

In the matter of an Application by the
“MTWARA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY” (MTUWASA)
For a Tariff Adjustment, Received on 30th May 2008
(TR-W-08-17)

ORDER No. 08-012

On 30th May 2008, the Energy and Water Utilities Regulatory Authority (EWURA) received an application for Tariff review from Mtwara Urban Water Supply and Sewerage Authority (MTUWASA). MTUWASA has requested to increase water charges for domestic metered customers by 25% while other customer categories will continue paying the current rates. MTUWASA has also requested to increase service charges by 100% for domestic customers and by 50% increase for other categories of customers. Meter rental charges were also proposed to be increased by 100% for domestic customers and 200% for other categories. However, MTUWASA, in this application, has removed the minimum charge to all its customers which was TZS 3,000 for domestic customers and TZS 5,000 for the other categories.

EWURA is empowered by the Energy and Water Utilities Regulatory Authority Act, Cap 414 (“EWURA Act”) to regulate tariff adjustments in the water and sewerage sector. In evaluating the application from MTUWASA, EWURA has taken into consideration, among other things, the submitted documents as per the tariff application guidelines, additional information requested by EWURA, comments and clarification from the consultation process.

A Public Hearing Meeting was conducted on 31st July 2008 at TTC Hall in Mtwara-Mikindani municipality as part of an Inquiry into the reasonableness of the proposed tariff adjustment. During the meeting, all stakeholders including Consumer Consultative Council (CCC), Government Consultative Council (GCC) and the public were given an opportunity to present their opinions on the proposed tariff increase. The public was concerned with improper bills which are based on estimate even for metered customers, big outstanding debt of MTUWASA, high water leakages and low service coverage.

As a result of the Inquiry, EWURA concluded that MTUWASA's proposed tariff increase was reasonable. Therefore, the Board of Directors of EWURA having met on 3rd October 2008 to consider this matter decided as follows:-

1. The Board approves a weighted average tariff of TZS 568.35/m³. The approved water tariff increase, monthly meter rent and service charges by customer category as shown in Table numbers 1 to 4 below. The tariff increases shall take effect from 1st November 2008.

Table 1: Current, Proposed and Recommended Water Supply Tariff (Metered Customers)

Category	Current Tariff			Proposed Tariff	Recommended
	Units M ³	Minimum Bill (TZS/Month)	TZS/M ³	TZS/M ³	TZS/M ³
Domestic	0 - 7	3,000		500	500
	Above 7		400		
Institutional	0 - 10	5,000		900	900
	Above 10		900		
Commercial	0 - 10	5,000		1,000	1,000
	Above 10		1,000		
Industrial Group 1	0-10	5000		1,000	1,000
	Above 10		1,000		
Industrial Group 2	0-100	50,000		1,000	1,000
	Above 100		1,000		
Kiosk	-	5,000	400	400	400
Water Browsers/Tanks	-	-	2,600	2,600	2,600

Table 2: Current, Proposed and Recommended Water Supply Tariff (Un-metered Customers 'Flat Rates')

Category		Current Tariff (TZS/Month)	Proposed Tariff (TZS/Month)	Recommended Tariff (TZS/Month)
Domestic	High Density	5,000	5,000	5,000
	Medium Density	10,000	10,000	10,000
	Low Density	15,000	15,000	15,000

Table 3: Current, Proposed and Recommended Service Charge				
S/N	Category	Current Service Charge (TZS/Month)	Proposed Service Charges (TZS/Month)	Recommended Service Charges (TZS/Month)
1	Domestic	500	1,000	1,000
2	Institutions	2,000	3,000	3,000
3	Commercial	2,000	3,000	3,000
4	Industrial	2,000	3,000	3,000

Table 4: Current and Proposed Meter Rent				
S/N	Category	Current Meter Rental Charge (TZS/Month)	Proposed Meter Rental Charge (TZS/Month)	Recommended Meter Rental Charge (TZS/Month)
1	Domestic	500	1,000	1,000
2	Institutions	1,000	3,000	2,000
3	Commercial	1,000	3,000	2,000
4	Industrial	1,000	3,000	2,000

2. On or before 31st March 2009, MTUWASA shall submit to EWURA its plan to:
 - 2.1. increase hours of water service from 12 to 24 hours by making use of the idle installed capacity of about 5,000 m³/day at Mtawanya well field;
 - 2.2. reduce Unaccounted for Water (UfW) from 34% to below 20%;
 - 2.3. install Air Valves and Water Meter along the main pipe from Mkindani Mchuchu Water Spring Source to the Pump house at Mkindani; and
 - 2.4. construct a sewerage system.
3. MTUWASA shall read customer water meters at least once every two months starting from 1st November 2008.
4. On or before 31st October 2009 MTUWASA shall provide evidence to EWURA that it has designed and is implementing a pro-active programme of customer outreach. A status report on the implementation of that programme shall be included with all future applications for tariff adjustment and considered by EWURA in evaluating the reasonableness thereof.

