

**THE REPORT FOR THE NATIONAL LAUNCH AND REFERENCE GROUP  
MEETING IN THE UNITED REPUBLIC OF TANZANIA**

**UNDER THE PROJECT TITLED**

**“ENHANCING PARTICIPATION OF CONSUMERS IN REGULATORY REFORMS IN  
THE ELECTRICITY SUB-SECTOR THROUGH CAPACITY BUILDING: THE CASE  
OF KENYA AND TANZANIA” {REKETA}**



**Held at the Blue Pearl Hotel- Dar es Salaam - Tanzania; On the 24<sup>th</sup> May 2013**

## Opening Remarks

The launch meeting was brought to order by Eng. Daimon Jim Mwakyembe, the Board Chairman for Tanzania Consumer Advocacy Society (TCAS). He thanked all the participants for coming and wished them a fruitful meeting. Thereafter he emphasized on the importance of the project in enhancing consumer welfare through building their capacity to be able to effectively participate in the regulatory process to guarantee consumers' inclusive governance in electricity sector in Tanzania and Kenya. He critically guided the participants on holding constructive discussions which will explore among others;- consumer challenges in the electricity sub-sector (households and private sector), consumer concerns in complaint procedures and redressal with electricity distributors and regulators, operational regulatory and legal framework for consumer participation in electricity regulatory reforms and the current level and avenues of consumer participation in electricity regulation including tariff setting procedures.



### Opening session during the project launch meeting at Blue Pearl Hotel in Dar es Salaam, Tanzania

The chairman went further by highlighting some among many of consumers challenges in electricity subsector for Tanzania mainland including;- Tanzania mainland having only 12.1% of the population connected to electricity from the grid while only about 2.5% of the rural electrified (Household budget survey 2007), Frequent Power shortages and extended blackouts, high initial connection cost and electricity prices hindering a number of consumers from

accessing or using it, the issue of unsatisfactory customer service and bureaucratic procedures i.e. a customer can wait for months requesting new meters or connections and can experience long delays after reporting equipment failure and the like. He noted the TANESCO monopoly on the interconnected electricity transmission grid which require all independent power producers (IPPs) to sell their power under special power purchase agreements (PPAs) to TANESCO. “*Since there are no standard PPAs set out by the government do you really see the trouble here?*” he poised the challenge to the participants to try to think ‘out-of-the-box’ on what needs to be done.

The chairman proposed to policy makers that if the country would like to enhance consumers’ participations in all the sectors, we have to incorporate article of consumer protection in our reviewed constitution, he praised the Kenyans for having Article 46 for consumer protection in their new constitution. After saying all these he officially launched the project - Tanzania chapter.

### ***Presentation by Daniel Asher on the Project Overview***

In his presentation on the project overview, Mr. Daniel Asher of CUTS Nairobi highlighted on the goals the project has on creating long term capacity of CSOs to contribute to the regulations in electricity sector. He mentioned that the project is geared towards facilitating effective consumer representation in electricity policy formulation and regulation process in both Kenya and Tanzania and that the project was conceived to benefit household consumers, SMEs, CSOs, grass root consumer groups, the media, policy makers, electricity sector regulators and the distribution companies in better understanding of the issues involved and challenges of consumers regarding their participation in electricity sector reforms and regulation.

He mentioned that the project intends to train CSOs to participate in policy formulation and regulatory processes, develop a mechanism to take the views from grassroots to the policy level and vice-versa, promote consumers’ interventions on tariff, quality of service and complaint handling procedure and to initiate a regional network on electricity sector players within the two countries.

He spelt out the various activities lined up under the project with their respective objectives, dates, locations and target beneficiaries. He detailed out the activities of the project including the

research component of the project involving literature review and field research in Nairobi, Mombasa, Kisumu and Nakuru for Kenya and Dar es Salaam, Mwanza, Musoma and Tanga for the United Republic of Tanzania.

He highlighted on the objectives of the capacity building and advocacy meetings scheduled under the project including territorial training meetings (TTM), Grass-root interface training meetings and the National Policy Forum for both Kenya and Tanzania.



