



It is almost impossible not to talk about the Coronavirus. The newspapers are already reporting about each and every aspect related to this world-wide crisis. We cannot add any facts, but want to focus on the importance of water to maintain health. The Coronavirus, and COVID-19, the disease it is causing, is not known to be



Water in Times of the Corona-virus



transmitted through water, unlike, for instance, Cholera, Dysentery and Typhoid Fever. The transmission happens mainly through human contact.

If water is treated according to the existing water quality standards, it can be considered safe. And it is even crucial in the fight against the Coronavirus. Isolation, social distancing and avoiding to touch your face help in preventing transmission, but it is also the personal hygiene measures that matter. Handwashing is para-

mount here. It is the right time to be reminded on proper techniques on how to wash hands (see the picture on the left, issued by the World Health Organization).

We hope that you stay safe and healthy and will, despite the insecure times, enjoy our ATAWAS Magazine. We hope you find the topics interesting and will get informed about our member's exciting activities and projects. (MK)

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February 2020

Mon Tue Wed Thu Fri Sat Sun
 11 12 13 14 15 16 17

Location: IRINGA

Workshop on Meter Reading Skills

A workshop on improving meter reading skills was held on 11th to 13th February 2020 in Iringa. The workshop was organised by ATAWAS in collaboration with GIZ Water Programme, and Integration (GIZ-Consultant assigned to promote employability and skills development),

following the request from Mbeya Water Supply and Sanitation

Authority (WSSA) to strengthen skills and performance of its

Sales Assistants in the areas of water meter reading. The two and a half day's workshop attracted 33 participants from Mbeya, Tunduma and Songea, trainers from Water Institute, Iringa WSSA, GIZ and Integration.

The workshop was designed in consideration of the AWAC Water Skills Competition, which took place in Zanzibar last November. Workshop

contents and delivery provided best knowledge, skills and attitudes to Sales Assistants for effective meter reading and reporting practices. The workshop



Competition winners in a pose with their trophies

objectives were:

- increase awareness on effective meter reading and its contribution to utility performance and improved services;
- improve meter reading knowledge, skills and attitude of Sales Assistants and plumbers in water utilities
- expose utility staff to different methods of effective meter reading, data collection and reporting.

The participants learned about the meter reading chain, indicating the linkages between support provided by WSSA management to water meter readers and the expected outcomes and impact for the utility performance. The emphasis provided was that meter readers play a key role in the improvement of the utility, therefore, the meter reading

process cannot happen in isolation, but needs to relate to other processes and an enabling environment of the water utility.

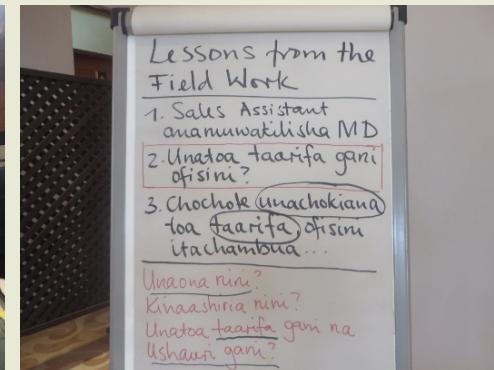
Participants reflected on principles and skills for effective water meter reading. Different attitudes of well performing meter reading teams were explained, including dress code for identity, behaviour and commitment.

Short videos were used to highlight good meter reading practices and reporting to improve performance. The issues that need attention are related to:

- the meter (stopped, broken, reversed, fog/moisture, etc);
- leakages (along the pipes);
- consumption trends (discrepancies between current and previous readings);
- water theft (i.e. illegal connections) and
- customers' perception of the services provided.

To test the understanding of the participants, a meter reading competition was done with participants reading actual water meters with different challenges in the field. The top three performing teams in this exercise were awarded with trophies.

Similar workshops can be arranged for water utilities which require similar knowledge. So far ATAWAS has received requests from Arusha WSSA and Mwanza WSSA, scheduled for later in 2020. (MK)



Lessons learned from the field exercise

Member Profile

Equiplus Company Limited, is a Tanzanian company specialized in civil and mechanical works i.e. supply, installation and maintenance of water pumps plus engineered solutions. The directors saw the opportunity in the



The Equiplus team outside the office in Dar es Salaam

water sector with a lot of passion and as a result, the company has accomplished many projects in less than two years with great sales turnover of more than one billion Tanzanian shillings.

