



EWURA CCC - ARUSHA

**AWARENESS REPORT FOR GOLA FOUNDATION MEMBERS FROM ARUSHA
CITY COUNCIL EXECUTED ON 02ND DECEMBER, 2019**

Submitted to:

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List of abbreviations and meaning of some words as used in this report

AHRO	The Council's Administrative Human Resources Officer
AO	The Council's Advocacy Officer
COMA	Customer Care cum Office Management Assistant
EWURA	Energy and Water Utilities Regulatory Authority
EWURA CCC	Energy and Water Utilities Regulatory Authority Consumer Consultative Council
RCC	Regional Consumer Committee
AUWSA	Arusha Urban Water Supply and Sanitation Authority
TANESCO	Tanzania Electric Supply Company
RCRO	Regional Customers' Relations Officer
THE COUNCIL	EWURA Consumer Consultative Council
THE REGULATOR	EWURA
OUT	Open University of Tanzania



Executive Summary

This report presents the data and information following the awareness programme executed to Gola Foundation NGO members on 02nd December, 2019. Five topics were covered during this programme including branding of the Council and its functions, consumer rights and obligations, procedures on lodging and handling complaints, tips for proper use of water and energy services and Water Supply and Sanitation (Quality of Service) Rules of 2016.

A total of 78 participants were reached, among them two service providers; one from TANESCO and the other one from AUWSA. The presenters used triangulation methods in presenting the message to the audience. Such methods used were lectures, questions and answers and discussions. The tool of assessment used was pre and post-tests.

The key messages delivered were about the functions of the Council and that of the Arusha RCC. Other messages included complaints lodging and handling procedures and consumers rights and obligations.

Participants were anxious in learning the presented topics and discussed them with enthusiasm. They asked a couple of questions and were responded to by the programme presenters and the service provider. The attendance was perfect as 70 people out of 70 invitees showed up, making 100% of the attendance.

Arusha RCC observes that the programme was a great success and plans to have as many awareness programmes as possible in the future to other groups of consumers in order to awaken them in demanding quantity and quality services.

There were no significant challenges noticed during the programme.



Many questions were raised against service providers implying that there is a need for more education to consumers in the future from the RCC and the service providers.

1.0 SECTION ONE

1.1 INTRODUCTION

Arusha RCC executed an awareness programme to Gola Foundation NGO members from Arusha city on 02nd December, 2019 at Arusha School Hall. The aim of this programme was to raise awareness on water and energy services to the group as they are direct consumers of petrol and other services regulated by EWURA. The programme was also intended to brand the Council and the Arusha RCC as the consumers' advocate bodies for safeguarding their interests.

It was expected that by the end of the programme, participants would be able to state and understand the meaning and functions of EWURA CCC, the differences between EWURA CCC and EWURA, consumers' rights and obligations, procedures for lodging and handling complaints, the key tips for proper use of water and energy and Water Supply and Sanitation (Quality of Service) Rules of 2016.

Through the pre-test held by the seminar participants, it was also learnt that most of the attendees had no clear cut understanding of the differences between EWURA CCC and EWURA. Most of them used the terms interchangeably. However, after the presentations, the post-test results showed that there was an increase in understanding of the differences between the two as it will be shown further in this report. Also the post-test results reveal that the general understanding of the consumer rights and obligations increased after the programme.

The pre and post tests taken contained five sections namely understanding of the Council and its functions, understanding of consumer rights and obligations, understanding of procedures for lodging and handling complaints, understanding



important tips for energy and water consumers and understating the Rules on water and sanitation services.

Those who did the pre and post tests were 70. As it will be shown below through the pre and post-test scores, there was a significant increase of awareness and understanding to participants about the topics covered during the training.

2.0 SECTION TWO

2.1 Target Audience

The target audience for this programme was Gola Foundation NGO members. The group was selected since it is part of the active users of water and energy services who are also assumed to be ready to share whatever new information they may learn.

The target number was 70 participants whereas all 70 people attended making 100% of all invitees. The reasons for this success include timely support from the Council, good cooperation among the RCC members and support from the Gola Foundation leadership.

2.2. Limitations

The great limitation experienced was late attendance of some invitees as was intended hence leading the programme to begin late as opposed to what was planned.

