Tanzania - Arusha Urban Water Supply and Sanitation Authority (AUWSA)

Country Tanzania

The Arusha Urban Water Supply and Sanitation Authority (AUWSA), is a legally established entity responsible for the overall operation and management of water supply and sewerage services in Arusha City. AUWSA was established under the Water Works Act CAP 272 amendment (Act No. 8 of 1997), now repealed by Water Supply and Sanitation Act No. 12 of 2009. It was declared a fully autonomous entity by order of the Minister responsible for Water Affairs in January 1998.

AUWSA is governed by the Board of Directors and headed by the Managing Director. Under the Managing Director there are four Departments namely Technical, Customer Service, Finance and Human Resources and Administration. There are Eleven Sections under these four Departments. Also there are Seven Units namely Internal Audit, Public Relations, Procurement Management, Legal Services, Planning and Development, Store and Supplies and Information and Communication Technology all reporting to the Managing Director.

The AUWSA's vision statement: "To be the best utility in Water supply and Sanitation services in Africa"

By considering that AUWSA is implementing huge investments which will automate AUWSA's operations and increase supplying of water to the extent of exceeding demand for more than fifty percent. Moreover, there will be conducive staff working environment and decentralization of service in zones which will increase efficiency in higher level.

In order to attain the above vision AUWSA had the following mission:

"To enhance adequate and sustainable provision of quality water supply and sanitation services at affordable tariffs so as to contribute to socio-economic development of Arusha City and Tanzania as a whole".

Jan-Kees de Visser
Tanzania - Arusha Urban Water Supply and Sanitation Authority (AUWSA)

Andries van Eckeveld

Tanzania - Arusha Urban Water Supply and Sanitation Authority (AUWSA)

About VEI

Established in 2004 by Dutch water utilities, VEI has developed into an effective organization operating worldwide. VEI implements Water Operator Partnerships (WOPs) with dozens of water operators, aiming at sharing knowledge and skills to make the partner water operators stronger, financially sustainable and more (climate) resilient. VEI creates improved access to water and sanitation services, for approximately 350,000 people every year, mostly in low-income areas in Africa, Asia and Latin-America. Standing side by side as water operators, we strive to continuously increase our impact for people living in poverty, by systemically improving the maturity of working processes of our WOP partners, supported by peer-to-peer collaboration, training, technical assistance and smart investments.

VEI is a full subsidiary of Vitens N.V. and Evides Waterbedrijf N.V. and implements the international Corporate Social Responsibility policy on behalf of seven Dutch drinking water utilities:

- Vitens N.V.
- Evides Waterbedrijf N.V.
- WML
- Waterbedrijf Groningen
- Brabant Water
- WLN
- PWN

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