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“WATER REGULATION, 2007”

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THE WATER ACT, NO. 4 OF 2006

WATER REGULATIONS 2007

(MADE UNDER SECTION 55)

LN. 43 of
2007

IN EXERCISE of the powers conferred upon me under section 55 of the Water Act No. 4 of 2006, **I, MANSOOR YUSSUF HIMID**, The Minister of Water, Construction, Energy and Lands, hereby makes the following Regulations:-

**PART ONE
PRELIMINARY PROVISIONS**

Short title
and
Commen-
cement

1.(1) These Regulations may be cited as the Water Regulations, 2007 and shall come into force on such a date as the Minister may by notice in the Gazette appoint.

(2) The minister may appoint different dates for commencement of different parts or provisions of these Regulations and by notice published in the Gazette.

Interpreta-
tions

2. In these Regulations unless otherwise herein provided, words and expressions used shall have the same meaning ascribed to them by the Act:-

“Act” means the Water Act, No. 4 of 2006.

“Agent(s)” means the person(s) authorized by the owner to act on behalf of the owner.

“Applicant” means the person(s) requesting water service.

“Booster pump” means pump usually used to increase water pressure which is installed directly from transmission line or from the reservoir;

“Cable joint” means special joint in an electrical cable by resin compound that resist water to penetrate the joint;

“Cable wire” means the collection of single core wire with plasticized vinyl chloride insulation outside used as pump electric conductor from the pump to the control panel.

“Casing” means a plain borehole pipe designed to be installed in strata formation which is not an aquifer.

“Control panel” means an assortment of power switch gear, control component and electrical measuring instruments wired to realize a given operation;

“Deep well” means a well with a depth of more than 20 meters.

“Delinquent” means indebtedness to the Authority unpaid for 30 days from billing date.

“Drill cuttings” means formation of materials collected during drilling activities.

“Drillers” means a group of persons or institution who dig wells.

“Flow meter” means an instrument used to measure the flow of water through a pipeline;

“Geology” means the science concerned with the description and understanding of the earth from its creation to the present day.

“Gravel” means round silicate pebble particles inserted in annular scape of the borehole for purpose of filtering water from formation and holding borehole pipes (screen and casings).

“Hydrology” means a science specializing in the study of water in and upon the earth. It includes underground water, surface water, rainfall, and embrace the concepts of the hydrological cycle.

“Minister” means the Minister responsible for water in Zanzibar.

- “Non-return valve” means a valve used to control the flow of water in one direction;
- “Person(s)” includes individuals, partnerships, corporations, associations, trusts, estates, or public or private organizations of any character other than the Authority or Board.
- “Pressure gauge” means a device used to measure the piezometric pressure of water through a pipeline;
- “Potable water” means water which conforms to the drinking water standards of the WHO. All other water which, although suitable for beneficial uses excluding human consumption, is non-potable.
- “Public water system” means the water system owned and/or operated by the Authority.
- “Raiser-pipe” means pipes used to connect the pump and the well head inside the borehole or well;
- “Regulation” means Water Regulations, 2006.
- “Saline water” means water containing some concentration of salt which includes sea water.
- “Sample bags” means bags for keeping drill cutting for purpose of description (logging).
- “Screen” means slotted, perforated borehole pipe designed to be installed in an aquifer.
- “Service reservoir” means a tank used to regulate water pressure
- “Shallow well” means a well less than 20 meters deep
- “Sluice valve” means a valve used to control the flow of water through a pipe line;
- “Small project” means a sub-project with population of less than 1,000 and may have pipe extension or tank or source to be implemented at community level.

“Standards” means Standards for Public Water Systems in Zanzibar, prepared or accepted by the Authority and adopted by the Board of the Zanzibar Water Authority in accordance with applicable laws and as amended.

“Submersible pump” means a centrifugal pump fitted with motor which is immersed in water.

“Tariff” means list of water charges for services rendered by the Authority.

“Valve chambers” means a wall surrounding main pipeline fitting.

“Wall or wire Fence” means wall or wire constructed surrounding waterworks or water sources.

“Water-bowser” means a tank or container used to carry water.

“Water Project” means a planned undertaking for supplying potable water to the beneficiaries whether in urban or rural areas and upon following all laid procedures.

“Water sources area” means national protected areas declared under Legal Notice number 55 of 1999, and includes any other areas as shall be declared as water sources, water catchments and pumping stations to be National Protected Areas.

“Well-head fittings” means the fitting arrangement of the appurtenances which are fitted between rising pipes and transmission line;

“WHO” means World Health Organization.

“ZAWA” means Zanzibar Water Authority.

PART TWO WATER RESOURCES DEVELOPMENT.

3.(1). Person shall drilling or constructed any well unless he obtains a licence from the authority.

Well
drilling
and
constructi-
on
conditions

(2) Prior to issuance of the licence, the application must be lodged to the Director or Head of the authority on Pemba.

(3) Every application for a licence must identify the locality of site to which the well is to be drilled, dug or constructed.

(4) Approval of drilling site that will be under the responsibility of the Authority and that will have all right and power to approve or disapprove the site, taken into account the environmental background of the location;

(5) The Authority shall have power to Inspect tools and equipments for the drilling will bear no responsibilities if the equipments are rejected.

(6) Samples of drill cuttings must be collected at intervals of 1.0 m or whenever the rock or soil composition changes whichever is sooner, the drill cutting must be sent in labeled sample bags to the Authority for analysis, before insertion of final casings and screens;

(7) Construction of the borehole, installation of casings and screens of good quality should be followed by a gravel packing, proper well graded, rounded, silicate gravel shall be placed in annular space between the well wall and outer face of casing and screen according to approved well design. Authority is responsible for approving or disapproving the quality and size of gravel pack, casing and screen, installation and gravel packing process. The Authority will bear no responsibilities if the casings, screen and gravel are rejected.

(8) Water samples must be collected immediately at last hour of pumping test for bacteriological and chemical test at the Authority's laboratory,

(9) The Authority will qualify the use of the water from the source if the water and construction meet approved standards,

(10) Upon completion of drilling and construction, full development of borehole must be carried out.

(11) Pumping test for duration of not less than 24 hours should be carried-out and must be witnessed by the authorized technician from the Authority and must be witnessed by the client of his representative. If the water level stabilizes even before that period, pumping should carry on for another three hours.

(12) Under no circumstances should drill cuttings be replaced in a borehole as part of gravel pack. Horizons of poor quality shall be sealed off.

(13) The license issued under these Rules shall be valid for a period of one year with option to be renewed, and shall be as provided under schedule of 2 of these Regulations. Provided that the Authority shall have all powers and rights under these Regulations to terminate the licence of the owner upon failing to comply with terms and conditions or breaching the Regulations and any other matter required by law.

4. (1) Every company or institution which to deal with business of drilling, digging or constructing wells must intends be registered as a drilling firm, under Registration Names Decree Chapter 186 or Companies Decree Cap.153 required to have qualified staff so as to undertake drilling operation, hence list of workers and their curriculum vitae, certificates and list of equipment must be sent to the Authority prior to signing the contract.

Drilling
Company
to be
register

(2) Every drilling firm must obtain a drilling licence from the Authority.

(3) In issuing drilling licence the Authority shall consider qualification of the firms staff, list of workers and equipments of the Drilling firm.

(4) The drilling company or institutions is responsible for providing transport to the Authority staff for inspection and collection of water samples. Costs of water analysis and allowances should be met by the drilling company or institution.

(5) There must be drilling agreement between the Authority and Drilling Company. Copy of the agreement between must be sent to the

Authority for reference. The manner and contents of drilling contract form are as shown in the Schedule 1 of these Regulations.

Well location

5. (1) No well shall be dug or drilling from leaching fields including grave yards, septic tanks and dumping ares where possible sources of pollution occur and their boundaries as given by subsection 2 of this section shall be great enough to provide reasonable assurance that subsurface flow or seepage of contaminated water well not reach the

(2) All wells must be at minimum of 100m from all leaching fields set back 25m from surface water or drainage culverts, and set back 75m from all lot lines. If placement is necessarry within 75m, but not closer than 20m, a “standard release form” is required to be signed by the abutting owner.

(3) Grave yards should be down slope from the well and 50m away depending on drainage conditions.

Location of human settlement.

6. (1) Human settlement shall be located downstream of a source or at-least 500m up stream of a source depending upon the catchments area.

(2) No construction shall be allowed within 30m from river bank.

Standard of water quality

7. The water quality shall comply with standards set by WHO, Tanzania or Authority.

Uses of fertilizers at water sources and catchments areas.

8. Uses of fertilizers, pesticides, herbicides and other chemicals and toxic materials near water sources by any person shall be prohibited.

Well yield and test requirement.

9. The supply wells shall be applicable to pump water at safe yield according to the pumping test results and the well recovery must be measured until the water level is recovered to 95%.

Identification mark for well tank and pipe.

10. The Authority may identify all wells, tanks and pipes by putting a mark or beacon so as to prevent any unauthorized business and social services performed by any person or institution.

11. No water shall be abstracted from water any source beyond its allowed limit. In case of quality change or saline water above the recommended WHO or Tanzania or Authority limit standards, water to be conveyed to the public waterworks shall be treated including desalination.

Prohibition of abstracted water from limit standard.

12. When quality of water from any well or treatment plant does not comply with standard or purified water, the Authority may supervise the treatment of such water, and if it still happens to be unsafe, the Authority shall order the termination of such well.

Termination of well or treatment plant.

13.(1) The Authority shall be responsible to protect all water sources which are the basic sources for supplying water in Zanzibar for safeguarding in order to provide safe and clean water.