2.3 Pre and post test scores analysis

Each of the pre and post-tests had five sections. After conducting these tests different levels of awareness of the participants was observed as follows;

2.3.1 Pre-test scores

The following are the test scores for the pre test

Questions	Responses	
	Correct	Wrong
Section I: Awareness about EWURA CCC		
a. What is EWURA CCC?	28	42
b. What are the responsibilities of EWURA CCC?	41	39
c. What is the key contribution of consumers in improving quality of water and energy services?	42	28
d. What are the subsectors regulated by EWURA?	56	14
Section II: Consumer rights and obligations		
a. To be educated and redressed are not among the rights of water and energy consumers.	45	25
b. Timely payment of due bills is not necessary for the consumers.	40	30
c. Informing the service provider when need be is among the consumer's obligations.	62	08
d. Electricity consumers are obliged to register all their electrical appliances to TANESCO	37	33
e. Right to safety is not one of the rights for water and energy consumers.	56	14
f. Exposing water and energy infrastructure saboteurs is among the consumer rights	56	14
Section III: Knowledge about complaints lodging and handling procedures		
a. What are the legal procedures for submitting complaints to the services provider or the Regulator?	50	20
b. What are the important documents when		

submitting and handling consumers' complaints?	54	16
Section IV: Tips for cost-effective use of water and energy		
a. It is not necessary to tighten the water tap after using it.	48	22
b. When you have many clothes, it is advised to switch on and off the iron after ironing each cloth.	27	43
c. The right time to refill your motor vehicle is early in the morning and late in the evening.	23	47
d. It is advised not to pour water that could otherwise be used for other usages.	37	33
e. It is not necessary to weigh your LPG cylinder whenever you buy it.	36	34
Section V: Understating the Rules on water and sanitation services.		
a. It is not necessary for a water supplier to read the meter before sending the bills to customers.	39	41
b. Water service provider may disconnect water services to the customer at any time when they fail to pay their due bills.	12	58
c. It is important for the service provider to direct his clients how to read their water meters	42	28

Table 1: Pre-test scores

2.3.2 Post test scores

The following are the scores for the post test

Questions	Responses	
	Correct	Wrong
Section I: Awareness about EWURA CCC		
a. What is EWURA CCC?	55	15
b. What are the responsibilities of EWURA CCC?	61	09

c. What is the key contribution of consumers in improving quality of water and energy services?	50	20
d. What are the subsectors regulated by EWURA?	68	02
Section II: Consumer rights and obligations		
a. To be educated and to redress are not among the rights of water and energy consumers.	55	15
b. Timely payment of due bills is not necessary for the consumers.	53	17
c. Informing the service provider when need be is among the consumer's obligations.	65	05
d. Electricity consumers are obliged to register all their electrical appliances to TANESCO	66	04
e. Right to safety is not one of the rights for water and energy consumers.	64	06
f. Exposing water and energy infrastructure saboteurs is among the consumer rights	65	05
Section III: Knowledge about complaints lodging and handling procedures?		
a. What are the legal procedures for submitting complaints to the service providers or the Regulator?	65	05
b. What are the important documents when submitting and handling consumers' complaints?	66	04
Section IV: Tips for cost-effective use of water and energy.		
a. It is not necessary to tighten the water tap after using it.	68	02
b. When you have many clothes, it is advised to switch on and off the iron after ironing each cloth.	38	32
c. The right time to refill your motor vehicle is early in the morning and late in the evening.	57	13

d. It is advised not to pour water that that could otherwise be used for other usages.	61	09
e. It is not necessary to weigh your LPG cylinder whenever you want to buy it.	62	08
Section V: Understating the Rules on water and sanitation services.		
a. It is not necessary for a water supplier to read the meter before sending the bills to customers.	64	06
b. Water service provider may disconnect water services to the customer at any time when they fail to pay their due bills.	45	25
c. It is important for the service provider to direct his clients how to read their water meters	68	02

Table 2: Post-test scores

2.3.3 Analysis of the pre and post test scores

Part I: Awareness about EWURA CCC

a. Responsibility of EWURA CCC

Pre testing

In this question only 28 (40%) out of 70 participants got the question right while 42 (60%) got it wrong. This means that the participants' awareness of the Council was very low.

Post testing

After the post test, 55 (78.6%) out of 70 participants got this question right while 15 (21.4%) got it wrong. From this data, the awareness of participants increased.

b. Consumer role in improving service delivery

Pre testing

41 (55.7%) out of 70 participants who took this question got it right while 39 (44.3%) got it wrong. These results show that most test takers had some knowledge of the question at hand.

Post testing

After the post-test, 61 (87.1%) out of 70 participants got this question right while 9 (12.9%) got it wrong. This shows that the understanding of participants increased.

c. Contribution of consumers in service improvement

Pre testing

42 (60%) out of 70 participants got this question right and 28 (40%) got it wrong. This implies that most participants somehow knew about their role in improving water and energy services.

