)	1,192						
Operational Kiosks (Nos)	19						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	2.2						
Number of Staff (Nos)	6						
Staff/1000 connections (ratio)	5						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.1						
Total Income (million TZS)	272.68						
Total O&M Expenses (million TZS)	297.12						
E.coli compliance (%)	100						
Turbidity compliance (%)	na						


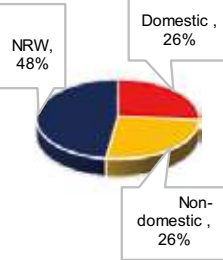
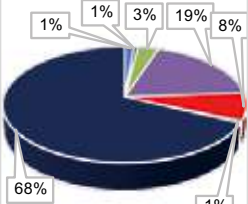
KONDOA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/12/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	43,441	Water (TZS/m <sup>3</sup> )	1200-1500	1,500	1,500	1,500	na
Length of water network (km)	105.50	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,014,098	The charge at water kiosk is TZS 24 per 20 litres container					
Water Production (m <sup>3</sup> )	598,198	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	4,049.60						
Direct Water Service Coverage (%)	67						
Total Water Connections (Nos)	4,962						
Total Active Connections (Nos)	4,692						
Domestic Connections (Nos)	4,692						
Operational Kiosks (Nos)	11						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	44.0						
Number of Staff (Nos)	35						
Staff/1000 connections (ratio)	7						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.09						
Operating ratio	1.37						
Total Income (million TZS)	1,259.04						
Total O&M Expenses (million TZS)	648.66						
E.coli compliance (%)	100						
Turbidity compliance (%)	94						


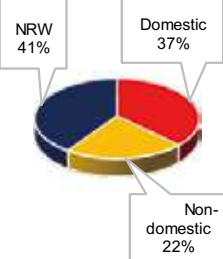
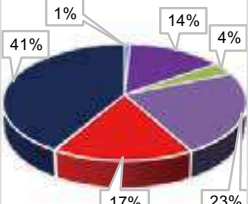
KOROGWE WSSA PROFILE		2022/23					
EWURA CLASS Provisional LICENCE NO: PWSSL/01/2023		CATEGORY: C					
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	86,551	Water (TZS/m <sup>3</sup> )	1030-1,140	1,180-1,200	2,330	1,300-1,400	na
Length of water network (km)	183.95	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	5,057,106	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	691,876						
Water Production Capacity (m <sup>3</sup> /d)	7,856.64	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	79						
Total Water Connections (Nos)	5,334						
Total Active Connections (Nos)	4,498.00						
Domestic Connections (Nos)	4,801						
Operational Kiosks (Nos)	145						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	48.1						
Number of Staff (Nos)	35						
Staff/1000 connections (ratio)	7						
Service hours (hour)	4						
Sewerage Coverage (%)	na						
Working ratio	1.8						
Operating ratio	13.5						
Total Income (million TZS)	1,430.88						
Total O&M Expenses (million TZS)	599.68						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

KYELA-KASUMULU WSSA PROFILE		2022/23					
EWURA CLASS Provisional LICENCE NO: PWSSL/03/2021		CATEGORY: C					
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	127,051	Water (TZS/m <sup>3</sup> )	300-395	335-450	500-670	390-560	na
Length of water network (km)	63.40	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,389,390	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	1,833,324						
Water Production Capacity (m <sup>3</sup> /d)	8,896.00	Water source distribution		Annual Water Use		Composition of O&M costs	
Direct Water Service Coverage (%)	22						
Total Water Connections (Nos)	2,793						
Total Active Connections (Nos)	2,362						
Domestic Connections (Nos)	2,692						
Operational Kiosks (Nos)	3						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	40.8						
Number of Staff (Nos)	12						
Staff/1000 connections (ratio)	4						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	0.87						
Operating ratio	1.45						
Total Income (million TZS)	120.77						
Total O&M Expenses (million TZS)	102.22						
E.coli compliance (%)	83						
Turbidity compliance (%)	83						


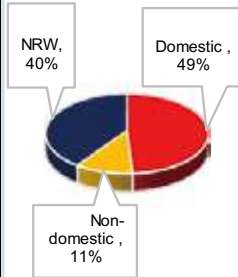
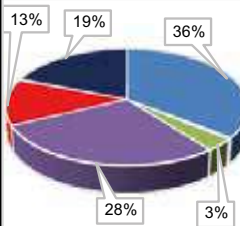
LIWALE WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/21/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	40,247	Water (TZS/m <sup>3</sup> )	740	870	960	890	na
Length of water network (km)	42.35	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	855,560	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	204,320						
Water Production Capacity (m <sup>3</sup> /d)	1,200.00						
Direct Water Service Coverage (%)	43						
Total Water Connections (Nos)	2,155						
Total Active Connections (Nos)	1,896.00						
Domestic Connections (Nos)	2,036						
Operational Kiosks (Nos)	2	Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-						
Metering Ratio (%)	96						
Non Revenue Water (%)	31.5						
Number of Staff (Nos)	21						
Staff/1000 connections (ratio)	10						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.7						
Total Income (million TZS)	107.04						
Total O&M Expenses (million TZS)	100.94						
E.coli compliance (%)	100						
Turbidity compliance (%)	67						

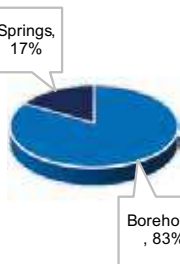
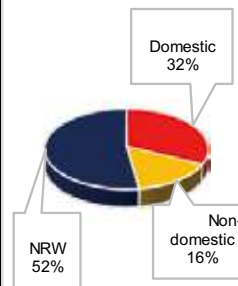
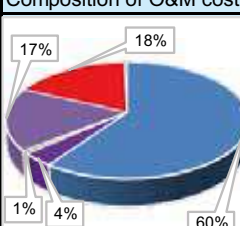
LOLIONDO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/04/2014			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	16,610	Water (TZS/m <sup>3</sup> )	2,500	2,500	na	2,500	na
Length of water network (km)	56.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	485,012	The charge at water kiosk is TZS 50 per 20 litres container					
Water Production (m <sup>3</sup> )	134,220						
Water Production Capacity (m <sup>3</sup> /d)	696.00						
Direct Water Service Coverage (%)	73						
Total Water Connections (Nos)	1,107						
Total Active Connections (Nos)	1,097						
Domestic Connections (Nos)	1,041	Water source distribution		Annual Water Use		Composition of O&M costs	
Operational Kiosks (Nos)	13						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	38.0						
Number of Staff (Nos)	12						
Staff/1000 connections (ratio)	11						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.25						
Operating ratio	1.52						
Total Income (million TZS)	564.19						
Total O&M Expenses (million TZS)	269.45						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

LUDEWA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/35/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	12,900	Water (TZS/m <sup>3</sup> )	540	550	na	560	na
Length of water network (km)	129.80	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	709,704	The charge at water kiosk is TZS 10 per 20 litres container					
Water Production (m <sup>3</sup> )	399,331	Water source distribution	Annual Water Use		Composition of O&M costs		
Water Production Capacity (m <sup>3</sup> /d)	399,330.96						
Direct Water Service Coverage (%)	65						
Total Water Connections (Nos)	1,207						
Total Active Connections (Nos)	975.00						
Domestic Connections (Nos)	1,119						
Operational Kiosks (Nos)	3						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	44						
Non Revenue Water (%)	47.8						
Number of Staff (Nos)	9						
Staff/1000 connections (ratio)	7						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	0.7						
Operating ratio	2.3						
Total Income (million TZS)	937.91						
Total O&M Expenses (million TZS)	60.67						
E.coli compliance (%)	67						
Turbidity compliance (%)	-						

LUSHOTO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/14/2022			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	34,039	Water (TZS/m <sup>3</sup> )	800	1,150	1,290	1,250	na
Length of water network (km)	94.11	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,218,864	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	579,252	Water source distribution	Annual Water Use		Composition of O&M costs		
Water Production Capacity (m <sup>3</sup> /d)	2,332.80						
Direct Water Service Coverage (%)	56						
Total Water Connections (Nos)	1,958						
Total Active Connections (Nos)	1,545						
Domestic Connections (Nos)	1,789						
Operational Kiosks (Nos)	17						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	65						
Non Revenue Water (%)	40.5						
Number of Staff (Nos)	18						
Staff/1000 connections (ratio)	9						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	1.03						
Operating ratio	1.77						
Total Income (million TZS)	192.69						
Total O&M Expenses (million TZS)	181.36						
E.coli compliance (%)	100						
Turbidity compliance (%)	63						

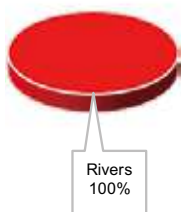
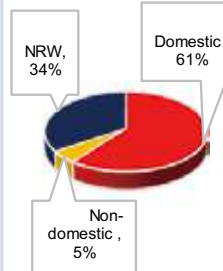
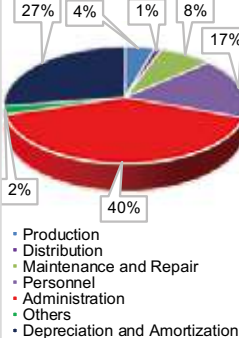


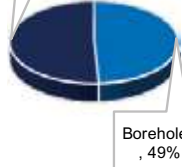
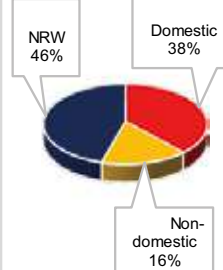
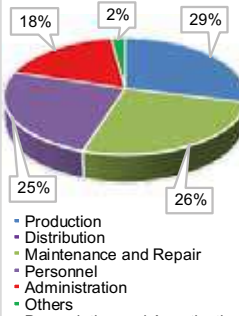
MAFINGA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/09/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	122,329	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	376.31		790	880	930	830	na
Water Demand (m <sup>3</sup> )	3,132,065	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	992,558		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	5,482.00	The charge at water kiosk is TZS 10 per 20 litres container					
Direct Water Service Coverage (%)	47	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	4,787						
Total Active Connections (Nos)	3,744.00	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Domestic Connections (Nos)	4,360						
Operational Kiosks (Nos)	36						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	40.3						
Number of Staff (Nos)	24						
Staff/1000 connections (ratio)	5						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.4						
Operating ratio	1.8						
Total Income (million TZS)	639.53						
Total O&M Expenses (million TZS)	701.21						
E.coli compliance (%)	100						
Turbidity compliance (%)	85						

MAHENGHE WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/29/2012			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	28,261	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	47.60		395	450	na	560	na
Water Demand (m <sup>3</sup> )	722,069	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	394,127		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	2,252.00	The charge at water kiosk is TZS 20 per 20 litres container					
Direct Water Service Coverage (%)	46	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	1,377						
Total Active Connections (Nos)	1,102	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Domestic Connections (Nos)	1,299						
Operational Kiosks (Nos)	-						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	98						
Non Revenue Water (%)	52.3						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	8						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	0.99						
Operating ratio	0.99						
Total Income (million TZS)	135.68						
Total O&M Expenses (million TZS)	134.59						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						

MAKETE WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/37/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	15,818	Water (TZS/m <sup>3</sup> )	800-900	1,000	1,400	1,000	na
Length of water network (km)	135.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	823,440	The charge at water kiosk is TZS 14 per 20 litres container					
Water Production (m <sup>3</sup> )	349,115	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	2,256.00	Annual Water Use					
Direct Water Service Coverage (%)	84	Composition of O&M costs					
Total Water Connections (Nos)	2,562						
Total Active Connections (Nos)	2,293.00						
Domestic Connections (Nos)	2,206						
Operational Kiosks (Nos)	-						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	56						
Non Revenue Water (%)	26.5						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	5						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	0.8						
Operating ratio	1.4						
Total Income (million TZS)	393.65						
Total O&M Expenses (million TZS)	150.40						
E.coli compliance (%)	-						
Turbidity compliance (%)	100						

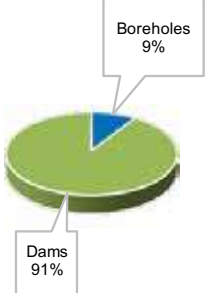
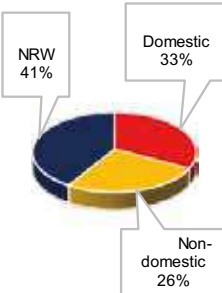
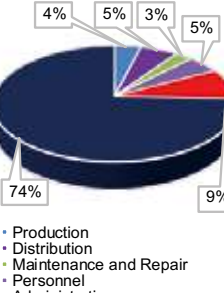

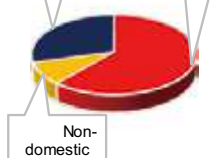
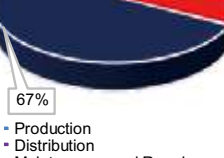
MANYONI WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/11/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	72,033	Water (TZS/m <sup>3</sup> )	1,285	1,309	2,249	1,892	na
Length of water network (km)	142.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,342,935	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	570,051	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	4,907.34	Annual Water Use					
Direct Water Service Coverage (%)	58	Composition of O&M costs					
Total Water Connections (Nos)	4,294						
Total Active Connections (Nos)	3,926						
Domestic Connections (Nos)	3,954						
Operational Kiosks (Nos)	88						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	30.3						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	3						
Service hours (hour)	16						
Sewerage Coverage (%)	na						
Working ratio	0.96						
Operating ratio	1.09						
Total Income (million TZS)	852.25						
Total O&M Expenses (million TZS)	597.94						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

MBINGA WSSA PROFILE		2022/23				
EWURA CLASS III		LICENCE NO: WSSSL/29/2023			CATEGORY: C	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	63,822	Water (TZS/m <sup>3</sup> )	585	670	660	na
Length of water network (km)	116.90	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Demand (m <sup>3</sup> )	2,177,700	The charge at water kiosk is TZS 20 per 20 litres container				
Water Production (m <sup>3</sup> )	845,800	Water source distribution				
Water Production Capacity (m <sup>3</sup> /d)	7,500.00	Annual Water Use				
Direct Water Service Coverage (%)	68	Composition of O&M costs				
Total Water Connections (Nos)	4,547					
Total Active Connections (Nos)	4,159.00					
Domestic Connections (Nos)	4,314					
Operational Kiosks (Nos)	-	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>				
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	34.3					
Number of Staff (Nos)	10					
Staff/1000 connections (ratio)	2					
Service hours (hour)	20					
Sewerage Coverage (%)	na					
Working ratio	1.0					
Operating ratio	1.4					
Total Income (million TZS)	862.55					
Total O&M Expenses (million TZS)	397.60					
E.coli compliance (%)	100					
Turbidity compliance (%)	100					


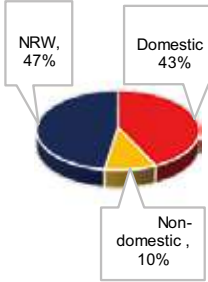

MBULU WSSA PROFILE		2022/23				
EWURA CLASS III		LICENCE NO: WSSSL/03/2023			CATEGORY: C	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
		Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	45,384	Water (TZS/m <sup>3</sup> )	1,210	1,430	1,490	na
Length of water network (km)	96.55	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Demand (m <sup>3</sup> )	1,623,386	The charge at water kiosk is TZS 25 per 20 litres container				
Water Production (m <sup>3</sup> )	622,042	Water source distribution				
Water Production Capacity (m <sup>3</sup> /d)	3,168.00	Annual Water Use				
Direct Water Service Coverage (%)	44	Composition of O&M costs				
Total Water Connections (Nos)	2,963					
Total Active Connections (Nos)	2,935					
Domestic Connections (Nos)	2,620					
Operational Kiosks (Nos)	43	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>				
Sewerage Connections (Nos)	-					
Metering Ratio (%)	98					
Non Revenue Water (%)	45.6					
Number of Staff (Nos)	6					
Staff/1000 connections (ratio)	2					
Service hours (hour)	5					
Sewerage Coverage (%)	na					
Working ratio	1.43					
Operating ratio	1.43					
Total Income (million TZS)	522.32					
Total O&M Expenses (million TZS)	445.16					
E.coli compliance (%)	100					
Turbidity compliance (%)	100					

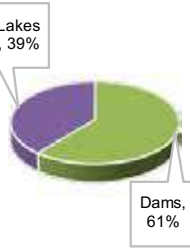
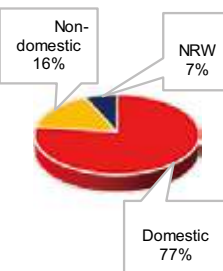
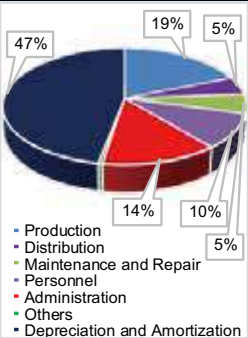
MPWAPWA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/13/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	51,019	Water (TZS/m <sup>3</sup> )	650-1080	1,430	1,090	1,590	na
Length of water network (km)	74.10	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,279,325	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	870,579	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	3,960.00	Annual Water Use					
Direct Water Service Coverage (%)	49	Composition of O&M costs					
Total Water Connections (Nos)	3,670						
Total Active Connections (Nos)	2,608.00						
Domestic Connections (Nos)	3,507						
Operational Kiosks (Nos)	15						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	57.4						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	5						
Service hours (hour)	17						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.6						
Total Income (million TZS)	683.88						
Total O&M Expenses (million TZS)	442.63						
E.coli compliance (%)	33						
Turbidity compliance (%)	27						

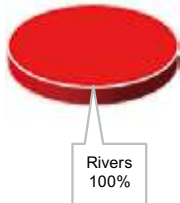
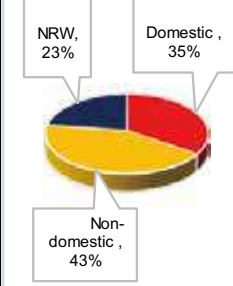
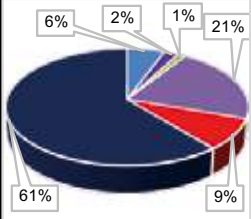
MWANHUZI WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/30/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	53,418	Water (TZS/m <sup>3</sup> )	1,000	1,250	1,500	1,500	na
Length of water network (km)	93.96	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,050,398	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	252,115	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	1,335.00	Annual Water Use					
Direct Water Service Coverage (%)	55	Composition of O&M costs					
Total Water Connections (Nos)	2,971						
Total Active Connections (Nos)	2,793						
Domestic Connections (Nos)	2,745						
Operational Kiosks (Nos)	40						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	13.0						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	7						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.60						
Operating ratio	2.25						
Total Income (million TZS)	563.73						
Total O&M Expenses (million TZS)	397.43						
E.coli compliance (%)	-						
Turbidity compliance (%)	-						


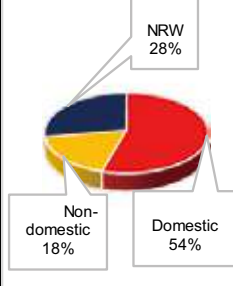
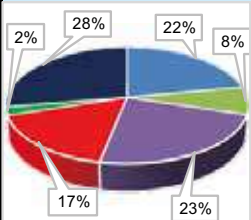
NAMANYERE WSSA PROFILE		2022/23					
EWURA CLASS Provisional		LICENCE NO: PWSSL/02/2022			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	42,075	Water (TZS/m <sup>3</sup> )	720	900	1,260	1,170	na
Length of water network (km)	45.19	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,075,016	The charge at water kiosk is TZS 25 per 20 litres container					
Water Production (m <sup>3</sup> )	88,651						
Water Production Capacity (m <sup>3</sup> /d)	1,977.50						
Direct Water Service Coverage (%)	24						
Total Water Connections (Nos)	593						
Total Active Connections (Nos)	563.00						
Domestic Connections (Nos)	518						
Operational Kiosks (Nos)	20						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	41.2						
Number of Staff (Nos)	15						
Staff/1000 connections (ratio)	25						
Service hours (hour)	12						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	3.8						
Total Income (million TZS)	57.83						
Total O&M Expenses (million TZS)	56.51						
E.coli compliance (%)	75						
Turbidity compliance (%)	50						
		Water source distribution		Annual Water Use		Composition of O&M costs	
							
						<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>	
NAMTUMBO WSSA PROFILE		2022/23					
EWURA CLASS Provisional		LICENCE NO: PWSSL/06/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	45,902	Water (TZS/m <sup>3</sup> )	540	1,000	na	1,025	na
Length of water network (km)	162.45	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,726,815	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	349,204						
Water Production Capacity (m <sup>3</sup> /d)	3,344.00						
Direct Water Service Coverage (%)	50						
Total Water Connections (Nos)	2,233						
Total Active Connections (Nos)	2,033						
Domestic Connections (Nos)	2,122						
Operational Kiosks (Nos)	7						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	79						
Non Revenue Water (%)	29.3						
Number of Staff (Nos)	15						
Staff/1000 connections (ratio)	7						
Service hours (hour)	10						
Sewerage Coverage (%)	na						
Working ratio	0.61						
Operating ratio	1.86						
Total Income (million TZS)	536.84						
Total O&M Expenses (million TZS)	105.76						
E.coli compliance (%)	50						
Turbidity compliance (%)	100						
		Water source distribution		Annual Water Use		Composition of O&M costs	
							
						<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>	

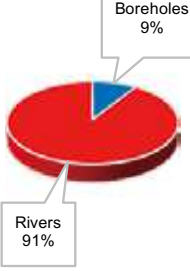
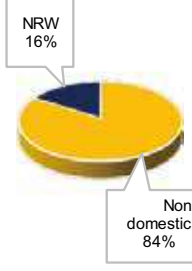
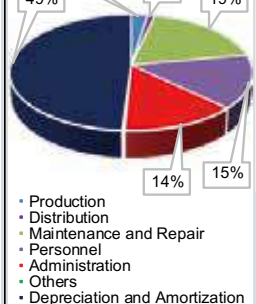


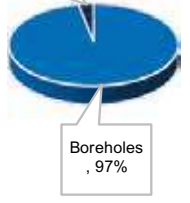
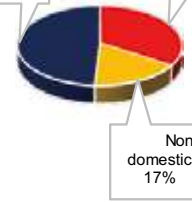
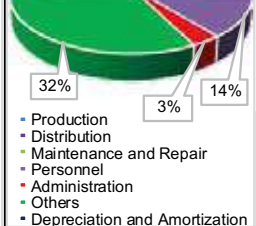
NGARA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/24/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	47,228	Water (TZS/m <sup>3</sup> )	1,500	1,750	2,800	1,600	na
Length of water network (km)	71.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	1,092,083	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	633,585	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	1,700.00	Annual Water Use					
Direct Water Service Coverage (%)	53	Composition of O&M costs					
Total Water Connections (Nos)	3,684						
Total Active Connections (Nos)	3,633.00						
Domestic Connections (Nos)	3,442						
Operational Kiosks (Nos)	26						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	47.5						
Number of Staff (Nos)	24						
Staff/1000 connections (ratio)	7						
Service hours (hour)	8						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	0.9						
Total Income (million TZS)	1,248.71						
Total O&M Expenses (million TZS)	425.91						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

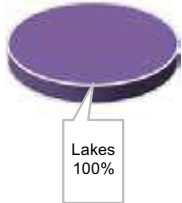
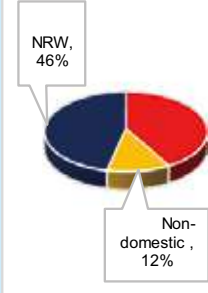
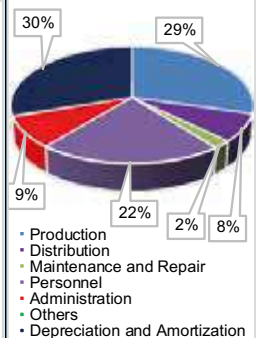
NZEKA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/01/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	137,487	Water (TZS/m <sup>3</sup> )	1500	1,375	1,485	1,485	na
Length of water network (km)	525.50	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,067,365	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	1,233,690	Water source distribution					
Water Production Capacity (m <sup>3</sup> /d)	12,880.00	Annual Water Use					
Direct Water Service Coverage (%)	80	Composition of O&M costs					
Total Water Connections (Nos)	12,382						
Total Active Connections (Nos)	12,186						
Domestic Connections (Nos)	11,686						
Operational Kiosks (Nos)	114						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	6.7						
Number of Staff (Nos)	19						
Staff/1000 connections (ratio)	2						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.19						
Operating ratio	2.24						
Total Income (million TZS)	3,335.30						
Total O&M Expenses (million TZS)	2,320.07						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

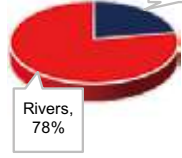
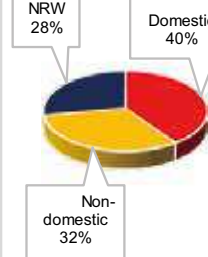
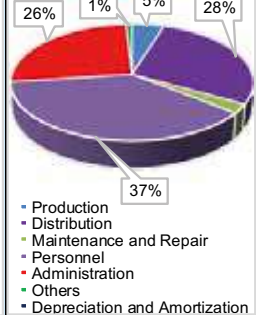
ORKESUMET WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/16/2012			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	27,264	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	182.44		2500	2,500	na	2,500	2,500
Water Demand (m <sup>3</sup> )	801,084	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	245,742		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	7,488.00	The charge at water kiosk is TZS 50 per 20 litres container					
Direct Water Service Coverage (%)	64	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	1,463						
Total Active Connections (Nos)	1,437.00	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Domestic Connections (Nos)	1,334						
Operational Kiosks (Nos)	23						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	22.8						
Number of Staff (Nos)	24						
Staff/1000 connections (ratio)	16						
Service hours (hour)	24						
Sewerage Coverage (%)	na						
Working ratio	1.3						
Operating ratio	3.3						
Total Income (million TZS)	419.37						
Total O&M Expenses (million TZS)	533.03						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

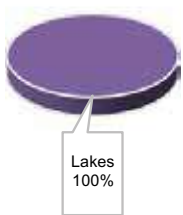
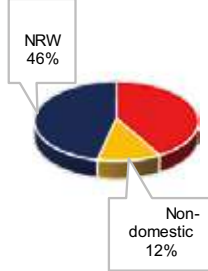
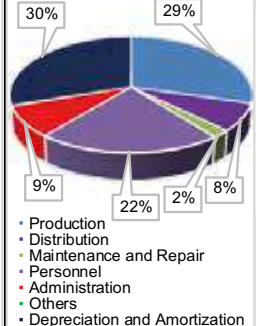
RUANGWA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/17/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
Total population (Nos)	36,877	Water (TZS/m <sup>3</sup> )	Domestic	Institution	Industry	Commercial	Other
Length of water network (km)	50.20		1,410	1,850	1,850	1,700	na
Water Demand (m <sup>3</sup> )	1,815,510	Sewerage (TZS/m <sup>3</sup> of drinking water)					
Water Production (m <sup>3</sup> )	288,659		na	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	1,768.00	The charge at water kiosk is TZS 20 per 20 litres container					
Direct Water Service Coverage (%)	41	<b>Water source distribution</b>		<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Total Water Connections (Nos)	1,805						
Total Active Connections (Nos)	1,441	<ul style="list-style-type: none"> <li>• Production</li> <li>• Distribution</li> <li>• Maintenance and Repair</li> <li>• Personnel</li> <li>• Administration</li> <li>• Others</li> <li>• Depreciation and Amortization</li> </ul>					
Domestic Connections (Nos)	1,665						
Operational Kiosks (Nos)	18						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	27.6						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	11						
Service hours (hour)	5						
Sewerage Coverage (%)	na						
Working ratio	0.59						
Operating ratio	0.82						
Total Income (million TZS)	563.41						
Total O&M Expenses (million TZS)	275.32						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

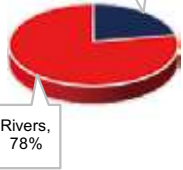
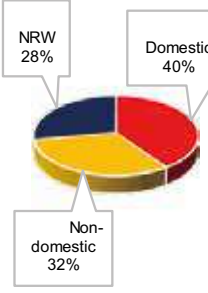
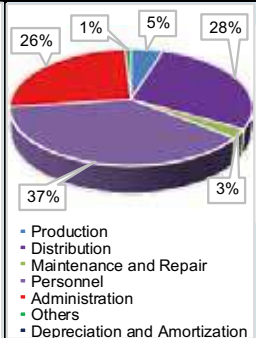
RUJEWA WSSA PROFILE		2022/23					
EWURA CLASS Provisional		LICENCE NO: PWSSL/09/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	57,823	Water (TZS/m <sup>3</sup> )	300-540	550	na	560	na
Length of water network (km)	63.40	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,881,675	The charge at water kiosk is TZS 5 per 20 litres container					
Water Production (m <sup>3</sup> )	699,580						
Water Production Capacity (m <sup>3</sup> /d)	2,352.00						
Direct Water Service Coverage (%)	43						
Total Water Connections (Nos)	2,938						
Total Active Connections (Nos)	1,728.00						
Domestic Connections (Nos)	2,806						
Operational Kiosks (Nos)	30						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	19						
Non Revenue Water (%)	16.0						
Number of Staff (Nos)	11						
Staff/1000 connections (ratio)	4						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	0.9						
Operating ratio	1.7						
Total Income (million TZS)	172.24						
Total O&M Expenses (million TZS)	152.22						
E.coli compliance (%)	100						
Turbidity compliance (%)	56						
		Water source distribution		Annual Water Use		Composition of O&M costs	
							

SAME-MWANGA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/04/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	57,517	Water (TZS/m <sup>3</sup> )	900-1,150	1200-1300	1,470	1,300-1,400	1,500
Length of water network (km)	139.92	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	2,130,861	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	891,283						
Water Production Capacity (m <sup>3</sup> /d)	3,792.96						
Direct Water Service Coverage (%)	45						
Total Water Connections (Nos)	4,554						
Total Active Connections (Nos)	3,775						
Domestic Connections (Nos)	4,197						
Operational Kiosks (Nos)	60						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	49.0						
Number of Staff (Nos)	42						
Staff/1000 connections (ratio)	9						
Service hours (hour)	6						
Sewerage Coverage (%)	na						
Working ratio	1.94						
Operating ratio	2.61						
Total Income (million TZS)	984.68						
Total O&M Expenses (million TZS)	982.04						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
		Water source distribution		Annual Water Use		Composition of O&M costs	
							


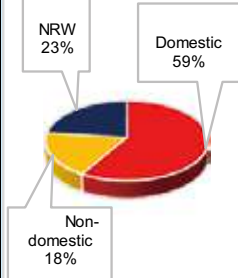
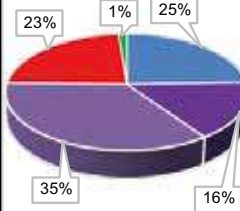
SENGEREMA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSL/84/2012			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	265,870	Water (TZS/m <sup>3</sup> )	1,470-1,490	1,520	1,220	1,500	na
Length of water network (km)	512.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	7,656,840	The charge at water kiosk is TZS 22 per 20 litres container					
Water Production (m <sup>3</sup> )	1,621,457	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	15,840.00						
Direct Water Service Coverage (%)	37						
Total Water Connections (Nos)	10,324						
Total Active Connections (Nos)	9,426.00						
Domestic Connections (Nos)	9,649						
Operational Kiosks (Nos)	122						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	46.5						
Number of Staff (Nos)	32						
Staff/1000 connections (ratio)	3						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.5						
Total Income (million TZS)	3,224.74						
Total O&M Expenses (million TZS)	1,416.23						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						