Protection of water sources.

(2) Trees shall be planted on the water sources areas or fencing as a protecting measure.

(3) Every well shall have a cover on top to prevent entrance of any material which may causes pollution.

14.(1) All wells shall be periodically monitored by the Authority to avoid over abstraction , salt water intrusion and any pollution as per conditions of the Authority specified hereunder.

Monitoring of a source.

(a) the sample shall be taken periodically at least twice a year and analyzed at a Authority's laboratory and the results shall be field at the owner given information about the quality of the use of water accordingly;

(b) water should all be treated by owner;

(c) during floods, and other unusual natural or calamities, cleaning of well, pump installation and other activities that causes entrance of someone in the well , care shall be taken to avoid contamination of water, and authority must be informed in order to take necessary measure.

Right to hold information or report of Laboratory

15.(1) Any person or institution has a right to get information or report and other useful article from the Authority's laboratory for proper management of their business, commercial or otherwise.

(2) The information, reports, and other useful article from the Authority shall not be resold by any person, group of person or institution.

Emergency Case.

16. During an emergency, laboratory staff have a right to take water sample from any water source at any time, provided that the sample is taken for analysis purpose.

PART THREE THE PLANT

Rising main.

17. Riser pipes shall be of stainless steel, ductile iron or galvanize steel (class D) of either flanged or threaded except for the motor of less than 5Kw where polyethylene pipe class D can be used.

Well Head fittings.

18.(1) The following necessary components should be included during the construction of the well-head:-

- (a) sluice valve;
- (b) nonee return Valve
- (c) pressure gauge;
- (d) flow meter;
- (e) air valve;
- (f) bends.

(2) Wellhead may be constructed either on-ground or underground as well as may to be enclosed;

(3). For the purpose of preventing rust, the well-head fittings must be well painted with red oxide and blue oil paint.

Control panel and electrical devices.

19. Every control panel shall have all electrical protection devices including voltage relay, current relay, water level relay, timer, contractors and others so as to protect the pump on:-

- (a) dry running:
- (b) fluctuation of power in the system.

20.(1) Protective grounding of alternating current, secondary distribution circuits made to the water system shall conform in all details with the Zanzibar Electricity Corporation. The Authority shall not be responsible for any damage or injury caused by any electrical grounding to its metal pipeline. Electrical grounding.

(2) No grounding of direct current to any portion of the water system shall be permitted.

(3) No grounding other than as provided in subsection (1) of this section shall be made to any portion of the water system without the Authority's written approval.

(4) The Authority shall not be responsible for the maintaining of a continuous metallic water piping system and reserves the right without liability to public utility electric companies, electric companies, electric consumers, or any other agency, consumer, or individual, to create a physical break in its service connections and mains, or to incorporate non-metallic pipes and appurtenances in its system and to make joints of any materials, without regard to their efficiency as conductors of electricity and without giving notice.

(5) Water Service shall not be resumed until all delinquent accounts againsts the Consumer, including the amounts of outstanding accounts and reinstallation charges (which shall include the cost Labour, materials, transportation, holiday pay, overtime pay and all other incidental charges) for reinstalling the meter and turning on the water have been paid for until the Consumer has entered into and signed an approved payment Plan.

21.(1) Consumers shall not be permitted to install or operate pumps which pump water directly from the main of the Authority's system except in cases approved by the Authority. No such approval shall be given in cases where it is the opinion of the Authority that such an installation and the operation thereof may adversely affect the water service extended by the Authority to other consumers. Consumer pumping installation.

(2) Approvals given by the Authority under this section may be revoked by the Authority upon thirty (30) days notice during which period the consumer, if so desires to continue the operation of the pump, shall eliminate the objectionable features causing the giving of such notice.

Cable
wire.

22. (1) For a cable to be used for submersible pump, the wire shall be water tight and resist normal current of the pump.

(2). For connecting pieces of cable to attain required length, cable jointing compound of water resistant shall be used.

Steel wire
and strong
rope.

23. Installed submersible pump shall be tighten with steel wire or strong rope to prevent from dropping.

Supervisi-
ng pump
installati-
on.

24. Installation of pump from any person, group of person or institution in either well, or spring, or cave or anyd other water source shall be only made under the supervision of the Authority.

PART FOUR WATER SERVICE TO CONSUMERS

Water
supply
Zones.

25. Before the supply of water for any purposes, the Authority may designate the names and areas of the water supply zones for that time.

Service
condition.

26. (1) Any applicant whose premises is located within zones and service limits established by the Authority and adjacent to a distributing main, where pressure conditions permit, may obtain water service; provided, that the existing water system facilities servicing the area are adequate for such intended use without impairing service to existing consumers, that all applicable fees and deposits for such service have been paid full, applicant is not delinquent on other services in his name, and the applicant agrees to abide by the Regulations and Standards of the Authority.

(2) Application for service shall include applicable information regarding owner, tenant(s), and agent(s) as prescribed by the Authority,

including but not limited to: name, addresses, map key of property to be served, telephone numbers, and employers. Verification of information provided may be required. Such information shall be considered confidential and to be used for billing and collection purposes only.

(3) Where extensive water system improvements are necessary or where large quantities of water are required or a substantial investment is necessary to provide water service, the prospective applicant, developer, and/or subdivider shall be informed as to the conditions and charges to be made for the particular area and situation in question. A capital assessment fee may be charged for the required improvements, which fee shall be prorated based upon the number of lots, dwelling units or equivalent in the development.

(4) All water service supplied by the Authority shall be measured by means of meters furnished by the Authority. Where meters are not available or provided, the amounts to be paid for water service shall be in accordance with flat rates established by the Board. Copies of these rates shall be on file and available at the Authority. The Authority shall determine the final location and size of the service connection. All service connections and service laterals shall become the property of the Authority and shall be operated and maintained by the Authority.

(5) The Authority shall evaluate each application for potential usage. For those water systems where the Authority has determined that water is available, each dwelling unit or lot shall use a separate $\frac{1}{2}$ or $\frac{3}{4}$ -inch meter at minimum.

27.(1) The Authority shall make every effort to maintain sufficient pressure in its water mains, but accepts no responsibility for maintaining such pressure.

Water
Pressure
and
storage
reservoir
for
elevated
areas.

(2) Where property is situated at such an elevation or location that it cannot be assured of a dependable supply or of adequate service from the Authority's distribution system, the owner in consideration of connection to the public water system, shall agree to accept such water service as the Authority is able to render from its existing facilities and to install, if necessary, and maintain at the owner's own expense a tank

and pump of suitable design and of sufficient capacity to furnish an adequate and dependable supply of water.

(3) If any portion of the lot or premises is not within the service limit, then an elevation agreement is required with an approved schematic drawing.

Protection
Against
high
pressure.

28.(1) (3) When the pressure of the Authority’s supply is higher than that for which individual fixtures are designed.the owner shall protect such fixtures by installing and maintaining pressure reducing and relief valves.

(2) The Authority shall not be liable for damage due to pressure conditions or caused by or arising from the failure or defective condition of such pressure regulators and relief values or for damage that may occur through the installation, maintenance, or use of such equipment.

Connecti-
on to
transmissi-
on
pipeline.

29. The pipeline transporting water from source to a reservoir shall not be connected for distribution purposes.

Responsi-
bility from
leakags.

30. Any person, group of person or institution either connected with water meter shall be responsible for payment of wasted water from leakages connecting at his household service lines, failure to do so the Authority shall disconnect the line and seek reimbursement for the wastage.

Water
kiosk for
vendors

31. Water tankers or vendors that need to supply any zone shall fetch water from specially located stand pipes instead of reservoirs or hydrants.

Size of the
pipeline

32.(1) Any trench dug for the pipeline shall be according to the following measurements for various pipe sizes and soil properties.

Pipe diameter (mm)	Minimum depth of trench (mm)
63 mm	863 mm
90 mm	890 mm
110 mm	910 mm
125 mm	925 mm
160 mm	960 mm
200 mm	1000 mm

33. The transmission, distribution and services lines shall not be laid in the same trench with drain, waste water pipe, the facilities of any other public utility or of any municipality that provides a public utility service, or within 1m of any open excavation; unless written exception is granted by the Authority. Separate
Trenches.

34.(1) The fire service connection shall be installed by the Authority and shall be paid for by the consumer in accordance with the provisions for the installation of new service connections. After the water is turned on, the Authority assumes no liability for damage of any kind whatsoever that may occur to the premises served, regardless of cause. Fire
hydrant.

(2) No charge shall be made for water used through such connection for fire protection purpose, but any water lost through leakage schedule of water rates and charges. The Authority may disconnect and remove the said service connection if water is used for other than fire protection purposes or if leaks are not corrected within thirty (30) days of notification by the Authority for high consumption. Whenever such disconnection is in effect, the Authority shall not be held in any way liable for loss or damage sustained due to such condition.

35.(1) Any use of a fire hydrant or tampering therewith or the taking of water therefrom for purposes other than fire protection by persons other than authorized employees of the Fire Department or of the Authority is prohibited, except upon prior application to and written permit by the Authority. Use of fire
hydrant.

(2) The Fire Department shall have the prior right to use any hydrant at any time and shall have the authority to remove imperatively, if necessary in case of fire, any connection approved by the Authority and the use of any hydrant under a permit and the connections thereto shall be subject to the direction and approval of the Authority, Hydrant main line valves shall not be used to control flows.