Mr. Daniel Asher –CUTS-Nairobi presenting on the project overview during the launch meeting at Blue Pearl Hotel Dar es Salaam

### **Emerging issues after project overview presentation by Daniel Asher**

Participants were given ample time to discuss in line with the presentations given by Daniel Asher for more than half an hour. From the discussion several issues were raised including;

*Eng. G. Mmari, the Executive Secretary of Energy & Water Utility Regulatory Authority-Consumer Consultative Council (EWURA CCC) said his regulatory body encourages consumers to participate in tariff making process through public hearings/meetings however there are very low attendances by consumers to these meetings which focus on seeking for consumers views on tariff increments. In a response to EWURA CCC, participants said that there is no meaning going there as there are a lot of technical issues presented beyond consumers' skills and knowledge.*

There was an eminent full support on the project as majority stood up and gave their appreciations for the project and issues it is going to focus on. They pointed out a number of

issues they have been faced with over time from the only power supply company (TANESCO) and that need to be spelt out during the project implementation process including; poor metering and non reading of meters hence wrong billing, power black-out without notice, long hours without power, high connection charges, high electricity tariffs, poor customer care, consumers low awareness on reforms and regulation, and that consumers redress mechanism aren't well known to consumers.

In relation to the view that consumers aren't participating in EWURA consultative meetings despite been invited via through using several media methods i.e. radio, TV, newspapers and road shows announcements;- participants held the view that often their views have been ignored by the regulator as they don't reflect on their final decision. Consumers also stated that the service providers have not been interested to take their opinion as regard to quality of services.

They mentioned that tariff increase appeal by the service provider/s is very technical and paper intensive exercise, where as consumers they do not have the technical knowhow to counter argue the technocrats<sup>1</sup>.

The discussion delved on the issue of electricity theft of which consumers held the view that it is perpetrated by those working with TANESCO.

Salama J. Maleta, the CEO for Tarama Investment Company Ltd complained on power connection in homes being a very unfair transaction, Customers do buy electric poles for connection but the poles don't belong to the one who buys them but to TANESCO, this is very un-fair.

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<sup>1</sup> Normally service provider hire economists, business consultants, lawyers and engineers to defend their case during public hearing while consumers are just normal people usually with none of the above skills



The executive Secretary of EWURA CCC and Participants Being interviewed by the Media just after the presentation of the Project Overview

### **Reflection from the launch meeting**

*I know nothing regarding the concept consumers' empowerment in Regulatory reforms; what do you want to do? Do you want consumers to take part in decision making process? Do you think this is possible? Sorry I have more questions than answer.*

Daniel Asher responded to the question that consumer empowerment is about informing consumers on their entitlements, roles and responsibilities in the electricity sub- sector, redress mechanisms and their rights and opportunities granted within the law to express their concern as it relate to quality of electricity to the service providers, the regulators and the policy makers for appropriate action.

Words of complements were given by M.s. Rehema Kimatta, TCAS volunteers that “ *Working toward having more consumer involvement in regulatory process will make consumers' voices and interests to be heard and make the sector reform process more accountable and transparent*”.

The chairperson for Sunshine Youth Association, M.s. Rachel Varelian Jacob commented that “*Consumer empowerment on regulatory reforms will make the running costs for regulating the sector to become cheaper in the course of time, as consumers will assist to explore most of the sector's weakness (if any) and address them to the relevant authorities anywhere in the country. In other words the effort will create kind of self regulating mechanisms in the energy market*”

Mr. Christopher Athumani, CEO of Solar power company - MionziJua Co Ltd said “*Yes the project has come at the right time however Tanzania has electricity supply problem, meaning that the electricity supply doesn't meet consumers' demand, as only below 21% of Tanzania*

*households are connected with electricity, he advised the government to opt for other source of power such as solar power.”*

Mr. Shukla Gaurav from CUTS-International-India office; commented to what had been shared by Mr. Christopher’s; he said *“despite the fact there are limited numbers of consumers with access to electricity as of now in Tanzania, we need to be proactive on setting the mechanisms whereby consumers are involved in decision making process in regulation of electricity subsector.”*

The question was posed as to why the project selected only urban centres/cities (Dar, Tanga, Mwanza and Musoma) instead of rural areas where there is a problem with having electricity?