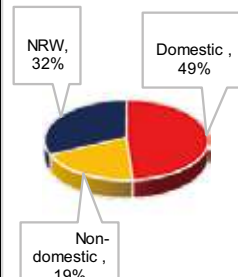
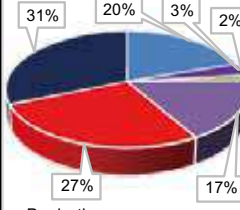
TUKUYU WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: PWSSL/04/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	44,935	Water (TZS/m <sup>3</sup> )	300	335	500	390	na
Length of water network (km)	84.90	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	5,400,000	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	2,183,067	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	6,267.00						
Direct Water Service Coverage (%)	71						
Total Water Connections (Nos)	6,657						
Total Active Connections (Nos)	5,115						
Domestic Connections (Nos)	6,280						
Operational Kiosks (Nos)	2						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	61						
Non Revenue Water (%)	27.8						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	2						
Service hours (hour)	13						
Sewerage Coverage (%)	na						
Working ratio	0.93						
Operating ratio	0.93						
Total Income (million TZS)	344.29						
Total O&M Expenses (million TZS)	310.90						
E.coli compliance (%)	100						
Turbidity compliance (%)	43						

SENGEREMA WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSL/84/2012			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	265,870	Water (TZS/m <sup>3</sup> )	1,470-1,490	1,520	1,220	1,500	na
Length of water network (km)	512.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	7,656,840	The charge at water kiosk is TZS 22 per 20 litres container					
Water Production (m <sup>3</sup> )	1,621,457	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	15,840.00						
Direct Water Service Coverage (%)	37						
Total Water Connections (Nos)	10,324						
Total Active Connections (Nos)	9,426.00						
Domestic Connections (Nos)	9,649						
Operational Kiosks (Nos)	122						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	46.5						
Number of Staff (Nos)	32						
Staff/1000 connections (ratio)	3						
Service hours (hour)	22						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.5						
Total Income (million TZS)	3,224.74						
Total O&M Expenses (million TZS)	1,416.23						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

TUKUYU WSSA PROFILE		2022/23					
EWURA CLASS Provisional		LICENCE NO: PWSSL/04/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	44,935	Water (TZS/m <sup>3</sup> )	300	335	500	390	na
Length of water network (km)	84.90	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	5,400,000	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	2,183,067	Water source distribution		Annual Water Use		Composition of O&M costs	
Water Production Capacity (m <sup>3</sup> /d)	6,267.00						
Direct Water Service Coverage (%)	71						
Total Water Connections (Nos)	6,657						
Total Active Connections (Nos)	5,115						
Domestic Connections (Nos)	6,280						
Operational Kiosks (Nos)	2						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	61						
Non Revenue Water (%)	27.8						
Number of Staff (Nos)	14						
Staff/1000 connections (ratio)	2						
Service hours (hour)	13						
Sewerage Coverage (%)	na						
Working ratio	0.93						
Operating ratio	0.93						
Total Income (million TZS)	344.29						
Total O&M Expenses (million TZS)	310.90						
E.coli compliance (%)	100						
Turbidity compliance (%)	43						


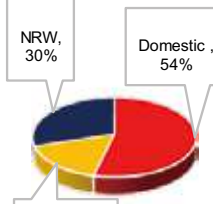
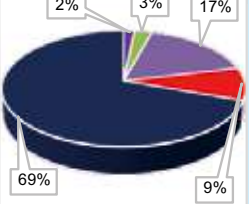

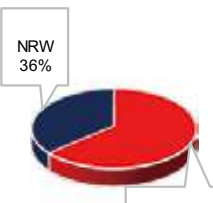
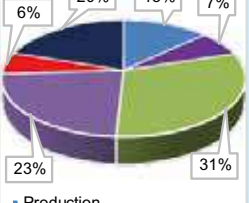


USHIROMBO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/34/2023			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	83,574	Water (TZS/m <sup>3</sup> )	1,500	1,500	na	na	na
Length of water network (km)	70.00	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	34,977	The charge at water kiosk is TZS 30 per 20 litres container					
Water Production (m <sup>3</sup> )	124,560						
Water Production Capacity (m <sup>3</sup> /d)	1,574.40						
Direct Water Service Coverage (%)	15						
Total Water Connections (Nos)	1,149						
Total Active Connections (Nos)	137.00						
Domestic Connections (Nos)	1,051						
Operational Kiosks (Nos)	7						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	23.1						
Number of Staff (Nos)	20						
Staff/1000 connections (ratio)	17						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.1						
Operating ratio	1.1						
Total Income (million TZS)	173.98						
Total O&M Expenses (million TZS)	193.65						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
		Water source distribution		Annual Water Use		Composition of O&M costs	
							

UTETE WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/05/2014			CATEGORY: C		
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>					
			Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	16,687	Water (TZS/m <sup>3</sup> )	870-1,400	1,500	na	1,600	960
Length of water network (km)	30.69	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	619,595	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	179,553						
Water Production Capacity (m <sup>3</sup> /d)	1,200.00						
Direct Water Service Coverage (%)	48						
Total Water Connections (Nos)	1,074						
Total Active Connections (Nos)	893						
Domestic Connections (Nos)	1,012						
Operational Kiosks (Nos)	-						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	32.1						
Number of Staff (Nos)	15						
Staff/1000 connections (ratio)	14						
Service hours (hour)	23						
Sewerage Coverage (%)	na						
Working ratio	1.59						
Operating ratio	2.32						
Total Income (million TZS)	93.03						
Total O&M Expenses (million TZS)	148.28						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						
		Water source distribution		Annual Water Use		Composition of O&M costs	
							

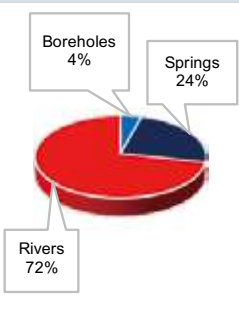
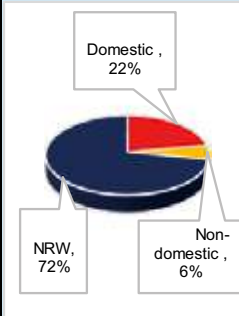
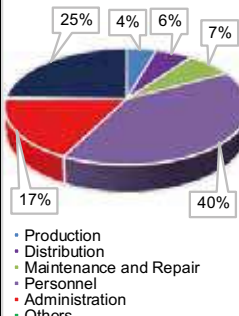
MAGANZO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSL/01/2018			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	15,703	Water (TZS/m <sup>3</sup> )	1,500	2,060	na	2,100	2500
Length of water network (km)	28.91	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	246,375	The charge at water kiosk is TZS 38 per 20 litres container					
Water Production (m <sup>3</sup> )	110,079	Water source distribution	Annual Water Use	Composition of O&M costs			
Water Production Capacity (m <sup>3</sup> /d)	215.00						
Direct Water Service Coverage (%)	59						
Total Water Connections (Nos)	918						
Total Active Connections (Nos)	858.00						
Domestic Connections (Nos)	850						
Operational Kiosks (Nos)	25						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	3.8						
Number of Staff (Nos)	8						
Staff/1000 connections (ratio)	9						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.0						
Operating ratio	1.0						
Total Income (million TZS)	182.89						
Total O&M Expenses (million TZS)	182.08						
E.coli compliance (%)	100						
Turbidity compliance (%)	100						

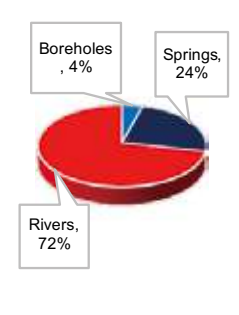
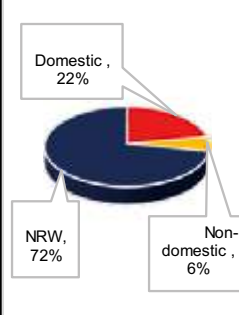
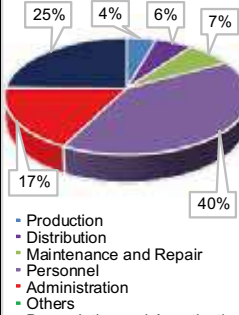
MAKAMBAKO WSSA PROFILE		2022/23					
EWURA CLASS III		LICENCE NO: WSSSI/36/2023			CATEGORY: C		
General Data About Water Utility		Tariff Structure					
		Domestic	Institution	Industry	Commercial	Other	
Total population (Nos)	117,743	Water (TZS/m <sup>3</sup> )	1,000	1,400	2,000	1,400	na
Length of water network (km)	186.79	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	3,330,764	The charge at water kiosk is TZS 20 per 20 litres container					
Water Production (m <sup>3</sup> )	774,438	Water source distribution	Annual Water Use	Composition of O&M costs			
Water Production Capacity (m <sup>3</sup> /d)	4,686.00						
Direct Water Service Coverage (%)	53						
Total Water Connections (Nos)	6,594						
Total Active Connections (Nos)	5,544						
Domestic Connections (Nos)	6,193						
Operational Kiosks (Nos)	7						
Sewerage Connections (Nos)	-						
Metering Ratio (%)	100						
Non Revenue Water (%)	31.7						
Number of Staff (Nos)	31						
Staff/1000 connections (ratio)	5						
Service hours (hour)	20						
Sewerage Coverage (%)	na						
Working ratio	1.36						
Operating ratio	1.79						
Total Income (million TZS)	1,899.55						
Total O&M Expenses (million TZS)	1,021.81						
E.coli compliance (%)	100						
Turbidity compliance (%)	79						

MOMBO WSSA PROFILE			2022/23					
EWURA CLASS III			LICENCE NO: WSSSL/06/2023			CATEGORY: C		
<b>General Data About Water Utility</b>			<b>Tariff Structure</b>					
				Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	24,280		Water (TZS/m <sup>3</sup> )	395	400	na	390	na
Length of water network (km)	15.34		Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	708,976		The charge at water kiosk is TZS 10 per 20 litres container					
Water Production (m <sup>3</sup> )	258,420							
Water Production Capacity (m <sup>3</sup> /d)	924.57							
Direct Water Service Coverage (%)	36							
Total Water Connections (Nos)	810							
Total Active Connections (Nos)	661.00							
Domestic Connections (Nos)	711							
Operational Kiosks (Nos)	15		Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-							
Metering Ratio (%)	45							
Non Revenue Water (%)	29.8							
Number of Staff (Nos)	8							
Staff/1000 connections (ratio)	10							
Service hours (hour)	14							
Sewerage Coverage (%)	na							
Working ratio	1.1							
Operating ratio	3.5							
Total Income (million TZS)	48.46							
Total O&M Expenses (million TZS)	52.01							
E.coli compliance (%)	-							
Turbidity compliance (%)	-							
<b>TUNDUMA WSSA PROFILE</b>			<b>2022/23</b>					
EWURA CLASS Provisional			LICENCE NO: PWSSSL/05/2023			CATEGORY: C		
<b>General Data About Water Utility</b>			<b>Tariff Structure</b>					
				Domestic	Institution	Industry	Commercial	Other
Total population (Nos)	21,930		Water (TZS/m <sup>3</sup> )	420	500	na	655	na
Length of water network (km)	98.11		Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na
Water Demand (m <sup>3</sup> )	7,570,794		The charge at water kiosk is TZS 50 per 20 litres container					
Water Production (m <sup>3</sup> )	74,438							
Water Production Capacity (m <sup>3</sup> /d)	1,741.00							
Direct Water Service Coverage (%)	40							
Total Water Connections (Nos)	906							
Total Active Connections (Nos)	906							
Domestic Connections (Nos)	840							
Operational Kiosks (Nos)	18		Water source distribution		Annual Water Use		Composition of O&M costs	
Sewerage Connections (Nos)	-							
Metering Ratio (%)	100							
Non Revenue Water (%)	36.4							
Number of Staff (Nos)	20							
Staff/1000 connections (ratio)	22							
Service hours (hour)	6							
Sewerage Coverage (%)	na							
Working ratio	2.85							
Operating ratio	3.56							
Total Income (million TZS)	1,768.87							
Total O&M Expenses (million TZS)	385.63							
E.coli compliance (%)	100							
Turbidity compliance (%)	100							

TURIANI WSSA PROFILE		2022/23										
EWURA CLASS III		LICENCE NO: WSSSL/07/2017			CATEGORY: C							
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>										
			Domestic	Institution	Industry	Commercial	Other					
Total population (Nos)	135,392	Water (TZS/m <sup>3</sup> )	890	940	1,160	1,050	na					
Length of water network (km)	156.15	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na					
Water Demand (m <sup>3</sup> )	2,484,000	The charge at water kiosk is TZS 20 per 20 litres container										
Water Production (m <sup>3</sup> )	1,091,880	<table border="1"> <thead> <tr> <th>Water source distribution</th> <th>Annual Water Use</th> <th>Composition of O&amp;M costs</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Water source distribution	Annual Water Use	Composition of O&M costs			
Water source distribution	Annual Water Use						Composition of O&M costs					
Water Production Capacity (m <sup>3</sup> /d)	3,033.00											
Direct Water Service Coverage (%)	17											
Total Water Connections (Nos)	4,081											
Total Active Connections (Nos)	3,864.00											
Domestic Connections (Nos)	3,959											
Operational Kiosks (Nos)	13											
Sewerage Connections (Nos)	-											
Metering Ratio (%)	100											
Non Revenue Water (%)	28.8											
Number of Staff (Nos)	12											
Staff/1000 connections (ratio)	3											
Service hours (hour)	24											
Sewerage Coverage (%)	na											
Working ratio	0.7											
Operating ratio	1.0											
Total Income (million TZS)	697.25											
Total O&M Expenses (million TZS)	320.35											
E.coli compliance (%)	90											
Turbidity compliance (%)	95											

BUSEGA WSSA PROFILE		2022/23										
EWURA CLASS Provisional		LICENCE NO: PWSSSL/01/2022			CATEGORY: C							
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>										
			Domestic	Institution	Industry	Commercial	Other					
Total population (Nos)	81,124	Water (TZS/m <sup>3</sup> )	1,250	1,250	na	1,500	na					
Length of water network (km)	197.24	Sewerage (TZS/m <sup>3</sup> of drinking water)	na	na	na	na	na					
Water Demand (m <sup>3</sup> )	1,314,209	The charge at water kiosk is TZS 25 per 20 litres container										
Water Production (m <sup>3</sup> )	615,612	<table border="1"> <thead> <tr> <th>Water source distribution</th> <th>Annual Water Use</th> <th>Composition of O&amp;M costs</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Water source distribution	Annual Water Use	Composition of O&M costs			
Water source distribution	Annual Water Use						Composition of O&M costs					
Water Production Capacity (m <sup>3</sup> /d)	6,518.40											
Direct Water Service Coverage (%)	67											
Total Water Connections (Nos)	6,121											
Total Active Connections (Nos)	5,667											
Domestic Connections (Nos)	5,835											
Operational Kiosks (Nos)	84											
Sewerage Connections (Nos)	-											
Metering Ratio (%)	100											
Non Revenue Water (%)	5.9											
Number of Staff (Nos)	23											
Staff/1000 connections (ratio)	4											
Service hours (hour)	22											
Sewerage Coverage (%)	na											
Working ratio	1.25											
Operating ratio	1.76											
Total Income (million TZS)	954.64											
Total O&M Expenses (million TZS)	850.78											
E.coli compliance (%)	100											
Turbidity compliance (%)	92											

<b>ROMBO WSSA PROFILE</b>		<b>2022/23</b>				
<b>EWURA CLASS Provisional</b>		<b>LICENCE NO: PWSSSL/04/2021</b>			<b>CATEGORY: C</b>	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
			Domestic	Institution	Industry	Commercial
Total population (Nos)	275,314	Water				
Length of water network (km)	956.00	(TZS/m <sup>3</sup> )	800-900	800-900	na	1,000-1,100, 2,000
Water Demand (m <sup>3</sup> )	12,544,389	Sewerage				
Water Production (m <sup>3</sup> )	7,426,021	(TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	25,601.18					
Direct Water Service Coverage (%)	45	The charge at water kiosk is TZS 20 per 20 litres container				
Total Water Connections (Nos)	25,664					
Total Active Connections (Nos)	23,385.00					
Domestic Connections (Nos)	23,934					
Operational Kiosks (Nos)	296	<b>Water source distribution</b>	<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	72.0					
Number of Staff (Nos)	113					
Staff/1000 connections (ratio)	4					
Service hours (hour)	4					
Sewerage Coverage (%)	na					
Working ratio	1.1					
Operating ratio	1.4					
Total Income (million TZS)	2,495.85					
Total O&M Expenses (million TZS)	2,307.86					
E.coli compliance (%)	100					
Turbidity compliance (%)	91					

<b>ROMBO WSSA PROFILE</b>		<b>2022/23</b>				
<b>EWURA CLASS Provisional</b>		<b>LICENCE NO: PWSSSL/04/2021</b>			<b>CATEGORY: C</b>	
<b>General Data About Water Utility</b>		<b>Tariff Structure</b>				
			Domestic	Institution	Industry	Commercial
Total population (Nos)	275,314	Water				
Length of water network (km)	956.00	(TZS/m <sup>3</sup> )	800-900	800-900	na	1,000-1,100, 2,000
Water Demand (m <sup>3</sup> )	12,544,389	Sewerage				
Water Production (m <sup>3</sup> )	7,426,021	(TZS/m <sup>3</sup> of drinking water)	na	na	na	na
Water Production Capacity (m <sup>3</sup> /d)	25,601.18					
Direct Water Service Coverage (%)	45	The charge at water kiosk is TZS 20 per 20 litres container				
Total Water Connections (Nos)	25,664					
Total Active Connections (Nos)	23,385					
Domestic Connections (Nos)	23,934					
Operational Kiosks (Nos)	296	<b>Water source distribution</b>	<b>Annual Water Use</b>		<b>Composition of O&amp;M costs</b>	
Sewerage Connections (Nos)	-					
Metering Ratio (%)	100					
Non Revenue Water (%)	72.0					
Number of Staff (Nos)	113					
Staff/1000 connections (ratio)	4					
Service hours (hour)	4					
Sewerage Coverage (%)	na					
Working ratio	1.07					
Operating ratio	1.42					
Total Income (million TZS)	2,495.85					
Total O&M Expenses (million TZS)	2,307.86					
E.coli compliance (%)	100					
Turbidity compliance (%)	91					



# APPENDIX 2:

## THREE YEARS PERFORMANCE

### DATA FOR WSSAs



**Table A2.1: Water Abstraction**

SN	Name of Utility	2020/21						2021/22						2022/23					
		B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total
1	Arusha	9.07	8.89	-	-	3.01	20.97	9.33	7.90	0.00	0.00	2.82	20.05	18.63	7.54	-	-	3.00	29.17
2	DAWASA	2.93	-	-	-	158.72	161.65	4.90	-	-	-	149.01	153.91	9.63	-	-	-	137.91	147.54
3	Dodoma	19.66	-	-	-	-	19.66	25.07	-	-	-	25.07	26.35	26.35	-	-	-	-	26.35
4	Iringa	0.15	1.43	-	-	6.28	7.87	0.15	1.50	-	-	5.81	7.45	0.15	1.53	-	-	5.95	7.64
5	Kahama	-	-	-	-	-	0.00	-	-	-	-	0.00	0.00	-	-	-	-	-	0.00
6	Mbeya	-	10.22	-	-	7.68	17.90	-	11.68	-	-	8.04	19.72	-	11.90	-	-	10.40	22.30
7	Morogoro	0.79	-	9.97	-	3.39	14.15	0.61	-	9.86	-	3.86	14.32	0.80	-	8.87	-	2.34	12.01
8	Moshi	1.56	10.67	-	-	-	12.23	1.77	11.73	-	-	1.02	14.52	2.51	11.64	-	-	0.59	14.75
9	Mtwara	4.85	0.12	-	-	-	4.97	5.14	0.09	-	-	-	5.23	5.09	0.08	-	-	-	5.17
10	Musoma	-	-	-	7.05	-	7.05	-	-	-	7.36	-	7.36	0.04	0.13	0.43	7.40	-	8.00
11	Mwanza	-	-	-	35.70	-	35.92	-	-	-	36.53	-	36.53	-	-	-	33.09	-	33.09
12	Shinyanga	-	-	1.17	3.50	-	4.67	0.02	-	0.48	4.60	-	5.10	0.01	-	1.04	4.39	-	5.44
13	Songea	0.01	2.43	-	-	0.51	2.96	0.05	2.57	-	-	0.54	3.15	0.05	2.51	-	-	0.74	3.30
14	Tabora	0.03	-	4.06	-	-	5.77	0.06	-	3.71	-	-	3.77	0.06	-	3.50	-	-	3.56
15	Tanga	0.35	-	12.27	-	0.48	13.10	0.97	-	12.47	-	0.24	13.69	1.07	-	12.64	-	0.19	13.89
16	Bukoba	-	0.19	-	2.34	-	2.53	0.24	0.23	-	3.39	-	3.86	0.29	0.24	-	3.04	0.14	3.70
17	Kigoma	-	-	-	3.74	-	3.74	-	-	-	3.86	-	3.86	-	-	-	3.97	-	3.97
18	Singida	3.06	-	-	-	-	3.06	3.14	-	-	-	-	3.14	3.57	-	-	-	-	3.57
19	Sumbawanga	0.21	-	-	-	1.79	2.00	0.24	-	-	-	1.92	2.16	0.60	-	-	-	1.49	2.09
20	Babati	1.80	0.76	-	-	0.32	2.88	1.99	1.18	-	-	0.39	3.57	2.61	0.85	-	-	0.65	4.11
21	Lindi	1.22	0.09	-	-	0.00	1.31	1.16	0.09	-	-	0.00	1.25	1.20	0.04	-	-	-	1.24
22	Bariadi	0.37	-	-	-	-	0.37	0.51	-	-	-	-	0.51	0.59	-	-	-	-	0.59
23	Geita	0.36	0.01	1.43	-	-	1.81	0.32	0.23	1.37	-	-	1.92	0.55	0.02	1.33	-	0.00	1.90
24	Mpanda	0.02	1.06	0.03	-	-	1.10	0.02	1.14	0.03	-	-	1.19	0.02	1.91	0.02	-	-	1.95
25	Njombe	0.00	1.48	-	-	-	1.48	0.00	0.00	-	-	-	0.00	-	1.22	-	-	-	1.22
26	Vwawa-Mlowo	0.02	0.09	-	-	0.80	0.91	0.02	0.09	-	-	0.91	1.02	0.02	0.01	-	-	0.51	0.54
27	HTM	-	-	-	-	1.10	1.10	0.14	-	-	-	1.56	1.71	0.14	-	-	-	1.22	1.36
28	KASHWASA	-	-	-	18.56	-	18.56	-	-	-	22.11	-	22.11	-	-	-	23.24	-	23.24
29	Makonde	0.57	0.27	-	-	-	0.85	0.65	0.16	-	-	-	0.81	0.86	0.25	-	-	-	1.11
30	MANAWASA	-	2.48	-	-	-	2.48	-	2.65	-	-	-	2.65	0.00	2.66	-	-	-	2.66
31	Maswa	0.02	-	1.90	-	-	1.91	0.04	-	1.67	-	-	1.71	0.03	-	1.68	-	-	1.70

SN	Name of Utility	2020/21						2021/22						2022/23					
		B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total
32	Mugango-Kiabakari	-	-	-	0.92	-	0.92	-	-	-	1.22	-	1.22	-	-	-	1.15	-	1.15
33	Wanging'ombe	-	-	-	-	1.36	1.36	-	-	-	-	1.29	-	1.29	-	-	-	0.77	0.77
34	Biharumulo	-	0.12	0.44	-	-	0.57	0.08	0.29	-	-	0.39	0.02	0.08	0.28	-	-	-	0.38
35	Bunda	-	-	-	0.90	-	0.90	-	-	0.91	-	0.91	-	-	-	1.07	-	-	1.07
36	Chato	-	-	-	0.41	-	0.41	-	-	0.66	-	0.66	-	-	-	0.68	-	-	0.68
37	Chunya	0.16	-	-	-	-	0.16	0.19	-	-	-	0.19	0.13	-	-	-	-	-	0.13
38	Dakawa	0.15	-	-	-	-	0.15	0.16	-	-	-	0.16	na	na	na	na	na	na	0.00
39	Gairo	0.48	0.07	-	-	-	0.55	0.17	0.07	-	-	0.24	0.35	0.01	-	-	-	-	0.36
40	Handeni	0.06	-	0.06	-	0.00	0.13	-	-	-	-	0.00	na	na	na	na	na	na	0.00
41	Ifakara	0.28	-	-	-	-	0.28	0.40	0.07	-	-	0.47	0.42	0.06	-	-	-	-	0.48
42	Igunga	-	-	0.41	-	-	0.41	0.00	-	0.31	-	0.31	-	-	0.36	-	-	-	0.36
43	Itumba-Isongole	-	-	-	-	0.77	-	-	-	-	-	0.77	-	-	-	-	-	0.77	0.77
44	Karagwe	0.07	0.05	-	-	0.04	0.12	-	-	-	-	0.00	na	na	na	na	na	na	0.00
45	Karatu	0.30	-	-	-	-	0.30	0.40	-	-	-	0.40	1.31	-	-	-	-	0.23	1.54
46	Kasulu	-	-	-	-	0.93	-	-	-	-	-	0.92	-	-	-	-	-	0.96	0.96
47	Katesh	0.00	0.92	-	-	-	0.92	-	-	-	-	0.00	na	na	na	na	na	na	0.00
48	Kibaya	0.06	0.02	-	-	-	0.08	0.05	0.02	-	-	0.06	0.11	0.01	-	-	-	-	0.12
49	Kibondo	0.13	-	-	-	0.09	0.13	0.20	-	-	-	0.06	0.26	-	-	-	-	0.08	0.34
50	Kilindoni	0.08	0.04	-	-	-	0.12	0.07	0.05	-	-	-	0.03	0.03	-	-	-	-	0.06
51	Kilwa Masoko	0.48	-	-	-	-	0.48	0.64	-	-	-	0.64	0.54	-	-	-	-	-	0.54
52	Kiomboi	0.10	-	-	-	-	0.10	0.34	-	-	-	0.34	0.23	-	-	-	-	-	0.23
53	Kishapu	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00
54	Kondoa	0.38	0.56	-	-	-	0.94	0.34	0.72	-	-	1.06	0.21	0.39	-	-	-	-	0.60
55	Korogwe	0.29	-	-	-	0.60	0.29	0.23	-	-	-	0.47	0.20	-	-	-	-	0.49	0.69
56	Kyela-Kasumulu	0.22	-	-	-	0.87	0.22	0.24	-	-	-	1.00	0.26	-	-	-	-	1.57	1.83
57	Liwale	-	-	-	-	0.20	-	-	-	-	-	0.20	-	-	-	-	-	0.20	0.20
58	Loliondo	0.14	-	-	-	-	0.14	0.15	-	-	-	-	0.13	-	-	-	-	-	0.13
59	Ludewa	-	0.16	-	-	-	0.16	-	0.31	-	-	0.31	-	0.40	-	-	-	-	0.40
60	Lushoto	-	0.83	-	-	-	0.83	-	0.69	-	-	0.69	-	0.58	-	-	-	-	0.58
61	Mafinga	-	0.92	-	0.92	-	1.85	-	1.00	-	-	1.00	-	0.99	-	-	-	-	0.99
62	Mahenge	0.12	0.09	-	-	-	0.21	0.11	0.15	-	-	0.26	0.33	0.07	-	-	-	-	0.39

SN	Name of Utility	2020/21						2021/22						2022/23					
		B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total	B/Holes	Springs	Dams	Lakes	Rivers	Total
63	Makete	-	0.32	-	-	-	0.32	-	0.35	-	-	-	0.35	-	0.35	-	-	-	0.35
64	Manyoni	0.44	-	-	-	-	0.44	0.48	-	-	-	-	0.48	0.57	-	-	-	-	0.57
65	Mbinga	-	-	-	-	1.00	-	-	-	-	0.82	-	-	-	-	-	0.85	-	0.85
66	Mbulu	0.24	0.39	-	-	-	0.64	0.30	0.37	-	-	-	0.67	0.31	0.32	-	-	-	0.62
67	Mpwapwa	0.49	0.18	-	-	-	0.66	0.56	0.18	-	-	-	0.74	0.72	0.20	-	-	-	0.91
68	Muleba	-	0.39	-	-	0.07	0.39	-	0.39	-	-	0.07	0.46	na	na	na	na	na	0.00
69	Mugumu	-	-	0.62	-	-	0.62	-	-	0.54	-	-	0.54	na	na	na	na	na	0.00
70	Mwanhuzi	-	-	0.29	-	-	0.29	-	-	0.25	-	-	0.25	0.15	-	0.10	-	-	0.25
71	Namanyere	0.00	-	0.03	-	-	0.04	0.00	0.05	-	-	-	0.05	0.01	-	0.08	-	-	0.09
72	Namitumbo	-	0.44	-	-	0.00	0.44	-	0.69	-	-	0.01	0.69	-	0.35	-	-	-	0.35
73	Ngara	0.49	-	-	-	-	0.49	0.46	-	-	-	-	0.46	0.63	-	-	-	-	0.63
74	Nzega	0.01	-	0.40	-	-	0.42	-	-	0.57	-	-	0.57	-	-	0.77	-	-	0.77
75	Orkesumet	0.08	-	-	-	-	0.08	0.01	-	-	-	0.22	0.23	-	-	-	-	0.30	0.30
76	Ruangwa	0.23	-	-	-	-	0.23	0.32	-	-	-	-	0.32	0.29	-	-	-	-	0.29
77	Rujewa	0.07	-	-	-	0.66	0.07	0.07	-	-	0.74	-	0.82	0.07	-	-	-	0.70	0.77
78	Same-Mwanga	0.77	0.05	-	-	-	0.81	0.80	0.03	-	-	-	0.84	0.86	0.03	-	-	-	0.89
79	Sengerema	-	-	-	1.83	-	1.83	-	-	-	1.73	-	1.73	-	-	-	1.62	-	1.62
80	Songe	0.06	-	-	-	-	0.06	0.07	0.00	-	-	-	0.08	0.07	0.00	-	-	-	0.07
81	Tarime	0.07	0.21	0.15	-	-	0.43	0.07	0.67	0.15	-	-	0.90	na	na	na	na	na	0.00
82	Tukuyu	-	0.47	-	-	1.71	0.47	-	0.48	-	-	1.67	2.15	-	0.48	-	-	1.67	2.15
83	Tunduru	0.12	0.08	-	-	-	0.20	0.17	0.06	-	-	-	0.23	0.08	0.06	-	-	-	0.15
84	Ushiroambo	0.12	-	-	-	-	0.12	0.12	-	-	-	-	0.12	0.12	-	-	-	-	0.12
85	Utete	0.17	-	-	-	-	0.17	0.16	-	-	-	-	0.16	0.18	-	-	-	-	0.18
86	Kibaigwa	0.46	-	-	-	-	0.46	0.62	-	-	-	-	0.62	na	na	na	na	na	0.00
87	Maganzo	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-	-	-	0.00
88	Makambako	0.18	-	-	-	1.18	0.18	0.23	-	-	0.80	-	1.03	0.29	-	-	-	0.48	0.77
89	Mombo	-	-	-	-	0.23	-	-	0.30	-	-	-	0.30	-	0.26	-	-	-	0.26
90	Tunduma	0.04	-	-	-	-	0.04	0.06	-	-	-	-	0.06	0.07	-	-	-	-	0.07
91	Turiani	-	-	-	-	2.43	-	-	-	-	1.09	-	1.09	-	-	-	-	1.09	1.09
92	Busega	-	-	-	-	-	-	-	-	-	0.61	-	0.61	-	-	-	0.69	-	0.69
93	Rombo	-	-	-	-	-	-	0.41	7.54	-	-	-	7.94	0.34	1.91	-	-	5.65	7.90
	<b>Total</b>	<b>54.59</b>	<b>46.53</b>	<b>33.25</b>	<b>75.86</b>	<b>196.23</b>	<b>397.56</b>	<b>65.16</b>	<b>55.44</b>	<b>31.75</b>	<b>82.99</b>	<b>186.26</b>	<b>421.60</b>	<b>84.18</b>	<b>49.10</b>	<b>31.09</b>	<b>80.33</b>	<b>180.95</b>	<b>425.66</b>