Our Head Office is based in Dar es Salaam and currently we have expanded our operations, with branches in Arusha and Dodoma. We are working closely with government institutions, water authorities, NGOs and individuals. Our products are mainly from Europe, Asia and the Far East. To strengthen our local industries, pipes and other fittings are mainly from our local suppliers.

Equiplus Company Limited is well equipped to supply, install and service water pumps, solar equipment, irrigation products, valves and fittings.

The services we are offering our clients are:

- Solution Provider: We endeavour to



Installation of borehole pump at IOM in Kigoma

understand the client's specific requirements through detailed evaluation of their specifications and mutual correspondence to provide workable and economically viable solutions to their needs.

- Site visits: Our Technicians and Engineers are available to visit client's site to provide pre-service as may be required from time to time.
- After sale services: as a reputable company, we have a service department fully equipped with modern tools to carry out minor and major repair works to take away all headache that are likely to emerge at

catastrophic breakdowns. We also do stock most spare parts in house.

- Service contract management: This is another area which is more important for it enables our clients to enjoy water and power uninterrupted service. Everything is taken care of by the service department, charged annually and it is our responsibility to ensure water supply is not cut.

Some of the projects we have carried out in the past are: Supply and installation of surface booster pump for Vwawa Project in 2019 (for Mbeya WSSA), supply and Installation of Hot Water Treatment Plant for Mbigiri Sugar Cane Seeds in Dakawa in Jan 2020, supply and installation of diesel fire pump and rehabilitations of the existing unit for Total Tanzania Ltd. in Feb 2020, supply and installation of 10Nos of India MK II Extra Depth Hand Pump to 10 villages in Biharamulo District Council in Jan 2020.

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November 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
04	05	06	07	08	09	10

Location: ARUSHA

A workshop on financing of projects for water supply and sanitation services was conducted from 5th to 7th November 2019 in Arusha and was attended by key decision makers in the water and sanitation sub-sector. The workshop was opened by Deputy Permanent Secretary, Ministry of Water, Eng. Anthony Sanga. He highlighted ongoing efforts to reach the still unreached population and growing economy. Due to the high demand for funds the aim of the workshop was to reach the private sector and mainstream financial services for resource mobilisation to finance expanding water demand.

The Deputy PS urged participants to learn, acquire and use knowledge from the workshop.

Water utilities have huge potential to secure financing from mainstream commercial banks. This potential however still requires some internal efforts to improve governance of water utilities, quality of manpower to prepare and implement bankable proposals. Also, WASH offers great opportunities and

partnership between water utilities and financial institutions offer high return on



investment. Despite this potential, WASH is still less understood by mainstream financial services. It was also noted that there are inadequate financial services to support sanitation and wider sanitation value chain.

A discussion followed on how to introduce commercial finance into the water sector. The key findings were:

- Water utilities should strive to make themselves eligible before lenders – let make banks come to them rather than the water utilities going to them.
- Partnership between public and

private sector has demonstrated outstanding results.

- Development partners are still relevant as the sector seek to engage more private sector participation.
- Water utilities are urged to use Credit Reference Bureau to know credit history of their applicants and improve their eligibility before financial institutions.
- IFF-OBA facility remains fantastic towards financing water projects or in extending financing in water sector.
- On-going financial services – Equity Bank and Tujijenge Tanzania provide great lessons and opportunity to increase outreach and impact of water utilities. It will help to unlock poor access to water and sanitation services.
- The finance institutions then presented their products. A number of issues have been pointed out in this aspect:
- Water utilities still have lower connections due to huge inability to finance connections from within current financial ecosystems.
- Suppliers display a range of interesting products and services that suits poor people. These products and services remain locked within project thinking and have minimal outreach.
- Water utilities have not benefitted with synergies resulting from effective recruitment of clean tech. This has multiple advantages, including lowering of cost of production and service delivery. Use of mobile money, clean energy techs and microfinance arrangements posed huge benefits and impact
- Urban planning and settlements offer challenges and opportunities. Use of technologies to detect leaks, digitalization of supply network and billing systems will contribute towards improved service delivery
- Water utilities needs to build good relationship with the customers. DAWASA for example has started issuing messages to customers, including birthday anniversaries and seasonal greetings. (CC)