*Gaurav mentioned that the project is focusing on enhancing participation of consumers in regulatory reforms in electricity sub-sector through capacity building with the main focus with electricity-household-consumers as they are already facing the challenges and not those without electricity. In most cases those with electricity are found in semi urban or urban centres.*

Bernard Kihyo from TCAS added the point that the *project carter in areas where there is a mix of old and new customers for electricity (growing municipal and outskirts) so to have a broader picture of what consumers are facing when conducting the study in Dar-es-Salaam, Tanga, Mwanza and Musoma at the same time feedbacks will be shared through 12 grassroots meetings, (each region three meetings) each meeting will comprise fifteen consumers dwelling in that particular region.*

**Presentation by Mr. Gaurav Shukla on experience of CUTS International:**



Mr. Gaurav shared with the participants of the experience on similar intervention by CUTS International in South Asia including Bangladesh, Rajasthan, West Bengal and Nepal.

He shared on what necessitated the projects including the need to address the limited consumer participation in the electricity sector through information. He noted that most often consumers have little opportunity to influence the outcome of the decision-making process. He stated that “when consumers are limited with information then their opportunity to influence decision making becomes low”. He shared on the importance of having effective consumer participation in the regulatory process, one being on enabling and boosting grassroots’ economic development.

He highlighted on steps in consumer engagement including formation of consumers’ grassroots networks and hence creating an effective communication system between consumers, regulators and distribution companies.

### **Key issues leanings from South Asia**

Grassroots networks and interface meeting can be a very good avenue to enhance consumer empowerment and it could be a very good window of sensitizing consumers across their territories.

Every little resource will cater for the community participation as grassroots trainers will continue working for the communities they are to initiate constructive dialogues amongst consumers to undertake advocacy on electricity sub-sector at their areas through their local leaderships.

In short Mr. Gaurav managed to establish a concept that grassroots networks can provide an effective platform for two-way communication between the utilities and consumers and help authorities understand the ground realities and problems faced by consumers and helping consumers to understand various limitations/problems of the utilities.

These networks can establish more transparency and awareness in the sector amongst regulators and policy makers as it will stimulate key stakeholders to get in touch with grassroots realities and issues. However he cautioned that this should not be a one man show, energy regulator is also required to work on establishing an effective communication channels with consumers and community networks.

Mr. Gaurav's presentation was wrapped up with a video documentary "*Powered to Grow*" which cemented the whole presentation made by him.



### **Questions and answers sessions after Gaurav's presentation**

*One of the participant asked the presenter, "How can Tanzania start consumer empowerment initiative?"*

Mr. Gaurav said, it is best you start with the formation of strong and active grassroots networks, enhance capacities of CSOs and consumers, ensure consumers' representation in regulatory board, sensitise service providers, regulators and consumers hence mobilise community participation in the reform process.

*Representative from the Ministry of energy, Eng Christopher Bitesigirwe asked on challenges faced with India when starting the project. Mr. Gaurav replied, to that question that regulator was reluctant to cooperate at the initial stage of the project like attending meetings with consumers, gradually their minds started to change, now there is very good working relationship amongst project stakeholders.*

*Eng G. Mmari from EWURA-CCC said EWURA is working so hard to ensure consumers participate in key decision making forums but consumer's participation is very low, people lack capacity to learn and discuss the difficult things, it is high time we start forming these grassroots networks all over Tanzania.*

## **Conclusion of launch meeting**

Bernard had the chance to conclude the session, he mentioned the names of these will continue for the afternoon NRG meeting and thanks all other participants for their active participation during the session. Daniel and Gaurav thanked the participants for their critical and constructive inputs during the sessions.

Eng Christopher Bitesigirwe, a representative from the ministry of Energy said it is best to prepare the consumers as the government has got a lot of big plan to ensure that by year 2015 majority of rural and semi rural population are connected with reliable power; therefore this humble initiative dubbed REKETA will help to set a proper platform for consumer empowerment in future. He commented that electricity is an issue of not only to connect but also to get proper services of which is the challenge facing consumer/s (end-users).

## **Report on National Reference Group Meeting**

The second half day planned for the first National Reference Group Meeting in Tanzania whereby the pre-selected members had the opportunity to meet and have an in-depth discussion on the project expectations and methodology. The meeting was conducted in accordance with the pre- defined agenda.



**Section of National Reference Group Members during the Session in Tanzania**

The opening notes for this afternoon session were given by TCAS Executive Director who appreciated the members present for having accepted to be part of group. He poised the humble request that the success of all project’s activities depend on their guidance throughout the implementation process, hence the project implementation team are expecting several guidance from them from time to time. About eighteen people participated in the meeting as per annex 3 below.