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

SN	Name of Utility	Water Demand (Million m <sup>3</sup> /year)			Annual Water Production (Million m <sup>3</sup> /year)			Installed Water Production Capacity (Million m <sup>3</sup> /year)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	45.55	46.37	49.19	20.92	20.05	29.03	37.83	37.83	104.02
2	DAWASA	237.14	257.62	241.24	145.89	141.10	129.25	185.73	185.73	191.31
3	Dodoma	37.82	48.85	54.53	18.03	21.27	26.35	24.31	24.49	26.35
4	Iringa	7.84	7.81	8.26	5.48	5.71	6.37	12.13	12.13	12.13
5	Kahama	6.21	6.21	8.93	4.94	4.79	5.17	9.49	9.49	9.49
6	Mbeya	31.76	32.85	32.85	15.72	16.97	19.52	21.75	24.27	25.00
7	Morogoro	26.09	26.92	31.46	13.51	11.93	12.01	13.61	13.61	17.01
8	Moshi	19.45	26.06	26.73	12.23	14.52	14.75	20.84	21.58	23.02
9	Mtwara	8.10	8.26	9.30	4.70	4.86	4.59	7.17	7.17	7.17
10	Musoma	8.76	8.94	12.08	5.84	5.74	6.59	13.14	13.14	15.54
11	Mwanza	51.10	58.40	62.05	29.34	30.81	28.60	47.44	47.44	47.44
12	Shinyanga	6.59	6.73	6.87	4.57	4.74	5.39	17.57	17.57	17.72
13	Songea	6.53	7.42	7.43	2.87	3.06	3.17	4.20	4.20	4.20
14	Tabora	10.74	12.95	10.86	5.77	6.42	6.25	12.04	21.32	21.56
15	Tanga	14.81	14.99	16.99	11.49	11.85	12.43	17.87	13.32	18.90
16	Bukoba	5.06	5.62	8.74	2.53	3.11	2.98	6.57	7.36	9.90
17	Kigoma	8.42	8.65	8.65	3.54	3.59	3.59	6.57	6.57	6.57
18	Singida	5.26	5.44	5.89	3.06	3.14	3.57	3.56	3.77	4.20
19	Sumbawanga	5.91	6.13	10.22	1.98	2.16	2.03	7.48	7.48	7.48
20	Babati	7.41	9.38	11.62	2.88	3.57	4.11	7.71	10.62	11.91
21	Lindi	1.90	1.92	2.77	0.85	0.88	0.89	3.76	3.76	3.76
22	Bariadi	2.04	2.22	3.57	0.37	0.51	0.59	0.71	1.66	1.66
23	Geita	6.89	6.89	8.12	1.79	1.69	1.90	2.62	2.62	3.01
24	Mpanda	4.15	4.38	4.08	1.10	1.20	1.91	3.79	3.79	3.87
25	Njombe	3.00	3.03	3.81	1.48	1.35	1.22	2.03	2.03	2.03
26	Vwawa-Mlowo	3.70	3.83	5.04	0.94	1.00	0.47	2.23	2.04	2.24
27	HTM	5.54	8.75	9.12	1.06	1.71	1.30	2.59	3.13	3.30
28	KASHWASA	20.10	20.60	18.95	16.79	20.42	21.32	29.20	29.20	29.20
29	Makonde	8.40	8.96	9.86	0.85	0.81	1.11	2.08	2.08	2.08
30	MANAWASA	5.45	5.45	5.25	2.48	2.65	2.66	4.20	4.20	5.01



SN	Name of Utility	Water Demand (Million m <sup>3</sup> /year)			Annual Water Production (Million m <sup>3</sup> /year)			Installed Water Production Capacity (Million m <sup>3</sup> /year)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
31	Maswa	2.92	2.92	3.84	1.83	1.71	1.48	3.79	3.79	3.79
32	Mugango-Kiabakari	3.79	3.78	3.78	0.92	1.22	1.15	3.94	3.94	3.94
33	Wanging'ombe	3.89	3.89	2.61	1.36	1.29	0.77	1.57	2.30	1.57
34	Biharamulo	1.03	1.13	1.55	0.37	0.39	0.38	0.41	0.39	0.59
35	Bunda	3.60	3.70	3.81	0.90	0.91	1.07	3.26	3.77	3.77
36	Chato	1.36	2.04	2.24	0.41	0.66	0.68	0.95	1.66	1.66
37	Chunya	0.91	0.92	1.39	0.16	0.19	0.09	0.55	0.55	0.55
38	Dakawa	0.89	0.91	NA	0.15	0.16	NA	1.92	1.36	NA
39	Gairo	0.94	0.94	1.75	0.33	0.21	0.27	0.33	0.33	0.53
40	Handeni	2.29	NA	NA	0.13	NA	NA	0.48	NA	NA
41	Ifakara	3.27	3.40	3.82	0.28	0.18	0.48	0.99	0.48	0.60
42	Igunga	1.46	1.61	1.61	1.53	1.60	1.29	2.19	3.10	3.10
43	Itumba-Isongole	1.17	0.62	0.62	0.77	0.56	0.57	1.22	1.22	1.22
44	Karagwe	3.18	NA	NA	0.17	NA	NA	NA	NA	NA
45	Karatu	1.90	1.97	3.09	0.30	0.40	1.54	0.53	0.88	2.11
46	Kasulu	2.27	2.35	2.35	0.93	0.92	0.96	1.46	1.46	1.46
47	Katesh	1.19	NA	NA	0.92	NA	NA	1.43	NA	NA
48	Kibaya	0.72	0.75	1.07	0.08	0.06	0.12	0.20	0.16	0.36
49	Kibondo	1.62	2.74	2.49	0.22	0.26	0.34	1.42	1.42	1.11
50	Kilindoni	0.89	0.89	1.34	0.12	0.12	0.05	0.39	0.39	0.12
51	Kilwa-Masoko	0.48	0.80	1.02	0.48	0.64	0.53	0.63	0.63	0.63
52	Kromboi	0.78	0.44	0.64	0.10	0.20	0.23	0.12	0.34	0.34
53	Kishapu	0.47	0.49	0.51	0.13	0.17	0.16	0.49	0.53	0.53
54	Kondoa	1.89	1.89	2.01	0.94	0.79	0.60	1.36	1.48	1.48
55	Korogwe	2.24	2.30	5.06	0.89	0.70	0.69	1.50	1.64	2.87
56	Kyela-Kasumulu	3.21	3.22	3.39	1.11	1.24	1.83	1.94	3.25	3.25
57	Liwale	0.81	0.82	0.86	0.20	0.20	0.20	0.44	0.44	0.44
58	Loliondo	0.51	0.53	0.49	0.14	0.15	0.13	0.25	0.25	0.25
59	Ludewa	0.61	0.70	0.71	0.16	0.31	0.40	0.48	112.24	145.76
60	Lushoto	1.08	1.10	1.22	0.83	0.69	0.58	1.17	0.69	0.85
61	Mafinga	2.71	3.64	3.13	0.92	1.00	0.99	2.00	2.00	2.00
62	Mahenge	0.88	0.72	0.72	0.21	0.26	0.39	0.49	0.82	0.82
63	Makete	0.82	0.82	0.82	0.32	0.35	0.35	0.75	0.82	0.82

SN	Name of Utility	Water Demand (Million m <sup>3</sup> /year)			Annual Water Production (Million m <sup>3</sup> /year)			Installed Water Production Capacity (Million m <sup>3</sup> /year)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
64	Manyoni	2.14	2.20	2.34	0.44	0.48	0.57	1.49	1.49	1.79
65	Mbinga	1.96	2.07	2.18	1.00	0.82	0.85	2.19	2.19	2.74
66	Mbulu	4.83	1.68	1.62	0.64	0.67	0.62	0.85	1.16	1.16
67	Mpwapwa	1.22	1.24	1.28	0.53	0.74	0.87	0.84	1.06	1.45
68	Muleba	0.67	0.70	NA	0.46	0.46	NA	0.44	0.44	NA
69	Mugumu	1.61	1.41	NA	0.60	0.50	NA	1.53	1.59	NA
70	Mwanhuzi	0.99	0.99	1.05	0.29	0.25	0.25	0.38	0.38	0.49
71	Namanyere	0.79	0.81	1.08	0.04	0.05	0.09	0.15	0.72	0.72
72	Namtumbo	1.33	1.44	1.73	0.17	0.28	0.35	0.69	1.22	1.22
73	Ngara	0.93	1.03	1.09	0.49	0.46	0.63	0.58	0.58	0.62
74	Nzega	2.03	2.07	2.07	1.46	1.14	1.23	0.77	4.70	4.70
75	Orkesumet	0.56	0.57	0.80	0.08	0.13	0.25	0.28	2.73	2.73
76	Ruangwa	1.60	1.59	1.82	0.23	0.32	0.29	0.57	0.65	0.65
77	Rujewa	2.88	2.84	2.88	0.72	0.72	0.70	1.00	1.00	0.86
78	Same-Mwanga	2.15	2.19	2.13	0.81	0.84	0.89	1.53	1.56	1.38
79	Sengerema	4.17	7.39	7.66	1.83	1.66	1.62	5.78	5.78	5.78
80	Songe	0.82	0.83	1.64	0.06	0.08	0.07	0.31	0.30	0.30
81	Tarime	2.35	2.42	NA	0.43	0.53	NA	0.47	0.22	NA
82	Tukuyu	2.53	2.81	5.40	2.17	2.15	2.18	2.29	2.29	2.29
83	Tunduru	1.29	1.75	1.91	0.20	0.23	0.15	0.72	0.72	0.72
84	Ushiroambo	1.43	1.44	0.03	0.19	0.12	0.12	0.32	0.32	0.57
85	Utete	0.38	0.40	0.62	0.17	0.16	0.18	0.52	0.53	0.44
86	Kibaigwa	0.45	1.40	NA	0.46	0.54	NA	1.30	1.31	NA
87	Maganzo	0.23	0.24	0.25	0.08	0.09	0.11	0.42	0.42	0.08
88	Makambako	3.51	3.96	3.33	1.19	1.03	0.77	1.71	1.71	1.71
89	Mombo	0.60	0.62	0.71	0.23	0.30	0.26	0.23	0.34	0.34
90	Tunduma	2.62	2.62	7.57	0.04	0.04	0.07	0.95	0.95	0.64
91	Turiani	2.41	2.37	2.48	1.09	1.09	1.09	1.11	1.11	1.11
92	Busega	NA	0.88	1.31	NA	0.57	0.62	NA	1.20	2.38
93	Rombo	NA	12.05	12.54	NA	7.46	7.43	NA	9.19	9.34
	<b>TOTAL</b>	<b>715.99</b>	<b>787.70</b>	<b>819.94</b>	<b>377.41</b>	<b>393.07</b>	<b>399.74</b>	<b>598.25</b>	<b>743.79</b>	<b>869.82</b>

**Table A2.3: Length of Water Network, Water Storage Capacity**

SN	Name of Utility	Total Length of Water Network (km)>11/2"			Storage Capacity (m³)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	1,431.0	1,704.2	2,025.6	34,919.5	36,919.5	66,984.5
2	DAWASA	4,623.0	4,999.0	5,552.8	153,649	157,149	184,149
3	Dodoma	687.1	860.0	932.5	97,500	97,500	98,800
4	Iringa	954.4	1,103.5	1,147	9,876	10,342	10,342
5	Kahama	414.2	452.7	466.8	21,050	21,050	21,865
6	Mbeya	870.0	955.8	957.8	25,350	24,950	23,550
7	Morogoro	625.9	626.4	750.1	13,498	13,543	17,228
8	Moshi	770.0	919.6	949.2	10,602	10,602	15,784
9	Mtwara	293.0	307.7	333.7	8,045	8,045	8,505
10	Musoma	363.9	365.5	617.4	9,734	9,734	13,590
11	Mwanza	1,348.2	1,372.4	1,399.3	36,857	36,857	40,642
12	Shinyanga	620.2	643.8	657.0	22,077	22,837	22,837
13	Songea	500.5	521.3	563.8	4,310	4,490	4,785
14	Tabora	882.6	1,072.4	1,225.7	24,185	23,350	24,180
15	Tanga	824.9	859.3	874.8	11,465	11,465	14,684
16	Bukoba	252.0	399.7	562.7	5,605	6,545	9,550
17	Kigoma	345.0	413.0	450.0	13,500	13,500	13,500
18	Singida	344.6	361.2	391.7	7,705	7,840	8,810
19	Sumbawanga	289.0	301.3	326.6	8,350	8,350	8,350
20	Babati	656.1	887.9	1,107.0	3,929	3,929	6,184
21	Lindi	350.0	365.0	374.6	8,785	9,893	9,893
22	Bariadi	94.6	158.6	183.0	1,430	1,430	2,200
23	Geita	277.6	396.8	396.6	1,560	2,425	3,345
24	Mpanda	185.7	189.0	282.6	2,350	3,350	3,730
25	Njombe	151.2	157.1	188.4	1,045	1,120	1,270
26	Vwawa-Mlowo	159.3	173.3	218.5	927	1,228	2,023
27	HTM	477.8	588.1	625.7	6,264	6,929	7,549
28	KASHWASA	700.0	755.9	802.0	35,000	35,000	35,000
29	Makonde	1,334.4	1,342.7	1,348.7	14,035	14,035	16,472
30	MANAWASA	557.0	562.0	569.0	27,500	27,500	27,500
31	Maswa	316.0	342.7	346.9	1,100	1,100	1,000

SN	Name of Utility	Total Length of Water Network (km)>11/2"			Storage Capacity (m <sup>3</sup> )		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
32	Mugango-Kiabakari	113.0	145.9	146.0	2,274	2,328	2,328
33	Wangingombe	402.8	406.4	412.3	5,392	5,392	5,692
34	Biharamulo	90.0	122.0	125.0	920	1,280	2,282
35	Bunda	351.4	376.8	415.0	2,205	2,825	2,925
36	Chato	147.0	218.0	247.0	855	1,430	1,430
37	Chunya	45.6	46.0	46.0	925	925	925
38	Dakawa	50.9	63.9	0.0	735	735	NA
39	Gairo	291.0	297.0	297.0	1,975	1,975	1,975
40	Handeni	70.8	na	0.0	565	na	na
41	Ifakara	67.0	74.5	79.8	475	565	665
42	Igunga	203.8	317.2	345.4	4,350	4,350	4,350
43	Itumba-Isongole	54.6	63.0	63.0	965	965	965
44	Karagwe	101.0	na	0.0	630	na	na
45	Karatu	34.0	96.6	383.6	450	675	2,445
46	Kasulu	53.7	57.9	88.6	552	552	1,052
47	Katesh	55.4	na	0.0	1,295	na	na
48	Kibaya	40.0	40.0	59.9	413	413	790
49	Kibondo	47.3	58.0	67.7	975	1,050	1,050
50	Kilindoni	11.8	11.8	11.8	109	119	119
51	Kilwa-Masoko	62.0	62.0	78.5	627	627	627
52	Kiomboi	49.7	58.7	63.5	435	538	538
53	Kishapu	42.1	43.2	47.7	1,425	1,460	1,460
54	Kondoa	87.6	88.0	105.5	1,630	1,630	1,880
55	Korogwe	138.9	144.0	184.0	2,725	2,950	3,100
56	Kyela-Kasumulu	56.3	61.4	63.4	1,170	1,170	1,170
57	Liwale	41.5	41.9	42.4	405	405	555
58	Loliondo	39.2	56.0	56.0	735	585	585
59	Ludewa	43.3	52.0	129.8	775	775	1,015
60	Lushoto	117.3	92.3	94.1	1,168	1,218	1,218
61	Mafinga	371.0	371.0	376.3	2,320	2,320	2,320
62	Mahenge	47.6	47.6	47.6	675	675	675

SN	Name of Utility	Total Length of Water Network (km)>11/2"			Storage Capacity (m³)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
63	Makete	98.0	128.0	135.0	600	650	700
64	Manyoni	103.7	122.2	142.0	945	945	1,165
65	Mbinga	51.0	90.0	116.9	700	1,200	1,200
66	Mbulu	93.2	96.6	96.6	930	930	930
67	Mpwapwa	61.6	61.6	74.1	2,275	2,275	2,275
68	Muleba	76.7	79.8	0.0	1,407	1,407	NA
69	Mugumu	54.0	65.7	0.0	675	675	NA
70	Mwanhuzi	50.7	62.0	94.0	835	935	985
71	Namanyere	32.9	43.3	45.2	360	900	900
72	Namtumbo	103.6	112.4	162.5	485	615	615
73	Ngara	60.4	63.9	71.0	696	696	846
74	Nzega	380.0	465.0	525.5	4,450	4,450	4,450
75	Orkesumet	25.4	142.3	182.4	210	4,475	4,475
76	Ruangwa	33.0	46.2	50.2	600	735	735
77	Rujewa	58.1	59.6	63.4	725	725	725
78	Same-Mwanga	139.9	139.9	139.9	1,609	1,609	1,609
79	Sengerema	335.1	478.0	512.0	6,210	6,310	6,710
80	Songe	33.3	38.5	43.7	530	530	530
81	Tarime	55.0	95.0	0.0	850	900	NA
82	Tukuyu	56.4	56.4	84.9	1,010	1,010	1,010
83	Tunduru	69.0	73.0	81.0	650	650	650
84	Ushiroambo	29.5	33.1	70.0	205	205	505
85	Utete	27.3	28.7	30.7	550	550	550
86	Kibaigwa	71.0	93.0	0.0	1,210	1,465	NA
87	Maganzo	15.6	17.1	28.9	215	215	215
88	Makambako	81.5	86.8	186.8	1,770	1,865	1,865
89	Mombo	13.1	15.3	15.3	90	140	140
90	Tunduma	48.7	48.7	98.1	624	634	1,311
91	Turiani	139.0	148.0	156.1	660	465	465
92	Busega	NA	90.7	197.2	NA	935	1,235
93	Rombo	NA	1,000.7	956.0	NA	12,000	12,800
	<b>TOTAL</b>	<b>27,423.3</b>	<b>31,752.4</b>	<b>35,063.5</b>	<b>694,427</b>	<b>724,033</b>	<b>818,031</b>



**Table A2.4: Non-Revenue Water**

S/N	Name of Utility	NRW (%)			NRW (m <sup>3</sup> lost/km/day)			NRW (m <sup>3</sup> lost/connection/day)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	50.54	40.71	53.14	20.24	13.12	20.87	0.36	0.24	0.38
2	DAWASA	38.83	39.22	41.49	33.57	30.33	26.46	0.45	0.41	0.36
3	Dodoma	34.73	33.89	40.93	24.96	22.96	31.68	0.31	0.30	0.38
4	Iringa	26.97	23.00	24.50	4.24	3.26	3.73	0.12	0.10	0.10
5	Kahama	25.60	20.30	18.26	8.37	5.89	5.54	0.16	0.10	0.09
6	Mbeya	27.99	28.00	29.00	13.86	13.62	16.20	0.16	0.16	0.17
7	Morogoro	43.48	38.83	39.39	25.72	20.26	17.28	0.42	0.31	0.30
8	Moshi	20.23	27.35	24.06	8.80	11.83	10.24	0.16	0.19	0.17
9	Mtwara	26.23	28.12	28.68	11.54	12.18	10.80	0.23	0.24	0.21
10	Musoma	43.81	40.19	45.99	19.26	17.29	13.44	0.39	0.28	0.28
11	Mwanza	36.33	37.76	34.22	21.66	23.22	19.16	0.29	0.29	0.23
12	Shinyanga	26.37	16.12	20.57	5.32	3.25	4.62	0.14	0.08	0.11
13	Songea	21.17	20.83	21.62	3.33	3.35	3.33	0.09	0.09	0.09
14	Tabora	38.44	34.49	33.32	6.88	5.66	4.66	0.22	0.20	0.17
15	Tanga	31.73	30.70	33.59	12.11	11.60	13.07	0.21	0.20	0.23
16	Bukoba	44.35	46.25	38.97	12.20	9.87	5.66	0.22	0.22	0.15
17	Kigoma	32.59	29.96	29.57	9.16	7.13	6.46	0.21	0.16	0.14
18	Singida	36.57	31.90	32.11	8.89	7.59	8.02	0.22	0.18	0.17
19	Sumbawanga	35.05	36.94	34.66	6.58	7.25	5.90	0.18	0.19	0.15
20	Babati	30.93	25.20	22.90	3.72	2.77	2.33	0.15	0.11	0.10
21	Lindi	36.96	36.31	33.74	2.46	2.39	2.21	0.14	0.13	0.12
22	Bariadi	28.55	27.38	30.55	3.07	2.41	2.69	0.12	0.14	0.14
23	Geita	36.27	28.75	30.18	6.42	3.36	3.96	0.21	0.13	0.14
24	Mpanda	27.53	36.57	54.70	4.48	6.37	10.11	0.14	0.19	0.37
25	Njombe	35.73	40.05	39.68	9.60	9.42	7.03	0.18	0.18	0.15
26	Vwawa-Mlowo	78.00	74.72	55.12	12.55	11.79	3.22	0.93	0.87	0.25
27	HTM	65.53	73.10	72.72	3.98	5.82	2.31	0.65	0.92	0.36
28	KASHWASA	10.80	9.15	11.12	7.09	6.77	2.10	52.27	53.88	11.54
29	Makonde	58.59	55.27	55.36	4.30	3.57	1.93	0.38	0.32	0.59
30	MANAWASA	21.34	20.05	19.80	2.60	2.59	1.66	0.12	0.11	0.07

S/N	Name of Utility	NRW (%)			NRW (m³ lost/km/day)			NRW (m³ lost/connection/day)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
31	Maswa	48.76	50.61	42.87	7.75	6.92	18.72	0.60	0.54	1.38
32	Mugango-Kiabakari	85.20	90.37	91.10	18.94	20.78	19.74	2.76	2.76	2.11
33	Wanging'ombe	69.94	70.11	44.78	6.48	6.10	4.22	0.39	0.34	0.21
34	Biharamulo	11.96	12.00	24.24	1.33	1.05	1.75	0.06	0.06	0.08
35	Bunda	44.15	38.00	35.00	3.11	2.50	2.47	0.18	0.15	0.13
36	Chato	25.35	33.00	35.76	1.92	2.75	2.70	0.09	0.18	0.15
37	Chunya	44.93	46.55	29.25	4.29	5.22	1.58	0.12	0.14	0.04
38	Gairo	49.44	19.22	20.06	1.53	0.36	0.51	0.64	0.11	0.14
39	Ifakara	36.99	31.20	67.84	4.28	2.11	11.13	0.22	0.11	0.53
40	Igunga	43.98	26.08	16.65	9.05	3.60	1.70	0.26	0.13	0.06
41	Itumba-Isongole	54.29	62.81	60.66	20.90	15.33	15.05	0.66	0.48	0.46
42	Karatu	41.09	45.38	43.05	9.86	5.14	4.74	0.50	0.55	0.35
43	Kasulu	35.51	11.37	14.79	16.89	4.97	4.40	0.22	0.07	0.09
44	Kibaya	28.00	27.92	45.07	1.46	1.22	2.51	0.08	0.07	0.17
45	Kibondo	33.83	31.60	43.29	4.36	3.82	6.00	0.09	0.09	0.15
46	Kilindoni	54.06	53.72	22.24	14.66	15.57	2.73	0.33	0.34	0.06
47	Kilwa-Masoko	23.07	55.26	37.33	4.94	15.54	6.96	0.16	0.45	0.22
48	Kiomboi	36.70	19.81	68.18	1.98	1.89	6.70	0.09	0.08	0.27
49	Kishapu	6.14	20.60	2.18	0.53	2.27	0.21	0.02	0.08	0.01
50	Kondoa	68.34	4NA	44.01	20.05	9.89	6.84	0.42	0.19	0.15
51	Korogwe	41.00	38.11	48.13	7.20	5.09	4.96	0.21	0.15	0.17
52	Kyela-Kasumulu	29.13	3NA	40.76	15.71	16.61	32.29	0.27	0.54	0.73
53	Liwale	34.91	26.90	31.55	4.64	3.54	4.17	0.09	0.07	0.08
54	Loliondo	45.71	37.69	37.99	4.46	2.71	2.49	0.20	0.15	0.13
55	Ludewa	59.00	52.74	47.77	5.96	8.55	4.03	0.33	0.54	0.43
56	Lushoto	51.50	49.02	40.53	10.03	10.09	6.83	1.00	0.53	0.33
57	Mafinga	37.55	37.50	40.25	2.56	2.76	2.91	0.22	0.23	0.23
58	Mahenge	63.06	30.82	52.26	7.65	4.57	11.85	0.32	0.17	0.41
59	Makete	34.94	28.62	26.51	3.10	2.13	1.88	0.16	0.11	0.10
60	Manyoni	30.45	33.35	30.25	3.52	3.59	3.33	0.13	0.13	0.11
61	Mbinga	42.89	36.25	34.26	23.05	9.00	6.79	0.34	0.20	0.17

S/N	Name of Utility	NRW (%)			NRW (m <sup>3</sup> lost/km/day)			NRW (m <sup>3</sup> lost/connection/day)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
62	Mbulu	48.36	45.51	45.63	9.04	8.63	8.05	0.34	0.31	0.26
63	Mpwapwa	28.00	32.93	57.37	6.61	10.79	18.47	0.12	0.19	0.37
64	Mwanhuzi	13.50	12.91	13.00	2.14	1.44	0.96	0.04	0.03	0.03
65	Namanoyere	55.09	57.83	41.19	1.71	1.98	2.21	0.17	0.22	0.17
66	Namtumbo	24.07	41.55	29.32	1.10	2.87	1.73	0.06	0.17	0.13
67	Ngara	4NA	36.17	47.49	8.95	7.08	11.61	0.18	0.14	0.22
68	Nzega	50.10	10.10	6.68	5.27	0.68	0.43	0.24	0.03	0.02
69	Orkesumet	43.07	27.75	22.80	3.75	0.71	0.84	0.69	0.20	0.10
70	Ruangwa	46.31	53.01	27.65	8.97	10.19	4.36	0.21	0.30	0.12
71	Rujewa	28.49	18.69	15.98	9.71	6.21	4.83	0.20	0.13	0.10
72	Same-Mwanga	42.73	43.69	49.04	6.82	7.15	8.56	0.22	0.23	0.26
73	Sengerema	51.70	46.84	46.48	7.73	4.47	4.03	0.32	0.23	0.20
74	Songe	42.85	46.21	38.97	2.00	2.48	1.82	0.15	0.20	0.16
75	Tukuyu	26.24	27.24	27.78	27.66	28.42	19.57	0.25	0.25	0.25
76	Tunduru	28.00	31.10	25.11	2.17	2.69	1.24	0.07	0.08	0.04
77	Ushirombo	49.89	12.66	23.14	8.81	1.21	1.13	0.41	0.04	0.07
78	Utete	39.30	35.00	32.06	6.57	5.47	5.14	0.19	0.15	0.15
79	Maganzo	10.59	2.45	3.84	1.54	0.36	0.40	0.05	0.01	0.01
80	Makambako	44.75	44.41	31.69	17.96	14.45	3.60	0.26	0.21	0.10
81	Mombo	29.50	27.07	29.83	14.00	14.38	13.77	0.24	0.28	0.26
82	Tunduma	55.19	21.76	36.44	1.10	0.44	0.76	0.07	0.03	0.08
83	Turiani	34.62	27.73	28.80	7.45	5.60	5.52	0.34	0.23	0.21
84	Busega	na	21.07	5.87	NA	3.64	0.50	NA	0.06	0.02
85	Rombo	Na	72.10	71.96	NA	14.73	15.32	NA	0.62	0.57
	<b>AVERAGE</b>	<b>37.83</b>	<b>35.45</b>	<b>37.2</b>	<b>8.68</b>	<b>7.51</b>	<b>7.05</b>	<b>0.89</b>	<b>0.88</b>	<b>0.37</b>

**Table A2.5 Water Quality Compliance Conducted by EWURA**

SN	Name of Utility	2020/21				2021/22				2022/23			
		E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH
1	Arusha	93	80	60	100	100	14	100	100	100	7	100	
2	Babati	87	87	87	100	100	59	100	100	100	46	100	
3	Bariadi	100	100	0	100	100	0	100	100	100	NA	100	
4	Bukoba	100	100	57	67	100	14	100	100	100	39	100	
5	DAWASA	97	96	40	84	95	47	97	88	90	19	100	
6	Dodoma	86	100	62	100	84	34	99	99	100	63	100	
7	Geita	100	100	100	100	100	50	100	100	100	33	100	
8	Iringa	94	81	44	100	100	27	100	63	75	42	100	
9	Kahama	100	0	13	100	100	7	100	100	100	0	100	
10	Kigoma	50	100	0	100	45	0	100	79	100	14	0	
11	Lindi	100	85	0	115	87	0	100	86	64	21	100	
12	Mbeya	100	94	69	94	100	78	100	100	92	60	92	
13	Morogoro	95	100	55	100	100	78	96	81	44	48	100	
14	Moshi	100	100	100	100	100	0	100	100	100	20	100	
15	Mpanda	89	78	33	78	100	23	85	100	100	0	0	
16	Mtwara	93	47	0	93	100	20	100	87	100	47	100	
17	Musoma	67	20	0	100	100	93	100	67	81	14	100	
18	Mwanza	100	100	65	100	100	37	100	98	100	50	100	
19	Njombe	100	20	0	70	83	18	100	33	27	25	100	
20	Shinyanga	100	87	0	87	100	0	100	100	86	0	100	
21	Singida	100	100	53	100	100	60	100	100	100	73	100	
22	Songea	100	73	47	100	100	20	87	86	86	43	100	
23	Sumbawanga	100	33	40	93	100	59	94	100	80	15	27	
24	Tabora	100	73	87	100	100	93	87	100	79	14	100	
25	Tanga	100	100	68	100	100	79	100	86	100	57	100	
26	Vwawa-Mlowo	78	78	44	56	31	0	46	70	90	0	90	
27	HTM	100	75	0	100	100	0	100	92	31	8	38	
28	KASHWASA	92	100	8	100	100	0	100	100	100	14	100	

SN	Name of Utility	2020/21					2021/22					2022/23				
		E. coli	Turbidity	Residual Chlorine	pH	% compliance	E. coli	Turbidity	Residual Chlorine	pH	% compliance	E. coli	Turbidity	Residual Chlorine	pH	% compliance
29	Makonde	60	100	10	80	67	100	0	67	100	0	67	90	100	0	40
30	MANAWASA	100	0	93	100	100	88	19	100	100	19	100	100	100	50	100
31	Maswa	100	100	0	100	100	0	0	100	100	0	100	100	100	0	100
32	Mugango-Kiabakari	60	0	0	100	0	100	0	100	0	0	100	55	45	NA	100
33	Wanging'ombe	64	0	40	100	0	88	0	100	0	0	100	25	87	0	100
34	Biharamulo	100	13	50	0	100	100	33	100	100	33	100	100	100	50	100
35	Bunda	100	75	0	100	71	0	43	100	0	43	100	100	100	0	100
36	Chato	75	88	50	25	100	86	29	100	86	29	100	100	100	22	100
37	Chunya	100	100	0	100	na	na	na	na	na	na	na	0	100	na	83
38	Ifakara	100	100	na	100	14	86	14	100	86	14	100	na	na	na	na
39	Igunga	100	25	75	100	86	100	71	100	100	71	71	100	33	33	100
40	Itumba Isongole	33	100	na	100	na	na	na	na	na	na	na	88	100	17	100
41	Karatu	na	na	na	na	100	100	75	100	100	75	100	100	87	22	100
42	Kasulu	100	0	88	100	100	38	88	100	38	88	100	75	38	50	100
43	Kibaya	na	na	na	na	na	na	na	na	na	na	na	100	100	0	100
44	Kibondo	71	100	0	100	50	50	na	100	50	na	100	71	86	0	100
45	KiwaMasoko	60	100	0	100	71	100	0	100	100	0	100	na	na	na	na
46	Kiomboi	na	na	na	na	na	na	na	na	na	na	na	100	100	0	100
47	Korogwe	100	100	0	100	100	0	63	100	0	63	100	40	20	40	20
48	Kiyela-Kasumulu	na	na	na	na	70	73	0	100	70	0	100	na	na	na	na
49	Liwale	na	na	na	na	na	na	na	na	na	na	na	88	88	0	100
50	Loliondo	na	na	na	na	100	100	13	100	100	13	100	na	na	na	na
51	Ludewa	na	na	na	na	0	71	na	100	0	na	100	na	na	na	na
52	Lushoto	100	100	0	100	na	na	na	na	na	na	na	50	88	38	100
53	Mafinga	100	63	13	75	14	86	14	100	14	14	100	29	100	0	100
54	Makambako	100	38	0	100	25	100	25	100	25	25	100	57	43	29	100
55	Manyoni	na	na	na	na	20	100	na	100	100	na	100	100	100	50	100
56	Mbinga	100	86	14	100	na	na	na	100	na	na	na	88	100	75	100
57	Mbulu	75	100	na	100	88	88	0	100	88	0	100	100	100	13	100



