

## Successes

A significant degree of reflective learning on and a concerted desire to bring value and impact to the WOP is evident, with clear successes in planning for non-revenue water and the establishment of two DMAs. KPIs show increases in coverage and in the number of female staff in management. The utility is at a turning point in relation to its capacity to operate effectively at scale in the wake of its increased mandate to serve a much greater population.

## Next Steps

A pilot treatment plant for fluoride removal will be installed which might have a potential scale-up for new investments. 2020 will be a critical year to consolidate leadership development activities, MIS and audit activities, which should have long term benefit to the utility.

## 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>

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## Evaluating the Partnership

Evaluation of the partnership was carried out in July 2019, as part of a partnership mid-term review.

Relevance



Effectiveness



Efficiency



Sustainability



WOP Budget  
**€2,262,082**

Non-revenue water  
at baseline (2018)

**46%**

AUWSA

Service Delivery

ARUSHA  
**270,060**

people served  
in 2018



# Water Operator Partnership

between

The **Arusha Urban Water  
Supply and Sanitation  
Authority (AUWSA)**, Arusha,  
Tanzania and **VEI**



## Introduction

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In 2010, Arusha Municipality was upgraded to city status. The service area changed from 93km<sup>2</sup> to 208km<sup>2</sup>. The Arusha Urban Water Supply and Sanitation Authority (AUWSA) is the primary service provider in the city, with an estimated population of 600,000. Arusha City is supplied with water from three different types of sources: springs, boreholes and a river.

## Before the Partnership

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AUWSA has its governance structures and strategic plans in place. It is well equipped with facilities and logistics. It maintains a good level of automation in its operating processes. It has a good customer management. They have a positive income and expenditure ratio.

Nevertheless, it faces a number of service delivery challenges. There is an average daily supply of 15 hours. Non-revenue water (NRW) is 47%, which is a major challenge not only for continuity of supply, but above all for revenue collection, and subsequent asset management and maintenance. Due to the combination of scattered water sources and frequent power interruptions, AUWSA needs to use generators to pump water from water production points, which comes at additional cost.

### Population Size

600,000

ARUSHA (TOWN)

## The Partnership

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The partnership under the WaterWorX programme between VEI and AUWSA started in 2018.

Primary priorities of the partnership are to build management and staff capacity, to provide support in reducing NRW and to prepare the utility to take on and sustainably manage an expanded system funded by the African Development Bank.

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



## WOP Progress to Date

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The following activities have been undertaken in 2018 and 2019:

- Implementation of an energy audit;
- Proposal developed for new connections for low income households;
- Appointment of local staff;
- The replacement of domestic meters;
- Repair of leakages;
- Improvement of Geographic Information System (GIS);
- The development of a hydraulic model;
- The establishment of two District Metered Areas (DMAs) were undertaken
- 10 trainings in non-revenue-water reduction’;
- Making new connections for low income households;
- An assessment of water quality improvements and need for fluoride removal;
- The implementation of a staff performance evaluation methodology.