5. MTUWASA shall continue to provide EWURA with information about its financial and operating condition in accordance with the requirements of EWURA. This information will be used by EWURA to evaluate MTUWASA performance in comparison with other utilities and the improvement of its performance over time. This evaluation will be considered by EWURA in determining the reasonableness of all future requests for tariff adjustment. In particular MTUWASA shall ensure that the accuracy of information provided in monthly reports is improved.

Simon F. Sayore

Chairman of the Board

EWURA

Haruna Masebu

Director General

EWURA

Dar es Salaam , 3rd October 2008

Ombi la MAMLAKA YA MAJISAFI NA MAJITAKA MTWARA (MTWARA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY - MTUWASA) la kurekebisha Bei ya Huduma ya Majisafi na Majitaka lililowasilishwa Tarehe 30 Mei 2008.

(TR-W-08-017)

AGIZO Na. 08-012

Mnamo tarehe 30 Mei, 2008 Mamlaka ya Udhhibiti wa Huduma ya Maji na Nishati (“EWURA”) ilipokea ombi la Mamlaka ya Majisafi na Majitaka Mjini Mtwara (“MTUWASA”) la kurekebisha bei za huduma ya maji. Katika ombi hilo MTUWASA iliomba ongezeko la wastani wa asilimia 25 kwa wateja wa majumbani wenye dira na wateja wengine wote wataendelea kulipia bei ya sasa. Gharama ya huduma kwa wateja (service charge) imeombewa ongezeko la asilimia 100 kwa wateja wa majumbani na asilimia 50 kwa wateja wengine. Gharama ya kukodisha dira imeombewa ongezeko la asilimia 100 kwa wateja wa majumbani na asilima 200 kwa wateja wengine. Katika maombi yake, MTUWASA imeondoa kiwango cha chini cha malipo kwa wateja wake wote; kiwango hicho kilikuwa ni TZS 3,000 kwa wateja wa majumbani na TZS 5,000 kwa wateja wengine.

Pendekezo la bei na gharama za huduma la MTUWASA linalenga kuiwezesha kulipia gharama zote za uendeshaji na uchakavu wa miundombinu yake.

Sheria ya EWURA, “Energy and Water Utilities Regulatory Authority Act” (Sura ya 414)”, imeipa EWURA uwezo wa kisheria wa kudhibiti marekebisho ya bei katika sekta ya majisafi. Katika kutathmini maombi ya MTUWASA, EWURA imezingatia, pamoja na mambo mengine, taarifa mbalimbali zilizowasilishwa na MTUWASA kama zinavyoelekezwa na Mwongozo wa EWURA wa maombi ya kurekebisha bei, taarifa za nyongeza kwa ajili ya kutoa ufafanuzi, hoja na fafanuzi mbalimbali kutoka kwa wadau.

Mkutano wa taftishi ulifanyika tarehe 31 Julai 2008 katika ukumbi wa TTC mjini Mtwara ili kupata maoni kuhusu uhalali wa ombi hilo la ongezeko la bei za majisafi. Katika mkutano huo, wadau mbalimbali wakiwemo Baraza la Watumiaji Huduma zinazodhibitiwa na EWURA (CCC),

Baraza la Ushauri la Serikali (GCC), na wananchi wa Mtwara walipewa fursa ya kutoa maoni yao kuhusu ombi la MTUWASA la kuongeza bei ya huduma zake. Wadau walikuwa na hoja kuhusu ankara zisizo sahihi ambazo zinakadiriwa kwa wateja wenye dira, kiwango kikubwa cha deni la MTUWASA ambalo halijarejeshwa, kiwango kikubwa cha upotevu wa maji, uvujaji wa maji kwenye mabomba na udogo wa mtandao wa majisafi.

Kufuatia kukamilika kwa taftishi, EWURA imefikia uamuzi kwamba ombi la ongezeko la bei lina mantiki na ni halali. Bodi ya Wakurugenzi ya EWURA katika kikao cha tarehe 3 Oktoba 2008 ilijadili ombi la MTUWASA na kutoa maamuzi yafuatayo:-

1. Bodi imeidhinisha bei ya wastani ya majisafi ya TZS568.35/M³. Ongezeko la bei na gharama mbalimbali litaanza kutumika kuanzia tarehe 1 Novemba 2008.