SN	Name of Utility	2020/21				2021/22				2022/23			
		E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH	E. coli	Turbidity	Residual Chlorine	pH
		% compliance				% compliance				% compliance			
58	Mombo	na	na	na	na	na	na	na	na	100	na	100	
59	Mpwapwa	100	60	38	80	na	na	na	na	100	11	100	
60	Mpwapwa	100	60	38	80	na	na	na	na	na	na	na	
61	Mwanhuzi	100	0	50	100	100	0	63	100	100	0	100	
62	Namanyere	75	100	0	100	100	100	na	56	88	na	75	
63	Namtumbo	na	na	na	na	0	100	0	40	na	na	na	
64	Ngara	71	57	43	0	100	86	71	100	100	14	100	
65	Nzega	100	13	25	100	100	100	100	100	90	70	100	
66	Orkesumet	75	100	0	100	100	50	0	100	100	40	100	
67	Rombo	na	na	na	na	100	100	0	100	na	na	na	
68	Ruangwa	100	50	100	100	88	63	0	100	75	13	100	
69	Rujewa	na	na	na	na	13	100	na	100	na	na	na	
70	Same-Mwanga	100	100	60	53	100	100	0	100	75	8	100	
71	Sengerema	100	100	44	100	100	0	43	100	100	0	100	
72	Songe	100	100	0	100	na	na	na	na	40	na	100	
73	Tukuyu	na	na	na	na	100	100	33	0	na	na	na	
74	Tunduma	na	na	na	na	75	100	na	100	na	na	na	
75	Tundururu	na	na	na	na	na	na	na	na	75	na	100	
76	Turiani	na	na	na	na	na	na	na	na	38	0	100	
77	Ushirombo	100	100	0	100	100	100	50	100	100	0	100	
	<b>AVERAGE</b>	<b>91</b>	<b>73</b>	<b>34</b>	<b>91</b>	<b>81</b>	<b>80</b>	<b>30</b>	<b>94</b>	<b>84</b>	<b>24</b>	<b>92</b>	

**Table A2.6 Wastewater Effluent Quality Compliance**

SN	Name of Utility	Compliance with BOD5 Standards (%)			Compliance with COD Standards (%)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	100	0	100	100	0	100
2	DAWASA	50	50	50	50	50	50
3	Dodoma	0	0	0	0	0	0
4	Geita	0	0	0	0	0	0
5	Iringa	0	0	0	0	0	0
6	Kahama	100	100	100	na	100	100
7	Mbeya	100	100	100	100	100	0
8	Morogoro	100	100	100	100	100	100
9	Moshi	100	100	100	100	100	100
10	Musoma	0	0	0	0	0	0
11	Mwanza	0	0	0	0	0	0
12	Shinyanga	na	na	100	na	na	100
13	Songea	0	100	100	0	100	100
	<b>AVERAGE</b>	<b>46</b>	<b>46</b>	<b>58</b>	<b>41</b>	<b>46</b>	<b>50</b>

**Table A2.7 Total Water Connections, Domestic Connections, Public Water Kiosks and Metering Ratio**

SN	Name of Utility	Total Water Connections (No.)			Active Water Connection (NO.)			Total Domestic Water Connections (No.)			Public Water Kiosks (NO.)			Active Kiosks (No.)			Metering Ratio (%)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		1	Arusha	79,925	94,044	112,701	71,623	84,436	100,928	72,789	86,484	105,387	514	544	589	436	436	100	100
2	DAWASA	343,091	370,982	409,717	343,091	370,982	409,717	332,489	358,762	397,808	900	848	873	873	873	100	100	100	
3	Dodoma	55,395	65,961	76,801	55,395	65,961	76,801	51,455	61,481	71,708	326	332	201	201	201	100	100	100	
4	Iringa	34,048	37,666	42,983	29,302	34,354	40,724	32,306	35,936	38,781	318	318	561	541	541	99	100	100	
5	Kahama	22,289	25,947	29,783	20,727	24,780	28,345	20,710	24,178	27,813	118	130	167	159	159	100	100	100	
6	Mbeya	74,338	81,743	90,858	74,279	81,726	88,978	71,568	78,939	87,905	231	223	256	248	248	100	100	100	
7	Morogoro	38,497	40,633	43,894	32,183	33,893	35,587	36,344	37,567	41,590	272	287	334	141	141	100	100	100	
8	Moshi	43,474	57,402	56,828	41,226	54,772	54,112	40,604	54,377	53,752	217	196	182	128	128	100	89	96	
9	Mtwara	14,985	15,504	16,889	12,588	13,669	14,845	13,647	14,466	15,515	336	351	365	328	328	100	100	100	
10	Musoma	17,991	22,570	29,668	17,545	19,739	25,784	16,787	21,174	27,644	29	54	63	27	27	100	100	100	
11	Mwanza	102,088	109,869	114,294	97,818	103,489	107,713	94,399	101,527	105,655	330	463	464	440	440	100	100	100	

SN	Name of Utility	Total Water Connections (No.)			Active Water Connection (NO.)			Total Domestic Water Connections (No.)			Public Water Kiosks (NO.)			Active Kiosks (No.) 2022/23	Metering Ratio (%)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23		2020/21	2021/22	2022/23
		24,035	26,583	28,686	23,880	24,465	26,903	27,016	22,583	25,026	27,016	315	349		375	354	100
13	Songea	19,283	20,119	21,632	15,946	17,965	20,293	17,892	18,708	20,202	169	169	167	167	99.9	100	100
14	Tabora	27,273	30,137	33,562	20,386	24,852	28,032	25,623	28,485	31,818	282	327	332	215	100	100	100
15	Tanga	46,497	48,697	50,340	41,364	41,912	42,514	44,162	46,317	47,904	336	261	285	146	100	100	100
16	Bukoba	14,046	17,555	21,390	11,830	15,391	19,404	13,001	16,170	19,857	111	204	225	184	100	100	100
17	Kigoma	14,741	18,314	21,513	11,834	15,203	19,093	13,732	17,152	20,282	85	116	137	103	99	96	100
18	Singida	14,187	15,413	18,621	12,824	13,809	16,922	13,018	14,238	17,146	160	528	664	320	100	100	100
19	Sumbawanga	10,599	11,672	12,877	8,676	9,688	10,945	9,591	10,578	11,817	99	102	101	17	100	100	100
20	Babati	16,220	22,105	26,621	15,505	21,262	25,638	15,262	20,952	25,339	228	188	218	212	94	100	100
21	Lindi	6,173	6,536	7,061	5,243	5,269	4,933	5,415	5,863	6,248	252	252	257	146	100	100	100
22	Bariadi	2,438	2,769	3,527	2,420	2,633	3,527	2,155	2,275	2,976	68	79	77	68	91.4	100	100
23	Geita	8,534	10,179	11,168	8,017	9,737	10,881	7,966	9,148	10,376	57	113	121	111	100	100	100
24	Mpanda	5,964	6,456	7,771	5,431	5,956	6,236	5,689	6,139	7,283	51	53	54	30	100	100	100
25	Njombe	7,949	8,441	9,059	6,908	7,277	7,800	7,691	8,177	8,786	0	0	0	0	91	100	100
26	VwawaNAMlowo	2,160	2,346	2,864	1,854	2,068	2,454	2,012	2,194	2,684	6	6	2	2	83	86	91
27	HTM	2,920	3,721	4,067	2,332	3,092	3,469	2,375	3,010	3,198	258	361	510	451	100	100	100
28	KASHWASA	95	95	146	95	100	146	0	0	NA	NA	NA	NA	NA	100	100	100
29	Makonde	3,545	3,881	4,421	3,295	3,670	3,803	2,542	2,795	3,128	612	682	781	741	93	95	97
30	MANAWASA	11,933	13,250	14,223	10,713	12,905	12,829	10,918	12,164	13,052	363	386	391	352	100	100	100
31	Maswa	4,087	4,411	4,714	3,328	3,313	3,465	3,730	3,950	4,295	111	113	118	110	47	98	100
32	Mugango-Kiabakari	1,088	1,299	1,364	767	926	1,023	986	1,179	1,239	26	28	28	10	100	100	100
33	Wanging'ombe	6,605	7,225	8,092	6,143	6,763	7,412	5,712	6,374	7,586	667	620	270	270	96	99	99
34	Biharamulo	1,890	2,311	2,772	1,819	2,300	2,450	1,746	2,053	2,497	24	85	86	86	100	100	100
35	Bunda	5,936	6,313	7,622	5,936	6,204	6,758	5,452	5,828	7,096	97	95	120	120	100	100	100
36	Chato	2,986	3,382	4,393	2,976	3,382	4,393	2,728	3,186	4,076	95	100	107	102	100	100	100
37	Chunya	1,627	1,731	1,854	1,012	892	1,676	1,547	1,652	1,775	4	4	4	1	98	97	95
38	Dakawa	660	717	na	629	686	na	617	669	na	18	19	na	na	94	91	na
39	Gairo	692	980	1,069	692	980	1,069	536	755	846	76	133	132	132	97	93	98
40	Handeni	841	na	na	480	na	na	662	na	na	63	na	na	na	100	na	na
41	Ifakara	1,316	1,428	1,677	945	1,075	1,313	1,219	1,321	1,557	45	54	68	52	58	68	67
42	Igunga	7,036	9,084	9,925	6,605	8,160	8,858	6,681	8,648	9,469	86	108	121	94	100	100	100
43	Itumba-Isongole	1,728	2,020	2,075	1,664	2,008	1,759	1,571	1,912	1,965	72	18	18	18	47	41	41
44	Karagwe	918	na	na	887	na	na	761	na	na	40	na	na	na	100	na	na

SN	Name of Utility	Total Water Connections (No.)				Active Water Connection (NO.)				Total Domestic Water Connections (No.)				Public Water Kiosks (NO.)				Active Kiosks (No.)		Metering Ratio (%)		
		2020/21	2021/22	2022/23		2020/21	2021/22	2022/23		2020/21	2021/22	2022/23		2020/21	2021/22	2022/23		2020/21	2021/22	2022/23		
45	Karatu	676	906	5,242	658	858	4,580	569	767	4,745	38	54	164	148	100	100	100	100	100	100		
46	Kasulu	4,211	4,303	4,303	3,205	3,346	3,390	3,878	3,966	3,966	9	10	9	9	38	37	37	37	37	37		
47	Katesh	2,357	na	na	2,298	na	na	2,160	na	na	35	na	na	na	46	na	na	na	na	na		
48	Kibaya	691	702	904	678	689	872	598	609	800	36	36	47	45	100	100	100	100	100	100		
49	Kibondo	2,226	2,350	2,706	1,413	1,649	2,148	2,070	2,181	2,518	14	18	31	29	94	100	100	100	100	100		
50	Kilindoni	525	536	499	371	326	326	484	494	451	2	2	2	2	15	15	19	19	19	19		
51	Kilwa Masoko	1,939	2,118	2,502	1,939	1,898	2,399	1,812	1,986	410	7	0	0	0	100	100	100	100	100	100		
52	Kiomboi	1,056	1,444	1,597	1,042	1,341	1,241	942	1,320	1,469	18	8	8	3	100	100	100	100	100	100		
53	Kishapu	1,066	1,198	1,313	1,055	1,124	1,241	964	1,088	1,192	20	22	22	19	100	100	100	100	100	100		
54	Kondoa	4,145	4,694	4,962	3,897	4,506	4,692	4,006	4,513	4,692	24	24	24	11	63	96	100	100	100	100		
55	Korogwe	4,702	4,949	5,334	3,990	4,013	4,498	4,286	4,493	4,801	163	164	180	145	100	100	100	100	100	100		
56	Kyela-Kasumulu	3,289	1,904	2,793	2,462	1,470	2,362	3,010	1,829	2,692	42	3	3	3	42	1	100	100	100	100		
57	Liwale	2,057	2,111	2,155	1,974	2,057	1,896	1,944	2,001	2,036	7	7	7	2	92	95	96	96	96	96		
58	Loliondo	895	1,026	1,107	885	1,016	1,097	798	966	1,041	18	10	13	13	100	100	100	100	100	100		
59	Ludewa	784	830	1,207	442	788	975	747	777	1,119	0	0	3	3	0	10	44	44	44	44		
60	Lushoto	1,181	1,753	1,958	1,153	1,551	1,545	986	1,491	1,789	7	17	17	17	58	56	65	65	65	65		
61	Mafinga	4,343	4,499	4,787	3,300	3,532	3,744	3,956	4,105	4,360	36	36	36	36	100	100	100	100	100	100		
62	Mahenge	1,129	1,255	1,377	888	860	1,102	1,058	1,156	1,299	0	0	0	0	89	93	98	98	98	98		
63	Makete	1,876	2,465	2,562	1,739	2,230	2,293	1,754	2,123	2,206	0	0	0	0	56	52	56	56	56	56		
64	Manyoni	2,710	3,330	4,294	2,482	2,985	3,926	2,446	3,037	3,954	82	81	88	88	100	100	100	100	100	100		
65	Mbinga	3,495	4,096	4,547	3,196	3,789	4,159	3,268	3,865	4,314	8	8	8	0	100	100	100	100	100	100		
66	Mbulu	2,501	2,725	2,963	2,356	2,579	2,935	2,133	2,376	2,620	55	38	43	43	90	88	98	98	98	98		
67	Mpwapwa	3,476	3,575	3,670	2,803	3,076	2,608	3,350	3,415	3,507	23	23	23	15	100	100	100	100	100	100		
68	Muleba	2,633	2,853	na	2,552	2,718	na	2,384	2,587	na	24	25	na	na	100	100	na	na	na	na		
69	Mugumu	2,062	2,256	na	1,609	1,751	na	1,871	2,014	na	1	1	na	na	100	100	na	na	na	na		
70	Mwanhuzi	2,576	2,772	2,971	2,319	2,637	2,793	2,384	2,567	2,745	29	30	44	40	100	100	100	100	100	100		
71	Namanyere	336	391	593	229	320	563	287	320	518	15	19	22	20	100	100	100	100	100	100		
72	Namtumbo	1,871	1,936	2,233	1,505	1,583	2,033	1,773	1,834	2,122	0	0	7	7	47	65	79	79	79	79		
73	Ngara	3,047	3,345	3,684	3,026	3,304	3,633	2,825	3,115	3,442	25	26	26	26	100	100	100	100	100	100		
74	Nzega	8,325	11,007	12,382	7,987	10,774	12,186	7,834	10,429	11,686	130	114	163	114	100	100	100	100	100	100		
75	Orkesumet	139	514	1,463	117	495	1,437	77	414	1,334	27	39	36	23	100	100	100	100	100	100		

SN	Name of Utility	Total Water Connections (No.)			Active Water Connection (NO.)			Total Domestic Water Connections (No.)			Public Water Kiosks (NO.)			Active Kiosks (No.)		Metering Ratio (%)	
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	
76	Ruangwa	1,444	1,551	1,805	1,117	1,330	1,441	1,327	1,436	1,665	35	32	35	18	100	100	
77	Rujewa	2,761	2,874	2,938	1,646	1,749	1,728	2,486	2,714	2,806	148	148	148	30	25	17	
78	Same-Mwanga	4,384	4,327	4,554	3,537	3,731	3,775	3,990	3,971	4,197	65	66	63	60	99	99	
79	Sengerema	7,987	9,335	10,324	7,439	8,620	9,426	7,401	8,683	9,649	190	245	236	122	100	100	
80	Songe	458	472	492	376	380	444	354	361	386	47	46	39	22	75	81	
81	Tarime	2,114	2,320	na	1,902	2,101	na	1,982	2,136	na	10	4	na	na	62	67	
82	Tukuyu	6,182	6,364	6,657	5,016	4,605	5,115	5,911	5,994	6,280	2	3	3	2	84	61	
83	Tunduru	2,264	2,582	2,645	2,221	2,569	2,590	2,216	2,527	2,607	10	10	4	4	97	97	
84	Ushirobo	636	1,030	1,149	555	897	137	531	906	1,051	26	0	27	7	100	100	
85	Utete	930	1,019	1,074	890	994	893	875	956	1,012	4	4	4	0	100	100	
86	Kibaigwa	2,778	3,253	na	2,310	2,654	na	2,556	3,014	na	91	100	na	na	100	na	
87	Maganzo	484	732	918	482	704	858	426	668	850	25	25	25	25	100	100	
88	Makambako	5,602	5,950	6,594	4,717	5,050	5,544	5,221	5,558	6,193	18	18	18	7	100	100	
89	Mombo	763	801	810	671	723	661	671	703	711	19	23	23	15	33	28	
90	Tunduma	775	775	906	331	422	906	632	632	840	35	35	22	18	81	85	
91	Turiani	3,035	3,681	4,081	2,830	3,333	3,864	2,911	3,572	3,959	28	18	13	13	75	100	
92	Busega	0	5,194	6,121	0	5,157	5,667	0	4,959	5,835	0	53	90	84	0	100	
93	Rombo	0	23,891	25,664	0	21,645	23,385	0	22,108	23,934	0	694	661	296	0	100	
TOTAL		1,217,039	1,385,485	1,532,362	1,137,823	1,297,673	1,432,640	1,144,817	1,304,545	1,444,874	10,115	11,638	12,261	9,720	86.5	89.8	

**Table A2.8: Proportion of Population Living in Area with water Network and Proportion of Population Directly Served with Water**

SN	Name of Utility	Total Population in Utility Service Area			Proportion of Population Living in an area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	842,375	889,976	1,042,474	69	76	78	60	75	58	18	19	16
2	DAWASA	7,528,962	8,174,991	6,664,180	89	89.3	92	82	80	75	21	20	19
3	Dodoma	527,734	775,799	838,014	84	85	86	80	63	79	10	13	13
4	Iringa	268,959	268,959	282,838	95	98	92	91	91	91	22	24	22
5	Kahama	226,293	234,666	485,681	85	85	85	77	85	60	24	24	24
6	Mbeya	870,000	870,000	692,279	80	91	85	59	79	80	19	19	19
7	Morogoro	524,474	524,474	616,704	80	80	80	52	51	48	12	12	12
8	Moshi	359,827	565,837	567,037	100	83	89	99	63	65	23	22	23

SN	Name of Utility	Total Population in Utility Service Area			Proportion of Population Living in an area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
9	Mtwara	271,711	276,058	264,485	72	72	74	59	61	72	20	20	20
10	Musoma	183,787	250,953	397,985	97	95	86	93	85	70	23	23	19
11	Mwanza	1,361,052	1,452,000	1,483,578	90	90	65	88	63	64	20	17	13
12	Shinyanga	247,767	252,970	291,757	59	63	66	69	59	47	22	22	23
13	Songea	251,501	262,567	286,285	90	90	89	88	88	87	24	24	24
14	Tabora	369,439	377,632	394,721	97	93	93	67	73	84	21	22	21
15	Tanga	373,280	378,446	458,395	94	95	92	90	91	77	22	22	23
16	Bukoba	183,573	305,399	356,599	91	78	79	74	61	66	23	17	17
17	Kigoma	259,227	264,268	273,781	89	89	90	88	81	85	18	18	20
18	Singida	184,530	188,775	318,528	86	87	78	58	52	66	18	18	18
19	Sumbawanga	149,980	151,780	214,697	90	92	91	72	78	61	18	20	18
20	Babati	292,562	367,287	349,731	74	72	79	63	63	74	18	20	20
21	Lindi	96,812	99,330	174,126	76	84	63	60	56	35	16	16	16
22	Bariadi	79,713	83,716	83,716	63	63	66	53	53	49	10	10	10
23	Geita	271,655	377,182	526,143	70	55	55	46	41	35	12	12	11.94
24	Mpanda	162,431	168,279	245,764	74	72	72	22	23	18	6.86	6.86	7
25	Njombe	71,929	71,929	90,353	88	89	91	69	73	72	12	12	10
26	Vwawa-Mlowo	120,713	128,484	133,830	52	55	51	45	46	34	8	8	10
27	HTM	395,758	406,444	462,939	69	69	70	55	60	40	6	6	2
28	KASHWASA	na	na	na	na	na	na	na	na	na	24	24	24
29	Makonde	470,948	490,948	540,361	80	80	80	58	62	40	8	6	12
30	MANAWASA	321,058	334,511	327,464	72	76	80	60	63	67	22	23	22
31	Maswa	130,812	130,936	143,350	76	78	54	38	38	39	12	12	12
32	Mugango-Kiabakari	191,142	196,042	233,302	51	52	52	37	35	5	8	8	10
33	Wanging'ombe	95,068	95,068	106,114	85	85	93	64	64	48	15	10	10
34	Biharamulo	40,393	89,601	104,863	90	80	86	41	40	64	14	15	15
35	Bunda	178,045	178,045	182,970	80	84	86	43	45	55	16	20	22
36	Chato	53,144	54,028	61,535	80	79	84	72	78	81	18	24	18
37	Chunya	29,451	29,771	29,771	75	75	75	68	70	60	8	7	7
38	Dakawa	35,015	35,680	na	50	50	na	22	25	na	6	6	na
39	Gairo	53,082	53,082	68,832	82	82	69	29	69	54	12	10	10



SN	Name of Utility	Total Population in Utility Service Area			Proportion of Population Living in an area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
40	Handeni	89,593	na	na	32	na	na	29	na	na	8	-	na
41	Ifakara	129,669	132,909	149,642	73	83	64	12	24	26	5	5	5
42	Igunga	64,487	85,814	82,768	98	92	100	96	88	83	24	24	24
43	Itumbal-songole	25,265	21,435	20,888	76	88	84	45	69	72	16	6	5
44	Karagwe	92,230	na	na	45	na	na	19	na	na	4	-	na
45	Karatu	64,482	66,739	67,417	19	63	67	18	23	54	18	18	10
46	Kasulu	83,813	85,824	85,824	63	61	61	48	43	43	15	15	15
47	Katesh	34,168	na	na	46	na	na	39	na	na	5	-	na
48	Kibaya	28,104	29,284	34,391	83	82	72	72	70	60	3	1	4
49	Kibondo	55,606	55,606	47,774	67	56	68	36	34	51	6	8	8
50	Kilindoni	17,065	17,065	25,680	30	30	28	16	17	11	7	7	5
51	Kiwi Masoko	18,769	18,938	21,519	89	93	84	77	73	17	8	8	12
52	Kiomboi	17,034	17,305	20,766	38	88	89	36	68	89	1	16	16
53	Kishapu	25,828	26,577	27,917	48	54	56	30	30	32	20	23	23
54	Kondoa	33,455	33,459	43,441	80	76	78	62	68	67	2	6	6
55	Korogwe	86,059	88,297	86,551	86	86	86	86	86	79	11	7	4
56	Kyela-Kasumulu	104,554	124,433	127,051	69	70	70	29	15	22	12	5	5
57	Liwale	35,704	35,704	40,247	51	51	48	45	46	43	9	8	8
58	Loliondo	17,653	18,165	16,610	70	72	79	60	69	73	17	17	17
59	Ludewa	12,856	15,661	12,900	61	68	70	50	52	65	6	7	8
60	Lushoto	31,947	32,395	34,039	84	85	82	48	70	56	14	13	9
61	Mafinga	71,641	71,641	122,329	74	76	65	73	76	47	18	18	17
62	Mahenge	27,385	28,261	28,261	69	69	66	39	41	46	6	8	10
63	Makete	14,837	14,985	15,818	71	87	89	71	85	84	24	24	24
64	Manyoni	60,832	62,778	72,033	60	61	73	51	52	58	14	14	16
65	Mbinga	52,604	52,674	63,822	72	84	84	63	70	68	21	19	21
66	Mbulu	164,532	57,345	45,384	18	54	53	16	51	44	5	7	6
67	Mpwapwa	45,768	45,768	51,019	69	69	79	62	58	49	12	12	17
68	Muleba	26,347	28,347	na	87	83	na	85	83	na	23	23	na
69	Mugumu	63,058	61,978	na	57	68	na	24	26	na	14	20	na
70	Mwanhuzi	45,205	49,874	53,418	64	60	72	44	43	55	22	18	12
71	Namanyere	28,748	29,668	42,075	46	52	58	19	21	24	8	9	12
72	Namtumbo	50,661	51,674	45,902	66	65	68	40	40	50	8	13	10

SN	Name of Utility	Total Population in Utility Service Area			Proportion of Population Living in an area with water network (%)			Proportion of Population Directly Served with water (%)			Average Hours of Service		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
73	Ngara	41,498	42,743	47,228	88	89	74	59	62	53	8	8	8
74	Nzega	133,612	137,487	137,487	94	98	100	84	89	80	24	24	24
75	Orkesumet	19,093	19,543	27,264	34	61	75	32	42	64	4	24	24
76	Ruangwa	33,599	33,599	36,877	52	52	50	48	46	41	3	8	5
77	Rujewa	51,047	51,047	57,823	59	50	54	39	48	43	6	6	6
78	Same-Mwanga	49,660	50,657	57,517	76	75	51	63	62	45	7	7	7
79	Sengerema	114,974	286,702	265,870	97	97	98	80	33	37	22	22	22
80	Songe	27,048	27,589	39,584	51	55	41	43	41	29	7	7	4
81	Tarime	97,840	102,986	na	43	46	na	17	20	na	12	16	na
82	Tukuyu	50,926	63,647	44,935	84	84	85	70	57	71	17	17	14
83	Tunduru	69,775	70,456	75,674	82	83	75	45	48	36	5	12	9
84	Ushirombo	58,295	65,956	83,574	48	49	57	13	11	15	20	20	20
85	Utete	18,681	15,695	16,687	85	90	63	39	50	48	24	24	23
86	Kibaigwa	53,761	54,836	na	65	72	na	64	65	na	20	16	na
87	Maganzo	14,929	15,361	15,703	62	91	80	48	54	59	20	20	20
88	Makambako	85,368	86,478	117,743	82	87	95	52	55	53	21	21	20
89	Mombo	20,791	21,248	24,280	80	57	51	41	51	36	15	16	15
90	Tunduma	102,666	102,666	21,930	34	34	52	6	9	40	1	4	6
91	Turiani	71,103	71,103	135,392	93	94	86	23	26	17	24	24	24
92	Busega	na	54,334	81,124	na	68	84	na	68	67	na	24	22
93	Rombo	na	314,698	275,314	na	54	61	na	37	45	na	6	5
	<b>TOTAL/AVERAGE</b>	<b>20,908,831</b>	<b>23,005,350</b>	<b>22,842,674</b>	<b>81.7</b>	<b>83</b>	<b>81.7</b>	<b>55.9</b>	<b>54.9</b>	<b>63.4</b>	<b>14</b>	<b>14</b>	<b>14</b>

**Table A2.9: Length of Sewerage Network, Number of Sewerage Connections and Proportion of Population Connected to Sewerage Network**

SN	Name of Water Utility	Length of Sewerage Network (km)			Total Sewerage Connections (Number)			Domestic Sewerage Connections (Number)			Number of Sewer Connections per km (Connections/km)			Proportion of Population Connected to Sewerage Network (%)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	61.3	268.7	268.7	6,222	9,235	10,123	5,021	7,563	8,380	102	34	38	6.55	25.64	6.95
2	DAWASA	501.0	514.8	515.8	20,004	19,203	18,487	20,004	19,203	18,487	40	37	36	12.35	10.48	12.35

3	Dodoma	116.7	118.2	122.0	6,644	6,662	6,310	5,887	5,890	5,981	57	56	52	20.00	20.00	20.00	20.00
4	Iringa	72.8	75.7	80.3	2,358	2,435	2,463	2,074	2,152	2,183	32	32	31	18.50	18.00	18.00	6.80
5	Mbeya	134.2	135.0	138.0	2,531	2,816	2,818	2,337	2,334	2,341	19	21	20	11.50	14.00	14.00	14.00
6	Morogoro	41.7	42.9	43.6	2,333	2,370	2,543	1,973	2,004	2,163	56	55	58	6.00	4.00	4.00	6.71
7	Moshi	71.2	71.8	83.0	3,077	3,127	3,415	2,202	2,244	2,523	43	44	41	17.35	11.98	11.98	8.87
8	Mwanza	131.0	149.0	149.3	4,729	5,235	5,678	3,770	4,253	4,539	36	35	38	23.00	23.00	23.00	23.70
9	Songea	37.7	37.7	37.7	1,514	1,557	1,607	1,278	1,319	1,366	40	41	43	6.10	6.03	6.03	5.70
10	Tabora	23.7	23.7	24.7	483	486	513	391	398	412	20	21	21	8.54	8.54	8.54	4.59
11	Tanga	36.8	36.8	40.3	2,854	2,870	2,942	2,540	2,556	2,598	78	78	73	6.23	6.22	6.22	10.34
	<b>AVERAGE/ TOTAL</b>	<b>1,228.1</b>	<b>1,474.3</b>	<b>1,503.4</b>	<b>52,749</b>	<b>55,996</b>	<b>56,899</b>	<b>47,477</b>	<b>49,916</b>	<b>50,973</b>	<b>48</b>	<b>41</b>	<b>41</b>	<b>12.93</b>	<b>13.10</b>	<b>13.10</b>	<b>10.73</b>

**Table A2.10: Revenue Collection Efficiency, Accounts Receivables**

SN	Name of Utility	Revenue Collection Efficiency (%)			Accounts Receivables			Working Ratio			Operating Ratio				
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23		
1	Arusha	99.8	93.1	92.4	2.3	2.3	3.1	3.1	3.1	0.8	0.81	1.11	0.91	0.94	1.62
2	DAWASA	93.8	95.6	95.1	4.2	4.2	5.5	5.5	3.2	0.9	0.96	1.10	1.10	1.12	1.27
3	Dodoma	98.0	98.0	100.0	4.5	4.5	3.4	3.4	3.1	0.9	1.09	0.98	1.23	1.39	1.24
4	Iringa	97.0	97.0	97.1	1.3	1.3	1.4	1.4	1.3	0.8	0.80	0.88	0.99	0.99	1.07
5	Kahama	100.0	96.3	100.0	2.1	2.1	1.8	1.8	1.7	0.9	1.03	0.97	1.02	1.19	1.14
6	Mbeya	99.0	89.8	89.9	4.0	4.0	3.5	3.5	NA	0.8	0.88	0.93	1.21	1.34	1.37
7	Morogoro	94.0	99.4	99.3	2.1	2.1	2.6	2.6	NA	1.1	1.57	1.71	1.12	1.65	1.80
8	Moshi	99.7	100.0	97.6	5.7	5.7	5.4	5.4	NA	0.7	0.79	0.80	0.85	0.89	0.91
9	Mtwara	98.6	97.1	100.0	2.2	2.2	7.0	7.0	3.9	1.0	1.04	0.95	1.20	1.19	1.11
10	Musoma	91.0	91.2	100.0	7.9	7.9	4.8	4.8	4.7	0.9	1.00	0.99	1.33	1.42	1.36
11	Mwanza	97.1	100.0	89.0	1.6	1.6	1.9	1.9	2.0	0.9	0.95	0.95	1.12	1.13	1.13
12	Shinyanga	87.3	88.0	89.0	3.1	3.1	2.2	2.2	3.7	1.1	0.90	1.00	1.22	1.03	1.12
13	Songea	99.8	96.0	99.0	4.4	4.4	2.8	2.8	2.5	0.9	0.95	0.91	1.10	1.12	1.06
14	Tabora	94.2	88.0	100.0	5.2	5.2	4.8	4.8	4.2	1.2	1.19	1.09	1.32	1.28	1.27
15	Tanga	101.7	98.9	95.0	4.6	4.6	3.1	3.1	3.0	0.8	0.90	0.97	1.03	1.07	1.16
16	Bukoba	99.8	97.3	98.6	3.8	3.8	3.3	3.3	3.4	1.4	0.94	0.95	1.90	1.14	0.95
17	Kigoma	95.0	97.9	98.0	3.6	3.6	4.5	4.5	NA	0.8	1.31	1.01	2.01	2.36	1.66
18	Singida	95.9	99.7	88.0	2.9	2.9	2.5	2.5	2.8	1.0	1.07	1.06	1.35	1.37	1.32
19	Sumbawanga	101.2	100.0	97.9	4.3	4.3	3.2	3.2	2.9	1.1	1.13	1.22	1.94	1.85	2.05