(3) Application for the use of a fire hydrant for purposes other than fire protection shall be made in writing to the Authority and shall be accompanied by payment of all applicable fees in accordance with the Authority's rate schedule and the Authority reserves the right to reject any application. and/or to revoke approval at any time.

(4) All water drawn from a hydrant shall be metered or estimated as to quantity in a manner satisfactory to the Authority and shall be paid for by the consumer at the current water rates. and the permittee shall pay all of the costs of connecting to and disconnecting from the hydrant.

Harbour
Service.

36. Harbour facilities providing water service to ships shall apply at the authority for a master meter. Fees shall be determined by the Authority at the time of application in accordance with the Authority's rate schedule. The harbour facility shall be billed for all consumption and be held responsible for payment.

Plumbers.

37.(1) The Authority shall issue plumbing license to all qualified plumbers after successful completion of a witten test and practical test conducted yearly by the Authority or its Agent.

(2) Plumbers shall be entrusted by the owner or client for arranging water and sewer connection. repairs, alterations, extensions, inside installations etc. For any such plumbing works, prior sanction of then job, concern of the Authority is required.

(3) Customers are adviced to verify the identity of the plumbers before entrusting any work to them otherwise use of plumbers not sanctioned by Authority may result inrejection of services provided by the Authortiy.

Water
fitting.

38.(1) Every water fitting shall:

- (a) be immune to or protected from corrosion by galvanic action or by any other process which is likely to result in contamination or waste of water;
- (b) be constructed of materials of such strength and thickness as to resist damage from any external load, vibration, stress or settement, pressure surges, or temperature fluctuation to which it is likely to be subjected;
- (c) be waterlight;
- (d) be adequately supported;

39.(1) Every supply pipe or distributing pipe providing water to separate premises shall be fitted with a stop-valve conveniently located to enable the supply to those premises, to be shut off without shutting off the supply to any other premises.

Location of stop valve.

(2) Where a supply pipe or distributing pipe provides water in common to two or more premises, it shall be fitted with a stop-valve to which each occupier of those premises has access.

40.(1) Any water fitting conveying.

Identification of fillings.

- (a) rain water, recycled water or any fluid other than water supplied by a water undertaker, or
- (b) any fluid that is not wholesome water, shall be clearly identified so as to be easily distinguished from any supply pipe or distributing pipe.

41. Every pipe which conveys water to a drinking vessel for animals or poultry shall be fitted with.

Water for outside uses.

- (a) a float-operated valve, or some other no less effective device to control the inflow of water, which is-
 - (i) protected from damage and contamination; and
 - (ii) prevent contamination of the water supply;
- (b) a stop valve or serving valve as appropriate.

42. The consumer shall provide at his premises or plot a concrete pit or other basin, for the disposal of all wastewater from his premises; he shall provide such soak way pit or drain as may be required by the Authority.

Soak-pit.

PART FIVE CONSTRUCTION

Construct-
ion of
control
house.

43.(1) Control house shall be constructed using cement concrete 1:3:6 solid blocks bedded and jointed in cement sand mortar 1:4, plastered in both sides, on a foundation of not less than 1m deep for loose soils, for compacted hard soils and/or corals can be decided by the Authority.

(2) Whereas comprising of hardwood doors and window, specified roofing materials, electrical fittings and all necessary finishing, decorations and installations as decide by Authority, minimum dimensions for the house must be at least to provide a shelter for the starter and or surface pump and other necessary fittings and appliances to operate the facilities.

Construct-
ion of well
head block

44. Wellhead block shall be constructed using cement concrete (1:2:4) finished smooth, not less than 0.1m below the fittings and foundation 0.5m below growth level, minimum width 3D (where D is larger diameter of wellhead fittings)

Construct-
ion of
Valve
chamber.

45. Valve chamber shall be constructed water tight, using reinforced concrete 1:2:4 or cement concrete solid blocks, 1:3:6 for walls, reinforced concrete 1:2:4 for floor/roof slabs, raised not less than 0.15m high above ground level, 1mx 1m minimum internal dimensions for pipe diameter larger than 2 and 0.5mx0.5m for pipe diameter less than or equal to 2, with a standard size heavy/medium duty cast iron man hole cover and frame.

Fencing
around
the water
source or
intake.

46.(1) all constructed water sources shall be provide by wall and or wire fencing around it with an entrance main gate. The minimum dimensions for the fence must allow at least the truck crane to enter and operate inside during installation and or removal of the pump.

(2) Whereas, wall fence shall be constructed of solid concrete cement block 1:3:6 bedded and jointed on cement mortar 1:4, plastered both sides, not less than 1m deep for loose soils, for compacted had

soils and corals can be diceded by the engineer responsible for that at site comprising of mid span support of cement blocks pillars and reinforced concrete columns of not more than 4m intervals.

(3) Wire fence shall be erected on reinforced concrete 1:2:4 fencing posts not less the 0.10x0.125x3m and bedded in concrete 1:3:6 foundation not less than 0.6m deep.

47. Pipe support in vertical direction as a support and in horizontal direction as a thrust block should be constructed using reinforced concrete, masonry, cement solid concrete blocks, high strength steel sections or any materials a like applicable for the required work.

Pipe and fitting support.

48. The pump house shall be constructed with two or more windows on different sides.

Pump house construction.

49.(1) Water tank, or reservoir and dam shall be disgned by qualified architect and constructed by qualified engineer as per laws and regulations set by ZAWA or relevant authorities.

Water tank, reservoir, and dam construction.

(2) No construction work or part of work may start prior to submissions to detailed drawings to the Authority for approval.

(3) The Authority shall advice in writing the constructor on the way to remedy subject to and upon the resual by the contractor to the Board.

PART SIX WATER TARIFF

50.(1) Water users who are responsible to pay are categorized in the following groups.

Water users.

- (a) Domestic users including residential areas, public institutions, private institutions, religious institutions, hospitals,dispensaries and charities;
- (b) Commercial users including hotels, guest houses, restaurents, car washes,shops, markets, filling stations,

bakeries, laundries, private institutions any other profit generating or commercial entity;

- (c) Agricultural users including irrigation and gardening;
- (d) Industrial and Construction users, including industries, factories, brick or block construction.

(2) Customers shall pay their tariff according to their groups in subsection(1) of this section.

(3) Discount may be provided for customers who have paid in advance annually or any major consumer.

Applicati-
on for
using
source of
water.

51. The Authority at its sole discretion requires applications for using borehole, cave, spring, shallow well, tube well, dams, local well and river as water source.

Applicati-
on form.

52. Application from shall be obtained at the office of the Authority or sub-office and the application shall write a letter of request to the Authority indicating the source of water the applicant intends to use with following information or more as requested by the Authority;

- (a) Full name of the applicant, a mailing address and a telephone number where the applicant or his agent may be contacted;
- (b) The official name or type of the proposed source of supply to be made for the service;
- (c) The purpose for which the service shall be used;
- (d) The Authority in its sole discretion shall propose the quantity of water to be abstracted by the consumer.

Charges
source
and in
consump-
tion.

53.(1) Where the applicant of consumption describes in the application intention discontinuating to use the former source and requires a change for a new source or consumption. A new application must be made to and approved by the Authority upon any change of source or consumption new application must be made to and approved by the Authority upon any change of source or consumption.

(2) An application for a change of source or consumption shall be made at least within seven days before the date of commencement of that change.

54.(1) When the application for water service has been approved, the service connection shall be installed by the Authority at the expense of the applicant and thereafter shall be maintained by the Authority at its expense and there shall be one (1) meter for each service connection.

Service
Connections.

(2) All meters shall be sealed by the Authority before installation and no seal shall be altered or broken except by authorized employees of the Authority.

55. (1) There shall be charges for connecting water for domestic purposes rendered by the Authority according to the size of the pipe taped.

Tariff for
domestic
purposes.

(2) Every household shall pay for water used for domestic purposes according to the rate per cubic unit or litre on monthly basis.

(3) Where metre is not connected, the bill will be estimated on the flat rate basis based on the size of the house hold or rated value of the premises.

56.(1) An application of using or to be supplied with water for commercial purpose shall be followed by a connection fee based on the size of connected pipe or type of source applied.

Tariff for
commercial
purpose.

(2) The customer shall pay monthly fee based on the consumption as registered by metre, or amount estimated based on the business to be undertaken.

(3) The lapse of time for any kind of source of water for commercial purpose shall be one year maximum or less than one year, with optional to review the contract.

57.(1) All Connections of water or applications for a licenses for agricultural use, shall be paid based on the type of source;

Tariff for
agricultural
water
uses.

(2) When water is taken from the main or distribution pipe, metre has to be connected and payment done according to the cubic unit litres consumed.

(3) When water is abstracted from a well, payment will be made based on the total water pumped through meter.

Tariff for Industrial water uses.

58.(1) All Customers requesting a connection of water for industrial purposes shall pay for connection and or fees.

(2) Water meter shall be installed in and its reading shall be used as a bill for the monthly payment.

(3) Nominal fee shall be charged by the Authority for the recycled water and a different pipeline from that of the Authority be used.

(4) Where as If system of re-use or recycling system of water is used, a pipeline different from that of the Authority shall be laid.

Water charges for Building purposes or temporary services or Special application.

59.(1) A supply of water for building or other special purposes, except on a lot or premise already supplied with water by a meter must be specially applied for and pay for connection.

(2) All applications for water for building purposes, when water is not supplied through a meter at metered rates, shall be estimated and must be signed by the owner or his duly authorized agent, and shall be interpreted to mean that the water shall not be used to provide residential service.

