



P.O BOX 7289 KIGALI, Tel: +250 252 584562, Fax: +250 252 584563

E-mail: info@rura.rw

Website: www.rura.rw

**REGULATIONS N° ../RB/WAT-EWS/RURA/020 of
.././2021**

GOVERNING WATER SUPPLY SERVICES

TABLE OF CONTENTS

CHAPTER ONE: GENERAL PROVISIONS	6
Article One: Purpose	6
Article 2: Definitions of terms	6
Article 3: Scope of application	7
Article 4: Objectives.....	7
CHAP II: WATER TREATMENT PROVISIONS	8
Section one: Water treatment and quality of service	8
Article 5: Standards of Water for consumption	8
Article 6: Protection of treated water	8
Article 8: Drinking water quality	8
Article 9: Frequency of sampling	9
Article 10: Installation of sampling points	9
Article 11: Monitoring of drinking water quality	9
Article 12: Water Pressure	9
Article 13: Quantity of Water supplied.....	10
Article 14: Service Coverage Area.....	10
Article 15: Connection service to Water supply	10
Article 16: Connection Service Fees	10
Article 17: Continuity of Water Supply	10
Section 2: Interruption of Water Supply	11
Article 18: Reasons for Interruptions.....	11
Article 19: Obligation to inform Customers on interruption of water supply	11
Article 20: Establishment of rationing program for water supply	11
Article 21: Compliance with rationing program	11
Article 22: Reporting of Water Supply Interruption	12
Article 23: Unjustified disconnections of services.....	12
Section 3 : Safety Program & Emergency response plan	12
Article 24: Description of Hazards and safety program	12
Article 25: Personal Protective Equipment.....	12
Article 26: Emergence response and Accident/Injury Reporting	13
CHAPTER III: INSTALLATION OF WATER METERS AND BILLING.....	13
Article 27: Installation of water Meters and replacement.....	13
Article 28: Meter Readings	13
Article 29: Billing	14
Article 30: Payment of the Bill	14
Article 31: Disconnection for non-payment	14
Article 32: Reconnection.....	14
Article 33: Account statement	14
Article 34: Billing after customer’s relocation	14
Article 35: Complaints Handling.....	15
Article 36: Customer service centre	15
Article 37: Appeal over a complaint	15
CHAPTER IV: LICENSING REGIME	15
Section One: License categories and related obligations	15

Article 38: Categories of licenses and permit.....	15
Article 39: License for Water (and sewerage) utility services	15
Article 40: Water supply infrastructure management license	16
Article 41: Bulk water supply license	17
Article 42: Common Obligations for the three categories of license	17
Article 43: Transboundary water resale permit	18
Article 45: Technical requirements for each category of a license and permit	18
Section 2: Requirements for license or permit application	18
Article 46: Application.....	18
Article 47: Administrative requirements for Water (and sewerage) utility license	19
Article 48: Administrative Requirements for Water supply infrastructure management license.....	20
Article 49: Administrative Requirements for Bulk water supply license	21
Article 50: Administrative requirements for Transboundary water resale permit	22
Article 51: Assessment of License Application	22
Article 52: Final Decision on license or permit application	22
Article 53: Criteria for license issuance.....	23
Article 54: Reasons for rejection of License Application.....	24
Article 55: Validity of the Licenses /permit.....	25
Article 56: License or permit Renewal	25
Article 57: License transfer	25
Article 58: Procedures for license transfer	26
Article 59: License Modification	26
Article 60: Suspension of Licence	26
Article 61: Revocation of Licence.....	27
Article 62: Procedure for License revocation.....	28
Article 63: Appeal on license matters	29
Article 64: Loss of license	29
Article 65: License fees	29
Section 3: Rights and Obligations of the Licensees	29
Article 66: Rights of licensee	29
Article 67: Obligations of the Licensee	30
CHAPTER VI: MONITORING OF WATER SUPPLY SERVICE PROVISION	31
Section one: Monitoring.....	31
Article 68: Auditing and Inspections	31
Article 69: License Monitoring	31
Section 2: Enforcement	31
Article 70: Compliance with laws and regulations	31
Article 71: Enforcement Action	32
CHAPTER VII: TRANSITIONAL AND FINAL PROVISION	32
Article 72: Transitional provision.....	32
Article 73: Repealing provision.....	32
Article 74: Commencement	32
ANNEX 1: APPLICABLE FEE	33
ANNEX 2: TECHNICAL AND FINANCIAL INFORMATION TO BE PROVIDED BY APPLICANTS FOR LICENSES IN WATER SUPPLY	34