SN	Name of Utility	Revenue Collection Efficiency (%)			Accounts Receivables			Working Ratio			Operating Ratio		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
20	Babati	94.7	88.4	98.9	0.9	0.5	0.9	1.0	1.09	1.38	1.39	1.45	1.73
21	Lindi	80.0	85.0	95.0	12.4	7.7	3.5	1.5	1.81	1.40	4.64	4.97	4.65
22	Bariadi	92.0	87.6	93.2	3.4	3.8	2.5	1.3	0.97	7.00	2.34	2.08	7.00
23	Geita	97.7	98.7	100.0	0.8	0.9	0.9	1.0	1.65	1.06	1.43	2.69	1.86
24	Mpanda	89.9	80.0	99.0	3.7	4.8	6.6	1.0	1.00	1.70	1.27	1.00	2.77
25	Njombe	101.0	100.0	100.0	3.4	3.3	3.0	0.9	0.91	1.01	0.90	1.06	1.16
26	Vwawa-Mlowo	93.4	85.9	29.6	0.9	4.3	5.3	1.0	1.47	0.91	5.01	3.51	2.23
27	HTM	89.4	90.3	100.0	4.1	3.6	6.5	1.7	1.70	3.31	2.00	1.99	3.49
28	KASHWASA	81.7	68.5	86.0	4.8	7.7	8.7	0.9	0.78	0.84	1.04	0.89	1.19
29	MANAWASA	99.4	93.7	95.5	2.5	2.7	3.2	0.8	0.85	0.88	1.14	1.10	1.20
30	Maswa	95.7	86.3	98.0	7.4	5.2	3.3	1.6	1.12	1.13	2.80	1.99	2.03
31	Wanging'ombe	98.8	87.8	95.0	3.6	3.2	1.6	1.4	1.59	2.71	1.84	2.17	2.71
32	Mugango-Kiabakari	77.6	83.4	99.4	6.3	10.4	15.5	3.5	3.96	3.30	7.48	8.98	7.80
33	Makonde	88.1	89.5	91.8	20.4	19.5	17.1	2.7	3.37	2.92	2.96	3.62	3.12
34	Biharamulo	84.5	100.1	100.0	1.1	0.5	0.7	1.0	0.97	1.27	1.01	0.97	1.51
35	Bunda	85.8	93.5	88.9	4.6	6.1	2.1	0.9	0.97	1.38	1.35	1.34	1.69
36	Busega		103.1	97.0		1.2	1.6	0.0	0.97	1.26	NA	1.44	1.76
37	Chato	68.5	84.6	78.0	NA	NA	1.8	0.6	0.56	1.13	0.67	0.71	1.43
38	Chunya	95.6	98.9	89.5	10.4	11.0	7.4	1.5	1.00	1.40	1.93	1.68	1.62
39	Gairo	93.4	92.5	100.0	NA	0.9	2.2	1.0	1.06	1.30	0.97	2.42	2.71
40	Ifakara	86.2	85.6	100.0	3.4	2.2	NA	0.8	1.62	1.18	0.82	1.75	1.83
41	Igunga	89.0	122.7	98.8	3.1	2.6	2.6	1.3	2.09	1.03	2.32	2.50	1.41
42	Itumba-Isongole	107.1	97.6	100.0	NA	7.9	4.1	1.0	1.05	1.10	0.98	1.84	2.29
43	Karatu	89.7	95.7	64.9	0.7	2.0	4.0	1.2	0.92	1.33	1.30	0.98	1.33
44	Kasulu	91.3	102.9	100.0	5.0	3.6	3.3	1.2	1.04	1.20	1.26	1.47	1.81
45	Kibaya	76.2	62.5	69.4	3.2	4.6	4.5	0.8	0.57	1.07	1.78	2.14	1.21
46	Kibondo	77.7	88.1	38.8	0.0	0.0	2.4	3.4	1.62	2.55	3.38	1.62	3.58
47	Kilindoni	64.3	85.3	54.7	4.1	6.3	9.8	0.8	0.89	0.91	1.81	1.32	1.51
48	Kilwa-Masoko	67.8	90.0	99.1	4.5	NA	NA	0.7	0.99	1.21	0.91	1.17	1.52
49	Kiomboi	91.7	94.3	100.0	NA	1.5	8.1	1.1	0.62	1.44	1.05	0.87	2.09
50	Kishapu	88.9	88.1	100.0	NA	NA	4.0	1.2	0.93	1.09	1.30	1.04	1.09

SN	Name of Utility	Revenue Collection Efficiency (%)			Accounts Receivables			Working Ratio			Operating Ratio		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
51	Kondoa	74.7	80.8	96.0	0.4	2.7	3.7	0.7	0.85	1.09	0.70	0.85	1.37
52	Korogwe	104.0	96.9	64.0	2.6	2.5	10.2	1.0	0.99	1.78	1.21	2.01	13.47
53	Kyela-Kasumulu	39.8	92.2	90.4	1.5	0.6	4.3	0.6	0.98	0.87	2.41	1.34	1.45
54	Liwale	105.8	65.9	88.4	5.4	7.0	16.6	1.8	0.87	0.94	2.38	1.32	1.71
55	Loliondo	84.9	96.0	80.8	0.7	1.8	3.0	0.9	0.84	1.25	1.46	1.04	1.52
56	Ludewa	46.8	77.8	87.0	1.8	2.0	NA	0.5	0.57	0.73	0.49	0.57	2.28
57	Lushoto	86.1	80.6	85.3	1.9	2.0	NA	1.1	1.04	1.03	4.51	1.94	1.77
58	Mafinga	98.6	103.2	99.0	4.1	3.8	4.1	1.2	1.02	1.43	1.54	1.32	1.77
59	Mahenge	81.8	70.1	65.5	2.1	NA	NA	0.8	0.68	0.99	1.39	0.80	0.99
60	Makete	75.5	91.0	83.0	NA	NA	4.0	1.0	1.08	0.78	1.19	1.25	1.36
61	Manyoni	98.8	98.0	95.7	NA	NA	2.6	1.0	0.64	0.96	1.00	0.67	1.09
62	Mbinga	88.7	96.1	93.6	3.3	3.5	4.0	1.0	0.71	1.02	1.17	1.33	1.40
63	Mbulu	95.2	99.2	93.8	3.4	0.9	1.0	1.2	0.98	1.43	1.21	1.52	1.43
64	Mpwapwa	46.7	85.8	100.0	8.2	7.5	12.1	0.8	1.58	1.09	1.18	2.12	1.62
65	Mwanhuzi	95.4	98.1	95.0	NA	NA	3.2	1.1	1.17	1.61	1.09	1.17	2.25
66	Namanyere	62.9	76.6	100.0	NA	NA	NA	0.6	0.81	0.98	0.56	0.81	3.78
67	Namtumbo	61.5	62.3	69.0	12.1	2.9	9.3	0.7	0.41	0.61	1.24	0.80	1.86
68	Ngara	95.6	94.2	100.0	NA	1.2	1.7	0.8	0.98	0.92	0.89	1.03	0.92
69	Nzega	96.0	100.0	99.6	4.8	1.7	2.6	1.4	1.25	1.19	1.41	1.54	2.24
70	Orkesumet	83.4	86.9	83.7	0.7	1.2	3.9	1.2	1.94	1.27	1.19	2.27	3.26
71	Rombo		87.8	93.6		0.6	2.0	0.0	0.87	1.07	NA	1.15	1.42
72	Ruangwa	61.9		77.9	3.1	3.9	4.7	2.0	0.77	0.59	2.00	0.77	0.82
73	Rujewa	89.7	93.5	99.0	5.4	15.3	15.0	1.0	1.08	0.88	1.64	2.19	1.73
74	Same-Mwanga	93.3	99.4	87.6	4.1	3.6	4.5	1.4	1.98	2.77	1.74	3.10	3.44
75	Sengerema	87.0	95.3	86.0	3.8	3.2	3.7	1.3	1.45	1.02	1.26	1.88	1.46
76	Songe	76.4	88.3	83.6	3.2	1.5	2.0	0.9	1.10	0.90	1.69	1.10	0.90
77	Tukuyu	76.2	80.8	100.0	6.7	6.9	NA	0.8	0.78	0.93	1.01	0.95	0.93
78	Tunduru	89.3	80.1	91.0	1.6	NA	5.2	1.0	0.84	0.93	1.03	0.84	1.30
79	Ushiroambo	121.0	95.7	83.0	0.3	1.8	4.1	0.8	0.58	1.11	0.80	0.64	1.11
80	Utete	71.1	93.1	59.8	NA	6.4	12.0	0.7	0.71	1.59	0.69	1.43	2.32
81	Maganzo	94.0	96.9	100.0	0.2	0.7	0.6	1.0	0.92	1.00	1.03	0.92	1.00
82	Makambako	92.4	97.9	97.1	0.9	0.5	1.0	1.5	1.76	1.36	1.79	2.04	1.79
83	Mombo	90.5	84.9	89.3	5.6	3.8	6.3	1.4	1.27	1.08	1.51	2.17	3.53

SN	Name of Utility	Revenue Collection Efficiency (%)			Accounts Receivables			Working Ratio			Operating Ratio		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
84	Tunduma	84.8	86.7	92.2	NA	1.5	NA	1.1	1.97	2.85	1.06	4.19	3.56
85	Turiani	90.7	94.7	99.0	1.1	0.6	0.6	0.9	0.94	0.71	0.90	6.04	0.96
	<b>AVERAGE</b>	<b>88.2</b>	<b>91.2</b>	<b>90.5</b>	<b>3.3</b>	<b>3.4</b>	<b>3.89</b>	<b>1.09</b>	<b>1.13</b>	<b>1.31</b>	<b>1.52</b>	<b>1.67</b>	<b>2.02</b>

**Table A2.1: Billing Composition**

SN	Name of Utility	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Total Billing (Million TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		1	Arusha	16,038.9	18,481.0	21,646.5	1,061.0	1,088.1	1,312.0	2400.0	4,737.0	3,080.6	19,499.8
2	DAWASA	119,198.1	124,250.4	125,407.6	11,260.7	11,076.4	9,797.3	10378.7	11,069.7	11,404.5	140,837.5	146,396.5	146,609.4
3	Dodoma	15,774.6	18,688.8	20,546.4	1,564.3	1,264.8	2,656.5	3204.5	4,246.2	3,765.7	20,543.5	24,199.8	26,968.6
4	Iringa	7,703.5	8,272.9	8,708.8	652.9	729.8	682.0	171.1	594.9	244.2	8,527.5	9,597.5	9,635.0
5	Kahama	7,704.5	7,722.6	9,136.5	NA	NA	NA	130.0	315.6	195.5	7,834.5	8,038.3	9,331.9
6	Mbeya	12,144.1	12,356.3	12,801.2	1,073.2	1,101.8	976.7	942.5	625.3	456.5	14,159.8	14,083.4	14,234.4
7	Morogoro	13,692.2	12,721.0	12,705.8	490.7	370.2	428.2	180.7	844.6	326.5	14,363.7	13,935.8	13,460.5
8	Moshi	8,889.1	9,608.1	10,671.5	1,066.0	1,017.5	971.2	1109.5	1,113.8	1,329.9	11,064.6	11,739.3	12,972.5
9	Mtwara	3,367.2	3,483.3	4,531.5	NA	NA	NA	293.6	327.8	299.1	3,660.9	3,811.1	4,830.6
10	Musoma	3,477.5	3,598.5	4,556.6	NA	NA	NA	227.9	164.3	167.0	3,705.4	3,762.8	4,723.7
11	Mwanza	25,743.1	27,532.2	28,301.0	1,502.3	1,536.4	1,396.4	458.4	735.7	1,239.6	27,703.9	29,804.3	30,937.0
12	Shinyanga	6,255.8	7,471.6	8,695.3	NA	NA	NA	50.7	193.1	167.8	6,306.5	7,664.7	8,863.1
13	Songea	2,642.1	2,845.4	3,473.5	133.0	137.7	195.6	248.5	437.0	262.3	3,023.6	3,420.1	3,931.4
14	Tabora	4,526.1	6,176.6	8,748.7	98.7	95.7	112.0	1525.9	667.0	1,042.7	6,150.7	6,939.2	9,903.4
15	Tanga	14,291.3	15,567.2	15,221.4	343.0	299.9	294.6	537.4	668.9	730.1	15,171.7	16,536.0	16,246.1
16	Bukoba	2,647.3	3,212.1	3,725.2	NA	NA	NA	453.8	490.2	690.6	3,101.1	3,702.4	4,415.8
17	Kigoma	2,475.9	3,176.4	3,254.0	NA	NA	NA	411.5	NA	244.9	2,887.4	3,176.4	3,498.9
18	Singida	3,308.0	3,594.5	3,846.6	NA	NA	NA	229.3	105.2	134.9	3,537.3	3,699.7	3,981.4
19	Sumbawanga	1,504.0	1,661.8	1,536.5	NA	9.9	NA	140.5	213.1	116.6	1,644.6	1,884.9	1,653.1
20	Babati	2,870.3	3,845.7	4,184.0	NA	NA	NA	405.0	364.5	546.2	3,275.3	4,210.1	4,730.2
21	Lindi	752.4	853.0	1,043.2	NA	5.8	11.4	183.9	154.5	113.3	936.3	1,013.2	1,168.0
22	Bariadi	227.2	253.8	305.2	NA	NA	NA	47.2	36.0	26.6	274.5	289.8	331.8
23	Geita	1,628.0	1,688.1	1,830.1	NA	35.9	NA	965.7	230.4	716.9	2,593.7	1,954.3	2,547.0



SN	Name of Utility	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Total Billing (Million TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		24	Mpanda	848.8	816.5	941.1	NA	NA	NA	50.4	140.2	175.3	899.2
25	Njombe	1,186.2	1,220.1	1,153.5	NA	NA	NA	59.4	75.9	75.2	1,245.6	1,295.9	1,228.8
26	Vwawa-Mlowo	110.8	190.0	219.0	NA	NA	NA	7.9	13.1	62.1	118.7	203.1	281.1
27	HTM	897.9	1,034.7	793.1	NA	NA	NA	54.3	101.8	75.9	952.2	1,136.5	869.0
28	KASHWASA	13,275.5	17,344.8	18,309.3	NA	NA	NA	1.3	NA	0.5	13,276.8	17,344.8	18,309.8
29	Makonde	454.8	508.0	627.5	NA	NA	NA	78.6	48.9	99.4	533.4	556.9	726.9
30	MANAWASA	2,933.4	3,230.6	3,184.2	NA	NA	NA	363.0	360.0	287.6	3,296.4	3,590.6	3,471.8
31	Maswa	396.7	571.9	692.4	NA	NA	NA	38.3	77.2	58.2	434.9	649.2	750.6
32	Mugango-Kiabakari	178.3	122.1	119.8	NA	NA	NA	5.8	36.1	50.0	184.1	158.3	169.8
33	Wanging'ombe	486.0	397.3	429.8	NA	NA	NA	12.2	72.1	130.5	498.1	469.4	560.3
34	Biharamulo	322.2	416.9	304.6	NA	NA	NA	38.6	NA	19.7	360.8	416.9	324.3
35	Bunda	1,148.9	1,006.6	1,120.5	NA	NA	NA	87.1	40.3	128.1	1,236.1	1,046.9	1,248.6
36	Busega	NA	543.1	639.3	NA	NA	NA	0.0	143.2	39.2	NA	686.3	678.5
37	Chato	496.1	648.9	536.1	NA	NA	NA	59.0	122.4	11.3	555.1	771.3	547.4
38	Chunya	113.3	131.7	71.4	NA	NA	NA	11.5	10.3	5.5	124.9	141.9	76.9
39	Dakawa	51.6	55.8	NA	NA	NA	NA	2.0	2.4	NA	53.6	58.2	NA
40	Gairo	414.7	515.6	546.1	NA	NA	NA	0.0	18.9	9.1	414.7	534.5	555.2
41	Handeni	143.3	NA	NA	NA	NA	NA	23.7	23.7	NA	167.0	23.7	NA
42	Ifakara	79.4	95.1	102.4	NA	NA	NA	0.0	10.3	5.3	79.4	105.5	107.7
43	Igunga	1,187.5	1,572.8	1,893.5	NA	NA	NA	71.9	60.8	150.8	1,259.3	1,633.6	2,044.3
44	Itumba-Isongole	58.4	61.8	62.6	NA	NA	NA	0.0	2.4	2.3	58.4	64.2	64.9
45	Karagwe	188.2	NA	NA	NA	NA	NA	4.0	4.0	NA	192.2	4.0	NA
46	Karatu	294.1	349.3	1,013.8	NA	NA	NA	94.9	100.2	278.8	389.0	449.5	1,292.6
47	Kasulu	193.0	215.0	222.3	NA	NA	NA	24.0	8.9	14.1	217.0	223.8	236.4
48	Katesh	187.3	NA	NA	NA	NA	NA	9.4	9.4	NA	196.7	9.4	NA
49	Kibaya	109.8	91.3	126.3	NA	NA	NA	0.0	3.9	16.9	109.8	95.2	143.1
50	Kibondo	106.3	157.5	184.8	NA	NA	NA	8.4	5.3	13.3	114.7	162.8	198.2
51	Kilindoni	48.1	42.9	41.1	NA	NA	NA	8.7	3.1	0.5	56.8	45.9	41.6
52	Kilwa-Masoko	372.5	301.6	333.9	NA	NA	NA	15.0	18.8	0.8	387.5	320.5	334.7
53	Kiomboi	67.3	151.4	78.6	NA	NA	NA	3.1	66.6	13.8	70.4	218.0	92.4
54	Kishapu	204.6	267.2	263.2	NA	NA	NA	3.7	15.9	9.4	208.3	283.2	272.7

SN	Name of Utility	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Total Billing (Million TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		55	Kondoa	382.6	542.2	516.3	NA	NA	NA	10.1	57.3	80.0	392.6
56	Korogwe	608.0	482.2	253.7	NA	NA	NA	55.3	59.1	84.2	663.4	541.4	337.9
57	Kyela-Kasumulu	98.7	89.4	107.3	NA	NA	NA	2.5	57.6	10.1	101.2	147.0	117.5
58	Liwale	100.4	166.3	105.8	NA	NA	NA	0.0	27.7	1.2	100.4	194.0	107.0
59	Loliondo	189.4	229.3	208.1	NA	NA	NA	25.8	20.3	6.9	215.2	249.6	215.0
60	Ludewa	30.2	33.6	77.7	NA	NA	NA	0.5	0.3	5.1	30.7	33.9	82.8
61	Lushoto	127.5	135.8	148.3	NA	NA	NA	18.7	20.6	27.0	146.2	156.5	175.3
62	Mafinga	461.1	489.8	471.6	NA	NA	NA	107.9	91.3	18.6	569.1	581.0	490.2
63	Mahenge	73.4	201.4	123.0	NA	NA	NA	3.0	4.0	12.7	76.4	205.4	135.7
64	Makete	129.1	126.9	186.7	NA	NA	NA	6.4	2.4	6.9	135.4	129.3	193.7
65	Manyoni	371.4	414.2	512.9	NA	NA	NA	0.9	84.3	111.3	372.3	498.5	624.2
66	Mbinga	370.7	333.5	357.9	NA	NA	NA	23.8	27.3	34.0	394.5	360.9	391.9
67	Mbulu	178.2	195.9	284.1	NA	NA	NA	29.4	31.6	28.2	207.6	227.5	312.3
68	Mpwapwa	544.8	361.6	353.3	NA	NA	NA	0.0	NA	60.1	544.8	361.6	413.3
69	Mugumu	226.7	217.1		NA	NA	NA	0.0	43.2		226.7	260.3	NA
70	Muleba	302.7	325.6		NA	NA	NA	42.4	49.8		345.1	375.4	NA
71	Mwanhuzi	287.4	257.8	227.7	NA	NA	NA	13.0	14.9	20.0	300.4	272.8	247.8
72	Namanayere	14.7	21.0	46.5	NA	NA	NA	0.9	3.6	11.3	15.5	24.6	57.8
73	Namtumbo	84.1	165.3	142.3	NA	NA	NA	12.4	16.5	29.8	96.4	181.9	172.1
74	Ngara	349.5	304.7	388.5	NA	NA	NA	86.3	17.6	74.4	435.8	322.3	462.9
75	Nzega	911.3	1,353.6	1,750.7	NA	NA	NA	0.0	157.0	202.7	911.3	1,510.6	1,953.4
76	Orkesumet	114.7	241.2	396.2	NA	NA	NA	1.8	81.3	23.2	116.4	322.5	419.4
77	Rombo	NA	1,788.4	1,815.9	NA	NA	NA	0.0	579.4	337.1	NA	2,367.8	2,153.0
78	Ruangwa	182.3	219.0	306.8	NA	NA	NA	19.5	33.0	156.6	201.8	251.9	463.4
79	Rujewa	125.0	132.6	148.1	NA	NA	NA	8.2	3.9	24.2	133.2	136.5	172.2
80	Same-Mwanga	547.4	553.2	485.7	NA	NA	NA	19.5	16.1	19.9	566.9	569.3	505.7
81	Sengerema	997.8	1,255.9	1,281.8	NA	NA	NA	30.5	133.4	81.7	1,028.3	1,389.3	1,363.5
82	Songe	53.6	71.4	86.1	NA	NA	NA	2.7	13.8	22.2	56.2	85.2	108.3
83	Tarime	143.5	242.9		NA	NA	NA	4.5	10.9		148.0	253.8	NA
84	Tukuyu	340.2	337.1	331.2	NA	NA	NA	8.4	0.4	4.5	348.6	337.5	335.8

SN	Name of Utility	Water Billing (Millions TZS)			Sanitation Billing (Millions TZS)			Other Operational Billing (Million TZS)			Total Billing (Million TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		85	Tunduru	117.0	162.0	171.2	NA	NA	NA	9.7	1.0	2.0	126.6
86	Ushiroambo	105.4	151.4	133.4	NA	NA	NA	0.3	0.3	40.6	105.7	151.7	174.0
87	Utete	103.0	125.9	83.1	NA	NA	NA	24.7	25.7	10.0	127.8	151.6	93.0
88	Kibaigwa	545.6	622.9		NA	NA	NA	6.1	117.0		551.7	739.9	NA
89	Maganzo	127.8	149.2	172.8	NA	NA	NA	10.9	13.7	10.1	138.7	162.9	182.9
90	Makambako	569.0	582.6	677.6	NA	NA	NA	121.2	154.9	72.6	690.2	737.6	750.2
91	Mombo	48.0	53.1	46.1	NA	NA	NA	4.9	7.6	2.4	52.9	60.7	48.5
92	Tunduma	19.8	24.9	89.6	NA	NA	NA	3.9	NA	45.6	23.6	24.9	135.2
93	Turiani	262.7	293.6	367.9	NA	NA	NA	4.7	9.3	85.3	267.4	303.0	453.1
	<b>TOTAL</b>	<b>313,660.9</b>	<b>342,576.6</b>	<b>361,743.5</b>	<b>19,245.7</b>	<b>18,769.7</b>	<b>18,833.9</b>	<b>26,553.4</b>	<b>31,919.2</b>	<b>30,798.3</b>	<b>359,460.0</b>	<b>393,265.6</b>	<b>411,375.6</b>

**Table A2.12: Total O&M, Personnel and Energy Costs**

SN	Name of Utility	Total O & M Costs (Millions TZS)			Personnel Cost (Millions TZS)			Energy Cost (Millions TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		1	Arusha	15,980.8	19,789.4	28,864.5	5,473.5	6,892.7	8,124.8	2,484.6
2	DAWASA	130,209.2	140,577.0	161,907.7	48,312.0	52,857.0	58,794.0	26,757.2	29,040.7	25,518.8
3	Dodoma	18,931.8	26,399.1	26,297.1	5,329.7	6,017.8	6,171.9	5,768.0	7,609.7	5,551.1
4	Iringa	6,752.9	7,706.0	8,438.2	2,481.4	2,881.6	3,504.5	1,083.2	1,006.1	1,026.8
5	Kahama	7,077.3	8,315.5	9,016.8	1,367.1	1,784.3	2,013.2	25.0	24.8	NA
6	Mbeya	10,839.7	12,411.4	13,242.1	4,961.5	5,018.5	4,958.6	1,359.5	1,468.3	945.2
7	Morogoro	15,085.6	21,885.5	23,045.8	5,863.3	5,987.6	6,216.7	951.0	1,070.3	936.5
8	Moshi	8,175.4	9,283.1	10,433.3	3,385.7	3,437.1	3,782.9	340.1	421.7	558.3
9	Mtwara	3,831.5	3,973.8	4,581.4	1,245.3	1,323.1	1,292.0	1,014.2	1,125.4	1,007.2
10	Musoma	3,384.1	3,763.6	4,653.7	1,464.1	1,664.5	1,907.5	843.5	913.9	1,061.2
11	Mwanza	26,252.3	28,414.7	29,305.0	9,133.8	10,288.4	10,265.4	8,281.0	8,206.7	8,024.2
12	Shinyanga	6,722.4	6,871.6	8,855.6	1,966.4	584.0	2,269.6	114.1	82.9	114.5
13	Songea	2,755.9	3,255.0	3,575.5	1,316.6	1,274.9	1,573.5	128.4	152.6	167.3
14	Tabora	7,511.9	8,283.4	10,788.0	1,280.4	1,488.8	2,037.1	1,051.3	850.2	842.5
15	Tanga	12,688.0	14,872.6	15,811.0	4,898.1	5,206.7	6,236.5	965.8	1,157.5	955.0

SN	Name of Utility	Total O & M Costs (Millions TZS)			Personnel Cost (Millions TZS)			Energy Cost (Millions TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		4,423.1	6,890.6	4,204.8	865.0	862.0	966.1	914.0	1,125.8	580.7
16	Bukoba	4,423.1	6,890.6	4,204.8	865.0	862.0	966.1	914.0	1,125.8	580.7
17	Kigoma	2,448.6	4,149.6	3,535.5	840.9	1,164.9	1,202.8	978.2	1,189.9	1,221.8
18	Singida	3,667.7	3,940.3	4,222.8	1,367.5	1,869.4	1,768.1	804.6	875.3	1,040.6
19	Sumbawanga	1,810.7	2,121.9	2,024.8	736.6	748.3	781.8	297.8	438.6	453.7
20	Babati	3,387.3	4,603.0	6,507.4	1,566.8	1,853.0	2,177.7	549.9	630.5	1,018.5
21	Lindi	1,395.0	1,835.4	1,631.5	524.4	558.5	674.7	407.9	509.8	476.3
22	Bariadi	357.7	279.9	2,323.3	134.3	88.3	195.6	101.2	94.5	171.6
23	Geita	2,630.7	3,220.9	2,687.8	591.7	769.8	839.4	480.5	461.5	540.3
24	Mpanda	861.8	956.6	1,896.6	365.5	381.1	458.7	23.9	26.2	22.1
25	Njombe	1,077.5	1,177.6	1,236.9	423.1	425.3	502.3	22.8	32.3	33.1
26	Vwawa-Mlowo	122.7	299.2	254.7	62.7	106.8	123.0	35.8	61.2	60.9
27	HTM	1,617.7	1,926.7	2,880.1	579.8	595.4	849.0	564.4	165.3	117.5
28	KASHWASA	12,150.7	13,500.3	15,312.5	1,839.8	1,921.6	2,368.9	5,578.1	6,206.5	6,417.6
29	Makonde	1,447.4	1,874.9	2,125.0	351.4	229.1	479.3	817.6	1,237.1	875.7
30	MANAWASA	2,678.2	3,077.0	3,039.4	1,255.7	1,308.3	1,366.2	NA	NA	NA
31	Maswa	686.5	821.2	851.5	101.4	116.9	135.2	292.5	226.4	296.4
32	Mugango-Kiabakari	643.9	626.6	560.9	93.2	62.0	202.7	340.3	240.8	203.9
33	Wanging'ombe	764.0	747.9	1,516.1	223.4	338.3	334.3	NA	NA	19.2
34	Biharamulo	324.7	404.6	560.9	71.5	115.2	139.0	126.1	120.5	126.9
35	Bunda	1,091.3	1,018.7	1,718.2	297.0	281.1	546.0	3.5	284.1	390.7
36	Busega	NA	666.7	851.7	NA	191.4	276.9	NA	141.2	107.3
37	Chato	316.9	430.2	618.1	32.9	82.8	224.4	NA	NA	199.4
38	Chunya	165.3	141.3	107.5	31.9	34.1	39.1	72.9	66.8	32.5
39	Dakawa	49.4	52.2	NA	16.4	14.3	NA	17.3	19.1	NA
40	Gairo	404.2	564.5	720.0	121.1	108.8	168.3	210.5	215.6	227.5
41	Handeni	227.3	NA	NA	103.8	NA	NA	NA	NA	NA
42	Ifakara	65.1	170.8	126.8	18.1	28.2	58.7	44.2	33.4	24.3
43	Igunga	1,528.9	3,408.8	2,105.9	296.1	739.9	657.1	15.6	40.0	35.9
44	Itumba-Isongole	57.2	67.7	71.6	36.7	40.8	42.6	0.4	NA	NA
45	Karagwe	179.2	NA	NA	64.2	NA	NA	NA	NA	NA

SN	Name of Utility	Total O & M Costs (Millions TZS)			Personnel Cost (Millions TZS)			Energy Cost (Millions TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
46	Karatu	367.1	414.5	1,718.4	88.1	105.0	541.9	116.2	163.8	869.3
47	Kasulu	237.1	233.5	284.6	160.8	117.0	171.8	NA	NA	0.5
48	Katesh	159.9	NA	NA	NA	NA	NA	NA	NA	NA
49	Kibaya	85.1	54.0	153.1	32.2	12.6	82.7	31.4	22.8	37.7
50	Kibondo	358.9	264.6	504.4	75.0	75.5	146.0	0.1	2.0	179.9
51	Kilindoni	40.8	40.9	37.7	13.9	11.8	16.8	14.7	14.4	17.3
52	Kilwa-Masoko	254.9	318.7	403.6	126.9	171.2	155.8	94.6	88.3	95.4
53	Kiomboi	70.8	134.6	132.7	7.5	23.9	18.9	49.7	104.3	31.7
54	Kishapu	237.1	263.9	297.2	57.9	56.5	59.7	NA	NA	NA
55	Kondoa	267.3	509.5	650.1	79.0	157.4	303.8	146.5	179.8	173.6
56	Korogwe	607.9	537.2	603.0	245.9	175.4	184.9	123.8	132.9	131.3
57	Kyela-Kasumulu	55.6	144.3	102.2	23.6	45.5	42.0	7.8	9.5	13.6
58	Liwale	176.8	168.8	100.9	37.3	42.6	40.3	42.1	43.0	42.2
59	Loliondo	166.4	209.3	269.4	65.6	69.2	86.2	62.8	61.4	57.6
60	Ludewa	14.9	19.4	60.8	7.4	10.9	35.4	NA	NA	NA
61	Lushoto	134.7	163.2	181.4	81.2	79.8	71.4	NA	NA	NA
62	Mafinga	539.8	592.5	701.2	150.2	182.9	246.4	246.5	240.2	293.2
63	Mahenge	61.3	139.4	134.6	15.7	19.2	23.5	27.3	NA	78.2
64	Makete	131.5	139.7	150.4	58.6	71.2	52.8	NA	NA	NA
65	Manyoni	372.4	318.7	597.9	78.9	124.0	204.5	180.1	182.7	216.9
66	Mbinga	372.2	256.8	398.6	144.8	115.6	93.5	NA	NA	NA
67	Mbulu	214.9	221.9	445.2	93.9	74.1	110.0	66.7	87.5	119.4
68	Mpwapwa	458.6	570.4	449.7	148.2	108.0	154.2	98.2	96.0	148.8
69	Mugumu	488.9	549.3	NA	116.0	121.0	NA	NA	NA	NA
70	Muleba	341.7	437.3	NA	152.3	211.6	NA	NA	NA	NA
71	Mwanhuzi	313.8	318.9	398.1	159.0	160.1	98.8	46.4	50.4	74.5
72	Namanwere	8.2	20.0	56.5	1.0	5.9	10.8	NA	NA	NA
73	Namtumbo	60.2	74.0	105.8	25.5	38.1	40.4	3.6	2.9	0.6
74	Ngara	295.6	315.4	425.9	67.2	69.9	179.9	147.4	147.4	194.7
75	Nzega	1,283.2	1,891.7	2,320.6	210.7	211.5	423.8	107.8	156.0	143.1
76	Orkesumet	136.8	625.5	533.0	84.1	163.4	290.1	22.4	310.8	57.9