(3) In case of temporary service for short term use, the Authority shall require the customer to pay, in advance, all costs of making the service connection and for its removal after the service has been discontinued, or to pay a fixed amount in advance to cover such expenses. The Authority also shall require advance payment of charges for use of water.

Uses of more than one purpose.

60.(1) If at anytime, a customer uses service of water for more than one purpose, the customer shall inform the Authority by writing a letter of application or during the first application.

(2) Separate tariff should be made with regard to the use of water of more than one purpose in respect of each purpose followed by three months payment in advance if no meter is fixed.

61. Bills for water services shall be rendered monthly, on a cycle basis for the preceding period of consumption. Meters will normally be read during the last week of the month in which a cycle ends. The Authority shall issue for each customer bill each customer bill each customer within fifteen (15) days of the last day of each billing period. Issuance of Bills.

62. The water tariff shall be paid not later than a period of two weeks from the issued date. Limitation of water bills.

63. Where the late payment for any category reaches a period of one year, it shall be charged with a penalty of 25% from the actual amount required to pay. Late-Payment Charge.

64.(1) Where a customer who wishes to have service discontinued he shall give at least seven days notice to the Authority, specifying the date on which service to be discontinued. Discontinuation of service by customer.

(2) In the absence of proper notice, the customer shall be responsible for all service rendered until the time that the Authority shall have actual constructive notice of the customer's intent to discontinue service.

(3) The customer shall not turn off water at any curb stop, or disconnect or remove the meter or permit its disconnection or removal without written consent of the Authority.

(4) A customer discontinuing service remains a customer for a period of nine (9) months for purposes of paying turn-on fees pursuant to the provisions of his tariff.

65.(1) The water shall be shut off by the Authority after due notice to any customer failing to comply with the provisions of this tariff. Termination by the Authority

(2) Service terminated for non-compliance with this tariff shall not be turned on again until satisfactory assurance is given that these Regulations will be necessary and expenses incurred in shutting off and turning on the water are paid in fully by the customer.

Installati-
on of
water
meter.

66.(1) The Authority shall install water meters at public stand pipes on its own expenses.

(2) Other customers including domestic and commercial users and other types shall install for their own expenses save that the meter will be the property of the Authority.

(3) The Customer is not allowed to remove, destroy, or tamper with water meter or instruct someone from the Authority or outside the Authority to remove such meter.

Deposit

67. The Authority may demand a deposit amount in advance equivalent to tariff for the supply of water for 3 months for construction purpose Developers.

Safe
keeping of
meter and
Repair.

68. The consumer shall be responsible for the safe keeping of water meter or stop cork in his/her premises and shall be answerable to the authority for any damage or injury which will be done or caused to be done on his/her meter.

Repair
replacem-
ent of
water
meter.

69.(1) The customer shall not be allowed to remove interfere or allow any person to disconnect water meter for any purpose.

(2) In case the water meter is subjected with problems the customer is required to report to the Authority and the authority will send an inspector to inspect the premises.

(3) If the inspector found that there is a need for repair the authority at its own expense disconnect and remove and install another meter at its direction.

Quantity
of meter
water
registered.

70. The quantity of water registered by meter having been supplied to any customer shall be the actual quantity consumed or supplied to

the customer and shall be liable to pay the rate or charge fixed by these regulations.

71. The authority shall be responsible or taking readings of water meter for every Customer for a period which will be set by the authority itself and the reading taken from the meter shall be shown in the invoice of customer.

Meter reading and entries.

72.(1) Any Customer dissatisfied with any particular reading of a meter supplied by the authority may request the meter to be tested by giving a written notice to the authority within seven days of such reading and the authority shall test the meter for its own expense.

Dissatisfaction with meter reading.

(2) If the meter shall be found to be correct the customer shall pay to the Authority the amount fixed according to the size of meter tested.

73.(1) If the meter supplied by Authority at any time is out of order and reads incorrectly the Authority will repair or replace the meter as soon as possible and the quantity of water to be paid for by consumer from the date of the meter cease to read correctly up to the time of repair or replacement shall be estimated by authority on the basis of the previous consumption of water on that premises by taking the average consumption for the last three months of the responding period of the previous year according to the decision of the Authority.

Incorrect meter readings.

(2) The customer shall pay the amount of such estimate within fifteen days of receiving the invoice estimate bill.

74.(1) The customer shall provide a suitable and safe place within his premises or plot in which a meter is to be fixed.

Position of Meter.

(2) The position of all meters must remain clearly defined and the box enclosing them must always be exposed to view clearly seen.

75. Any person hindering, molesting or refusing admission or information to the Authority or an Inspector in the course of any inspection or of the performance of any act which he is authorized to perform under these rules shall be deemed to have committed a breach of these rules.

Obstruction of Official.

PART SEVEN PLANNING AND DESIGN

Small water project.

76. A sub-project with population of less than 1,000 will be considered as small project, and shall have only extension of pipeline network. This can be implemented in community level.

Medium water project.

77. A sub-project with population of more than 1,000 but less than 10,000, shall be considered as a medium project, and will be possible to have borehole(s), water tank and pipeline network. This can be implemented in district or regional level.

National water project.

78. A sub-project with population of more than 10,000 shall be considered as a national project, and will be implemented in national level.

Project proposal.

79. No person or group of person or institutions outside the Authority shall be allowed to write a water project proposal and or request waterworks materials that will be implemented and or used in Zanzibar without a valid permission from the Authority.

Procurement

80. All procured materials or items or goods or any other alike for the use of waterworks services shall be of good quality and not be used prior to approval by the Authority.

New water Connection.

81. Any new water connection shall be channeled through planning and design section for the technical recommendations and or approval before commencing the work.

Environmental protection and conservation of water catchments water sources and other water facilities.

82.(1) The proposed sub-project should be sound environmental friendly during and or after implementation.

(2) Environmental Impact Assessment (EIA) shall be conducted accordingly to level of the project for projects that planned to serve more than 10,000 people.

83.(1) All new designed water schemes shall have a life span of not less than 25 years after implementation.

Sustainable operation and maintenance of water schemes.

(2) The project should identify possible means and or ways of how to operate and or maintain after completion of the implementation period.

84.(1) No water supply project or part of it shall be undertaken until the following tasks are done and approved by the Authority:-

Provision for undertaking water supply project.

- (a) Surveying of the proposed project area;
- (b) Drawings;
- (c) Bill Of Quality or estimates;
- (d) Project write-up.

(2) No person or intitution shall initiate water project and or supply equipments and or materials for water supply project without the technical recormmendations and corporation of the Authority in advance.

85.(1) Customer for water projects shall submit the company profile and their Curriculum Vitae for staffs and must be registered by the Authority.

Committee and Company registration.

(2) An acceptable Community Water Commitee can be allowed to operate and maintain waterworks under special agreements with the Authority.

PART EIGHT OFFENCES AND PENALTIES

86. Any person who unlawfully or negligently grazes animals, applies chemical fertilizer, pesticides and other chemicals cuts trees or clear shrubs, dispose of all kinds of water or conduct any construction activities on water sources area within 200 meters from the source shall be guilty of an offence and be liable to a fine equivalent to not less than fifty American Dollars.

Unlawful grazing of animals.

General
penalty.

87. Any person or group of person who fails, to comply with any provision of Part two to seven of these regulations shall be guilty of an offence and upon conviction unless other punishment provided shall be liable to a fine not exceeding the equivalent of hundred American Dollars.

Misuse of
laboratory
report or
informati-
on.

88. Any person who Unlawful holds an information, report or other article of water Laboratory without permission from the authorized staff, shall be guilty of an offence and be liable on conviction to a fine not less than the equivalent of hundred American Dollars.

Non-
replaceme-
nt if non-
working
water
meter.

89. File for non-replacement or repair of non-working water meter after one month of notice is 25% of monthly payment, After two months of notice is 50% of monthly payment, and after four months of notice (till disconnection) is 100% of monthly payment.

Malpractic-
e of the
connection

90. Fine for malpractice of the connection is equivalent of 30,000 American Dollars to equivalent of 50,000 in Tanzania shillings.

Fraudulent
connection
of water.

91. Any person connecting, attempting to obtain or obtaining water without permission of the Authority or tampering with the water meter or breaking the seal thereon shall be guilty of an offence and liable to a fine not less than equivalent American Dollars 50,000 per occurrence, except that in cases where the offence shall be of a continuance of the same, after written notice from the Authority to remedy the same, shall constitute a separate offense.

Unlawful
payment
of money
to the
Authority

92. It is unlawful for any person or institutions pay money to the Authority by check or other negotiable instrument is dishonored when presented for payment a service charge in an amount established by the Authority shall be assessed against the account it was intended to be applied and/or collected from the maker of the check or negotiable instrument.

Objection
of
monitori-
ng water
source.

93. If it happens any person or institutions does not allow technician to do his work of sampling or monitoring, the water source, that person or institution shall be guilty of an offence and shall on Conviction be liable to a fine of hundred American Dollars in Tanzanian Shillings.

94. If the customer fails to pay amount due to the Authority within 15 days after notice or bill demanding payment has been given the Authority may disconnect the supply of water to the premises without further notice, and the supply will be restored only on payment of such money due and penalty that will be determined by the a Authority.

Failure to pay bill of water.

95. Any person or institution who fails to make an application to the Aurtherity and who has not received the assent of the Authority to make any connection with any main, Reservoir, Conduit pipe or other place containing water belonging to the Authority shall be guilty of an offence and on conviction be liable to a fine of hundred American Dollars in Tanzanian Shillings.

Illegal Connection of water from the main reservoir conduct pipe etc.

