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

**Tanzania Mainland**

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| General information |  |
| Region | **Eastern Africa** |
| Surface area |  **945,087 km2** |
| 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 |
| * Issuing, renewing, and cancelling licences
* Establishing standards for services
* Facilitating the resolution of complaints and disputes
 | * 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 |
| 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.  |
| 2. Incentives to promote performance |
| 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. |
| 3. Public participation |
| 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.  |
|  \*[Source](https://sensa.nbs.go.tz/) \*\*[Source](https://www.ewura.go.tz/water-performance-reports/) For more information on EWURA, click [here](https://www.ewura.go.tz/) |