

Successes

Trainings and the implementation of the dashboard have provided immediate and very tangible benefits. MWAUWASA is successfully engaged with a number of large scale infrastructure projects funded by various donors and the WOP support is providing opportunity to leverage impact. Sustainability is rated as high. The opportunity exists to embed the strategies and management capacity building, take advantage of the NRW reduction strategy, effectively improve customer billing and act on the detail inherent in their customer management and billing information to improve their financial situation.

Next Steps

A sustainability plan is recommended for 2020. Since inception, partners clearly recognise the increasing water demand that they operate under and these issues are planned to be addressed in detail alongside environmental issues that affect Lake Victoria.

About WaterWorX

WaterWorX (WWX) is a programme that seeks to contribute to ensuring sustainable access to safe drinking water and sanitation to 10 million people in the period 2017-2030. WWX is funded by the Dutch Ministry of Foreign affairs (MFA) and implemented by 10 Dutch Water companies (represented by the companies VEI, PWN, World Waternet, Dunea and Oasen), in partnership with 37 selected water utilities in 17 countries in Africa, Asia and Latin America.

<https://www.vei.nl/projects/waterworx>

<https://www.vei.nl/>

Evaluating the Partnership

A mid-term review of the partnership was carried out in September 2019.

Relevance



Effectiveness



Efficiency



Sustainability



WOP Budget
€3,300,000

Non-revenue water
at baseline

37%

MWAUWASA

Service Delivery

MWAUWASA

389,908

people served



Water Operator Partnership

between

Mwanza Urban Water Supply
and Sewerage Authority,
Tanzania, and VEI



Introduction

Mwanza city is the second largest urban hub in Tanzania. Mwanza Urban Water Supply and Sanitation Authority (MWAUWASA) was established in July 1996 and declared fully autonomous in January 1998. The Authority is wholly owned by the Government of Tanzania. The city is supplied with water from Lake Victoria, from where it is processed via a treatment plant into various booster stations to counter the hilly geography of the city.

Before the Partnership

MWAUWASA has the required governance structures and strategic plans in place. It is equipped with facilities and logistics and maintains a good level of automation in its operating processes. It has a good customer management service, a positive income, and a high rate of successful customer billing.

Challenges include continuity, the high non-revenue water (37%), water sources conservation (due to ongoing human activities at the lake shore and population growth).

MWAUWASA utility is at a turning point in relation to its capacity to operate effectively at scale in the wake of its mandate to serve a growing population and expanding service area.

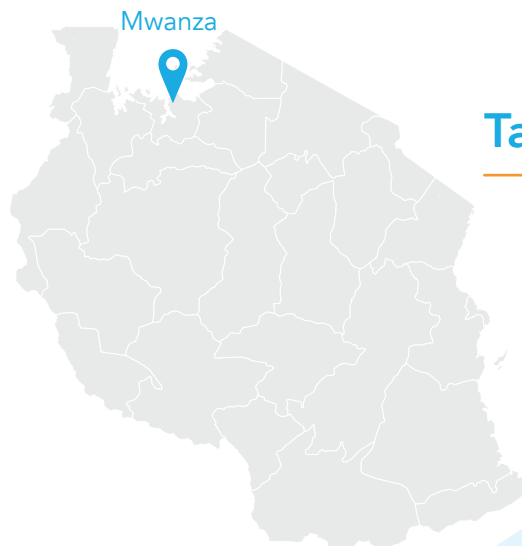
Population Size

781,819
MWANZA CITY

The Partnership

The partnership under the WaterWorX programme between VEI and MWAUWASA started in 2018. Overall objective of the partnership is to improve and extend the quality of service to MWAUWASA customers via increased access, maintained water quality and quantity within the environmental constraints of the Lake Victoria Ecosystem via a reduction in non-revenue water and work on longer term sustainability and focused provision to low income users.

In 2019, the partnership has been evaluated. This brief presents a short overview from the progress to date.



Tanzania

WOP Progress to Date

Most activities under the partnership are on track. The WOP has a clear mandate to focus on non-revenue water, connection levels and capacity development.

Activities included:

- The production of a detailed report on non-revenue water;
- The development of a strategy for the establishment of four District Metered Areas;
- The development of a zonal dashboard with non-revenue water key performance indicators. The dashboard is operational in two zones;
- Trainings of plumbers, which are key to address the reduction of water loss through faulty pipes;
- The development of terms of references for further training and capacity development;
- The development of proposals for providing people with direct access to improved water and / or sanitation facilities has progressed, as does progress towards the energy saving strategy and gender strategies.