SCHEDULE 1

ZANZIBAR WATER AUTHORITY (ZAWA)

(Made under Section 3(10) of Water Regulations, 2007)

AGREEMENT FOR SHALOW WELL DIGGING

This agreement is made thisDay of
Between the Zanzibar Water Authority (herein after called the Authority) on one part and(Herein after called the client) on the other part.

Whereas the Authority agreed to give permit for digging a shallow well atfor the purpose of extracting and supplying water to the community.

The Client must submit its application through the Department of Fire Brigade and Rescue for getting a first permit.

The Authority does not guarantee in any way, the quality or quantity of water on completion of the work.

.....
For: THE ZANZIBAR WATER AUTHORITY For: THE CLIENT
(ZAWA)

SCHEDULE 2**ZANZIBAR WATER AUTHORITY (ZAWA)****THE WATER ACT NO. 4 OF 2006**

(Made under 21,22,23 and Water Regulations, 4)

**LICENCE TO CARRY OUT WATER WELL DRILLING
IN ZANZIBAR**

This Licence is hereby given toof P.O.Box
..... thisDay of2001
to carry out water well drilling in Zanzibar unde the following conditions:

- (1) That the authorizattion for approval of any drilling site will be under the responsibility of the Zanzibar Water Authority (ZAWA) and the ZAWA shall have all rights and power to approve or disapprove the site, taken into account the environmental background of the location.
- (2) ZAWA officer responsible for Water Resouce will do inspection and approval of equipment after they are made available. before signing of this contract .
- (3) Samples of drill cuttings must be collected at intervals of 1.0m or whenever the rock composition changes and submitted to ZAWA in labeled bags prior the instertin of final casing and screen.
- (4) Construction of the borehole shall be followed by a gravel packing of proper graded. rounded clear silicate and the development of well for then determined period.
- (5) Water sample must be collected immediately at last hour of pumping test and analysed bacteriologically and chemically at recognized laboratory by ZAWA before allowing the public use the water from the source according to the test results.
- (6) Pumping test for duration of not less then 24 hours should be carried out and must be witnessed by the ZAWA Hydrogeologist/ Technician and the

Client of his/her representative. If the water level stabilizes even before that period, pumping should carry on for other three hours.

- (7) A completion form is to be filled and be signed by Managing Director of the Drilling Agency and Client, one copy to be sent to ZAWA for reference.
- (8) This permission is valid for a period ofWith option to Renew.
- (9) The Company is required to have qualified staff for undertaking drilling operation. List of workers and their Curriculum Vitae must be sent to ZAWA prior to signing of the Contract.
- (10) The Client is responsible for requesting the drilling permit form ZAWA.
- (11) There must be a drilling contract between the client and Drilling Company. copy of the contract must be sent to ZAWA for reference.

In Witness where of the Authority and the Drilling Company each acting through authorized representative, have signed this agreement into equally valid originals in English on the date first above written.

Name	Witnessed by
Position	Name
Signature	Position
For and behalf of the Authority, this day of	

For the Drilling Company:

I have examined the content of this permit and find to be appropriate.

I also agree that I will fulfill all the above requirements and I understand that if I failed to fulfill any of the above, ZAWA is vested with power to suspend my drilling permit.

Name	Witnessed by
Position	Name
Signature	Position
For and behalf of Drilling Company	Signature

SCHEDULE 3

ZANZIBAR WATER AUTHORITY (ZAWA)

(Made under 5(4) of Water Regulations, 2007)

AGREEMENT OF WATER ABSTRACTION AND USE OF WATER SOURCE

This agreement is made thisDay of200..... between ZANZIBAR WATER AUTHORITY (ZAWA) hereinafter called the Owner on one part and(hereafter called the Consumer) on the other part.

WHEREASshall be then developer and is therefore desirous t assign its rights and liberty in respect of the said water source.

NOW THEREFORE the parties to this agreement agree as follows:

1. The owner shall, in consideration of consume undertaking to observe the terms and conditions herein contained, assign its right and liberty to the use of the water source here above named. **The rate of abstraction for this permit shall not be more thanm3/h and the quantity of water extracted from this source not more thanm3/day** as may be reasonably sufficient to meet the demand of the consumer.
2. The consumer hereby undertakes:
 - (a) To use the water for drinking, cooking, washing, gardening and such other uses as may be reasonable necessary and in any case, shall not use the water for irrigation purposes without further request.

- (b) Not to do or cause to be done anything that may cause damage to the water source and adjoining lands.
 - (c) To use all possible means to prevent pollution or any contamination of water form the said source.
3. The Consumer may erect of construct all necessary infrastructures for Extraction and pumping water from the said source, provided that any of such Infrastructure and any alteration thereto may not be erected, constructed or made without prior approval of the ZAWA.
 4. The consumer shall comply with any tariff of charges for using the water and pay according.
 5. Where any party breach any of the terms herein contained the other party shall be entitled to absolutely determine this agreement.
 6. Nothing in this agreement shall prevent the owner, owing to Environmental, health of technical reason, to close down or suspend the use of the water source and such act shall not be contrued as breach of this agreement, provided that reasonable notice shall be given to the consumer.

IN WITNESS WHEREOF the owner and the consumer each acting through its authorized representative, have signed this agreement in two equally valid originals in English on the date first above written.

For and behalf of ZAWA.

Witnessed by:

Name

Name

Position

Name

Signature

Signature.....

For and behalf of	Witnessed by:
Name	Name
Position	Name
Signature	Signature.....

SCHEDULE 4

ZANZIBAR WATER AUTHORITY (ZAWA)

(Made under 6(4) and Water Regulations, 28(2))

APPLICATION FOR SERVICES

To: The Zanzibar Water supply Authority.

- (1) I/we make application for a supply of water to the under mentioned premises subject to the Water Regulation. 2007 and at the Charges imposed and fixed by the Authority and applicable to the purposes for which the supply is required. and I/we agree to pay for the charges.
- (2) I/we apply for permission to lay/remove/alter/extend the services in relation to the water supply at my/our premises.

N.B. - Cross out the words above which do not apply and give full particulars hereunder

A. Premises

Adress of premises

Description of premises
(residential, business, trade, etc)

Number of water closets

Number of Urinals

Number of baths

Number of stand pipes

Number of wash basin

Number and size of other draw - off

B Service

Nature of service in respect of which application is made

.....

Purpose for which water is required, stating full particulars of any non-domestic purposes

Name of Plumber or Contractor employed to fix pipes, taps and other apparatus

I undertake not to have the work begun before the consent of the Water Authority is received and to have work carried out in accordance with the Waterworks Rules to the satisfaction of the Water Authority. I further undertake to notify the Water authority as soon as the work is complete and to give facilities for its inspection by the Water Authority whose proper charges in connection with the work I undertake to pay in advance.

Signature of Applicant

Address in full

Date of application.....

(Entry in Waterworks application Book)

C. Certificate

The owner of the premises concerned must sign the certificate. I certify that I am the owner of the premises referred to in the application and agree

that the premises be supplied with water from the waterworks as from

Signature of the owner

Address

SERIKALI YA MAPINDUZI ZANZIBAR

MAMLAKA YA MAJI (ZAWA) / SEHEMU YA UUNGAJI

FOMU NO: MAJI/UM/1/89 -4

FOMU YA MAOMBI YA KUUNGA MAJI

FOMU HII IJAZWE NA MUOMBAJI:

- 1. MAOMBI HAYA NI KWA AJILI YA UUNGAJI MAJI KWA MATUMIZI YA NYUMBANI , MATUMIZI YA KAWAIDA, MATUMIZI YA HOTELI, MKAHAWA, KIBANDA CHA BIASHARA, KITUO CHA MAFUTA, GEREJI, UJENZI WA NYUMBA ITAKAYOJENGWA NA MAKONDARASI, MIFUGO NA MBOGAMBOGA.

KAMA NI KWA MATUMIZI MENGINE ELEZA KWA UKAMILIFU.

.....

- 2. Nakubaliana na masharti yote ya uungaji kama ilivyoelezwa fomu No. Maji/UM/1/89-B ambayo imeambatanishwa na fomu hii.

ANUANI KAMILI YA MUOMBAJI.

.....

WILAYA SHEHIA

MTAA

NAMBARI YA NYUMBA

NAMBARI YA KIWANJA

JINA LA MUOMBAJI

Tarehe

SAHIHI.....

SERIKALI YA MAPINDUZI ZANZIBAR

MAMLAKA YA MAJI (ZAWA) / SEHEMU YA UUNGAJI

FOMU NO: MAJI/UM/1/89-B

Masharti ya uungaji maji:

1. Kulipa ada ya maombi ya kuunga maji ambayo inategemea kima cha ukubwa wa bomba na kulipa gharama za kazi (labour charge).
2. Kulipa malipo ya kila mwezi kama yatakayooneshwa katika Ankara (bill) ya maji kufuatana na aina ya matumizi.
3. Si ruhusa kabisa kubadilisha madhumuni ya matumizi ya maji bila ya kupata ruhusa ya Mamlaka ya maji.
4. Kama ni matumizi ya ujenzi wa nyumba iwe ya binafsi au iwe inajengwa na Kandarasi, mteja anatakiwa kutoa taarifa ya kusita kutumia kwake ili mamlaka nayo isite kutuma bill za malipo. Vyenginevyo mteja atalazimika kulipa bill ya matumizi kama ilivyo kawaida.
5. Mfereji usitumike kinyume na madhumuni yaliyoelezwa. Kufanya hivyo kutalazimu kufungwa na kukatwa kwa huduma hiyo mahali panapohusika.