1. General Water System Information.....	34
2. Source Water Information.....	34
3. Treatment and Design Information	35
ANNEX 3: FAULTS AND ADMINISTRATIVE SANCTIONS	39

REGULATIONS GOVERNING WATER SUPPLY SERVICES

The Regulatory Board of Rwanda Utilities Regulatory Authority;

Pursuant to the Law N°49/2018 of 13/08/2018 determining the use and management of water resources in Rwanda;

Pursuant to the Law n°09/2013 of 01/03/2013 establishing Rwanda Utilities Regulatory Authority (RURA) and determining its mission, powers, organization and functioning;

Having reviewed the Regulations No 002/RB/WAT-EWS/RURA/015 of 23 /09/2015 governing water supply services in Rwanda;

Based on the recommendations made during the consultative meetings held onth/... / 2021 between RURA and different stakeholders in Water supply sector;

Committed to have a regulatory framework for water service provision;

AFTER deliberation in its meeting of...../...../ 2021;

HEREBY issues the following Regulations on Water Supply Services;

CHAPTER ONE: GENERAL PROVISIONS

Article One: Purpose

The purpose of these regulations is to establish a legal framework governing water supply services to ensure effective, efficient and sustainable development of water supply.

Article 2: Definitions of terms

In these Regulations, the following terms shall be defined as follows:

1° Bulk water: water produced to be supplied for retail to another water utility or operator through the water carrier, hauler and associated infrastructures including pumping stations, reservoirs and pipelines and distribution;

2° Complex water supply systems: water treatment and distribution network with more advanced technology in terms of complexity in set up, operation and management of water infrastructures; coverage area considerable number of customers; Such category comprises of water systems treating surface (spring, river, lake, etc) or Groundwater generally long (more than 20 Kilometers) to be able to serve many people and perform water treatment processes (conventional or not) where the minimum treatment consists of disinfection;

3° Customers: any person or institution having contract with licensee for water supply service provision;

4° Drinking water: water safe enough to be consumed by humans or used with low risk of immediate or long term harm;

5° License applicant: any operator who files an application for issuance of a license in accordance with these regulations;

6° License Fee: Specified amount of money paid by the applicant to the Regulatory Authority upon the issuance of the license under these regulations;

7° License: a document issued by the Regulatory Authority which authorizes a water service provider to carry out water supply services under terms and conditions prescribed in that document;

8° Licensee: any operator who holds one of the licenses issued by the Regulatory Authority under these regulations;

9° Operator: any individual person, cooperative, company, firm or utility providing or seeking to provide water supply services;

10° Regulatory Authority: Rwanda Utilities Regulatory Authority (RURA) as established by the Law N°09/2013 of 01/03/2013;

11° Simple water supply system or scheme: water system with a simple distribution network (generally short in terms of km) with low cost technology in terms of water treatment such as springs, Hand Dug and Shallow Wells with Hand Pump;

12° Water kiosk: an outlet through which formal licensees deliver safe and reliable water at affordable prices to residents of low-income areas;

13° Water service provider: any licensed operator who carries out activities of water supply services;

14° Transboundary water resale: the trade of potable water between two or more countries.

Article 3: Scope of application

These regulations apply to any operator providing or willing to provide the services of production, transportation, distribution and sale of water for the purpose of human consumption.

Article 4: Objectives

These Regulations have the following Objectives:

- 1) To ensure that water supplied is always of good quality and fits human consumption;
- 2) To ensure that adequate supply with enough pressure is received by customers;
- 3) To set up conditions enabling water supply investment;
- 4) To ensure proper and timely customer billing;
- 5) To protect customers against any misconduct from licensees and continually promote their interests;
- 6) To ensure that basic human needs for water supply are met;
- 7) To promote sustainable, efficient and beneficial use of water;
- 8) To promote equitable access to water services;
- 9) To regulate water tariff in urban and rural areas;
- 10) To promote the transboundary water resale and
- 11) To promote Public-private partnership in the provision of water supply services;

CHAP II: WATER TREATMENT PROVISIONS

Section one: Water treatment and quality of service

Article 5: Standards of Water for consumption

The licensee supplies water that has been treated and meeting national standards for drinking water.