Skills Competitions More Than Fun and Games

Did you know about the World Skills Championships? This competition of vocational skills takes place every two years and attracts participants from all over the world. Plumbing and Heating and Water Technology were just two out of a number of diverse skills demonstrated during the last competition in Kazan, Russia, in 2019. It involved participants from 62 countries competing in 56 different skills. Africa was represented only by South Africa, Namibia, Egypt and Morocco.

How Tanzania can become part of this movement could be seen during the last two Annual Water Conferences organized by ATAWAS (see Info Box). In 2018, Mwanza saw the first national Skills Competition that hopefully becomes a series of annual events. In the same spirit, the second event was carried out last year in Zanzibar. In both events, staff members from water utilities and training institutions competed in demonstrating their essential skills needed in the water industry.

But are Skills Competitions more



Skills Competition contestants during the event on Zanzibar in 2019

than fun and games? What, really, is the use of organizing these events? Ideally, all stakeholders in the water sector can benefit. In the end, not only the participants have the chance to win ...

Let us start with the competitors: Utility staff participating in the actual competition can improve skills as they prepare for the event, see where their individual strengths and weaknesses are and have the opportunity to get the appreciation they deserve. Artisans and technicians are the backbone and vital part of the water authorities and without their skillset (and mindset) no

institution can survive.

Improved skills not only increase employability, showing the public how they work, it can also help in correcting the reputation of entire professional groups in the country. Confidence, pride and appreciation are virtues often still lacking but can potentially be enhanced through Skills Competitions.

It should go without saying that the respective organizations also greatly benefit from skilled employees. Improved work quality, less complaints, better service and increased revenue go hand in hand. Skills Competitions are an

1st Skills Competition

Nov 2018 in Mwanza

Task: Installing new domestic metered water connections

Winner: Shinyanga WSSA

2nd Skills Competition

Nov 2019 in Zanzibar

Task: Reading water meters

Winner: Kahama WSSA

3rd Skills Competition

Nov 2020 in Mtwara

Send us your suggestion for the theme of this year's competition to info@atawas.or.tz

excellent way of identifying skills development and training needs for members of staff (see also the feature on page 2).

This as well helps the Government to reach its set targets faster and reconfirms the importance of issuing guidelines, Standard Operating Procedures and regulations for the sector.

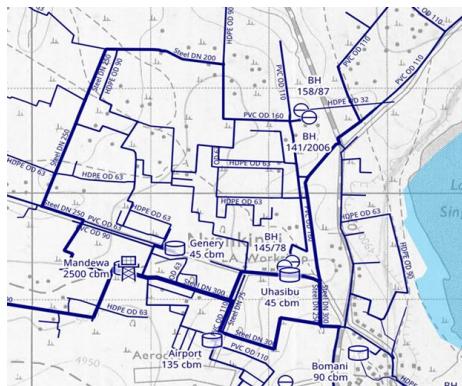
Training institutes can learn a great deal from Skills Competitions too by rethinking the learning priorities to be closer to the actual work challenges or even developing new curricula for addressing the observed skills gaps and challenges of practitioners.

So who is winning the Skills Competition in the end? It should be the water consumer - you and I - who can be happy customers, benefitting from improved supply of clean water. (DN)

This article was written with the support of one of ATAWAS' members: Dr. Fred Lerise is Water Sector Advisor at the German Development Cooperation (GIZ). Email: fred.lerise@giz.de

Using Open Source GIS to Improve Utility Performance

A geographic information system (GIS) hosts, processes and visualises spatial, earth-bound data and captures properties of the respective features. It is a suitable platform for capturing and analysis of spatial data in the water sector.