6. Kwa kuwa umuhimu wa huduma hii ya maji umewekwa zaidi katika matumizi ya nyumba, matumizi mengine yoyote yanayoweza kungwa kutegemea na hali ya mahitaji ya upatikanaji wa maji utavyokuwa katika nyakati mbalimbali za mwaka.

.....
Sahihi ya Muombaji

SCHEDULE 5

SERIKALI YA MAPINDUZI ZANZIBAR

MAMLAKA YA MAJI (ZAWA) / SEHEMU YA UUNGAJI

MAMLAKA YA MAJI INAWASILISHA KWAKO

ARDHILHALI YA KUOMBA RUHUSA YA KUUNGA

BOMBA LA MAJI NDANI YA NYUMBA.

JINA KAMILI

NAMBARI YA NYUMBA

MTAA NAMBARI YA ENEO

TAREHE

.....

MAONI YA MCHUNGUZI WA AFYA ZANZIBAR

.....

.....

.....
.....
.....
.....

Tarehe

Mchunguzi wa Afya

SCHEDULE 6

ZANZIBAR WATER AUTHORITY (ZAWA)

CHIEF INSPECTORS REMAKES

I Certify that water has been connected on
.....Day of 20 and the
water is good / fair / unavailable, as checked by me

The water consumption in this house started on 20
After final inspection, and any charging system is due to connection affect after
this date.

.....
Name of Plumber

.....
Date

.....
Chief inspector

SCHEDULE 7**MAMLAKA YA MAJI (ZAWA)****MAOMBI YA KUUNGA MAJI**

MKOA WA WILAYA

JIMBO LA SHEHIA YA

KIJIJI/MTAA..... NAM. YA NYUMBA

SAHIHI YA MUOMBAJI.....

JINA LA MUOMBAJI.....

TAREHE

Ndugu mtajwa hapo juu anaomba kuungiwa maji kwa matumizi ya

Shehia inashauri

SAHIHI YA MUHURI WA SHEHIA

JINA LA SHEHA

TAREHE

KWA MATUMIZI YA OFISI

KIMA CHA BOMBA KUU

KIMA CHA BOMBA UMBALI WA BOMBA MPYA

AFISA ANAEHUSIKA

TAREHE

MAONI YA IDARA

.....

.....

MKURUGENZI MKUU
MAMLAKA YA MAJI

FOMU Na..... TAREHE
Risiti

Mamlaka ya Maji

SCHEDULE 8

OUD.FWD.37/B/M/12002/4-93 SERIKALI YA MAPINDUZI YA ZANZIBAR MAMLAKA YA MAJI ZANZIBAR (ZAWA)

ANKARA YA MAJI (WATER BILL)

DATE

NAMBARI YA HESABU (Account No.)

MTAA (Street)

NAMBARI YA KITALU (Plot No.)

AINA YA MTEJA (Category)

MITA INASOMA (New reading).....

SOMO LILILOPITA (Previous reading).....

UJAZO ULIOPIITA (Consumption).....

ANKARA YA MWEZI (Bill of)

MALIPO YA MWEZI (Charge of)

ALBAKI YA NYUMA (Balance brought forward).....

MALIPO UNAYOPASWA KULIPA SASA (Amount to paid)

.....
Director General
ZANZIBAR WATER AUTHORITY

Note on payment.

Payment should made at the water Authority office and customers should ensure that official receipt is issue at the time of making payment.

No receipt is valid unless given on an official form.

Customers are asked to insure that payments are not delayed from whatever reasons.

Failure to settle this bill when due renders a customer liable for disconnection without notice.

Payment should be made before elapsing 15 days from the date of issue of this bill.

Dated this day of June, 2007.

{MANSOOR YUSSUF HIMID}
Minister of Water, Construction, Energy and Lands
ZANZIBAR

**ZANZIBAR ELECTRICITY CORPORATION
ACT NO. 3 OF 2006**

**ELECTRICITY REGULATIONS.
(Made Under Section 53(1))**

ARRANGEMENT OF SECTIONS.

**PART: I
PRELIMINARY PROVISIONS.**

1. Short title and commencement.
2. Interpretation.

**PART: II
SERVICE PROCEDURES.**

3. Application for services.
4. Deposit.
5. Point of delivery.
6. Wiring and fittings.
7. Right to inspect premises.
8. Underground service.
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13. Termination of contract by customer.
14. Charges for Temporary service.
15. Interruption of service.
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**ZANZIBAR ELECTRICITY CORPORATION
ACT NO.3 OF 2006**

**ELECTRICITY REGULATIONS
(Made under Section 53(1))**

IN EXERCISE of the powers conferred upon me under section **LN. 44 of 53(1)** of the Zanzibar Electricity Corporation Act, No.3 of 2006, **I, 2007** **MANSOOR YUSSUF HIMID**, The Minister of Water, Construction, Energy and Lands, hereby makes the following Regulations:-

**PART:1
PRELIMINARY PROVISION.**

1. These Regulations may be cited as the Electricity Regulations, 2007 and shall come into force immediately upon being signed by the Minister, and published in the Official Gazette. Short title and commencement.
2. In these Regulations, unless the context requires otherwise:- Interpretation.
 - “Act means the Zanzibar Electricity Corporation Act, No.3 of 2006;
 - “Corporation” means the Zanzibar Electricity Corporation;
 - “Minister” means the Minister for the time being responsible for matters relating to Energy in Zanzibar;
 - “Board” means Board of Directors of the Corporation;
 - “Member” means member of the Consumer Appeal Committee;
 - “Chairman” means a Chairperson of the Consumer Appeal Committee;
 - “Committee” means the Consumer Appeal Committee;
 - “IEE regulations” means regulations for electrical installations made by Institute of Electrical Engineers, London

PART II SERVECE PROCEDURES

Applicati-
on for
services.

3. (1) Every prospective customer desiring electric service shall be required to fill and sign the application form for electric service as prescribed in the Schedule to these Regulations.

(2) The applicant shall pay application fee as prescribed in the second schedule to these regulation.

Deposit.

4.(1) The Corporation may require any applicant to deposit a suitable guarantee before electric service is supplied.

(2) Upon termination of service, the deposit shall be applied against unpaid bills of customer and the remaing balance may be refunded to the customer. Provided that, If the deposit is insufficient to settle the debt owed by the Corporation to the customer, the Corporation shall be entitled to be paid the balance.

Point of
delivery.

5.(1) The point of delivery shall be the single location on or near customers premisese disgnated by the Corporation.

(2) Each point of delivery will be separately metered and billed, and all wiring and equipments beyond this point of delivery shall be provided and maintained by the customer in a standard accepted by the Corporation.

Wiring and
fittings.

6.(1) All wirings and fittings shall conform to standards and requirements of the Corporation and IEE regulations.

(2) The Corporation shall not connect or restore any service unless it is satisfied by the proper authority that is safe to do the same.

Right to
inspect
premises.

7.(1) the Corporation shall have the right to inpect any customer's premises whenever it deems necessary.

(2) When obvious violation exists to the extent that the safety of the customer, his property, or the general public is threatened,

service shall be stopped, until proper correction of condition is made by customer.

8. Underground service lines shall be available only if:-

Underground services.

(a) the customer bears the full cost incident thereto;

(b) the specifications and terms for such service be furnished by corporation.

9. All meters, service connections and other equipments provided by Corporation in the premises shall remain the property of Corporation and in the event of loss or damage due to the negligence of customer the cost of the necessary repairs or replacements shall be paid by customer.

Customer responsibilities to Corporation on properties.

10.(1) Bills shall be rendered monthly and be paid on the date specified in the bill at designated locations, failure to receive the bill shall note exempt customers from payment.

Billing.

(2) The Corporation shall have the right to suspended the service if the customer failed to pay the bill.

(3) Interest shall be applicable if the customer failed to pay the bill on due date.

11.(1) Corporation may refuse to connect or may discontinue services if the customer violates any of its rules and Regulations or violation of any of the application of service contract.

Discontinuance of services.

(2) The Corporation shall discontinue service to any customer who has committed theft, fraud or found in possession of devices believed to be stolen in his premises.

(3) The discontinuance of service by any causes as stated in this rule shall not release customer from his obligation to pay all amounts of service charges or minimum bill as specified in the customer application or contract.

Reconnection charge due to disconnection from non-payment.

12.(1) When the service has been discontinued by the Corporation due to non-payment a reconnection charge shall be as prescribed in the Second Schedule of charge and fees in these Regulations.

(2) When the service has been disconnected for non-payment the Corporation may require an additional deposit and satisfactory payment arrangements of all amounts due by the customer.

Termination of contract by customer.

13. Customers who have fulfilled their contract terms may discontinue service as provided for in the terms and conditions of their contract, and notice to discontinue service prior to expiration of contract terms will not relieve customer from any minimum or guaranteed payment under a contract or rate.

Charges for Temporary services.

14.(1) Any customer who requires electric service on temporary basis shall bear all costs for connection and disconnection and any incidental costs to such services.

(2) This rule shall apply to circuses, carnivals, circuses, fairs, concerts, and any other temporary services requirement.

Interruption of services.

15. The Corporation shall use reasonable diligence in supplying current, but shall not be liable for breach of contract in the event of loss, injury or damage to persons or property resulting from interruption in service, excessive or inadequate voltage, single phasing, act of God, or otherwise unsatisfactory service, whether or not caused by negligence.

Shortage of Electricity.