SN	Name of Utility	Total O & M Costs (Millions TZS)			Personnel Cost (Millions TZS)			Energy Cost (Millions TZS)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		NA	2,058.0	2,313.2	NA	NA	1,142.0	1,239.1	NA	69.1
77	Rombo	NA	2,058.0	2,313.2	NA	1,142.0	1,239.1	NA	69.1	79.5
78	Ruangwa	364.1	193.6	275.3	59.6	63.8	88.8	49.7	68.0	63.0
79	Rujewa	129.1	147.0	152.2	51.3	40.8	44.6	5.5	5.4	7.0
80	Same-Mwanga	793.7	1,125.3	1,402.8	309.9	338.6	180.1	243.0	274.2	242.8
81	Sengerema	1,255.5	2,014.2	1,416.2	341.2	442.0	439.2	534.1	560.8	504.7
82	Songe	50.2	93.5	97.5	29.3	41.4	48.2	17.5	26.9	29.9
83	Tarime	94.7	177.1	NA	NA	NA	NA	NA	NA	NA
84	Tukuyu	288.9	263.9	310.9	118.3	102.5	115.9	NA	NA	NA
85	Tunduru	121.0	137.2	160.7	33.2	41.7	84.2	47.6	52.2	71.7
86	Ushiroambo	84.1	88.5	193.8	20.1	25.6	68.0	NA	21.4	38.5
87	Utete	71.1	107.3	148.3	32.8	35.2	36.3	34.5	35.2	40.8
88	Kibaigwa	1,070.8	691.7	NA	135.8	132.0	NA	124.9	180.4	NA
89	Maganzo	132.2	150.4	182.1	29.1	23.3	29.0	NA	NA	NA
90	Makambako	859.1	1,300.6	1,021.8	335.5	355.9	462.2	45.5	71.6	100.6
91	Mombo	66.3	77.0	52.1	49.3	45.7	29.0	NA	NA	NA
92	Tunduma	20.9	48.9	385.8	9.3	2.7	111.7	NA	16.1	57.1
93	Turiani	235.6	285.8	320.4	82.3	87.4	131.7	NA	NA	NA
	<b>TOTAL</b>	<b>336,731.3</b>	<b>393,685.2</b>	<b>443,158.3</b>	<b>115,939.6</b>	<b>127,597.2</b>	<b>143,720.1</b>	<b>66,605.5</b>	<b>74,215.6</b>	<b>75,192.9</b>

**Table A2.13: Total Collections and Average Tariff**

SN	Name of Utility	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)			Average Tariff TZS/m3		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		16,782.1	20,852.9	22,414.9	2,564.6	4,186.1	3,305.6	19,346.7	25,039.0	25,720.5	1,759	1,759	1,759
149,842.0	144,770.9	132,765.8	17,860.5	13,438.8	4,202.6	167,702.6	158,209.7	136,968.4	1,663	1,663	1,663	1,663	
17,457.8	20,131.7	22,154.1	3,318.4	2,156.7	NA	20,776.2	22,288.4	22,154.1	1,397	1,397	1,397	1,397	
8,175.6	8,635.3	9,241.5	183.1	977.4	1,198.0	8,358.7	9,612.6	10,439.5	2,100	2,100	2,100	2,100	
7,859.7	7,635.9	9,983.3	20.3	282.9	34.3	7,880.0	7,918.8	10,017.6	2,192	2,192	2,192	2,308	
13,217.9	14,490.7	15,851.7	41.6	724.5	743.7	13,259.5	15,215.2	16,595.5	1,210	1,210	1,210	1,366	
13,154.8	14,055.5	13,716.2	178.1	460.1	753.5	13,332.9	14,515.6	14,469.7	1,800	1,800	1,800	1,800	



SN	Name of Utility	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)			Average Tariff TZS/m <sup>3</sup>		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		8	Moshi	9,924.1	11,658.8	11,366.0	1,100.9	1,113.8	1,528.6	11,025.0	12,772.6	12,894.6	900
9	Mtwara	3,327.4	3,383.7	4,334.7	NA	364.8	420.0	3,327.4	3,748.5	4,754.7	1,480	1,480	2,070
10	Musoma	3,398.1	3,649.2	4,469.8	NA	113.6	NA	3,398.1	3,762.8	4,469.8	1,360	1,360	1,360
11	Mwanza	26,714.6	31,771.7	26,556.9	NA	32.4	3,510.7	26,714.6	31,804.1	30,067.6	1,873	1,873	1,873
12	Shinyanga	5,898.2	7,618.8	7,712.8	NA	670.1	167.8	5,898.2	8,288.9	7,880.5	1,923	1,923	2,014
13	Songea	3,266.5	3,118.0	3,553.5	194.8	134.9	105.5	3,461.3	3,252.9	3,658.9	1,178	1,178	1,641
14	Tabora	3,460.4	5,303.2	8,337.7	1,299.0	1,013.0	1,016.0	4,759.4	6,316.3	9,353.7	1,318	1,318	2,246
15	Tanga	14,876.8	15,789.7	14,745.8	568.6	669.8	1,497.3	15,445.3	16,459.5	16,243.2	1,983	1,983	1,983
16	Bukoba	2,647.3	3,127.0	3,673.8	829.1	725.7	NA	3,476.4	3,852.6	3,673.8	1,888	1,888	1,888
17	Kigoma	2,846.6	3,110.6	3,189.0	NA	1,400.1	718.6	2,846.6	4,510.7	3,907.6	1,400	1,400	1,400
18	Singida	2,306.2	3,177.1	3,492.4	NA	336.6	825.0	2,306.2	3,513.7	4,317.4	1,723	1,723	1,723
19	Sumbawanga	1,588.9	1,762.9	1,650.2	NA	258.3	NA	1,588.9	2,021.3	1,650.2	937	1,146	1,146
20	Babati	2,718.9	3,401.1	4,136.1	480.9	510.5	710.0	3,199.8	3,911.6	4,846.2	1,825	1,825	1,935
21	Lindi	541.7	775.6	1,002.5	60.2	130.5	52.2	601.9	906.0	1,054.7	1,800	1,800	1,800
22	Bariadi	274.5	293.9	252.9	NA	NA	28.1	274.5	293.9	281.0	730	730	730
23	Geita	1,652.3	1,746.8	1,885.2	20.0	18.4	7.2	1,672.2	1,765.2	1,892.4	1,400	1,400	1,400
24	Mpanda	1,434.5	742.2	931.8	182.5	101.2	23.7	1,617.0	843.5	955.5	1,113	1,113	1,113
25	Njombe	1,193.7	1,223.1	1,247.6	47.5	53.5	48.2	1,241.2	1,276.6	1,295.8	1,460	1,460	1,460
26	Vwawa-Mlowo	118.7	147.6	64.8	NA	14.6	112.8	118.7	162.2	177.7	1,013	1,013	1,013
27	HTM	802.9	934.0	761.3	54.3	101.8	13.0	857.2	1,035.8	774.3	3,549	3,549	3,549
28	KASHWASA	10,851.2	11,874.6	15,907.5	680.1	NA	NA	11,531.3	11,874.6	15,907.5	883	883	966
29	Makonde	400.7	454.5	699.9	78.6	48.9	NA 23.5	479.3	503.4	676.4	1,300	1,300	1,300
30	MANAWASA	2,914.8	3,026.6	3,066.7	369.0	360.0	NA	3,283.9	3,386.6	3,066.7	1,557	1,557	1,557
31	Maswa	379.7	493.4	692.4	38.3	77.2	57.8	418.0	570.6	750.3	1,710	1,710	1,710
32	Mugango-Kiabakari	138.3	101.8	87.9	7.0	36.1	23.1	145.3	138.0	111.0	1,310	1,310	1,310
33	Wanging'ombe	480.2	348.7	408.1	72.1	72.1	70.7	552.3	420.8	478.8	1,582	1,582	1,582
34	Biharamulo	272.1	417.5	389.2	38.6	NA	NA	310.8	417.5	389.2	1,400	1,400	1,400
35	Bunda	986.3	941.3	1,124.8	87.1	40.3	137.8	1,073.5	981.6	1,262.6	2,109	2,109	2,109
36	Busega	NA	560.0	637.3	NA	143.2	156.6	NA	703.2	793.9	1,250	1,250	1,250
37	Chato	339.9	549.2	517.5	59.0	122.4	78.5	398.9	671.6	596.0	1,500	1,500	1,500
38	Chunya	108.4	130.2	71.4	11.5	10.3	4.8	119.9	140.5	76.2	1,500	1,500	1,500
39	Dakawa	48.0	48.2	NA	2.0	2.4	NA	49.9	50.6	NA	NA	NA	NA

SN	Name of Utility	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)			Average Tariff		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
40	Gairo	387.2	477.0	484.6	NA	18.9	11.8	387.2	495.9	496.4	300	300	2,500
41	Handeni	100.5	NA		23.7	23.7		124.2	23.7	NA			
42	Ifakara	68.5	81.4	107.7	NA	10.3	7.1	68.5	91.8	114.7	1,133	1,133	1,133
43	Igunga	1,056.6	1,929.2	1,831.6	71.9	60.8	NA	1,128.5	1,990.1	1,831.6	1,508	1,605	1,709
44	Itumba-Isongole	62.6	60.3	60.5	0.0	2.4	2.3	62.6	62.7	62.8	300	300	300
45	Karagwe	127.7	NA		4.0	4.0		131.7	4.0	NA			
46	Karatu	263.9	334.3	658.2	94.9	100.2	654.3	358.8	434.4	1,312.5	1,300	1,300	1,300
47	Kasulu	176.2	221.2	239.2	24.0	8.9	7.1	200.3	230.1	246.4	300	300	300
48	Katesh	78.6	NA		9.4	9.4		88.0	9.4	NA			
49	Kibaya	83.6	57.1	87.6	NA	3.9	22.5	83.6	60.9	110.1	1,977	1,977	1,977
50	Kibondo	82.6	138.7	70.1	8.4	5.3	16.3	91.0	144.0	86.5	850	850	850
51	Kilindoni	30.9	36.6	25.1	8.7	3.1	0.5	39.7	39.6	25.7	1,141	1,221	1,221
52	Kilwa-Masoko	252.7	271.5	330.8	15.0	18.8	26.9	267.7	290.3	357.6	1,050	1,050	1,050
53	Kiomboi	61.7	142.9	68.6	3.1	66.6	13.8	64.8	209.4	82.3	1,050	1,050	1,050
54	Kishapu	181.8	235.5	251.3	3.7	15.9	9.4	185.5	251.4	260.7	1,696	1,696	1,696
55	Kondoa	285.7	438.2	357.1	10.1	57.3	80.0	295.8	495.5	437.1	1,600	1,600	1,600
56	Korogwe	632.4	467.1	253.7	55.3	59.1	192.0	687.7	526.3	445.7	1,174	1,174	1,174
57	Kyela-Kasumulu	39.3	82.5	95.1	2.5	57.6	10.1	41.8	140.1	105.3	518	518	518
58	Liwale	106.2	109.5	94.6	NA	27.7	NA	106.2	137.3	94.6	832	832	832
59	Loliondo	160.8	220.1	168.1	25.8	20.3	42.6	186.6	240.4	210.7	2,500	2,500	2,500
60	Ludewa	14.1	26.1	63.5	0.5	0.3	4.4	14.6	26.5	67.9	540	540	540
61	Lushoto	109.7	109.4	148.3	18.7	20.6	29.7	128.4	130.1	178.0	395	395	1,100
62	Mafinga	454.6	505.4	468.9	107.9	91.3	44.9	562.5	596.7	513.8	940	940	940
63	Mahenge	60.0	141.1	80.6	3.0	4.0	NA	63.0	145.1	80.6	395	395	395
64	Makete	97.4	115.5	161.6	6.4	2.4	6.9	103.8	117.9	168.6	1,020	1,050	1,050
65	Manyoni	367.1	405.9	601.2	0.9	84.3	NA	368.0	490.2	601.2	1,146	1,146	1,146
66	Mbinga	328.7	320.6	338.5	23.8	27.3	29.8	352.5	347.9	368.3	670	670	670
67	Mbulu	169.6	194.2	284.1	29.4	31.6	28.2	199.0	225.9	312.3	542	542	1,266
68	Mpwapwa	254.4	310.3	307.9	NA	NA	76.9	254.4	310.3	384.8	1,061	1,061	1,448
69	Mugumu	161.2	207.1	NA	NA	43.2	NA	161.2	250.3	NA	NA	NA	NA

SN	Name of Utility	Water and Sewerage Collections (TZS Million)			Other Collections (TZS Million)			Total Collections (TZS Million)			Average Tariff TZS/m3		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
		304.0	330.1	NA	42.4	49.8	NA	346.3	379.9	NA	NA	NA	NA
71	Mwanhuzi	274.3	253.0	239.9	13.0	14.9	14.3	267.9	254.2	1,000	1,000	1,000	1,000
72	Namanyere	9.2	16.1	24.1	0.9	3.6	13.3	19.7	37.4	720	720	720	720
73	Namtumbo	51.7	102.9	142.3	12.4	16.5	0.0	119.5	142.3	1,015	1,015	1,105	1,105
74	Ngara	334.0	287.1	382.4	86.3	17.6	NA	304.7	382.4	1,485	1,485	1,485	1,485
75	Nzega	874.8	1,353.6	1,744.2	NA	157.0	93.4	1,510.6	1,837.6	1,450	1,450	1,480	1,480
76	Orkesumet	95.7	209.7	396.2	1.8	81.3	113.7	291.0	509.9	300	300	300	2,500
77	Rombo	NA	1,569.9	1,700.0	NA	579.4	337.1	2,149.3	2,037.1	900	900	900	900
78	Ruangwa	112.8	181.3	238.6	19.5	33.0	56.6	214.3	295.2	1,389	1,389	1,389	1,389
79	Rujewa	112.1	124.1	93.9	8.2	3.9	23.6	127.9	117.5	540	540	540	540
80	Same-Mwanga	510.5	550.0	453.9	19.5	16.1	52.0	566.2	505.8	1,388	1,388	1,388	1,388
81	Sengerema	867.8	1,196.5	1,271.5	30.5	133.4	18.3	1,329.9	1,289.7	1,360	1,360	1,486	1,486
82	Songe	40.9	63.1	72.0	2.7	13.8	29.4	76.9	101.3	1,691	1,691	1,691	1,691
83	Tarime	136.4	161.6	NA	4.5	10.9	NA	172.5	NA	NA	NA	NA	NA
84	Tukuyu	259.3	272.4	286.4	8.4	0.4	0.3	272.8	286.7	300	300	300	300
85	Tunduru	104.4	129.8	118.0	9.7	1.0	2.1	130.8	120.2	1,028	1,028	1,248	1,248
86	Ushirombo	127.5	144.9	133.4	0.3	0.3	50.9	145.1	184.3	1,500	1,500	1,500	1,500
87	Utete	73.3	117.2	83.1	24.7	25.7	NA	143.0	83.1	1,050	1,050	1,050	1,050
88	Kibaigwa	461.0	577.3	NA	6.1	117.0	NA	694.3	NA	NA	NA	NA	NA
89	Maganzo	120.1	144.5	165.0	10.9	13.7	13.4	158.2	178.5	1,900	1,900	1,900	1,900
90	Makambako	525.9	570.4	649.9	121.2	154.9	187.5	725.3	837.4	1,446	1,446	1,633	1,633
91	Mombo	43.4	45.1	47.1	4.9	7.6	3.4	52.7	50.5	437	437	437	437
92	Tunduma	16.8	21.6	87.3	3.9	NA	NA	21.6	87.3	525	525	525	525
93	Turiani	238.3	278.2	359.2	4.7	9.3	61.6	287.5	420.9	937	937	937	937
<b>TOTAL</b>		<b>344,352.7</b>	<b>368,593.0</b>	<b>369,422.2</b>	<b>31,435.3</b>	<b>33,243.9</b>	<b>23,916.6</b>	<b>401,836.9</b>	<b>393,338.9</b>	<b>1,260.7</b>	<b>1,275.8</b>	<b>1,382.0</b>	<b>1,382.0</b>

**Table A2.14: Staffing and Staff Productivity**

SN	Name of Utility	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Connections (W&S)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	425	407	397	117	107	114	5	4	3
2	DAWASA	1565.0	1552	1513	485.0	485	498	4.3	4	4

SN	Name of Utility	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Connections (W&S)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
3	Dodoma	192	226	232	45	55	60	3	3	3
4	Iringa	128	142	139	35	33	31	4	4	3
5	Kahama	57	62	61	12	12	13	3	2	2
6	Mbeya	214	210	205	66	66	65	3	2	2
7	Morogoro	190	186	187	43	43	42	5	4	4
8	Moshi	186	178	176	66	67	66	4	3	3
9	Mtwara	75	74	71	16	16	15	5	5	4
10	Musoma	83	82	181	28	27	22.0	5	4	6
11	Mwanza	406	397	387	113	113	111	4	3	3
12	Shinyanga	94	94	115	33	28	41	4	4	4
13	Songea	50	90	90	17	36	36	2	4	4
14	Tabora	159	84	117	21	22	21	6	3	3
15	Tanga	178	205	206	46	47	50	4	4	4
16	Bukoba	58	62	61	14	17	17	4	4	3
17	Kigoma	53	48	48	11	12	12	4	3	2
18	Singida	58	62	57	14	17	16	4	4	3
19	Sumbawanga	50	49	50	14	13	13	5	4	4
20	Babati	51	51	71	23	23	32	3	2	3
21	Lindi	40	42	46	12	12	13	6	6	7
22	Bariadi	16	12	33	0	2	2	7	4	9
23	Geita	41	38	37	16	16	15	5	4	3
24	Mpanda	30	44	44	12	12	15	5	7	6
25	Njombe	43	40	46	12	12	13	5	5	5
26	Vwawa-Mlowo	17	23	26	4	6	6	8	10	9
27	HTM	73	80	78	5	8	10	25	21	19
28	KASHWASA	98	98	99	36	27	27	1032	1,032	678
29	Makonde	62	65	72	15	15	16	17	17	16
30	MANAWASA	73	71	69	27	28	27	6	5	5
31	Maswa	20	20	16	5	5	5	5	5	3
32	Mugango-Kiabakari	18	20	20	5	6	6	17	15	15
33	Wanging'ombe	49	48	46	17	17	17	7	7	6
34	Biharamulo	4	3	3	2	2	1	2	1	1

SN	Name of Utility	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Connections (W&S)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
35	Bunda	38	38	31	9	11	7	6	6	4
36	Chato	25	37	36	5	6	6	8	11	8
37	Chunya	9	9	9	1	1	1	6	5	5
38	Gairo	7	34	27	5	5	5	10	35	25
39	Ifakara	12	12	14	0	0	2	9	8	8
40	Igunga	14	44	42	4	11	12	2	5	4
41	Itumba-Isongole	12	13	13	2	3	3	7	6	6
42	Karatu	18	16	43	8	8	15	27	18	8
43	Kasulu	21	23	23	3	4	5	5	5	5
44	Kibaya	10	11	13	3	3	5	14	16	14
45	Kibondo	33	43	51	4	6	7	15	18	19
46	Kilindoni	5	4	4	0	0	0	10	7	8
47	Kilwa Masoko	26	18	22	5	5	6	13	8	9
48	Kiomboi	8	8	13	2	3	5	8	6	8
49	Kishapu	5	5	6	1	1	1	5	4	5
50	Kondoa	16	35	35	3	7	7	4	7	7
51	Korogwe	39	35	35	17	15	16	8	7	7
52	Kyela-Kasumulu	32	28	12	10	8	6	10	15	4
53	Liwale	20	21	21	3	3	3	10	10	10
54	Loliondo	11	12	12	2	1	3	12	12	11
55	Ludewa	7	7	9	2	2	3	9	8	7
56	Lushoto	18	18	18	6	6	6	15	10	9
57	Mafinga	20	26	24	6	9	9	5	6	5
58	Mahenge	12	12	11	3	3	3	11	10	8
59	Makete	13	13	14	3	3	3	7	5	5
60	Manyoni	8	10	11	3	1	2	3	3	3
61	Mbinga	14	9	10	6	5	5	4	2	2
62	Mbulu	6	6	6	4	4	4	2	2	2
63	Mpwapwa	21	21	20	9	10	10	6	6	5
64	Mwanhuzi	19	18	20	6	6	6	7	6	7
65	Namanyere	13	10	15	7	0	6	39	26	25
66	Namtumbo	12	14	15	2	3	3	6	7	7
67	Ngara	19	19	24	5	5	7	6	6	7

SN	Name of Utility	Total Staff (Number)			Total Female Staff (Number)			Staff/1000 Connections (W&S)		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
68	Nzega	16	19	19	5	5	7	2	2	2
69	Orkesumet	14	22	24	4	6	8	101	43	16
70	Ruangwa	17	17	20	5	5	8	12	11	11
71	Rujewa	11	11	11	4	4	4	4	4	4
72	Same-Mwanga	42	45	42	8	10	6	10	10	9
73	Sengerema	32	32	32	3	3	3	4	3	3
74	Songe	8	14	12	1	2	2	17	30	24
75	Tukuyu	20	17	14	8	5	5	3	3	2
76	Tunduru	20	20	14	4	4	4	9	8	5
77	Ushiroambo	8	11	20	3	5	6	13	11	17
78	Utete	14	14	15	6	5	5	15	14	14
79	Maganzo	3	6	8	1	1	2	6	8	9
80	Makambako	27	27	31	8	10	12	5	5	5
81	Mombo	9	9	8	2	3	3	12	11	10
82	Tumduma	8	11	20	2	5	7	10	14	22
83	Turiani	12	21	12	3	9	4	4	6	3
84	Busega	0	23	23	0	4	4	0	4	4
85	Rombo	0	113	113	0	30	34	0	5	4
<b>TOTAL/AVERAGE</b>		<b>5,756</b>	<b>5,998</b>	<b>6,073</b>	<b>1,625</b>	<b>1,700</b>	<b>1,750</b>	<b>4.2</b>	<b>4.1</b>	<b>3.8</b>

**TableA2.15: Distribution of Household Containments, Capacity of Sludge Treatment Facilities, Sewage Generation and Treatment**

SN	Name Utility	Number of Households with Traditional pit latrine (No)			Number of Households with Improved ventilated pit latrine (VIP Latrine) (No)			Number of Households without Latrines (Open Defecation) (No)			Number of Households with septic tanks (No)			Number of Households with empty latrines in a service area (No)			Volume of faecal sludge generated per year (m³)			Total capacity of faecal sludge treatment facility (m³/day)			Volume of faecal sludge dumped at treatment facility per year (m³)								
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23						
1	Anziba	50,227	62,401	64,397	67,162	38,908	4,171	168	205	NA	70,647	175,209	173,768	92,482	101,204	177,939	82,238	88,998	104,247	1,824,000	4,380,000	3,044,585	6,222	9,235	8,380	1,080	22,000	22,000	63,088	84,600	60,955
2	DANASA	781,383	1,467,341	522,410	240,893	253,108	336,016	813	489	424	738,379	754,351	1,056,665	754,351	1,056,665	27,480,711	24,012,845	666,418	18,819,401	17,396,807	18,216,468	20,004	19,203	18,487	53,196	819	55,246	602,993	686,378	825,310	
3	Dodoma	3,102	2,337	1,739	11,787	13,680	13,995	2,482	1,987	1,375	33,361	36,594	36,767	11,787	13,687	15,791	NA	NA	1,194,480	2,190,960	2,250,720	6,636	6,636	6,382	NA	NA	NA	92,712	NA	NA	
4	Iringa	56,674	36,311	34,859	1,416	1,430	1,473	404	399	375	22,882	22,656	23,563	23,408	23,642	25,297	33,632	33,632	382,801	1,945,284	1,814,375	2,358	2,435	2,463	3,821	3,821	3,821	4,080	3,963,211	352,801	
5	Kahama	13,147	14,123	15,025	32,689	36,784	40,254	176	261	302	56,689	61,043	67,563	43,366	57,921	71,954	3,953,682	3,853,307	4,136,994	3,853,682	4,136,994	NA	NA	NA	2,600	2,600	2,600	84,668	137,866	65,280	
6	Mteya	21,940	NA	23,187	74,144	278,430	279,931	125	844	982	34,500	97,483	98,853	106,448	NA	109,872	7,431,052	68,934	9,054,132	15,617,763	9,159,244	2,531	2,865	2,865	28,800	28,800	4,865	15,200	15,360	15,360	
7	Morogoro	76,792	76,792	76,792	NA	NA	NA	NA	NA	NA	74,086	74,086	74,086	2,706	2,706	2,706	NA	NA	680,272	711,906	698,444	2,333	2,370	2,543	9,570	9,570	9,570	29,844	30,442	12,111	





SN	Name Utility	Number of Households with Traditional pit latrine (No)	Number of Households with improved ventilated pit latrine (VIP Latrine) (No)	Number of Households without Latrines (Open Defecation) (No)	Number of Households with septic tanks (No)	Number of Households with embriable latrines in a service area (No)	Volume of faecal sludge generated per year (m <sup>3</sup> )	Volume of sewage generated per year (m <sup>3</sup> )	Number of Households connected to sewer (No)	Total capacity of faecal sludge treatment facility (m <sup>3</sup> /day)	Volume of faecal sludge dumped at treatment facility per year (m <sup>3</sup> )
43	Ilim-ba-Isongole	9,835	15,444	9,320	3,649	3,657	1,264	NA	NA	NA	NA
44	Karagwe	8,963	NA	NA	1,164	NA	8,847	NA	NA	NA	NA
45	Karatu	4,221	3,941	1,105	3,007	5,405	17	349	NA	NA	NA
46	Kasulu	11,403	11,403	3,644	4,343	2,573	1,434	2,454	6,674	9,243	140,270
47	Katesh	3,502	NA	NA	1,350	NA	2,487	2,487	23,468	66,730	NA
48	Kibaya	2,168	1,429	1,203	744	985	335	197	145	155	3,146
49	Kibondo	3,524	3,601	4,911	650	819	1,233	744	985	1,455	4,023
50	Kifirioni	667	13,048	496	496	3,460	65	91	396	785	822
51	Kiwa Masoko	621	636	800	913	924	1,584	160	149	396	785
52	Kiombi	1	1,581	1,876	4,199	1,191	1,413	82	29	34	850
53	Kisumu	3,916	1,002	1,485	1,303	3,785	4,949	831	46	75	2,299
54	Kirundo	1,661	4,447	2,223	3,214	3,278	4,447	NA	NA	NA	4,388
55	Kongwe	7,119	7,023	3,136	3,805	2,715	2,785	53	62	56	2,940
56	Kyala-Kasuu	3,247	9	7	2,711	5,090	9,488	150	NA	NA	300
57	Liwale	1,245	1,245	4,899	4,899	4,899	4,899	538	538	928	1,743
58	Loliondo	4,377	3,118	5,892	408	306	1,103	382	NA	NA	3,413
59	Ludewa	7,099	885	6,426	7,069	382	NA	NA	NA	NA	3,413
60	Lushoto	2,716	879	770	1,936	1,187	1,398	NA	NA	NA	1,469
61	Mafinga	10,799	10,799	2,227	1,804	NA	NA	NA	NA	NA	9,706
62	Mahenge	125	125	8,338	514	514	3,597	15	15	10	666
63	Makete	108	123	146	NA	225	NA	NA	NA	NA	553
64	Manyoni	4,979	5,202	5,722	5,209	5,484	6,032	213	151	136	720
65	Mbinga	73	56	40	13,200	13,710	13,750	11	7	5	1,700
66	Mbulu	16,947	16,947	1,896	5,249	2,199	52	32	36,299	524	824
67	Mpungwe	4,693	4,570	3,780	3,161	3,178	4,224	4,210	3,822	3,824	3,824
68	Mudaba	231	360	NA	5,054	7,146	NA	NA	NA	2,600	2,795
69	Mugumu	18,056	20,400	NA	41,250	50,468	NA	1,984	2,229	NA	48
70	Mweruuzi	2,138	2,231	2,224	262	280	298	34	41	32	3,108
71	Namanyere	2,224	2,163	2,060	514	679	730	386	226	200	2,013
72	Nantumbo	271	300	450	1,800	1,936	2,050	NA	NA	1,871	1,936
73	Ngara	525	540	1,823	1,877	10,688	NA	2,218	2,119	2,182	10,472
74	Nzega	5,961	6,134	6,312	1,456	1,498	353	363	8,200	8,200	8,200
75	Orkesumet	2,289	2,828	2,856	475	400	399	757	700	613	182
76	Ruangwa	1,590	9,825	5,614	2,578	4,552	4,561	151	411	437	4,372
77	Rujewa	1,178	1,311	987	366	378	56	63	48	54,688	5,710

SN	Name Utility	Number of Households with Traditional pit latrine (No)		Number of Household with Improved ventilated pit latrine (VIP Latrine) (No)		Number of Households without Latrines (Open Defecation) (No)		Number of Households with septic tanks (No)		Number of Households with empty latrines in a service area (No)		Volume of faecal sludge generated per year (m³)		Volume of sewage generated per year (m³)		Number of Households connected to sewer (No)		Total capacity of faecal sludge treatment facility (m³/day)		Volume of faecal sludge dumped at treatment facility per year (m³)			
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	
78	Sawa-Mwanga	5,360	2,884	4,965	40,575	1,266	4,451	12	7,332	983	7,389	5,066	376,187	363,324	363,324	NA	NA	NA	NA	NA	NA	NA	NA
79	Songweania	16,889	16,950	17,100	2,356	6,028	6,820	1,212	3,325	6,540	6,200	NA	1,302	1,800	1,800	NA	NA	NA	NA	NA	NA	NA	1,800
80	Songe	4,732	5,338	2,505	766	775	1,652	152	175	190	1,626	2,705	3,958	25,892	36,384	NA	NA	NA	NA	NA	NA	NA	NA
81	Taitame	5,025	5,125	NA	4,846	5,849	NA	4,787	2,497	3,597	NA	6,342	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
82	Tukuyu	911	890	790	13,211	14,300	14,400	NA	13,221	14,231	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
83	Tunduru	78,660	78,854	78,965	9,038	9,048	9,108	NA	5,679	5,679	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
84	Ushrombo	16,147	16,227	16,307	11,342	11,392	11,442	15	11,429	11,461	11,493	22,371	NA	15,083	NA	NA	NA	NA	NA	NA	NA	NA	16
85	Utete	3,423	3,454	1,749	2,255	2,288	1,055	76	146	168	1,184	NA	NA	1,669	NA	NA	NA	NA	NA	NA	NA	NA	NA
86	Kibajoya	3,495	2,475	NA	249	3,324	NA	NA	185	4,476	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
87	Maganzo	1,020	1,215	3,761	347	1,289	1,753	1,971	820	1,389	3,553	NA	NA	NA	1,800	NA	NA	NA	NA	NA	NA	NA	NA
88	Makambako	1,908	1,705	1,764	5,827	6,366	8,208	NA	8,003	22,003	13,830	30,304	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
89	Mombo	1,200	1,817	27	442	9	37	55	1,358	1,086	1,245	2,079	2,125	127,625	173,387	145,069	NA	NA	NA	NA	NA	NA	NA
90	Tunduma	8,123	9,302	10,302	24,031	46,302	47,367	874	17,303	17,303	17,303	NA	NA	0	NA	NA	NA	NA	NA	NA	NA	NA	NA
91	Turiani	9,138	9,138	9,492	300	300	530	1,788	5,120	5,120	7,120	7,806	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
92	Buesiga	NA	252	596	NA	6,173	4,354	NA	NA	4,703	6,639	NA	9,872	NA	960	1,008	NA	NA	NA	NA	NA	NA	640
93	Rombo	NA	8,199	8,199	NA	49,783	49,783	NA	NA	8,217	NA	NA	31,470	27,531	1,665,438	1,665,569	NA	NA	NA	NA	NA	NA	NA
TOTAL		1,717,338	1,006,688	1,886,722	974,107	1,322,733	1,639,630	52,980	1,570,227	1,832,202	2,472,471	1,514,604	42,901,192	34,625,565	87,230,055	74,012,248	54,552	57,648	56,412	123,672	123,629	179,295	2,993,908