Article 6: Protection of treated water

The licensee ensures that treated water is well protected from contamination during storage, transportation and distribution.

Article 7: Assessment of Quality of water service provision

The quality of service for water supply is assessed based on the following criteria:

- a) Coverage of the Service Area;
- b) Continuity of service;
- c) Water quantity, quality, pressure and service hours;
- d) Metering and billing level;
- e) Non-Revenue Water;
- f) Staff productivity and staff turnover;
- g) Customer complaints handling.

Article 8: Drinking water quality

The licensee ensures that water supplied to customers is always of good quality and fits human consumption requirements both aesthetically, chemically and bacteriologically.

In determining the quality of drinking water supplied to customers, the Licensee must:

- i. Perform permanent monitoring of water quality by collecting samples at both the treatment plant and within the distribution network to ensure that water meets national standards for drinking water;
- ii. Ensure that all samples collected meet bacteriological standards and at least 95% meet other standards as provided in the service level agreement;
- iii. Set an appropriate sampling program that complies with the sampling regime set by national institution in charge of Standards;

- iv. Determine parameters to be monitored based on national standards and ensure adequacy of sample collection and preservation;
- v. Ensure effective record keeping and log book for water quality results to facilitate inspection; and
- vi. Set a reporting system of water quality results.

Article 9: Frequency of sampling

The water service provider shall establish a sampling frequency in accordance with the National standards for drinking water.

Article 10: Installation of sampling points

The Licensee identifies and label strategic sampling points at the plant and within the distribution network where data obtained must be representative.

Samples must be collected by a competent person to ensure the accuracy of the process and minimize sampling errors.

Article 11: Monitoring of drinking water quality

The Licensee establishes a system to monitor the quality of drinking water.

The frequency of sampling shall be based on the source of water, the quantity of water produced and population served as provided by national drinking water standards and water quality guidelines.

The number of samples to be collected and analyzed shall be determined based on national standards.

Article 12: Water Pressure

The Licensee ensures that water pressure is maintained in the pipes so that customers receive adequate quantity of water.

The pressure of water supplied to customers shall be in the range between 0.6 to 1.5 bars or from 6 to 15 m static head at all the times.

In case of circumstance affecting low pressure or no supply, customers must be informed within twenty-four hours (24h) following such low pressure.

Article 13: Quantity of Water supplied

The Licensee makes all possible means to satisfy the demand of water and the minimum daily quantity of water to be supplied to a customer shall comply with the national water supply policy

Article 14: Service Coverage Area

The Licensee provides water services in the whole service area and increases the percentage of population accessing adequate drinking water services

The distance to the water point shall comply with the national coverage standards.

Article 15: Connection service to Water supply

The Licensee connects all customers to water supply that have requested for connection and the average time to be connected shall not exceed five (5) working days.

The licensee is responsible for connecting customers and no fees will be charged to the customer for pipes and other accessories used during connection.

The licensee owns and maintains all water service connection infrastructure up to the water meter whether located on customer private property or in the public right of way and shall have a right of access for such infrastructure.

Article 16: Connection Service Fees

The Licensee proposes connection fees which are subjected to the approval by the Regulatory Authority before their application.

All costumers pay a connection fee approved by the Regulatory Authority with respect to the installation and connection to the water supply network.

Article 17: Continuity of Water Supply

The Licensee ensures that water supply is reliable twenty-four (24) hours a day throughout the year for private connections and at least twelve (12) hours/day of supply for public standpipes as well as water kiosks.

The Licensee shall inform the Authority on the existence of any other circumstance affecting water supply services and specify when this situation shall be redressed.

Section 2: Interruption of Water Supply

Article 18: Reasons for Interruptions

The licensee may interrupt the Water Supply to the premises under the following circumstances:

- (a) If the Water Supply is affected by an Emergency Event or any actions to prevent the occurrence or limit its effects to customers;
- (b) If the Water Supply is affected by a Force Majeure Event; or
- (c) If the licensee is performing the planned maintenance, unplanned maintenance or emergency works.