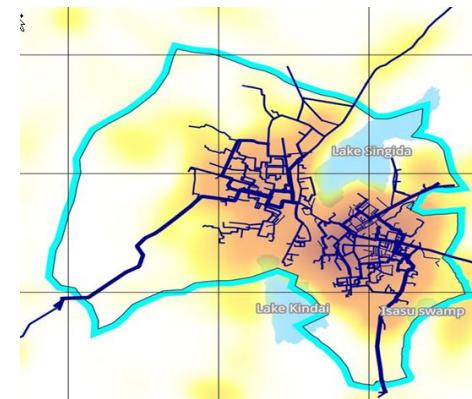


Information about the pipe networks can be retrieved and analyzed in the system

The Institutions for Inclusive Development (I4ID) programme is a five-year programme funded by UKAid and IrishAid until 2021. One of the programme's portfolio is on Urban Water Access, which seeks to support urban water utilities in providing cost effective water delivery services;

reaching more people within high-density (mainly low income, underserved) urban areas through network expansion and rehabilitation.

In this aspect, I4ID has been working closely with Singida Urban Water Supply and Sanitation Authority (SUWASA) since November 2017. The utility requested I4ID to support them in developing a comprehensive open source PostgreSQL/PostGIS database for storing all available spatial data related to the water supply systems, assets and customers (existing and potential) in Singida Municipality. The selected database solution is currently considered as the leading, state-of-the-art spatial database, capable of hosting and processing all infrastructure data. The GIS uses the database centrally on a server. This comes with several advantages such as standard database interfaces, allowing for a wide range of external tools to access the data, concurrent editing of GIS features by several users, standardized reporting, and improved data security.



The GIS allows complex spatial analysis, e.g. for assessment of potential network extension

The use of an open source server and client software toolset (in this case QGIS) was preferred because it is free without any limitations (as opposed to high license costs for commercial products) and a large number of developers ensure continuous improvement of the software.

As part of the package, SUWASA also received the Geoportal, a web-based management dashboard that provides access to the contents of the spatial database and gives statistics about the operations of the utility (e.g. progress of customer complaint resolution).

Additionally, an Android App was developed to be used for reporting incidents such as leakages, and managing customer account data.

Following a successful pilot with SUWASA, I4ID in collaboration with ATAWAS, sought to scale-up the approach to other water utilities in the country.

As a result, the installation of the system in 11 utilities started in March 2020 and has since been finalized successfully. A joint training will be provided to GIS staff involved and networking between the utilities has already started. Furthermore, I4ID has committed to provide funding to ATAWAS to enable the Association to continue supporting the GIS work in these utilities and, upon request, include other interested utilities.

Maisory Chacha is a Project Manager at I4ID. Email: maisory.chacha@thepalladiumgroup.com



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not make sense. But later we will add some mor user does not make sense. But later we will add some mor useful text here. But later we will add some mor useful text here. This is some text that so far does not make sense. But later we will add some mor useful text here.

OLDONYOSAMBU

Hatimaye sasa ni maji bombani

Kwa mara ya kwanza maji yapo bombani Oldonyosambu, safari ya kwenda mtoni kuchota maji imefika mwisho. Hii ni habari ya majisafi, salama, na yenye kutosheleza kwa wananchi wa Oldonyosambu baada ya ujenzi wa mradi wa maji uliowekwa jiwe la msingi mwezi Juni 2019 kukamilika hivi karibuni.

Kata ya Oldonyosambu ipo katika Halmashauri ya Wilaya ya Ngorongoro mkoani Arusha. Kiuchumi ni eneo ambalo wakazi wake wanajishughulisha na kilimo zaidi, hususan ufugaji. Mkuu wa wilaya ya Ngorongoro Rashid Mfaume Taka anasema kuwa maji ni muhimu sana kwa jamii inayojishughulisha na ufugaji. Anafanua kuwa takwimu zinaonyesha mahitaji ya maji kwa ajili ya mifugo ni wastani wa asilimia 80 wakati matumizi ya nyumbani ni asilimia 20. Hivyo, anaongeza kuwa huduma ya maji ni ya msingi kabisa kwa wananchi.

Kabla ya kukamilika kwa mradi, wakazi wa Oldonyosambu hawakuwahi kutumia maji yanayotoka

katika bomba kwa matumizi mbalimbali, lakini hivi sasa hilo ni jambo la kale na historia. Hivi sasa wanatumia muda mfupi kupata



huduma ya maji, katika vituo vya maji vilivyo katika makazi yao.