Post testing

After the training, 50 (71.4%) out of 70 participants got this question right while 20 (28.6%) got it wrong. This data proves that most participants acquired more knowledge on this matter after the training.

d. Subsectors regulated by EWURA

Pre testing

In this question, 56 (80%) out of 70 participants got it right and 14 (20%) got it wrong. This entails that a good number of participants had some knowledge about consumer rights.

Post testing

Post test results show that 68 (97.1%) out of 70 got this question right and 2 (2.9%) got it wrong. This shows that after the post-test the participants' knowledge increased.

Part II: Consumer rights and obligations

a. Right to education

Pre testing

Out of 70 participants who attempted this question, 45 (65.3%) got it right while 25 (35.7%) got it wrong. This means that a good number of participants knew of the consumers' responsibilities.

Post testing

After the post-test there was an increase in awareness to the participants on this question as opposed to the pre-test. 55 (78.6%) out of 70 participants got it right and only 15 (21.4%) got it wrong.

b. Timely payment of bills

Pre testing

On this question, 40 (57.1%) out of 70 participants got it right and 30 (42.9%) got it wrong.

Post testing

After the post test, 53 (75.7%) out of 70 participants got the question right and 17 (24.3%) participants got it wrong. This data shows that there was an increase of knowledge about this topic after the post tests.

c. Information delivery

Pre testing

In this question, 62 (88.6%) out of 70 participants got it right and 8 (11.4%) participant got it wrong.

Post testing

65 (92.97%) out of 70 participants got it this question right and 5 (7.1%) got it wrong. This data shows that many participants knew the importance of information delivery.

d. Register of electrical appliances

Pre test

37 (52.9%) out of 70 got the question right while 33 (47.1%) got it wrong. This entails that most participants had a limited knowledge on this question.

Post testing

66 (94.3%) out of 70 participants got it this question right and 4 (5.7%) got it wrong. This data shows that participants' knowledge relatively increased after the post-test.

e. Right to safety

Pre test

56 (80%) out of 70 got the question right while 14 (20%) got it wrong. This entails that most participants had some knowledge on this question.

Post testing

64 (92.9%) out of 70 participants got it this question right while 6 (7.1%) got it wrong. This data shows that participants' knowledge increased after the post-test.



f. Exposing infrastructure saboteurs

Pre test

56 (80%) out of 70 got the question right while 14 (20%) got it wrong. This entails that most participants had some knowledge on this question.

Post testing

65 (92.9%) out of 70 participants got it this question right while 5 (7.1%) got it wrong. This data shows that participants' knowledge increased tremendously after the post-test.

Part III: Awareness on Complaint Lodging and Handling Procedures

a. Legal procedures on submission of complaints

Pre testing

On this question, 50 (71.4%) out of 70 participants got it right and 20 (28.62%) got it wrong. This data shows that some participants knew the procedures on complaint lodging.

Post testing

65 (92.9%) out of 70 participants got this question right while 5 (7.1%) got it wrong. This means that there was a great increase of knowledge to participants.

b. Important documents for complaint lodging

Pre testing

On this question, 54 (77.18%) out of 70 participants got it right and 16 (22.9%) got it wrong.

Post testing

66 (94.3%) out of 70 participants got this question right while 4 (5.7%) got it wrong. This data shows that participants' knowledge highly increased.

Part IV: Awareness on effective use of water and energy services

a. Tightening water tap after use

Pre testing

In this question, 48 (68.6%) out of 70 participants got it right and 22 (31.4%) got it wrong. This entails that a good number of participants knew a little bit about consumer rights.

Post testing

Post test results show that 68 (97.1%) out of 70 got this question right while 2 (2.9%) got the question wrong. This shows that the understanding of participants to this question highly increased as compared to the pre-test results.

b. Tips on effective use of power when ironing

Pre testing

27 (38.6%) out of 70 participants who took this question got it right while 43 (61.4%) got it wrong. These results show that most test takers had a limited knowledge of the question at hand.

Post testing

After the post-test, 38 (54.3%) out of 70 participants got this question right while 32 (45.7%) got it wrong. This shows that the understanding of participants slightly increased.

c. Right time to refill motor vehicles

Pre testing

On this question, 23 (32.9%) out of 70 participants got it right and 47 (67.1%) got it wrong.

Post testing

After the post test, 57 (81.4%) out of 70 participants got the question right and 13 (18.6%) participants got it wrong. This data shows that there was an increase of knowledge about the topic after the post tests.

d. Importance of reusing water

Pre testing

37 (52.9%) out of 70 got the question right while 33 (47.1%) got it wrong. This entails that most participants had some knowledge on this question.