Jedwali 1: Bei za Majisafi (kwa Wateja Waliofungiwa Dira)

Kundi la Wateja	Bei ya Sasa			Bei Zilizopendekezwa	Bei Zilizoidhinishwa
	Kipimo M ³	Kiwango cha Chini (TZS/Mwezi)	TZS/ ³	TZS/M ³	TZS/M ³
Majumbani	0 - 7	3,000		500	500
	Zaidi ya 7		400		
Taasisi	0 - 10	5,000		900	900
	Zaidi ya 10		900		
Biashara	0 - 10	5,000		1,000	1,000
	Zaidi ya 10		1,000		
Viwanda Kundi 1	0-10	5000		1,000	1,000
	Zaidi ya 10		1,000		
Viwanda Kundi 2	0-100	50,000		1,000	1,000
	Zaidi ya 100		1,000		
Magati	-	5,000	400	400	400
Maboza/Tangi	-	-	2,600	2,600	2,600

Jedwali 2: Bei za Majisafi (Kwa Wateja Wasio na Dira)

Kundi la Wateja		Bei ya Sasa (TZS/Mwezi)	Bei Zilizoombwa (TZS/Mwezi)	Bei Zilizoidhinishwa (TZS/Mwezi)
Majumbani	Eneo lenye Viwanja Vidogo (High Density Area)	5,000	5,000	5,000
	Eneo lenye Viwanja vya Kati (Medium Density Area)	10,000	10,000	10,000
	Eneo lenye Viwanja Vikubwa (Low Density Area)	15,000	15,000	15,000

Jedwali la 3: Gharama za Huduma (TZS/Mwezi)

Makundi ya Wateja	Gharama ya Sasa	Gharama Zilizopendekezwa	Gharama Zilizoidhinishwa
Majumbani	500	1,000	1,000
Taasisi	2,000	3,000	3,000
Biashara	2,000	3,000	3,000
Viwanda	2,000	3,000	3,000

Jedwali la 4: Gharama za Kukodisha Dira (TZS/Mwezi)

Kundi la Wateja	Bei ya Sasa	Bei Zilizopendekezwa	Bei Zilizoidhinishwa
Majumbani	500	1,000	1,000
Taasisi	1,000	3,000	2,000
Biashara	1,000	3,000	2,000
Viwanda	1,000	3,000	2,000

2. Ifikapo tarehe 31 Machi 2009, MTUWASA iwe imewasilisha EWURA mpango wake wa:-
 - 2.1. kuongeza muda wa huduma ya maji kutoka muda wa saa 12 ya sasa hadi 24 kwa kutumia uwezo wa kuzalisha maji usiotumika wa Mita za Ujazo 5,000 kwa siku kwenye visima vya Mtawanya;
 - 2.2. kupunguza upotevu wa maji kutoka asilimia 34% za sasa hadi chini ya asilimia 20;

- 2.3. kufunga kifaa cha kutolea upepo (Air Valve) na dira ya maji kwenye bomba kuu la maji kati ya chanzo cha maji cha chemchemi ya Mkindani Mchuchu na pampu za Mkindani; na
- 2.4. kujennga mfumo wa majitaka.
3. Kuanzia tarehe 1 Novemba 2008, MTUWASA isome dira za maji kwa wateja wake angalau mara moja kwa kila miezi miwili.
4. Ifikapo tarehe 31 Oktoba 2009 au kabla ya hapo, MTUWASA iwe imetoa uthibitisho wa kutosha wa jinsi inavyotekeleza mpango wake wa kuimarisha mahusiano, mawasiliano, utoaji habari, na uelimishaji wa wateja. Taarifa ya utekelezaji wa mpango huo iwasilishwe EWURA katika maombi yote yajayo ya kurekebisha bei za huduma. EWURA itazingatia taarifa hiyo wakati wa kufanya tathmini ya uhalali wa maombi husika.
5. MTUWASA itaendelea kuwasilisha kwa EWURA taarifa zake za fedha na za utendaji kwa mujibu wa mwongozo wa EWURA. Taarifa hizi zitatumika kutathmini utendaji wa MTUWASA ikilinganishwa na vyombo vingine vya utoaji wa huduma za maji na jinsi inavyoboresha huduma zake. EWURA itazingatia tathmini hii katika kufanya maamuzi ya maombi yatakayowasilishwa na MTUWASA katika siku zijazo. Pia MTUWASA inatakiwa kuhakikisha kwamba taarifa zinazotolewa katika ripoti za kila mwezi zinaboreshwa.



Simon F. Sayore
Mwenyekiti wa Bodi
EWURA



Haruna Masebu
Mkurugenzi Mkuu
EWURA

Dar - es – Salaam, 3 Oktoba 2008