Article 19: Obligation to inform Customers on interruption of water supply

The Licensee informs customers at least forty-eight (48) hours before planned works that require the interruption of water supply through a public notice

The public notice to restrict supply during planned works specifies the reason for supply cut off and the duration of the outage and where any alternative supply may be available.

Article 20: Establishment of rationing program for water supply

The Licensee develops a fair rationing program in case of inability to cover the demand for the supply area or serious effect on water supply.

Such fair rationing program is published at least seventy-two (72) hours prior to its implementation on the Licensee's local offices, website and communicated through relevant and widely spread media.

Article 21: Compliance with rationing program

The Licensee shall respect at least ninety-five (95) percent of the rationing program submitted to the Regulatory Authority.

The Licensee shall always ensure that the rationing program does not affect the quality of water to customers.

Article 22: Reporting of Water Supply Interruption

The Licensee reports timely to the Regulatory Authority all water supply interruption and shall submit any rationing program initiated prior to its implementation in case of inability to cover the customer's demand.

The rationing program indicates the time as well as the area of supply and shall guarantee water supply at least three (3) times a week to every household.

Article 23: Unjustified disconnections of services

The Licensee shall establish a vigorous operational process to avoid unjustified disconnections of services.

The number of unjustified disconnections shall not exceed 0,2 % of the total annual connections in the service.

Section 3 : Safety Program & Emergency response plan

Article 24: Description of Hazards and safety program

The licensee elaborates a detailed description of each hazard, including the identification of areas where these hazards may present in the water system and the health risks associated with each hazard.

In addition to that, the licensee must:

- i. Outline a proper safety procedure which shall be used by staff to reduce these hazards as much as possible.
- ii. Ensure that Manufacturer's operation guides are respected for some of the tools, equipment and machineries.
- iii. Ensure that all staff received adequate training to be able to safely perform their duties,
- iv. Conduct regular inspections to ensure a safe working environment is maintained;
- v. Ensuring that staff injured at work have access to medical attention and rehabilitation;
- vi. Ensure that employees are health ensured.

Article 25: Personal Protective Equipment

The licensee outlines personal protective equipment required for each job activity and ensures that all staff wear such protective equipment. The types of personal protection equipment shall include but not limited to:

1. Nose and mouth masks;
2. Lab coat;
3. Gloves;
4. Eye gaggles;
5. Gumboots;
6. Helmets;

The licensee may require additional safety equipment depending on the type and complexity of the services to deliver

Article 26: Emergency response and Accident/Injury Reporting

The licensee shall develop an Emergency Response Plan for unexpected emergencies. Such Emergency Response Plan includes first aid facilities, and contact details of relevant stakeholders (police, local Authorities,)

CHAPTER III: INSTALLATION OF WATER METERS AND BILLING

Article 27: Installation of water Meters and replacement

The Licensee installs a water meter to every connected customer at the time of connection. If a customer's meter is identified as faulty by the Licensee, the later shall repair or replace it within two (2) working days free of charge and be liable to any damage caused thereof.

Any reparation or replacement of water meter by the Licensee requires a written notice. The Licensee shall leave a written notice indicating the following details:

- i. A date of replacement;
- ii. The first and last readings of the new and old meters respectively; and
- iii. The manufacturing date and serial number of the new meter.

Article 28: Meter Readings

The Licensee ensures monthly meter readings as well as monthly bill and all meter readings shall be within the normal working hours indicated by the licensee.

The meter reader shall always leave to the customer written details including the meter reading index, the date, month and year of the meter reading.

Where the meter is not functional, the licensee may estimate the bill based on historical consumption before replacing the meter.

Article 29: Billing

The Licensee must provide a bill to customers not later than the 10th day of the following month.

For newly connected customers, the Licensee issues a bill within forty five (45) days after connection.

Article 30: Payment of the Bill

The customer pays only the bill equivalent to the quantity of water consumed.

Article 31: Disconnection for non-payment

Any intent of disconnection of supply due to the non-payment of the billing shall be preceded by a written notice to the customer.