Post testing

61 (87.1%) out of 70 participants got this question right while 9 (12.9%) got it wrong. This data shows that participants' knowledge increased after the post-test.

e. Importance of weighing LPG cylinders

Pre test

36 (51.4%) out of 70 got the question right while 34 (48.6%) got it wrong. This entails that most participants had some knowledge on this question.

Post testing

62 (88.6%) out of 70 participants got this question right while 8 (11.4%) got it wrong. This data shows that participants' knowledge increased after the post-test.

Part V: Knowledge on Rules on water and sanitation services.

Pre test

- a. Necessity of meter reading before sending the bills to customers.

39 (55.7%) out of 70 got the question right while 31 (44.3%) got it wrong. This entails that many participants had some knowledge on this question.

Post test

64 (91.4%) out of 70 got the question right while 6 (8.6%) got it wrong. This entails that participants' knowledge increased on this question.

- b. Disconnecting customers from water service at any time when they fail to pay their water bills.

Pre test

12 (17.1%) out of 70 got the question right while 58 (82.9%) got it wrong. This means that very few participants had some knowledge on this question.

Post test

45 (64.3%) out of 70 got the question right while 25 (35.7%) got it wrong. This entails that participants' knowledge increased on this question.

- c. Importance for the service provider to direct their clients how to read their water meters

Pre test

42 (60%) out of 70 got the question right while 28 (40%) got it wrong. This implies that some participants had some knowledge on this question.

Post test

68 (97.1%) out of 70 got the question right and 2 (2.9%) got it wrong. This shows that most participants' knowledge increased after the post test.

Section 3.0

3.1 Major Findings/Observations

During and after this programme the RCC observed that participants were happy to learn about the presence of EWURA CCC and its RCC in Arusha region as their advocates in water and energy related services. This could be seen by their positive participations in the discussion conducted during the training.

3.2 Names of topics covered and presenters

For the purpose of this report, below are the topics, presenters and the major issues raised by the participants during the programme.

No	Topic	Presenter	Position
1.	Meaning of the Council and its Functions	David Raymond	RCC Member
2.	The Consumers' Rights and Obligations	Gerald Sambayuka	RCC Member
3.	Complaints Lodging and Settlement Procedures and Redress Procedures	Jennifer Daniel	RCC Secretary
	Tips for proper use of water and energy service	Peter Mashingo	RCC Chairperson
5.	Water Supply and Sanitation (Quality of Service) Rules, 2016	Lugiko Lugiko	COMA

3.2 Issues Raised during the Programme:

There were a couple of issues raised against service providers by the programme participants and responses were provided by the targeted utility. Since all issues cannot be presented here, two of them are stated hereunder for the sake of this report.

Issue/Question	Responsible	Response (if any)	Status
One participant by the name Neema John Mollel asked why AUWSA disconnects water service without notice and delays to restore the service even when the customer has	AUWSA	Mr. Edes Mushi, the AUWSA Customer Service Manager responded that the Utility usually notifies its customers four times-a-month before the service is disconnected. Mushi also added that, for the customer who was disconnected due to delayed bill payment would only be reconnected to service after	The participant was satisfied with the answer.

paid his/her due bills.		she/he pays both reconnection charges and their due bills at once.	
Ms. Asha Shaban Mchelo asked if its necessary to register her electronic devices to TANESCO even when she is not the owner of the house she resides.	TANESCO	Ms. Mwajuma Jaffari, the TANESCO Assistant Customer Service Officer replied that the customer must register all their electronic devices for them to be compensated by TANESCO should any damage caused by electricity faulty occurs.	The inquirer was satisfied.

Section 4.0

4.1 Conclusion and Recommendations

The programme was a great success as the consumers and service provider learned and shared experiences necessary for the EWURA regulated goods and services through the topics presented. Through this programme, EWURA CCC introduced itself to these stakeholders in furthering its activities in Arusha region.

The programme participants further requested that such programmes be conducted as many times as possible in order to increase consumers' awareness. The request was taken into consideration by the Arusha RCC.

It is the plan of the RCC to conduct more awareness programmes in the future as there is still a need of reaching more consumers in this tourist city.

Finally, the RCC appreciates the Council's timely support in preparations and execution of RCC awareness creation programmes. The RCC also requests to be given more publicity materials such as banners for more branding of the Council.

Section 5.0: Appendices

5.1 Photos of programme participants



Ms. Mwajuma Jaffary, the TANESCO Assistant Customer Service Officer responding to some questions as raised by seminar participants

5.2 Sample of attempted pre and post tests

For the purpose of clarity a copy of the attempted pre and post-tests during the programme is attached to this report as a separate document and sent to the AO office.

5.4 List of programme participants

A separate document with names of programme participants is sent to the AO as an attachment to this report.