Then Daniel Asher took the floor by highlighting key study methodology for the research to be done in four study regions of Tanga, Mwanza, Dar es Salaam and Musoma. He shared all key study components including agreed sample size to be handled by the study team in respective regions and the research tools.

#### **Agreed breakdown for study respondents**

<b>Regions</b>	<b>Dar es Salaam</b>	<b>Tanga</b>	<b>Mwanza</b>	<b>Musoma</b>	<b>Total</b>
<b>Number of Households</b>	85	88	88	88	<b>349</b>
<b>Number of SMEs</b>	25	25	25	25	<b>100</b>
<b>Number of CSOs</b>	10	10	10	10	<b>40</b>
<b>Distributers (TANESCO)</b>	3	2	2	2	<b>9</b>
<b>Regulators (EWURA)</b>	2	0	0	0	<b>2</b>
<b>Overall Total</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>500</b>

#### **Summary on what transpired during NRG meeting**

The NRG members showed their willingness to be part of this task force ahead of the discussion on the Research methodology and agreement on the same. This followed with agreement on the list of key respondents for field research that involves a total of five hundred (500) respondents in Tanzania.

The members then discussed all research tools and commissioned CUTS team to do their finalization by incorporating the comments and suggestion made on them. In working closely

with the already identified consumer organizations in Tanzania including Tanzania Consumer Advocacy Society(TCAS), it was agreed that CUTS to identify research assistants for field research for the four towns of Tanga, Dar Es Salaam, Mwanza and Musoma including undertaking of their training in relation to the field work. This was to follow with the actual data collection ahead of the data coding, entry and analysis before sharing back to NRG members for reviews and comments and then finalization in readiness for territorial, grassroots and national policy forum.



Daniel Asher of CUTS sharing with the Deputy Commissioner of Electricity at the Conclusion of the NRG1 in Tanzania

## ANNEX 1

### Agenda for Project Launch meeting and NRG Meeting

#### 0830 to 0900hrs: Welcome Session and Introduction

- Participants self introduction
- Opening Remarks by TCAS Chairman Mr. Daimon J. Mwakyembe

#### 0900 to 0945hrs: Overview of the project

- Presented by Daniel Okendo Asher, CUTS-Nairobi
- Floor Discussions Chaired by TCAS Executive Director

#### 0945 to 1015hrs: Tea Break

#### 1015 to 1130hrs: Consumer Participation in Regulatory Reforms in the Electricity Sector: Experience of CUTS International

- Mr. Gaurav Shukla (CUTS International) - India
- Video Documentary: “Powered to Grow” shown and explained by Mr. Gaurav Shukla
- Floor Discussions Chaired by TCAS Executive Director

#### 1130 to 17.30hrs: Background Paper on Enhancing Participation of Consumers in the Regulatory Reforms in Electricity in Tanzania

- Presented by Daniel Okendo Asher, CUTS-Nairobi
- Floor Discussions Chaired by Eng. Goodluck E. Mmari, EWURA - CCC

#### 13.30 To 1400hrs: Lunch

- All participants

### FIRST NATIONAL REFERENCE GROUP (NRG) MEETING

#### 1400 to 1500hrs: Definition of the roles of NRG members

- Presented by Daniel Okendo Asher, CUTS-Nairobi
- Floor Discussions Chaired by TCAS Executive Director

#### 1500 to 1530hrs: Presentation of the draft study methodology

- Presented by Daniel Okendo Asher, CUTS-Nairobi
- Floor Discussions Chaired by TCAS Executive Director

#### 1530 to 1600hrs: Tea Break

- All participants

#### 1600 – 1700hrs: Presentation of Draft Questionnaires

- Presented by Bernard Kihyo, TCAS Executive Director

#### 1600 -164500hrs: Discussion and Feedback

- Floor Discussions Chaired by TCAS Executive Director

#### 1645-1700hrs: Closing and Valedictory

- Eng. Christopher Bitesigirwe from the Ministry of energy and Mineral,
- Mr. Gaurav Shukla from (CUTS International) - India
- Mr. Utukufu E. Kyando, from Fair Competition Commission

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