Awali, huduma ya maji katika kata hii ilikua changamoto kubwa kwa wakazi. Wengi walitegema maji yasiyo salama. Hali hii ilisababisha, pamoja na mengine, mahudhurio mabaya ya wanafunzi shulenii ambao muda mwangi waliutumia katika kutafuta maji.

Kwa sasa huduma ya maji imeimarisha huduma mbalimbali za kijamii, mfano eneo la afya kwa maana ya Zahanati, eneo la Elimu kwa maana ya shule, kilimo na uchumi kwa ujumla. Kama kuongeza ubora wa mifugo ambayo awali ilipelekwa mbali ili kupata maji ya kunywa, ambayo hayakua salama kwa

afya za mifugo hiyo.

Ujenzi wa mradi wa maji wa Oldonyosambu umehusisha ujenzi wa madakio mawili, tanki la kukusanya maji "sump" lenye mita za ujazo 96, tanki la kuhifadhi maji lenye ukubwa wa mita za ujazo 225, ukarabati wa tanki la kuhifadhia maji lenye ukubwa wa mita za ujazo 90, na ujenzi wa vituo 11 vya wananchi kuchotea maji, pamoja na birika 1 la maji ya mifugo. Kiasi cha shilingi milioni mia sita zimetumika kutekeleza mradi wa maji unaohudumia vijiji viwili vya Oldonyosambu na Masusu.

Serikali kuitia Wizara ya Maji imewafikia wananchi wa Oldonyosambu kwa mradi wa maji unaokidhi mahitaji yao. Matatizo ya maji sasa ni historia. Huduma ya maji iliyowafikia wananchi ni uwekezaji wa serikali unaofanyika nchi nzima, na kazi bado inaendelea kwenye maeneo mengine.

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The Role of the Private Sector in Water and Sanitation Services

The involvement of the private sector in water and sanitation services could be one of the ways for water utilities to achieve the Sustainable Development Goals (SDGs) for equitable access to water and sanitation by 2030. Strategies should also put a focus on rural growth centers and small towns where the majority of those without access to water and sanitation reside.

Domestic private sector

participation (DPSP) is an effective and proven approach to address challenges in water and sanitation services

delivery. This will help the nation and local governments in the country and water professionals to better engage with the domestic private sector in the provision of sustainable water and sanitation services in rural growth areas and small towns.

The water and sanitation market is fragmented and accommodates a large variety of different agents: international investors, local and

regional actors, small-scale water operators, private sector whose core activity is not water (such as construction companies), including joint ventures between public and private companies as well as public companies operating abroad as private participant to competitive bidding. For

the purpose of that work, there is no need to adopt a restrictive definition of private sector as the principles and

their application are well adapted to most partnerships.

The African Water Utilities Partnership classifies these alternative providers into intermediate and independent service providers: the intermediate providers purchase bulk water from utilities for resale while independent providers develop their own supply systems in parallel to the formal utility.

Thriving business opportunities are developing in water purification and desalination. Direct services to users also involve some private sector participation in the form of concession, lease or management contracts, although public ownership and management of the main networks remain the norm in many countries. Substantial private participation has however developed in most countries for service delivery in the poorer and isolated areas in the form of small-

scale and informal SMEs. Worth noting, there is also a thriving emerging market for bottled water.

Introduction of the private sector

participation and investment by the proposed project will improve the overall efficient to 100%. This will improve not only the viability of the private sector, but also the efficiency of the overall water supply and sanitation including, Reduction in Non-Revenue Water, Improvement in Revenue Collection, Improvement in Customer Care, Optimization of Operational Costs and so on. (CC)

Maji ya Ziwa Viktoria yafika Tabora kuimarisha huduma ya maji kwa wananchi

Serikali ya Jamhuri ya Muungano wa Tanzania kupitia Sera ya Maji ya mwaka 2002, Ahadi zake kwa wananchi, Dira ya Maendeleo ya Taifa 2025, na Malengo makuu ya Milenia imehakikisha kuwa changamoto ya Majisafi katika Mkoa wa Tabora imekuwa historia na ikizingatiwa kuwa maji ni hitaji na haki ya kila mtu kijamii na kiuchumi pia ili kufikia uchumi wa kati na kuboresha pato la mwananchi mmoja mmoja.