16.(1) The Corporation shall, in the event of an emergency or other conditions causing a shortage in the amount of electricity necessary to meet the demand on its system, allocate method deemed equitable and fix the amount of electricity to be made available for use by customer and or otherwise restrict the time during which the customer may make use of electricity.

(2) If customer fails to comply with such allocation or restriction the Corporation may take such actions as it deems appropriate under the circumstances including temporary disconnection electric service.

17.(1) Electric service shall not be used in such a manner as to cause unusual fluctuations or disturbances to Corporation system.

Voltage fluctuations caused by customer.

(2) The Corporation may require any customer, at his own expense install suitable apparatus which reasonably limit such fluctuation.

18.(1) No customer shall be allowed to add to the equipment or load connected there to except by consent of Corporation.

Additional load.

(2) Failure to give notice of additions, changes in load or to obtain Corporation consent shall render a customer liable for any damage to Corporation lines or equipments caused by such additional or charge installation.

19.(1) A customer is under obligation to notify the Corporation immediately for any unsatisfactory defects, trouble or accidents affecting the supply of electricity or any other unsatisfactory services.

Notice of trouble.

(2) Where a failure is caused by the customer equipment of default, a service charge shall be billed to customer in accordance with the Second Schedule of charges and fees as prescribed in these Regulations.

(3) No Corporation's employee on duty shall be allowed to make repairs to customer owned facilities or equipments, or when employee interests conflict with that of the Corporation.

20.(1) Customer shall pay the cost of any special installation necessary to meet his particular requirements for services other than standard voltages and such intallation shall be subject to prior approval by the Corporation.

Special Installation.

21.(1) The Corporation at its own expense, shall make periodical tests and inspection of its meters in order to maintain a high standard of accuracy.

Meter tests.

(2) The Customer may also apply fo additional tests or inspections.

(3) If the test shows that the meter is accurate within 2% Slow or fast no adjustment shall be made on customer's bill and the customer shall bear the testing charge as specified in the second schedule of charges and fees as prescribed in these Regulations.

(4) If the test shows that the meter is in excess of 2% slow or fast an adjustment shall be made in customer's bill over a period of not exceeding 90 days prior to the date of test, and the Corporation shall bear the cost of the test.

(5) Notwithstanding the provision of this rule, the Corporation may test meters at its expenses as it deemed necessary.

Normal connections reconnection and transfer fees.

22. The Corporation may charge a fee as established in the schedule of charge and fee each time an account is connected, reconnected or transferred from one person to another.

Seasonal service.

23.(1) When customers require service for irrigation pumps or other uses which are seasonal an annual minimum charge shall be billed in advance.

(2) If this charge is more than 12 times the monthly facilities charge, such excess will be applied to any energy charges incurred and all additional energy charges shall be billed on a monthly basis.

PART: III

WORKING PROCEDURES OF THE CONSUMERS APPEAL COMMITTEE.

Establishment of the Consumers Appeal Committee

24.(1) It is hereby established Consumer Appeal Committee to hear and determine consumer's complaint against decisions of the Corporation in relation to supply of energy installation or disconnections of electricity.

(2) There shall be a sub-Committee of the Consumers Appeal Committee for Pemba to perform the same functions of the Committee.

(3) The Committee shall also hear complaints from persons aggrieved by any action taken or intended to be taken by the Corporation relating to construction, erection, placing, examining maintenance, alteration or removal of any works on, in over, under along or across any land, building, street, water course, harbour or branch of the sea.

25.(1) The Consumer Appeal Committee shall be composed by Chairperson and not more than four other members appointed by the Minister under section 44 of the Act. Composition of the Committee.

(2) The sub Committee for Pemba shall be constituted of the Vice-Chairperson and not more than four other members appointed by the Minister.

26. The tenures of office of members shall be three years and may be re-appointed for another term of three years. Tenure of office of Members of the Committee.

27.(1) The Committee shall appoint a Secretary among employees of the Corporation to perform all functions and responsibilities of the secretary under these Regulations. Secretary.

28. The Secretary shall have the following functions:- Functions of the Secretary.

- (a) to receive appeals and other documents of complainants which are filed to the Committee under these Regulations;
- (b) to set the location and schedule for hearing appeals by the Committee;
- (c) to ensure that each person who should receive notice of completed or pending action of the Committee is so notified;
- (d) to ensure that all persons acting as experts are aware of their role and the schedule for the appearance at the Committee;

(e) to perform any other functions that ensure the procedures of the Committee operate smoothly

Quorum
of the
Committee.

29.(1) In every proceeding the Chairperson shall sit with two members to determine the dispute.

(2) Any member of the Committee who has interest in the dispute shall not participate in the proceedings.

Conciliation.

30.(1) At any stage of appeal, the parties, in collaboration with the Chairperson shall have access to conciliation, so as to shorten the trial and deliberations in order to reduce the duration of the process.

(2) The chairperson may in the course of proceedings, issue and order which is designed to expedite the process.

Hearing.

31. The hearing of the Committee shall be informal the objects being to dispense justice promptly between the parties.

Representation.

32. Any party may participate in the hearing in person or by a duly authorized legal representative

Filing
Petition.

33.(1) Every application for appeal shall be filed to the Secretary of the Committee in a short and plainly written statement of grounds of appeal.

(2) No appeal shall be filed after 60 days from the date of the decision of the Corporation without a leave of the Committee.

Issuance
of
summons.

34.(1) upon the filing of an appeal, the Secretary shall issue summons to each respondent through personal service or through the postal address whichever is more practicable in the situation of the case.

(2) Every summons shall be accompanied by a copy of the statement of grounds of appeal.

(3) Every summons shall be signed by the Chairperson and shall be sealed with the seal of the Committee.

(4) When the summons and the petition have been personally delivered, the server shall endorse the date, place and time of delivery on a copy of the summons and return it to the secretary who shall make note on the appropriate docket.

(5) The respondent to whom a summons has been issued under this rule shall appear in person, or by an advocate duly instructed and able to answer all material questions relating to the appeal, or by an advocate accompanied by some person able to answer all such questions.

(6) Where the server is unable personally to serve the summons and a copy of statement of appeal within three days, the server shall endorse that fact and the reason for no-delivery of the summons and return the same to the Secretary who shall make note on the appropriate docket and notify the appellant.

35. Upon receiving a summons and a copy of statement of appeal the respondent may within seven working days file his statement of defence to the Secretary.

Statement
of defence
by
Respon-
den-
ce

36.(1) The Chairperson shall set the time and date for the hearing of appeal and all parties shall appear on that date.

Notice of
Hearing.

(2) The Respondent who has filed his statement of defence, may request to be exempted from appearance and the filed statement of defence shall be considered as his defence to that appeal.

37. The Committee may by a request from any party or through its own motion order the attendance of any person to testify at a trial.

Witness.

38.(1) A trial shall be scheduled to take place, whenever possible, not more than seven days following the filing of the statement of defence of the respondent.

Trial.

(2) The parties shall submit their cases and call their witnesses if any and the members of the Committee as well as parties may examine any witness who give evidence.

(3) There shall be no rule applicable to the hearing which limits the presentation of evidence.

(4) The Chairperson may restrict or limit the presentation of evidence which he deems to be irrelevant, vexatious or in any way delays the normal progress of hearing.

(5) Any part of the evidence may be received in writing if doing so may expedite the hearing without prejudicing the interest of any party.

(6) Any documentary evidence may be presented in the form of a copy, but if any party requests, any opportunity shall be given to compare the copy with the original, If the original is available.

Decision. **39.** All decisions of the Committee, whether the final judgement or interim matter, shall be binding if approved and signed by the Chairperson and one member of the Committee.

Enforcement of final judgement or order. **40.** Any final judgment or final order of the Committee shall be enforced by Court like any other order of the Court.

Further Appeal to Court **41.** Any party dissatisfied with the decision or order of the Committee may appeal to the Regional Magistrate with extended jurisdiction, or the High Court.

Records keeping. **42.** The Committee shall maintain all official records of each proceedings taken place under these Regulations.

SCHEDULE I:

(Undr Rule 3(1))

FORM: A

PHOTO	ZANZIBAR ELECTRICITY CORPORATION ZECO	FORM: 01
	<i>NEW CUSTOMER REGISTRATION</i>	Customer no: _____ Date received: _____ Receipt no: _____ Quires Clerk: _____ Signature: _____

1. Full name _____
2. Place _____
3. Common name of place _____
4. Neighbours address _____
5. Adress _____
6. Owner Resident- If resident only, Name of owner _____
7. Service type required:
 - New supply - Single phase
 - New supply -Three phase
 - Separate meter
 - Addition of phase
 - Reconnection of supply
 - Temporary supply
8. Tariff type
 - DOM
 - COM
 - SMI
 - MEI
 - LAI
 - STL

Agreement Reneward
Meter Change

8. Electrical equipment of property

Description	Number	KW usage

10. Conditions

- i) *Any property location underneath a high voltage transmission line (11kv, 33kv, 132kv) will not be connected.*
- ii) *The customer informs the Corporation of the type of service required. The Corporation reserves the right to allow or disallow the service.*
- iii) *The Corporation provided the connection from the main power supply to the property or any construction according to electricity safety requirements. The customer are to give assistance to the Corporation without any compensation.*
- iv) *The Corporation requires that the customer pay all equipment expenses when he/she request connection, or to obtain the required equipment her/ himself. Such equipment remains the property of the Corporation.*

11. Confirmation

I _____ confirm that the information above is correct, that I have read and understand the conditions no. (10) and I accept the conditions as required by the Corporation.

