

Water Supply and Sanitation (WSS) Regulators in Africa – Country Profile Tanzania Mainland

General information	
Region	Eastern Africa
Surface area	945,087 km ²
Total Population	59,851,347 (NBS,2022)*
Urban pop.	39%
Rural pop.	61%
Water supply coverage	44% DT and 82% Regional centres (EWURA, 2021)**
Sanitation coverage	32% (EWURA, 2021)**



WSS Regulatory Status

	Urban		Rural	
	Water Supply	Sanitation	Water Supply	Sanitation
Type of Regulation	Regulation by Agency			
Name of Regulator	Energy and Water Utilities Regulatory Authority (EWURA)			
Year of establishment	2006			
Policy	National Water Policy, 2002			
Legal instrument	Energy and Water Utilities Regulatory Authority Act, 2006			
Area of Jurisdiction	National			
Number of regulated service providers	94 Water Supply and Sanitation Authorities (WSSAs)			
Type of service providers	Sub-national Public Utilities			
Key functions				
<ul style="list-style-type: none"> Issuing, renewing, and cancelling licences Establishing standards for services Facilitating the resolution of complaints and disputes 		<ul style="list-style-type: none"> Regulating service rates and charges Disseminating information its functions Monitoring the performance of regulated utilities 		
Best practices: 1. Regulatory framework for non-conventional water sources				
<p>Tanzania is one of the few African countries that has taken significant steps to regulate water supply sources other than networked piped water supply. In 2013, EWURA issued Guidelines for Regulation of Water Tanker Services and Guidelines for Regulation of Private Boreholes Services. Following their implementation in selected service areas, the Guidelines have been reviewed and Rules have been prepared for application by all water utilities. Additionally, EWURA issued Guidelines for Operation and Management of Water Kiosks.</p>				
2. Incentives to promote performance				
<p>Financial and reputational incentives are applied to service providers to promote good performance. Benchmarking reports in which service providers are ranked are published on EWURA website the winners are announced in a public statement to recognise their good performance. Monetary awards for specific tasks have also been used as financial incentives for those utilities that rank amongst the first positions.</p>				
3. Public participation				
<p>EWURA has a Consumer Consultation Council that collects consumers' interests and provides their inputs in various stages of the regulatory process: before issuing the licenses, during tariff review process and while developing regulatory instruments. The council can also comment on service provision performance.</p>				
*Source		**Source		
<p>For more information on EWURA, click here Internal All Employees</p>				