Serikali ya Jamhuri ya Muungano wa Tanzania imetumia zaidi ya shilingi Bilioni 600 kutekeleza mradi wa maji kutoka Ziwa Viktoria kuanzia mwezi Agosti 2017 hadi kukamilika tarehe 23 February 2020 kuja miji ya Nzega, Igunga na Manispaa ya Tabora, ambapo bomba limeungwa kutoka Solwa Shinyanga hadi Tabora katika Tenki kuu la Itumba Tabora kwa umbali wa kilomita 280. Fedha hizo ni za mkopo wenye masharti nafuu kutoka Benki ya Exim India.

Mradi huu unalenga kuwashumia wananchi wapatao

1,200,000 kwa kuwapatia majisafi na salama ya kutosha pamoja na vijiji vyote zaidi ya 90 vilivyopitiwa na



Picha ya Ofisi mpya ya Mamlaka ya Maji Igunga

Bomba kuu; yaani kilomita 12 kila upande lilipopita bomba kuu. Mradi huu unazalisha maji lita milioni hamsini na nne kwa siku na kuyasambaza ambayo ni asilimia zaidi ya 95 ya upatikanaji wa majisafi kwa wananchi wa mkoa wa Tabora.

Mpaka sasa maji yameshafika kwenye tenki kuu la maji Mjini Tabora na kazi ya ujenzi wa miundombinu ya kusambaza maji kwa wananchi inaendelea. Faida za Mradi huu baada miundombinu ya usambazaji

kukamilika, ni zifuatazo:-

- Upatikanaji wa majisafi na salama ya kutosha na uhakika utafikia asilimia 100 kwenye Miji ya Tabora, Igunga na Nzega.
- Mkoa wa Tabora utakua kivutio kikubwa kwa wawekezaji kutohana na uhakika wa maji ya kutosha kwa ajili ya shughuli za kiuchumi.
- Kutokeo magonjwa ya mlipuko yasababishwayo na matumizi ya maji yasiyo safi na salama hasa ya visima na madimbwi
- Wananchi watakuwa na uhakika wa kufanya shughuli za kijamii na kiuchumi kutohana na kuwa na uhakika wa huduma ya maji
- Kutokeo na kuunganisha vijiji zaidi ya 90 katika mtandao wa maji ya mradi huu wa Ziwa Victoria ni wazi vijiji vingi vitageuka kuwa miji.

Ni jambo jema kwa Wanatabora kupata huduma hii muhimu ya majisafi

ya kutosha, hivyo ni jukumu la kila mtu kulinda miundombinu ya maji ili mradi uwe endelevu na kuleta tija iliyokusudiwa. Wanachi wazingatie kutoa taarifa ya mabomba kuperasuka kwa wakati na kutumia huduma hii kama fursa ya kiuchumi ili kukuza pato la mtu mmojammoja na hatimaye kufikia uchumi wa kati.



Tenki la Maji lilopo mlima wa Kazehill Manispaa ya Tabora lenye ujazo wa maji lita milioni tano

Na Najibah Batenga, Afisa Uhusiano - Mamlaka ya Maji Safi na Usafi wa Mazingira Mjini Tabora,
najibahbatenga@gmail.com



Mr. Geofrey Hilly is a Board member/chairperson since November 2019. He is an Engineer by profession possessing a Master of Science in Urban Water Engineering and Management and is currently the Managing Director of Tanga Water Supply and Sanitation Authority. In the past he served as a Technical Manager for Shinyanga Urban Water Supply and Sanitation Authority and as a Project Engineer in private sector. Very difficult does not mean impossible and life is not that difficult.

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With grief we announce to have lost one of our members. Fredrick Mashingia sadly passed away on 19th April 2020. Our condolences are with his family, friends and colleagues. Rest in peace.

Issue
01
2020

The **ATAWAS**
Newsletter

Impressum

The ATAWAS Newsletter is a quarterly publication issued by the Association of Tanzanian Water Suppliers from its members for its members.

If you have comments or suggestions, get in touch with ATAWAS.

Submit your articles or member profiles in case you want to be featured in one of the next issues.

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