Signature of applicant

Date

FIRST SCHEDULE

FORM: B

ZANZIBAR ELECTRICITY CORPORATION - ZECO		
CONDITIONS OF SUPPLY		ZANZIBAR ELECTRICITY CORPORATION
CONDITIONS OF SUPPLY		

1. The power factor of the supply shall not be less than 0.9 lagging.
2. The charge payable by the Customer may be revised by the Corporation from time to time in the event of the charge being increased or reduced the Corporation shall forth with give notice thereof in writting to the customer or in a news paper circulating in the district where in the said premises are situated and thereof to the customer shall pay such increased or reduced charge as if it hard been specified in this agreement charges for electricity are the payable on demand.
3. In the event of the supply given hereunder being used for any purpose other than aforesaid the Consumer shall if so required by the Corporation pay for the supply in accordance with the appropriate Tariff for the time being in force. The Consumer shall give notice to the Corporation immediately if the supply is used for such a purpose.
4. In the event of the said premises being used for any purpose other than herein before mentioned the customer shall immediately give written notice thereof to the Corporation and thereupon the Corporation in their sole discretion shall be at liberty to determine this Agreement forthwith.
5. The Corporation shall be at liberty at all reasonable time to enter upon the said premises for the purpose of ascertaining that the supply given hereunder is used solely for the purpose hereinbefore provided.
6. The Customer agrees to be bound by the Corporation's conditions of hire of meters and instruments for the time being in force.

7. The Corporation shall not be liable for any interruption of the supply for the purpose of testing or for any other purposes whatever connected with the proper working
8. The Corporation will provide and lay the service lines between the Corporation's distributing mains and the supply point on the premise by such routes as shall be reasonable and in accordance with Regulations. The Customer shall provide facilities for laying of the service lines and the installation of the Corporation's apparatus on the premises without charge to the Corporation.
9. The Consumer may not exceed the maximum to be increased, he must pay to the Corporation all expenses reasonably incurred by them in respect of any alterations to the service lines or any fittings or apparatus of the Corporation consequent upon such increase.
10. The Corporation may, in certain circumstances, require the Customer to contribute towards the cost of the lines required to provide a supply of electricity. Such lines remain the property of the Corporation.
11. Consumer's electrical installations must comply with the London Institution of Electrical Engineers Wiring Regulations or any other similar Regulations for the time being in force. No supply will be connected until the Corporation have satisfied that the Consumer's installation is not likely to interfere with supplies to other Consumers. The Corporation tests all installations and may inspect them before connecting the supply. The first test or inspection is made without charge, but, if any subsequent test or inspection is found necessary, a charge may be made for the subsequent visits. The Consumer is required to inform the Corporation of any proposed extensions or alteration to his installation so that the Corporation may make the necessary test or inspection. Test or inspection of the Consumer's installations is made for the Corporation's system does not imply any warranty by the Corporation and the Corporation is not liable for any loss or damage caused by arising out of any defect in the installation.
12. The Corporation may require a Consumer to give security for payments for electricity to be supplied, and if, when security is required, the Consumer fails to give it, the Corporation has the right to withhold or suspend the

supply to the Consumer's premises. Notwithstanding that any security has been given charges for electricity supplied are due in full on demand.

13. Notice in writing must be given to reach the Corporation forty-eight hours before a Consumer quits the premises. Failure to do so renders the Consumer liable for payment for electricity supplied up to the date of the next meter reading or if earlier, the date from which the next Consumer in the premises requires a supply.
14. An Authorised staff of the Corporation are entitled to enter a Consumers premises at all reasonable times for purposes connected with the supply of electricity to the premises.
15. The Consumer shall not interfere or permit any person, not being a servant of the Corporation to interfere in any way with the metering equipment. If the metering equipment shall be lost, destroyed or damage, whether by fire or otherwise, the Consumer shall pay to the Corporation the cost of repairing or replacing the same and otherwise making good any damage. If at any time the metering fails to register correctly, or the Corporation's representative cannot gain access for recording the registration, the amount of electricity for the period concerned will be estimated by the Corporation with reference to any information supplied by the Consumer or to previous or subsequent registrations.
16. The Corporation may cut off the supply to the Consumer if:-
 - a) The Consumer fails to pay any sum due from him to the Corporation in respect of the supply of electricity to him.
 - b) The Consumer uses the electricity supplied to him for any purposes or deals with it in any manner so as to interfere with the efficient supply of electricity to any other Consumer.

The Corporation may also discontinue the supply temporarily for purposes of testing or for any other purposes whatsoever connected with the proper working of the Corporation's Undertaking.

I _____ confirm that

I understand the conditions above and that I accept the conditions as required by the Corporation.

Signature of applicant

Date

CHAPTER 12 (IEE REGULATIONS)

INSTITUTE OF ELECTRICAL ENGINEER OBJECTIVE AND EFFECT

The regulations are designed to protect :-

- a) Persons
- b) Property and
- c) Livestock in location intended specifically for them, against hazards arising from an electrical installation used with reasonable care having regards to the purpose for which the installation is intended.

The requirements relate to protection against:-

- d) Electric shock
- e) Fire
- f) Burns
- g) Injury from mechanical movement of electrically actuated equipment in so far as such injury is intended to be prevented by electrically emergency switching or by electrical switching for mechanical maintenance of non-electrical parts of such equipment.

CHAPTER 13 (IEE REGULATIONS)

FUNDAMENTAL REQUIREMENT FOR SAFETY

1. Workmanship and Materials.
2. Good workmanship and proper materials shall be used.
3. General
4. All equipment shall be constructed, installed and protected and shall be capable of being maintained, inspected and tested, so as to prevent danger so far as reasonably practicable.
5. All equipment shall be suitable for the maximum power demand by the current using equipment when it is functioning in its intended manner.
6. All electrical conductors shall be sufficient size and current- carrying capacity for the purposes for which they are intended.
7. All conductors shall either:-
 - i) be so insulated and where necessary further effectively protected or
 - ii) be so placed and safely routed as to prevent danger, so far as is reasonably practicable.
8. Every electrical joint and connection shall be constructed as regards conductance, insulation, mechanical strength and protection.
9. Over current Protective Devices:
10. Where necessary to prevent danger, every installation and every circuit thereof shall be protected against over current by devices which:
 - i) Will operate automatically at values of current which are suitably related to the safe current rating of the circuit, and
 - ii) are of adequate breaking capacity and where appropriate, making capacity, and

- iii) are suitably located and are constructed so as to prevent danger from overheating, arcing or the scattering of hot particles when they come into operation and to permit ready restoration of the supply without danger.

11. Precaution against Earth leakage and Earth Fault Currents.

12. Where metalwork of electrical equipment, other than current carrying conductors, may become charged with electricity in such a manner as to cause danger.

- i) the metal work shall be connected with earth in such a manner as will cause discharge of electrical energy without danger, or
- ii) Other equally effective precautions shall be taken to prevent danger.

13. Every circuit shall be arranged so as to prevent the persistence of dangerous earth leakage currents.

14. Where metal work is connected with earth in accordance with regulation (i) the circuits concerned shall be protected against the persistence of an earth fault current by:-

- i) the over current protective devices require by Regulation, or
- ii) a residual current device or equally effective device.

15. The method described in item (ii) above shall be used whenever the prospective earth fault current is insufficient to cause prompt operation of the over current protective devices.

16. where metalwork of electrical equipment is connected with earth in accordance with Regulation (i) and is accessible simultaneously with substantial exposed metal parts of other service, the latter shall be effectively connected to the main earthing terminal of the installation.

SECOND SCHEDULE II: CHARGES AND FEES

Interpretation:

“**Commercial customer**” means customer using electricity for trading commercial purposes who does not exceed 2000 kwh

“**Domestic customer**” means customer using electricity for domestic purposes only.

“**Large industry**” means customer who use more than 10000kWh + 70 k VA.

“**Medium industry**” means customer who use between 5001- 10000 kwh and 30Kva.

“**Small industry**” means customer who use 2001- 5000 kwh and 20 kva.

“**street lights**” means customer using electricity for lighting public streets and 40 kva.

“**Temporary Connection**” means connection required for temporary service such as fairs, construction activities.

NO.	ITEM	DESCRIPTION	FREE/FINE RATE IN TSH
1.	Application form	New Customer Registration	10,000.00/=
		Temporary connection Registration	8,000.00/=
2.	Consumption fee per day	Temporary connection	25,000.00/=
	If it involves the use of plug	Temporary connection @plug	12,000.00/=
3.	Application for change of customer name	Normal customer	10,000.00/=
4.	Application for Meter testing	Normal customer	10,000.00/=
5.	Meter by pass	Domestic + Commercial	20,000.00/= Estimated compensation for energy for 12 months. Cost for replacement of meter if destroyed.

6.		Small industry	500,000.00/=
		Medium Industry	Compensation of energy for 12 months.
		Large	And Cost of Replacement of meter if destroyed.
			1,000,000.00/=
			And compensation for energy for 12 months
			3,000,000.00/=
			And compensation for energy for 12 months.
7.	Reconnection fee (Disconnection due to nonpayment)	Domestic	7,200.00/=
		Commercial	12,000.00/=
		Small Industry	62,000.00/=
		Medium Industry	224,000.00/=
		Large Industry	550,000.00/=
8.	Using electricity before Meter installation	Domestic + Commercial	220,000.00/= And estimated compensation for energy for 12 months
9.	Reconnection by customer without permission of the Corporation	Domestic + Commercial	120,000.00/=

SIGNED on this day of June, 2007.

(MANSOUR YUSSUF HIMID)
MINISTER OF WATER, CONSTRUCTION,
ENERGY AND LAND