Table A2.16: Cesspit Emptiers and Faecal Sludge Treatment Facilities

SN	Name of Utility	Number of Cesspit trucks owned by Utility (No)			Number of Cesspit emptier trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/LGA (No)			Total Number of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
1	Arusha	5	5	5	1	1	1	1	50	52	22	58	28	YES	YES	YES	WSPs	WSPs	WSPs	Operational	Operational	Operational
2	DAWASA	7	7	7	NA	NA	1	128	236	128	127	243	135	YES	YES	YES	WSPs & DEWATS	WSPs & DEWATS	WSPs & DEWATS	Operational	Operational	Operational
3	Dodoma	1	1	1	1	1	1	30	1	30	30	32	32	YES	YES	YES	WSPs	WSPs	WSPs	Operational	Operational	Operational
4	Iringa	2	3	3	NA	NA	NA	2	NA	2	2	2	5	YES	YES	YES	WSPs	WSPs	Waste-water stabilization ponds	Operational	Operational	Operational

SN	Name of Utility	Number of Cesspit emptier trucks owned by Utility (No)			Number of Cesspit emptier trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)			Total Number of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
5	Kahama	2	2	2	NA	NA	NA	12	12	12	14	14	14	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge Pond Digester	Operational	Operational	Operational
6	Mbeya	1	NA	NA	1	1	1	1	1	1	2	2	2	YES	YES	YES	WSP	WSP	WSP	Operational	Operational	Operational
7	Morogoro	NA	NA	NA	1	1	1	7	7	7	8	8	8	YES	YES	YES	WSPs	WSPs	WSPs	Operational	Operational	Operational
8	Moshi	1	1	1	NA	NA	NA	6	4	6	7	5	7	YES	YES	YES	WSPs	WSPs	WSP	Operational	Operational	Operational
9	Mtwara	NA	NA	NA	NA	NA	NA	3	4	3	3	4	3	NO	NO	NO	NA	NA	NA	None	None	None
10	Musoma	1	1	1	5	5	5	5	5	5	11	11	11	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge Pond Digester	Operational	Operational	Operational
11	Mwanza	6	6	6	1	2	2	8	7	7	15	15	15	YES	YES	YES	WSPs & Sludge Digester	WSPs & FSTP	WSPs & FSTP	Operational	Operational	Operational
12	Shinyanga	NA	NA	NA	1	1	1	7	7	7	8	8	8	YES	YES	YES	Sludge Digester	Sludge Digester	Faecal sludge treatment plant	Operational	Operational	Operational
13	Songea	1	1	1	NA	NA	NA	NA	NA	NA	1	1	1	YES	YES	YES	WSPs	WSPs	WSPs	Operational	Operational	Operational
14	Tabora	NA	NA	NA	2	1	1	6	9	10	8	10	11	YES	YES	YES	WSPs	WSPs	WSPs	Operational	Operational	Operational
15	Tanga	1	1	3	2	2	1	4	6	8	7	9	12	NO	NO	NO	NA	NA	NA	Design stage	Construction	Under construction
16	Bukoba	1	1	1	NA	NA	NA	1	1	1	2	2	2	YES	YES	YES	Shallow Lagoon	Shallow Lagoon	Shallow Lagoon	Operational	Operational	Operational
17	Kigoma	1	1	1	NA	NA	NA	NA	NA	NA	1	1	1	YES	YES	YES	Sludge Pond Digester	WSP	WSP	Operational	Operational	Operational
18	Singida	NA	NA	NA	NA	NA	NA	8	6	5	8	6	5	NO	NO	NO	NA	NA	NA	None	None	Under construction
19	Sumbawanga	2	2	2	1	1	1	1	1	1	4	4	4	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge Pond Digester	Operational	Operational	Operational

SN	Name of Utility	Number of Cesspit trucks owned by Utility (No)			Number of Cesspit emptier trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/LGA (No)			Total Number of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
20	Babati	NA	NA	NA	1	1	1	1	1	1	2	2	2	NO	NO	NO	NA	NA	NA	Design stage	Design stage	Under construction
21	Lindi	1	1	NA	NA	NA	NA	1	1	1	2	2	2	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge Pond Digester	Operational	Operational	Operational
22	Bariadi	NA	NA	NA	1	1	1	NA	NA	NA	1	1	1	NO	NO	NO	NA	NA	NA	None	None	Design stage
23	Geita	1	1	NA	NA	NA	NA	11	14	16	12	15	17	YES	YES	YES	Sludge Pond Digester	Sludge Pond Digester	Sludge Pond Digester	Operational	Operational	Operational
24	Mpanda	NA	NA	NA	NA	NA	NA	NA	1	1	NA	1	1	NO	NO	NO	NA	NA	NA	None	None	None
25	Njombe	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	Under construction
26	Vwawa-Mlowo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
27	HTM	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
28	KASHWASA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
29	Makonde	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
30	MANAWASA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
31	Maswa	NA	NA	NA	NA	NA	NA	NA	NA	2	NA	NA	2	NO	NO	NO	NA	NA	NA	None	None	None
32	Mugango-Kiabakari	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
33	Wang'ing'ombe	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
34	Biharamulo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
35	Bunda	NA	NA	NA	NA	NA	NA	2	3	3	2	3	3	NO	NO	NO	NA	NA	NA	None	None	Under construction
36	Chato	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	Under construction
37	Chunya	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
38	Gairo	NA	NA	NA	NA	NA	NA	NA	NA	1	NA	NA	1	NO	NO	NO	NA	NA	NA	None	None	Design stage

SN	Name of Utility	Number of Cesspit emptier trucks owned by Utility (No)			Number of Cesspit emptier trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)			Total Number of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
39	Ifakara	NA	NA	NA	NA	NA	NA	1	1	1	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
40	Igunga	NA	NA	NA	NA	NA	NA	1	1	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	Under Construction
41	Itumbati-son-gole	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	Plot
42	Karatu	NA	NA	NA	NA	NA	NA	1	1	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
43	Kasulu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
44	Kibaya	NA	NA	NA	NA	NA	NA	1	1	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
45	Kibondo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
46	Kilindoni	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
47	Kilwa Masoko	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
48	Kiomboi	NA	NA	NA	NA	NA	NA	1	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
49	Kishapu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
50	Kondoa	NA	NA	NA	NA	NA	NA	1	1	1	1	NO	NO	NO	NA	NA	NA	None	None	None	None	Plot
51	Korogwe	NA	NA	1	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	Under construction
52	Kyela-Kasumulu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
53	Liwale	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
54	Loliondo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
55	Ludewa	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	Design stage
56	Lushoto	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
57	Mafinga	NA	NA	NA	NA	NA	NA	2	1	2	1	NO	NO	NO	NA	NA	NA	None	None	None	None	Plot
58	Mahenge	NA	NA	NA	6	NA	NA	NA	NA	6	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
59	Makete	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	None
60	Manyoni	NA	NA	NA	NA	NA	NA	1	2	NA	1	NO	NO	NO	NA	NA	NA	None	None	None	None	None
61	Mbinga	NA	NA	NA	1	1	1	NA	NA	1	1	NO	NO	NO	NA	NA	NA	None	None	None	None	Design stage



SN	Name of Utility	Number of Cesspit empty trucks owned by Utility (No)			Number of Cesspit empty trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)			Total Number of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities		
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
62	Mbulu	NA	NA	NA	NA	NA	NA	3	3	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
63	Mpwapwa	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	Plot	
64	Mwanhuzi	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
65	Namanyere	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	Design stage	
66	Namtumbo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
67	Ngara	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
68	Nzega	NA	NA	2	NA	NA	NA	3	4	6	NO	YES	NO	NO	NA	WSPs and wet-lands	NA	None	None	Operational	Operational	
69	Orkesumet	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
70	Ruangwa	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
71	Rujewa	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
72	Same-Mwanga	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
73	Sengerema	1	1	1	NA	NA	NA	NA	NA	1	YES	YES	YES	YES	Faecal Sludge digester	Faecal Sludge digester	Faecal Sludge digester	Operational	Operational	Operational	Operational	
74	Songe	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
75	Tukuyu	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
76	Tunduru	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None	None	
77	Ushiroambo	NA	NA	NA	NA	NA	NA	NA	1	1	NO	NO	NO	NO	NA	NA	NA	None	None	None	None	
78	Utete	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NO	NA	NA	NA	None	None	None	Plot	
79	Maganzo	NA	NA	NA	NA	NA	NA	2	NA	NA	NO	NO	NO	NO	NA	NA	NA	None	None	None	None	
80	Makambako	NA	NA	NA	NA	NA	NA	7	7	7	NO	NO	NO	NO	NA	NA	NA	None	None	None	None	
81	Mombo	NA	NA	NA	NA	NA	NA	1	1	NA	NO	NO	NO	NO	NA	NA	NA	None	None	None	None	
82	Tunduma	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NO	NA	NA	NA	None	None	None	Construction completed	
83	Turiani	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NO	NA	NA	NA	None	None	None	None	

SN	Name of Utility	Number of Cesspit emptier trucks owned by Utility (No)			Number of Cesspit emptier trucks owned by LGA(s) (No)			Number of Private owned Cesspit emptiers registered by WSSA/ LGA (No)			Total Number of Cesspit Emptier (No)			Availability of Faecal Sludge Treatment Facility (Yes/No)			Type of faecal sludge treatment facility			Operational Status of faecal treatment facilities			
		2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23	
84	Busega	NA	1	1	NA	NA	NA	NA	NA	NA	NA	1	1	1	NO	YES	YES	NA	Faecal Sludge Ponds	Faecal Sludge Ponds	None	Operational	Operational
85	Rombo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NO	NO	NO	NA	NA	NA	None	None	None
	<b>Total</b>	<b>35</b>	<b>36</b>	<b>41</b>	<b>25</b>	<b>25</b>	<b>19</b>	<b>391</b>	<b>324</b>	<b>298</b>	<b>451</b>	<b>385</b>	<b>358</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>21</b>	

# **APPENDIX 3: STATUS OF BOARD OF DIRECTORS FOR WSSAs**



**Table A3.1: Board of Directors Status as of June 2023**

No.	Name of Utility	Established Board of Directors After WSSA Declaration	Status as of 30 <sup>th</sup> June 2023	Progress in Formulating the Board
			Active (yes) or Not Active (NO)	
1	Arusha	YES	YES	
2	DAWASA	YES	YES	
3	Dodoma	YES	YES	
4	Iringa	YES	YES	
5	Kahama	YES	YES	
6	Mbeya	YES	YES	
7	Morogoro	YES	YES	
8	Moshi	YES	YES	
9	Mtwara	YES	YES	
10	Musoma	YES	YES	
11	Mwanza	YES	YES	
12	Shinyanga	YES	YES	
13	Songea	YES	YES	
14	Tabora	YES	YES	
15	Tanga	YES	YES	
16	Bukoba	YES	YES	
17	Kigoma	YES	NO	
18	Singida	YES	YES	
19	Sumbawanga	YES	YES	
20	Babati	YES	NO	Waiting the appointment from Minister of Water
21	Lindi	YES	YES	
22	Bariadi	YES	NO	Waiting the appointment from Minister of Water
23	Geita	YES	YES	
24	Mpanda	YES	YES	
25	Njombe	YES	NO	Proposed Board Members submitted to the Ministry of Water waiting for appointment
26	Vwawa-Mlowo	YES	NO	Waiting the appointment from Minister of Water
27	HTM	YES	YES	
28	KASHWASA	YES	NO	Waiting the appointment from Minister of Water
29	Makonde	YES	NO	Waiting the appointment from Minister of Water
30	MANAWASA	YES	NO	Waiting the appointment from Minister of Water
31	Maswa	YES	NO	Waiting the appointment from Minister of Water
32	Mugango-Kiabakari	YES	NO	Waiting the appointment from Minister of Water
33	Wanging'ombe	YES	YES	
34	Biharamulo	YES	YES	
35	Bunda	YES	YES	
36	Busega	YES	YES	
37	Chato	YES	YES	
38	Chunya	YES	YES	
39	Gairo	YES	YES	
40	Ifakara	YES	YES	
41	Igunga	YES	YES	
42	Itumba-Isongole	YES	YES	Under RUWASA Board of Directors
43	Karatu	YES	YES	
44	Kasulu	YES	YES	
45	Kibaya	YES	YES	

No.	Name of Utility	Established Board of Directors After WSSA Declaration	Status as of 30 <sup>th</sup> June 2023	Progress in Formulating the Board
			Active (yes) or Not Active (NO)	
46	Kibondo	YES	YES	
47	Kilindoni	YES	YES	Under RUWASA Board of Directors
48	Kilwa Masoko	YES	YES	
49	Kiomboi	YES	YES	
50	Kishapu	YES	YES	
51	Kondoia	YES	YES	
52	Korogwe	YES	NO	Under MoW for appointment
53	Kyela-Kasumulu	YES	YES	
54	Liwale	YES	YES	
55	Loliondo	YES	YES	
56	Ludewa	YES	YES	Under RUWASA Board of Directors
57	Lushoto	YES	YES	
58	Mafinga	YES	YES	
59	Mahenge	YES	YES	Under RUWASA Board of Directors
60	Makete	YES	YES	Under supervision of Njombe WSSA
61	Manyoni	YES	YES	
62	Mbinga	YES	YES	Under Songea WSSA Board of Directors
63	Mbulu	YES	NO	Under MoW for appointment
64	Mpwapwa	YES	YES	
65	Mwanhuzi	YES	YES	
66	Namanyere	YES	YES	Under RUWASA Board of Directors
67	Namtumbo	YES	YES	
68	Ngara	YES	YES	
69	Nzega	YES	YES	
70	Orkesumet	YES	YES	
71	Rombo	YES	YES	
72	Ruangwa	YES	YES	Under MANAWASA WSSA Board
73	Rujewa	YES	YES	
74	Same-Mwanga	YES	YES	
75	Sengerema	YES	YES	
76	Songe	YES	YES	Under RUWASA Board of Directors
77	Tukuyu	YES	YES	
78	Tunduru	YES	YES	Under Songea WSSA Board of Directors
79	Ushiroambo	YES	YES	
80	Utete	YES	YES	Under RUWASA Board of Directors
81	Maganzo	YES	YES	
82	Makambako	YES	YES	
83	Mombo	YES	YES	Under RUWASA Board of Directors
84	Tunduma	YES	YES	
85	Turiani	YES	YES	

# APPENDIX 4: COMPLIANCE WITH REGULATORY REQUIREMENTS





**Table A4.1: COMPLIANCE WITH TARIFF ORDER CONDITIONS DURING FY 2022/23**

SN	Name of Utility	Category	Number of Conditions	Compliance (%)
1	Arusha	A	8	52
2	Moshi	A	7	53
3	Songea	A	4	60
4	Mtwara	A	6	18
5	Tabora	A	8	54
6	Babati	C	7	78
7	Mbulu	C	10	67
8	HTM	C	7	60
9	Lushoto	C	11	23
10	Igunga	C	6	80
11	Nzega	C	4	88
	<b>Total/Average</b>		<b>78</b>	<b>58</b>

**Table A4.2: COMPLIANCE WITH IMPLEMENTATION OF DIRECTIVES FY 2022/23**

SN	Name of Utility	General Compliance Monitoring Inspection				Compliance level (%)	Water Quality Compliance			Compliance level (%)
		Number of Directives Issued in the FY 2022/23	Number of Directives Implemented in the FY 2022/23	Number of Directives Not Implemented in the FY 2022/23	Compliance level (%)		Number of Directives Issued in the FY 2022/23	Number of Directives Implemented in the FY 2022/23	Number of Directives Not Implemented in the FY 2022/23	
1	Arusha						3	3	0	100
2	DAWASA	55	30	25	55	8	6	2	75	
3	Dodoma	37	28	9	76	14	11	3	79	
4	Iringa	11	11	0	100	3	3	0	100	
5	Kahama	17	17	0	100	2	1	1	50	
6	Mbeya			0		1	1	0	100	
7	Morogoro	25	21	4	84	2	2	0	100	
8	Moshi			0		2	2	0	100	
9	Mtwara	53	22	31	42	3	3	0	100	
10	Musoma	14	13	1	93	6	6	0	100	
11	Mwanza					4	4	0	100	
12	Shinyanga					1	1	0	100	
13	Songea					2	2	0	100	
14	Tabora	17	15	2	88	2	2	0	100	
15	Tanga					2	2	0	100	
16	Bukoba					5	5	0	100	
17	Kigoma					4	3	1	75	
18	Singida	7	7	0	100	2	2	0	100	
19	Sumbawanga					1	1	0	100	
20	Babati					3	3	0	100	
21	Lindi	25	18	7	72	2	2	0	100	
22	Bariadi	13	11	2	85	3	2	1	67	
23	Geita					3	2	1	67	
24	Mpanda					3	3	0	100	
25	Njombe					5	5	0	100	
26	Vwawa-Mlowo	4	3	1	75	3	3	0	100	
27	HTM	9	6	3	67	3	3	0	100	

SN	Name of Utility	General Compliance Monitoring Inspection				Compliance level (%)	Water Quality Compliance			
		Number of Directives Issued in the FY 2022/23	Number of Directives Implemented in the FY 2022/23	Number of Directives Not Implemented in the FY 2022/23	Compliance level (%)		Number of Directives Issued in the FY 2022/23	Number of Directives Implemented in the FY 2022/23	Number of Directives Not Implemented in the FY 2022/23	Compliance level (%)
28	KASHWASA	17	17	0	100	3	3	0	100	
29	Makonde	13	9	4	69	4	4	0	100	
30	MANAWASA	33	17	16	52	2	2	0	100	
31	Maswa					2	2	0	100	
32	Mugango-Kiabakari					3	3	0	100	
33	Wanging'ombe					3	2	1	67	
34	Biharamulo	20	20	0	100	3	3	0	100	
35	Bunda					2	2	0	100	
36	Chato					5	5	0	100	
37	Chunya					3	2	1	67	
38	Gairo	9	3	6	33					
39	Ifakara	5	0	5	0					
40	Igunga	5	5	0	100	3	3	0	100	
41	Itumba-Isongole	10	8	2	80	2	2	0	100	
42	Karatu					2	1	1	50	
43	Kasulu	11	8	3	73	2	2	0	100	
44	Kibaya	15	10	5	67	4	4	0	100	
45	Kibondo					4	4	0	100	
46	Kilindoni	14	4	10	29					
47	Kilwa-Masoko	9	5	4	56					
48	Kiromboi	3	3	0	100	2	1	1	50	
49	Kishapu	17	12	5	71					
50	Kondoa	4	4	0	100			0		
51	Korogwe	15	5	10	33	6	6	0	100	
52	Kyela-Kasumulu									
53	Liwale	12	4	8	33	2	2	0	100	
54	Loliondo									
55	Ludewa	13	12	1	92					
56	Lushoto					3	3	0	100	
57	Mafinga	5	5	0	100	2	2	0	100	

SN	Name of Utility	General Compliance Monitoring Inspection				Water Quality Compliance			
		Number of Directives Issued in the FY 2022/23	Number of Directives Implemented in the FY 2022/23	Number of Directives Not Implemented in the FY 2022/23	Compliance level (%)	Number of Directives Issued in the FY 2022/23	Number of Directives Implemented in the FY 2022/23	Number of Directives Not Implemented in the FY 2022/23	Compliance level (%)
58	Mahenge	53	18	35	34				
59	Makete	10	7	3	70				
60	Manyoni					1	1	0	100
61	Mbinga	5	5	0	100	5	5	0	100
62	Mbulu	10	9	1	90	1	1	0	100
63	Mpwapwa			0		3	3	0	100
64	Mwanhuzi	35	30	5	86	4	2	2	50
65	Namanyere					3	3	0	100
66	Namtumbo	10	3	7	30				
67	Ngara	9	9	0	100	3	3	0	100
68	Nzega	9	9	0	100	2	2	0	100
69	Orkesumet	9	9	0	100	2	2	0	100
70	Ruangwa	13	7	6	54	4	4	0	100
71	Rujewa	8	2	6	25				
72	Same-Mwanga	8	6	2	75	4	4	0	100
73	Sengerema					3	2	1	67
74	Songe	18	7	11	39				
75	Tukuyu								
76	Tunduru	11	4	7	36	4	4	0	100
77	Ushirombo	8	7	1	88	4	3	1	75
78	Utete	9	6	3	67				
79	Maganzo								
80	Makambako	7	6	1	86	4	4	0	100
81	Mombo	12	5	7	42	3	3	0	100
82	Tunduma								
83	Turiani	11	8	3	73	2	2	0	100
84	Busega								
85	Rombo								
	<b>Total</b>	<b>772</b>	<b>510</b>	<b>262</b>		<b>206</b>	<b>189</b>	<b>17</b>	

**Table A4.3: REGULATORY TOOLS AT UTILITIES**

SN	NAME OF UTILITY	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for FSM
1	Arusha	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
2	DAWASA	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
3	Dodoma	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
4	Iringa	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Available	Not Available
5	Kahama	Not Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
6	Mbeya	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
7	Morogoro	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
8	Moshi	Available	Available	Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
9	Mtwara	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
10	Musoma	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available
11	Mwanza	Not Available	Available	Not Available	Available	Available	Available	Available	Available	Available	Not Available
12	Shinyanga	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
13	Songea	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
14	Tabora	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
15	Tanga	Available	Available	Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
16	Bukoba	Not Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
17	Kigoma	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
18	Singida	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
19	Sumbawanga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
20	Babati	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Available	Not Available
21	Lindi	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
22	Bariadi	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
23	Geita	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
24	Mpanda	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
25	Njombe	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
26	Vwawa-Mlowo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
27	HTM	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
28	KASHWASA	Available	Available	Not Available	Available	Available	Not Available	Available	Available	Available	Not Available
29	Makonde	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
30	MANAWASA	Available	Not Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available

SN	NAME OF UTILITY	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for FSM
31	Maswa	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
32	Mugango-Kiabakari	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
33	Wanging'ombe	Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
34	Biharumulo	Available	Available	Available	Available	Available	Available	Available	Available	Not Available	Not Available
35	Bunda	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
36	Chato	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
37	Chunya	Not Available	Available	Not Available	Available	Not Available	Available	Available	Available	Not Available	Not Available
38	Gairo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
39	Ifakara	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
40	Igunga	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
41	Itumba-Isongole	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
42	Karatu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
43	Kasulu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
44	Kibaya	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
45	Kibondo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
46	Kilindoni	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
47	Kilwa Masoko	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
48	Kiomboi	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
49	Kishapu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
50	Kondoa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
51	Korogwe	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
52	Kyela-Kasumulu	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
53	Liwale	Not Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
54	Loliondo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
55	Ludewa	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
56	Lushoto	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
57	Mafinga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
58	Mahenge	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
59	Makete	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
60	Manyoni	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
61	Mbinga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available



SN	NAME OF UTILITY	Business Plan	Water Quality Monitoring Programme	NRW Reduction Strategy	IWA Water Balance	Water Meter Policy	Water Meter Database	Customer Service Charter	Complaint handling register	Customer Satisfaction Survey	SOP for FSM
62	Mbulu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
63	Mpwapwa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
64	Mwanhuzi	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
65	Namanyere	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
66	Namtumbo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
67	Ngara	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
68	Nzega	Available	Available	Available	Available	Available	Not Available	Available	Available	Available	Not Available
69	Orkesumet	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
70	Ruangwa	Not Available	Available	Not Available	Available	Not Available	Not Available	Not Available	Available	Not Available	Not Available
71	Rujewa	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
72	Same-Mwanga	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
73	Sengerema	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
74	Songe	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
75	Tukuyu	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
76	Tunduru	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
77	Ushirombo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
78	Utete	Available	Not Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
79	Maganzo	Not Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
80	Makambako	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
81	Mombo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
82	Tunduma	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
83	Turiani	Not Available	Not Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available
84	Busega	Available	Available	Available	Available	Available	Not Available	Available	Available	Not Available	Not Available
85	Rombo	Available	Available	Not Available	Available	Not Available	Not Available	Available	Available	Not Available	Not Available

**Table A4.4: Status of Submission of Reports among WSSAs for FY2022/23**

SN	Name of Utility	MajjS Monthly Reports		MajjS Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
1	Arusha	11	14-Nov-23	Late submitted	8-Nov-23	Late submitted	30-Oct-23	Late submitted	
2	DAWASA	12	30-Sep-23	Timely submitted	29-Sep-23	Timely submitted	29-Sep-23	Timely submitted	
3	Dodoma	11	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
4	Iringa	12	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Aug-23	Timely submitted	
5	Kahama	7	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	28-Sep-23	Timely submitted	
6	Mbeya	11	29-Sep-23	Timely submitted	3-Nov-23	Late submitted	31-Oct-23	Late submitted	
7	Morogoro	10	1-Oct-23	Late submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
8	Moshi	11	22-Sep-23	Timely submitted	22-Sep-23	Timely submitted	29-Sep-23	Timely submitted	
9	Mtwara	11	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	31-Aug-23	Timely submitted	
10	Musoma	11	28-Sep-23	Timely submitted	28-Sep-23	Timely submitted	24-Aug-23	Timely submitted	
11	Mwanza	12	25-Sep-23	Timely submitted	28-Sep-23	Timely submitted	29-Sep-23	Timely submitted	
12	Shinyanga	9	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	31-Aug-23	Timely submitted	
13	Songea	12	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
14	Tabora	8	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
15	Tanga	11	14-Oct-23	Late submitted	30-Sep-23	Timely submitted	31-Aug-23	Timely submitted	
16	Bukoba	7	12-Sep-23	Timely submitted	29-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
17	Kigoma	12	30-Sep-22	Not submitted	30-Sep-22	Not submitted	30-Sep-22	Not submitted	
18	Singida	0	Not submitted	Not submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
19	Sumbawanga	8	09-Nov-23	Late submitted	14-Sep-23	Timely submitted	14-Sep-23	Timely submitted	
20	Babati	12	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
21	Lindi	10	11-Sep-23	Timely submitted	31-Aug-23	Timely submitted	31-Aug-23	Timely submitted	
22	Bariadi	11	29-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
23	Geita	8	23-Sep-23	Timely submitted	29-Oct-23	Late submitted	31-Aug-23	Timely submitted	
24	Mpanda	9	30-Sept-23	Late submitted	1-Oct-23	Late submitted	30-Oct-23	Late submitted	
25	Njombe	12	Not submitted	Not submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
26	Vwawa-Mlowo	5	29-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
27	HTM	6	30-Sep-23	Timely submitted	12-Oct-23	Late submitted	30-Aug-23	Timely submitted	
28	KASHWASA	7	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
29	Makonde	12	30-Sep-23	Timely submitted	14-Sep-23	Timely submitted	30-Aug-23	Timely submitted	

SN	Name of Utility	Majlis Monthly Reports		Majlis Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
30	MANAWASA	1	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
31	Maswa	11	30-Sep-23	Timely submitted	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted
32	Mugango-Kiabakari	8	09-Nov-23	Late submitted	Late submitted	14-Nov-23	Late submitted	29-Sep-23	Timely submitted
33	Wanging'ombe	10	29-Sep-23	Timely submitted	Timely submitted	2-Oct-23	Late submitted	2-Oct-23	Late submitted
34	Biharamulo	11	15-Sep-23	Timely submitted	Timely submitted	25-Sep-23	Timely submitted	31-Aug-23	Timely submitted
35	Bunda	5	15-Sep-23	Timely submitted	Timely submitted	15-Sep-23	Timely submitted	26-Sep-23	Timely submitted
36	Chato	3	Not submitted	Not submitted	Not submitted	30-Nov-23	Late submitted	30-Nov-23	Late submitted
37	Chunya	6	30-Sep-23	Timely submitted	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted
38	Gairo	12	Not submitted	Not submitted	Not submitted	Submitted	Late submitted	Submitted	Late submitted
39	Ifakara	11	14-Sep-23	Timely submitted	Timely submitted	15-Sep-23	Timely submitted	16-Sep-23	Timely submitted
40	Igunga	10	2-Oct-23	Late submitted	Late submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted
41	Itumba-Isongole	10	29-Sep-23	Timely submitted	Timely submitted	29-Sep-23	Timely submitted	29-Sep-23	Timely submitted
42	Karatu	10	30-Oct-23	Late submitted	Late submitted	3-Nov-23	Late submitted	1-Nov-23	Late submitted
43	Kasulu	12	Not submitted	Not submitted	Not submitted	30-Aug-23	Timely submitted	30-Aug-23	Timely submitted
44	Kibaya	7	30-Sep-23	Timely submitted	Timely submitted	29-Nov-23	Late submitted	29-Nov-23	Late submitted
45	Kibondo	12	Submitted	Late submitted	Late submitted	Submitted	Late submitted	30-Aug-23	Timely submitted
46	Kilindoni	11	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
47	Kilwa Masoko	9	Not submitted	Not submitted	Not submitted	31-Oct-23	Late submitted	31-Oct-23	Late submitted
48	Kiomboi	9	Not submitted	Not submitted	Not submitted	29-Sep-23	Timely submitted	29-Sep-23	Timely submitted
49	Kishapu	10	16-Sep-23	Timely submitted	Timely submitted	30-Aug-23	Timely submitted	30-Aug-23	Timely submitted
50	Kondoa	12	29-Sep-23	Timely submitted	Timely submitted	26-Sep-23	Timely submitted	18-Sep-23	Timely submitted
51	Korogwe	6	01-Dec-23	Late submitted	Late submitted	29-Nov-23	Late submitted	Not submitted	Not submitted
52	Kyela-Kasumulu	6	Not submitted	Not submitted	Not submitted	01-Nov-23	Late submitted	01-Nov-23	Late submitted
53	Liwale	11	Not submitted	Not submitted	Not submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted
54	Loliondo	12	30-Sep-23	Timely submitted	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted
55	Ludewa	10	30-Sep-23	Timely submitted	Timely submitted	26-Sep-23	Timely submitted	26-Sep-23	Timely submitted
56	Lushoto	2	01-Dec-23	Late submitted	Late submitted	1-Oct-23	Late submitted	30-Oct-23	Late submitted
57	Mafinga	12	30-Sep-23	Timely submitted	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted
58	Mahenge	10	28-Sep-23	Timely submitted	Timely submitted	22-Sep-23	Timely submitted	22-Sep-23	Timely submitted
59	Makete	9	30-Sep-23	Timely submitted	Timely submitted	30-Sep-23	Timely submitted	28-Aug-23	Timely submitted
60	Manyoni	12	28-Jul-23	Timely submitted	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted

SN	Name of Utility	Majis Monthly Reports		Majis Annual Report		Draft Technical Annual Report		Draft Financial Statements	
		No. of Timely Submitted Reports	Submission Date	Remarks	Submission Date	Remarks	Submission Date	Remarks	
61	Mbinga	6	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted	Not submitted
62	Mbulu	9	06-Dec-23	Late submitted	5-Nov-23	Late submitted	29-Aug-23	Timely submitted	
63	Mpwapwa	11	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
64	Mwanhuzi	4	15-Sep-23	Timely submitted	14-Nov-23	Late submitted	14-Nov-23	Late submitted	
65	Namanyere	0	Not submitted	Not submitted	22-Sep-23	Timely submitted	1-Sep-23	Timely submitted	
66	Namtumbo	3	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
67	Ngara	7	13-Sep-23	Timely submitted	26-Sep-23	Timely submitted	28-Aug-23	Timely submitted	
68	Nzega	12	30-Sep-23	Timely submitted	28-Sep-23	Timely submitted	28-Sep-23	Timely submitted	
69	Orkesumet	11	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
70	Ruangwa	7	Not submitted	Not submitted	16-Nov-23	Late submitted	Not submitted	Not submitted	
71	Rujewa	12	29-Sep-23	Timely submitted	29-Sep-23	Timely submitted	29-Sep-23	Timely submitted	
72	Same-Mwanga	12	23-Oct-23	Late submitted	Not submitted	Not submitted	Not submitted	Not submitted	
73	Sengerema	1	11-Oct-2023	Late submitted	11-Oct-23	Late submitted	19-Sep-23	Timely submitted	
74	Songe	10	29-Nov-23	Late submitted	5-Nov-23	Late submitted	25-Sep-23	Timely submitted	
75	Tukuyu	12	28-Sep-23	Timely submitted	9-Dec-23	Late submitted	29-Aug-23	Timely submitted	
76	Tunduru	5	28-Sep-23	Timely submitted	28-Sep-23	Timely submitted	12-Sep-23	Timely submitted	
77	Ushiroambo	0	Not submitted	Not submitted	16-Oct-23	Late submitted	30-Sep-23	Timely submitted	
78	Utete	11	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Aug-23	Timely submitted	
79	Maganzo	9	30-Aug-23	Timely submitted	19-Sep-23	Timely submitted	19-Sep-23	Timely submitted	
80	Makambako	12	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	28-Aug-23	Timely submitted	
81	Mombo	9	23-Nov-23	Late submitted	30-Oct-23	Late submitted	30-Oct-23	Late submitted	
82	Tunduma	4	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	12-Sep-23	Timely submitted	
83	Turiani	12	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	
84	Busega	12	30-Sep-23	Timely submitted	30-Sep-23	Timely submitted	29-Aug-23	Timely submitted	
85	Rombo	3	31-Oct-23	Late submitted	Not submitted	Not submitted	26-Oct-23	Late submitted	

# APPENDIX 5: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR FY 2022/23



**Table A5.1: COMPLIANCE WITH REMITTANCE OF REGULATORY LEVY FOR WSSAs DURING FY 2022/23**

SN	NAME OF UTILITY	OPENING BALANCE 01 JULY 2022 (TZS)	ACTUAL INVOICES JULY 2022 TO JUNE 2023 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2023 (TZS)	OUTSTANDING AMOUNT AS OF 30 <sup>th</sup> AUGUST 2023 (TZS)	COMPLIANCE (%)
1	Ruangwa	1,212,529.64	4,446,781.09	5,659,310.73	-	100
2	Mbeya	86,202,354.80	180,035,347.72	238,901,450.86	-	100
3	Itumba-Isongole	937,380.31	1,039,255.55	1,863,047.32	-	100
4	Orkesumet	1,370,228.75	5,400,368.25	6,770,597.00	-	100
5	Tukuyu	0	4,037,954.41	3,419,500.92	-	100
6	Makambako	243.85	9,180,908.73	8,487,081.59	-	100
7	Turiani	4,892,298.64	6,309,702.65	11,202,001.29	-	100
8	Morogoro	207,354,402.47	135,348,451.86	342,702,854.33	-	100
9	Loliondo	4,111,553.88	4,653,769.06	8,765,322.44	-	100
10	Babati	12,244,774.74	47,082,294.38	59,327,069.12	-	100
11	Kishapu	2,872,982.44	3,554,710.11	6,183,718.58	243,973.97	96.2
12	Nzega	0	41,225,845.27	39,540,975.37	1,684,869.90	95.9
13	Igunga	12,961,023.36	24,908,304.56	36,062,356.39	1,806,971.53	95.2
14	Manyoni	354,514.92	8,514,453.46	8,336,188.98	532,779.40	94.0
15	Moshi	8,601,948.44	136,481,980.03	135,685,075.17	9,398,853.30	93.5
16	Iringa	6,779,104.22	117,713,289.10	115,894,203.27	8,598,190.05	93.1
17	Kibondo	0	3,429,131.59	3,187,765.83	241,365.76	93.0
18	Tanga	76,243,178.58	184,963,136.73	242,000,000	19,206,315.31	92.6
19	Biharamulo	296,252.79	4,259,047.60	4,055,854.99	499,445.40	89.0
20	Ngara	1,324,046.79	4,570,517.39	5,226,178.46	668,385.72	88.7
21	KASHWASA	9,412,731.12	35,612,938.80	39,769,361.68	5,256,308.24	88.3
22	Njombe	-	13,871,836.95	11,648,569.60	2,223,267.35	84.0
23	Mbinga	-	4,610,017.87	3,861,631.65	748,386.22	83.8
24	Lushoto	344,020.32	2,384,475.55	2,244,685.03	483,810.84	82.3
25	Dodoma	17,770,760.81	297,845,047.17	253,168,392.45	62,447,415.53	80.2
26	Gairo	2,570,546.18	7,018,519.61	7,500,000	2,089,065.79	78.2
27	Mwanza	467,705,875.29	386,432,180.26	621,754,419.73	232,383,635.82	72.8
28	Mbulu	1,905,587.14	2,717,284.10	3,223,461.56	1,399,409.68	69.7
29	Geita	3,401,670.49	22,508,578.22	16,987,799.86	8,922,448.85	65.6
30	Kilwa-Masoko	4,185,673.05	4,129,058.12	5,311,658.50	3,003,072.67	63.9



SN	NAME OF UTILITY	OPENING BALANCE 01 JULY 2022 (TZS)	ACTUAL INVOICES JULY 2022 TO JUNE 2023 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2023 (TZS)	OUTSTANDING AMOUNT AS OF 30 <sup>th</sup> AUGUST 2023 (TZS)	COMPLIANCE (%)
31	Ushirombo	1,252,929.71	3,024,348.50	2,652,652.31	1,624,625.90	62.0
32	Mafinga	6,011,589.56	5,921,672.17	6,954,341.65	4,978,920.08	58.3
33	Chato	5,056,159.09	7,081,065.56	6,721,929.90	5,415,294.75	55.4
34	MANAWASA	21,930,424.36	37,038,092.71	31,342,774.01	27,625,743.06	53.2
35	Kahama	8,249,246.20	110,232,494.67	59,962,130.11	58,519,610.76	50.6
36	Mombo	112,102.70	773,441.74	426,026.34	459,518.10	48.1
37	Arusha	16,145,605.17	325,530,457.43	164,299,121.74	177,376,940.86	48.1
38	Kilindoni	198,149.18	473,112.38	321,272.68	349,988.88	47.9
39	Mpanda	-	11,522,575.87	5,318,165.94	6,204,409.93	46.2
40	Mahenge	-	3,508,500.50	1,584,080.69	1,924,419.81	45.1
41	Utete	2,015,304.77	1,561,586.30	1,413,230.70	2,163,660.37	39.5
42	Songea	95,803,522.41	52,362,535.18	57,059,670.56	91,106,387.03	38.5
43	Maswa	12,540,354.49	9,743,945.40	8,565,251.48	13,719,048.41	38.4
44	Tunduma	230,504.75	424,412.40	248,854.55	406,062.60	38.0
45	Shinyanga	80,848,616.25	124,921,791.72	77,046,178.12	128,724,229.85	37.4
46	Rombo	-	29,611,963.81	10,749,925.43	18,862,038.38	36.3
47	Kiomboi	-	1,086,184.74	389,887.69	696,297.05	35.9
48	Liwale	2,034,337.92	2,262,704.81	1,516,457.46	2,780,585.27	35.3
49	Maganzo	1,103,368.39	2,027,344.25	1,066,077.87	2,064,634.77	34.1
50	DAWASA	129,424,123.18	1,428,131,630.26	511,402,424.45	1,046,153,328.99	32.8
51	Busega	2,216,591.11	8,071,110.64	3,345,250.27	6,942,451.48	32.5
52	Tabora	350,670,048.05	157,480,008.48	162,359,564.32	345,790,492.21	32.0
53	Ludewa	32,437.00	2,412,949.93	772,669.39	1,672,717.54	31.6
54	Vwawa-Mlowo	114,585.50	2,646,838.88	813,303.92	1,948,120.46	29.5
55	Mpwapwa	12,953,468.72	5,362,372.84	5,231,568.73	13,084,272.83	28.6
56	Bariadi	6,523,854.60	5,997,003.81	3,371,939.11	9,148,919.30	26.9
57	Karatu	7,398,022.00	11,172,871.29	4,225,676.98	14,345,216.31	22.8
58	Kiyela-Kasumulu	2,032,079.08	593,519.75	593,759.00	2,031,839.83	22.6
59	Singida	87,293,432.62	63,148,365.95	33,943,514.09	116,498,284.48	22.6
60	Kasulu	6,588,126.99	3,132,150.98	2,162,757.07	7,557,520.90	22.2
61	Same-Mwanga	17,286,310.68	8,927,071.62	5,724,298.31	20,489,083.99	21.8
62	Korogwe	9,869,218.91	5,030,252.08	3,228,693.66	11,670,777.33	21.7

SN	NAME OF UTILITY	OPENING BALANCE 01 JULY 2022 (TZS)	ACTUAL INVOICES JULY 2022 TO JUNE 2023 (TZS)	AMOUNT RECEIVED UP TO AUGUST 2023 (TZS)	OUTSTANDING AMOUNT AS OF 30 <sup>th</sup> AUGUST 2023 (TZS)	COMPLIANCE (%)
63	Wanging'ombe	9,853,529.12	6,556,115.36	3,000,00NA	13,409,644.48	18.3
64	Rujewa	4,523,596.49	1,904,597.15	1,000,00NA	5,428,193.64	15.6
65	Bukoba	60,672,688.11	51,656,244.58	10,044,308.41	102,284,624.28	8.9
66	Kondoa	7,483,770.23	7,137,611.02	1,174,917.06	13,446,464.19	8.0
67	Musoma	190,428,699.64	67,559,830.74	17,622,743.93	240,365,786.45	6.8
68	HTM	27,950,235.11	11,184,059.22	1,816,408.49	37,317,885.84	4.6
69	Songe	2,569,158.25	1,148,174.30	138,673.14	3,578,659.41	3.7
70	Mtwara	188,292,234.64	66,487,452.76	9,212,714.70	245,566,972.70	3.6
71	Kigoma	219,029,025.12	54,429,400.37	8,388,839.09	265,069,586.40	3.1
72	Kibaya	4,779,856.98	1,879,030.06	200,00NA	6,458,887.04	3.0
73	Lindi	44,988,338.57	14,350,866.17	1,761,285.13	57,577,919.61	3.0
74	Ifakara	2,010,678.39	1,316,132.26	80,540.44	3,246,270.21	2.4
75	Bunda	18,761,371.08	14,928,663.23	801,519.27	32,888,515.04	2.4
76	Chunya	3,281,601.73	910,419.96	62,680.92	4,129,340.77	1.5
77	Makonde	11,619,536.75	6,999,198.41	125,164.79	18,493,570.37	0.7
78	Sumbawanga	43,072,943.44	24,536,520.52	-	67,609,463.96	0.0
79	Mugango-Kiabakari	5,259,830.16	1,803,600.75	-	7,063,430.91	0.0
80	Makete	3,762,777.06	2,024,672.27	-	5,787,449.33	0.0
81	Mwanhuzi	7,876,645.54	3,352,833.92	-	11,229,479.46	0.0
82	Namanyere	75,919.21	460,624.01	-	536,543.22	0.0
83	Namtumbo	2,417,720.55	1,897,807.58	-	4,315,528.13	0.0
84	Sengerema	39,146,356.24	19,017,270.30	-	58,163,626.54	0.0
85	Tunduru	3,755,688.96	1,199,604.57	-	4,955,293.53	0.0
	<b>GRAND TOTAL</b>	<b>2,722,602,397.78</b>	<b>4,498,240,292.35</b>	<b>3,478,983,776.60</b>	<b>3,713,096,548.85</b>	<b>48.2</b>

# **APPENDIX 6: SUMMARY OF IMPLEMENTATION OF RECOMMENDATIONS MADE IN FY 2021/22 REPORT**



## IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE FY 2021/22 REPORT

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
1	Low residual chlorine compliance level	<p>The trend in residual chlorine compliance level suggests that the chlorination process is not properly performed. According to tests conducted by EWURA, residual chlorine compliance levels during FY 2021/22 worsened to 35% and 3% for regional and NP WSSAs, respectively.</p> <p>DT WSSAs continued to register low residual chlorine compliance levels. Tests conducted by EWURA in FY 2021/22, revealed the residual chlorine compliance level of 37%</p>	<p>WSSAs should implement measures to ensure improvement in residual chlorine compliance levels. The measures include, among others, ensuring water is disinfected prior to supply to customers, establishing points for control and optimisation of the chlorination process, ensuring the use of regularly calibrated residual chlorine testing kits and ensuring that skilled personnel are involved in implementing the chlorination process</p>	Continuous	Managing Directors of WSSAs	<p>The compliance level for residual chlorine for the tests conducted by EWURA during the FY 2022/23 was 29% for RNP WSSAs and 20% for the DT WSSAs. This implies that WSSAs have not made sufficient efforts to improve compliance with residual chlorine</p>
2	Low residual chlorine compliance	<p>Only nine DT WSSAs have qualified water quality staff.</p> <p>The situation affects the utilities' water quality performance</p>	<p>DT WSSAs should recruit qualified water quality staff and ensure that skilled personnel are involved in the chlorination process</p>	Continuous	Managing Directors of DT WSSAs	<p>DT WSSAs with water quality staff increased to 18. The DT WSSAs with qualified water quality staff were Kahama, Biharamulo, Bunda, Chato, Igunga, Itumba-Isongole, Ludewa, Lushoto, Manyoni, Mpwapwa, Mwanhuzi, Nzega, Sengerema, Makambako, Turiani, Busega, Rombo, and Mbinga</p>
3	Low effluent BOD and COD compliance level	<p>There has been a significantly low effluent BOD and COD compliance level among RNP WSSAs. According to tests conducted by EWURA effluent BOD and COD compliance level was 46% during FY 2021/22</p>	<p>RNP WSSAs should implement measures to ensure improvement in BOD and COD compliance levels. The measures include rehabilitation and expansion of existing faecal sludge and wastewater treatment facilities to cope with increasing wastewater generation as well as enforcement of pre-treatment of industrial effluent to the treatment facilities</p>	Continuous	Managing Directors of Regional and National Project WSSAs	<p>The BOD and COD compliance levels for the tests conducted by EWURA were 55% and 50, respectively. This implies the efforts made by WSSAs were not adequate to improve performance</p>
4	High NRW	<p>Among 90 WSSAs seven attained the NRW service level benchmark of below 20%</p>	<p>WSSAs should implement measures to ensure that NRW is within the service level benchmark of below 20%. Among others, the measures include, developing and implementing NRW reduction strategies prepared according to EWURA Guidelines for Development of NRW Reduction Strategies for WSSAs, 2021</p>	Continuous	Managing Directors of WSSAs	<p>During the FY 2022/23 total of 12 among 85 WSSAs attained the NRW of equal or less than 20%. Those WSSAs are Kishapu, Maganzo, Busega, Nzega, KASHWASA, Mwanhuzi, Kasulu, Rujewa, Igunga, Kahama, MANAWASA and Gaito</p>

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
5	Inadequate provision of sanitation services	Among 90 WSSAs, only 11 had a sewerage network which serves only 13% of the total population. Also, only 20 WSSAs have sewage and/or faecal sludge treatment facilities	WSSAs should design and implement inclusive urban sanitation programmes which include sewer and non-sewered solutions. Among others, WSSAs should implement the Guidelines for Onsite Sanitation and Faecal Sludge Management for WSSAs, 2020	June 2024	Managing Directors of WSSAs	Overall sewer sanitation coverage for the 11 WSSAs that provide sewer sanitation services declined to 10.7% from 13% that was recorded in FY 2021/22 and FY 2020/21 due to re-basing of population data after the 2022 National Census and the extension of service areas to some WSSAs.  The WSSAs with faecal sludge treatment facilities increased to 21 from 19 Reported in FY 2021/22
		Inadequate coordination among various stakeholders in WSSAs' service areas in the provision of non-sewered sanitation and lack of sufficient sanitation baseline data	WSSAs should collaborate with local governments authorities to develop MoUs that will provide clear roles and responsibilities of WSSAs, LGAs and other stakeholders in improving the provision of sanitation services in their service areas. WSSAs should use the same collaborative approach to establish a non-sewered sanitation database that takes into consideration the entire sanitation service chain	Continuous	Managing Directors of WSSAs	Out of 85 WSSAs, 11 WSSAs namely Arusha, DAWASA, Iringa, Kahama, Musoma, Mwanza, Shinyanga, Sumbawanga, Geita, Sengerema and Busega had MoU with their respective LGAs regarding data sharing and management of non-sewered sanitation. Further, 15 WSSAs namely DAWASA, Dodoma, Iringa, Kahama, Musoma, Mwanza, Shinyanga, Tabora, Kigoma, Bukoba, Geita, Kondo, Nzega, Sengerema and Busega have established non-sewered sanitation database that takes into consideration the entire sanitation service chain within their service area
6	Insufficient water production	Regional WSSAs' water production meets only 52% of water demand while for NP WSSAs the ratio is only 55%	MoW is advised to ensure the strategy to utilise the available major water bodies through developing inter and intra-basin water transfer infrastructures to solve water supply challenges in the country as provided in the Water Sector Development Programme, Phase Three (FY 2022/23 to FY 2025/26) is timely implemented	June 2026	MoW	Currently, the MoW is implementing mega water projects including Kidunda Dam, Kiwira, LV-WATSAN (Central and South areas Mwanza) and Farkwa dam for the purpose of improving water supply services.  During FY 2022/23 the overall WSSAs ratio of production to demand deteriorated to 49% as compared to 52% attained in FY 2021/22
			Regional WSSAs are required to include in their business plans strategies for effective utilisation of the existing water sources, development of new water sources and protection and conservation of water sources	Continuous	Managing Directors of the Regional WSSAs	All 42 WSSAs' Business plans that were reviewed during FY 2022/23 included strategies for effective utilisation of the existing water sources, development of new water sources, and protection and conservation of water sources

SN	Key Issue	Observation	Recommendation	Deadline	Responsible	Implementation
7	Inability to recover operational costs	Analysis of revenues and expenditures shows that generally, RNP WSSAs are unable to recover their operational costs. Some WSSAs rely on Government subsidies to settle their dues, especially, payment of electricity bills. For NP WSSAs, a limited number of customers scattered in large areas of service and dilapidated infrastructure generally increase costs of service provision while high non-revenue water hampers their ability to generate sufficient revenues	<p>RNP WSSAs should develop and implement strategies to increase operating revenues. This includes the use of appropriate tariffs, increased service coverage and improved operational efficiency</p> <p>An intensive investment in water infrastructure in areas served by NP WSSAs is required to enhance self-sufficiency among the utilities. Further, there is an apparent need for revision of the <i>modus operandi</i> for NP WSSAs so as to determine an optimum business model for the utilities</p>	Continuous	Managing Directors of Regional and National Project WSSAs	In FY 2022/23, the average working ratio for WSSAs deteriorated to 1.3 as compared to 1.1 attained in FY 2021/22 likewise, the operating ratio rose to 2.0 from 1.7. The observed ratio implies that a significant number of WSSAs cannot fully cover operational costs from their operating revenues
				June 2026	MoW	MoW is currently implementing water projects at five NP WSSAs namely Makonde, MANAWASA, Mugango-Kiabakari, HTM and Wanging'ombe for the purpose of increasing water production and coverage



# APPENDIX 7: LIST OF WSSAS IN FY 2022/23



## LIST OF WATER SUPPLY AND SANITATION AUTHORITIES AND THEIR SERVICE AREA AS OF JUNE 2023

No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
<b>CLUSTER I</b>					
1	Arusha Water Supply and Sanitation Authority	WSSSL/02/2020	II	Arusha	Arusha City, Longido Town, Monduli Town, Ngaramtoni, Usa-river, and Merarani
2	Babati Water Supply and Sanitation Authority	WSSSL/01/2022	II	Manyara	Babati Town, Gallapo, Dareda, Bashnet, Magugu and Katesh
3	Bukoba Water Supply and Sanitation Authority	WSSSL/05/2022	III	Kagera	Bukoba Municipality, Karagwe Town and Muleba Town
4	Dar es Salaam WSSA (DAWASA)	WSSSL/02/2021	III	Dar es Salaam	Dar es Salaam, Kibaha, Bagamoyo, Kisarawe Town, Chalinze and Mkuranga Urban areas
5	Dodoma Water Supply and Sanitation Authority	WSSSL/01/2020	II	Dodoma	Dodoma City, Bahi, Chamwino, Kongwa, and Kibaigwa Towns
6	Iringa Water Supply and Sanitation Authority	WSSSL/03/2020	II	Iringa	Iringa Municipality, Ilula and Kilolo Townships
7	Kahama Water Supply and Sanitation Authority	WSSSL/27/2023	II	Shinyanga	Kahama Municipality and Isaka Township
8	Kigoma Water Supply and Sanitation Authority	WSSSL/13/2022	III	Kigoma	Kigoma Municipal
9	Mbeya Water Supply and Sanitation Authority	WSSSL/01/2021	II	Mbeya	Mbeya City and Mbalizi Town
10	Morogoro Water Supply and Sanitation Authority	WSSSL/09/2022	III	Morogoro	Morogoro Municipality, Kilosa, Mikumi and Dakawa Towns
11	Moshi Water Supply and Sanitation Authority	WSSSL/01/2017	I	Kilimanjaro	Moshi Municipality, Hai and Siha Towns
12	Musoma Water Supply and Sanitation Authority	WSSSL/06/2022	III	Mara	Musoma Municipality, Mugumu, Tarime, and Shirati Towns
13	Mwanza Water Supply and Sanitation Authority	WSSSL/04/2020	II	Mwanza	Mwanza City, Misungwi, Nansio, Magu and Ngudu Towns
14	Shinyanga Water Supply and Sanitation Authority	WSSSL/02/2022	III	Shinyanga	Shinyanga Municipality, Tinde, Didia and Iselamaganzi Township
15	Songea Water Supply and Sanitation Authority	WSSSL/03/2022	III	Ruvuma	Songea Municipality
16	Tabora Water Supply and Sanitation Authority	WSSSL/07/2022	III	Tabora	Tabora Municipality, Isikizya, Sikonge and Urambo Towns
17	Tanga Water Supply and Sanitation Authority	WSSSL/02/2016	I	Tanga	Tanga City, Muheza and Pangani Towns
18	KASHWASA	WSSSL/18/2023	II	Shinyanga	Shinyanga, Kahama, Tabora, Nzega and Igunga
19	Rombo Water Supply and Sanitation Authority	PWSSSL/04/2021	Provisional	Kilimanjaro	Rombo Town
<b>CLUSTER II</b>					
20	Geita Water Supply and Sanitation Authority	WSSSL/16/2022	III	Geita	Geita Municipality
21	Lindi Water Supply and Sanitation Authority	WSSSL/11/2022	III	Lindi	Lindi Municipality
22	Mpanda Water Supply and Sanitation Authority	WSSSL/15/2022	III	Katavi	Mpanda Town
23	Mtwara Water Supply and Sanitation Authority	WSSSL/10/2022	III	Mtwara	Mtwara Mikindani Municipality, and Nanyamba Township
24	Njombe Water Supply and Sanitation Authority	WSSSL/46/2012	III	Njombe	Njombe Municipality
25	Singida Water Supply and Sanitation Authority	WSSSL/08/2022	III	Singida	Singida Municipality
26	Sumbawanga Water Supply and Sanitation Authority	WSSSL/04/2022	III	Rukwa	Sumbawanga Municipality

No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
27	Masasi Nachungwea Water Supply and Sanitation Authority	WSSSL/06/2014	III	Mtwara	Masasi, Nachingwea and Mangaka Towns
28	Wanging'ombe Water Supply and Sanitation Authority	WSSSL/01/2016	III	Njombe	Ilembula Township and Wanging'ombe Town
29	Bunda Water Supply and Sanitation Authority	WSSSL/28/2023	III	Mara	Bunda Town
30	Busega Water Supply and Sanitation Authority	PWSSSL/01/2022	Provisional	Simiyu	Lamadi Township
31	Igunga Water Supply and Sanitation Authority	WSSSL/02/2023	III	Tabora	Igunga Town
32	Karatu Water Supply and Sanitation Authority	WSSSL/03/2021	III	Arusha	Karatu Town
33	Korogwe Water Supply and Sanitation Authority	PWSSSL/01/2023	Provisional	Tanga	Korogwe Town
34	Nzega Water Supply and Sanitation Authority	WSSSL/01/2023	III	Tabora	Nzega Town
35	Sengerema Water Supply and Sanitation Authority	WSSL/84/2012	III	Mwanza	Sengerema Town
36	Tukuyu Water Supply and Sanitation Authority	PWSSSL/04/2023	Provisional	Mbeya	Tukuyu Town
37	Makambako Water Supply and Sanitation Authority	WSSSI/36/2023	III	Njombe	Makambako Town
	<b>CLUSTER III</b>				
38	Bariadi Water Supply and Sanitation Authority	WSSSL/14/2023	III	Simiyu	Bariadi Town
39	Vwawa-Mlowo Water Supply and Sanitation Authority	WSSSL/03/2018	III	Songwe	Vwawa and Mlowo Townships
40	Mugango-Kiagakari Water Supply and Sanitation Authority	WSSSL/25/2023	III	Mara	Mugango, Kiagakari and Butiama
41	Makonde Water Supply and Sanitation Authority	WSSSL/08/2023	III	Mtwara	Newala and Tandahimba Towns
42	Maswa Water Supply and Sanitation Authority	WSSSL/26/2023	III	Simiyu	Maswa Town, Lalago, Sanga Mwalugesha and Malampaka Townships
43	Handeni Trunk Main Water Supply and Sanitation Authority	WSSSL/05/2023	III	Tanga	Korogwe and Handeni Towns
44	Biharamulo Water Supply and Sanitation Authority	WSSSL/33/2023	III	Kagera	Biharamulo Township
45	Chato Water Supply and Sanitation Authority	WSSSL/02/2018	III	Geita	Chato Township
46	Chunya Water Supply and Sanitation Authority	PWSSSL/03/2023	Provisional	Mbeya	Chunya Town
47	Gairo Water Supply and Sanitation Authority	WSSSL/02/2021	III	Morogoro	Gairo Town
48	Ifakara Water Supply and Sanitation Authority	WSSSL/27/2012	III	Morogoro	Ifakara Town
49	Itumba-Isongole Water Supply and Sanitation Authority	PWSSSL/02/2023	Provisional	Mbeya	Ileje Town
50	Kasulu Water Supply and Sanitation Authority	WSSSL/31/2023	III	Kigoma	Kasulu Town
51	Kibaya Water Supply and Sanitation Authority	WSSSL/15/2023	III	Manyara	Kiteto Town

No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
52	Kibondo Water Supply and Sanitation Authority	WSSSL/69/2012	III	Kigoma	Kibondo Town
53	Kilindoni Water Supply and Sanitation Authority	WSSSL/03/2015	III	Coast	Kilindoni Town
54	Kilwa Masoko Water Supply and Sanitation Authority	WSSSL/22/2023	III	Lindi	Kilwa Masoko Town
55	Kiomboi Water Supply and Sanitation Authority	WSSSL/16/2023	III	Singida	Kiomboi Town
56	Kishapu Water Supply and Sanitation Authority	WSSSL/17/2023	III	Shinyanga	Kishapu Town
57	Kondoa Water Supply and Sanitation Authority	WSSSL/12/2023	III	Dodoma	Kondoa Town
58	Kyela-Kasumulu Water Supply and Sanitation Authority	PWSSL/03/2021	Provisional	Mbeya	Kyela Town
59	Liwale Water Supply and Sanitation Authority	WSSSL/21/2023	III	Lindi	Liwale Town
60	Loliondo Water Supply and Sanitation Authority	WSSSL/04/2014	III	Manyara	Ngorongoro and Loliondo Towns
61	Ludewa Water Supply and Sanitation Authority	WSSSL/35/2023	III	Njombe	Ludewa Town
62	Lushoto Water Supply and Sanitation Authority	WSSSL/14/2022	III	Tanga	Lushoto Town
63	Mafinga Water Supply and Sanitation Authority	WSSSL/09/2023	III	Iringa	Mafinga Town
64	Mahenge Water Supply and Sanitation Authority	WSSSL/29/2012	III	Morogoro	Ulanga/Mahenge Town
65	Makete Water Supply and Sanitation Authority	WSSSL/37/2023	III	Njombe	Makete Town
66	Manyoni - Itigi Water Supply and Sanitation Authority	WSSSL/11/2023	III	Singida	Manyoni and Itigi Towns
67	Mbinga Water Supply and Sanitation Authority	WSSSL/29/2023	III	Ruvuma	Mbinga Town
68	Mbulu Water Supply and Sanitation Authority	WSSSL/03/2023	III	Manyara	Mbulu Town
69	Mpwapwa Water Supply and Sanitation Authority	WSSSL/13/2023	III	Dodoma	Mpwapwa Town
70	Mwanhuzi Water Supply and Sanitation Authority	WSSSL/30/2023	III	Simiyu	Meatu Town
71	Namanyere Water Supply and Sanitation Authority	PWSSL/02/2022	Provisional	Rukwa	Namanyere Town
72	Namtumbo Water Supply and Sanitation Authority	PWSSL/06/2023	Provisional	Ruvuma	Namtumbo Town
73	Ngara Water Supply and Sanitation Authority	WSSSL/24/2023	III	Kagera	Ngara Town
74	Orkesumet Water Supply and Sanitation Authority	WSSSL/16/2012	III	Arusha	Simanjiro Town
75	Ruangwa Water Supply and Sanitation Authority	WSSSL/17/2023	III	Lindi	Ruangwa Town
76	Rujewa Water Supply and Sanitation Authority	PWSSL/09/2023	Provisional	Mbeya	Rujewa Town
77	Same-Mwanga Water Supply and Sanitation Authority	WSSSL/04/2023	III	Kilimanjaro	Mwanga and Same Towns

No.	Name of Water Supply and Sanitation Authorities	Licence Number	Licence Class	Region	Service Area(s)
78	Songe Water Supply and Sanitation Authority	WSSSL/10/2023	III	Tanga	Kilindi/Songe Town
79	Tunduru Water Supply and Sanitation Authority	WSSSL/35/2012	III	Ruvuma	Tunduru Town
80	Ushirombo Water Supply and Sanitation Authority	WSSSL/34/2023	III	Geita	Ushirombo Town
81	Utete Water Supply and Sanitation Authority	WSSSL/05/2014	III	Coast	Rufiji Town
82	Maganzo Water Supply and Sanitation Authority	WSSSL/01/2018	III	Simiyu	Maganzo Township
83	Mombo Water Supply and Sanitation Authority	WSSSL/06/2023	III	Tanga	Korogwe and Mombo Towns
84	Tunduma Water Supply and Sanitation Authority	PWSSSL/05/2023	Provisional	Songwe	Mbozi and Tunduma Towns
85	Turiani Water Supply and Sanitation Authority	WSSSL/07/2017	III	Morogoro	Turiani Township





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