If within ten (10) days following the disconnection notice, the customer has not yet made the payment of the outstanding bill, the Licensee has the right to disconnect the customer.

Article 32: Reconnection

The Licensee is required to reconnect, within 24 hours, customers whose supply has been locked off and who have settled their accounts.

Article 33: Account statement

In case a customer requests an account statement and/or service to cease, the Licensee must act accordingly after meter reading.

If a customer is moving, a notice of five (5) days must be given to the Licensee and the latter shall read the meter on the day the customer is relocating.

If a customer is relocating on a weekend, the Licensee will read the meter within two (2) days of relocation.

The relocating customer shall provide the complete address of the new place for the purpose of water bill delivery.

Article 34: Billing after customer's relocation

The Licensee shall provide all relevant bills within fifteen (15) working days after customer's relocation.

Article 35: Complaints Handling

The Licensee must act ethically, fairly and honestly in all its transactions with Customers and shall develop, maintain and implement procedures of dealing with customer's complaints in accordance with service provided thereof.

Article 36: Customer service centre

The Licensee maintains a customer service centre for the purpose of addressing and resolving customers' requests and complaints and shall operate during normal business hours to receive oral and written requests and complaints from customers.

Article 37: Appeal over a complaint

If the customer is not happy with the resolution of a request or complaint by the licensee, the customer shall file the complaint to the Regulatory Authority for dispute resolution according to process and procedures established by the Regulatory Authority.

CHAPTER IV: LICENSING REGIME**Section One: License categories and related obligations****Article 38: Categories of licenses and permit**

The Regulatory Authority with regard to water supply services issues 3 categories of license and a permit as listed below:

- (a) Water (and sewerage) utility license;
- (b) Water supply infrastructure management license; and
- (c) Bulk water supply license;

The Regulatory Authority also issues a permit for transboundary water resale activities;

Article 39: License for Water (and sewerage) utility services

This category of license is granted to any operator who owns and manages water infrastructures and sells water to customers.

The holder of this license has the following specific Obligations:

1. Ensure service provision in the service area;
2. Prepare long and mid-term infrastructure investment plans to be submitted to the Regulator for review and approval;
3. Submit reports of implementation of approved projects;
4. Inform the Regulator in writing and with all details when the licensee is to engage in discussions or enter into contracts with third parties;
5. Undertake a tariff study and submit the proposal to the Regulator for review and approval. The study must explain the reasons for such proposal;
6. Comply with approved business plan;
7. Maintain adequate quantity of water in the service area;
8. Prepare the service charter and ensure that consumers are well informed and their complaints satisfactorily handled
9. Comply with the service Level agreement (SLA)

Article 40: Water supply infrastructure management license

The license for water supply infrastructure management is granted to operators for management contract with the owners of infrastructures. It authorizes the licensee to operate, manage and use appointed water supply infrastructures for the purpose of supplying water in the service area. The license is granted for each district

Inter-district water supply system that serve more than one district shall be managed by one licensee despite that the water system crosses two or more districts. The licensee shall ensure that communities served by the inter-district water system get equal service throughout the entire water supply network.

There shall be an agreement between district and the operator of water supply systems in a specific area. Before the signature of such agreement, the draft agreement shall be submitted to the Regulatory Authority for review. The Regulatory Authority keeps one copy of the signed agreement for record purposes.

The holder of water supply infrastructure management license has the following specific Obligations:

1. Maintain adequate water quality in both pipes and storages and monitor water quality in the distribution network;
2. Ensure adequate quantity of water in the service area;
3. Carry out water demand studies and propose additional water production;
4. Prepare extension plans to be approved and funded by the asset holder;

5. Develop service charter and ensure that consumers are well informed and their complaints satisfactorily handled;
6. Comply with the Service Level Agreement (SLA);

Article 41: Bulk water supply license

The license of bulk water supply allows the holder to sell in bulk water to an appointed water (and sewerage) utility or any other operator for the purpose of resale or retail it to customers.

The licensee submits the draft Water purchase agreement (WPA) to Regulatory Authority for review and approval prior to its signature by concerned parties.

Upon approving agreement to supply water in bulk, the Regulatory Authority shall witness the signature of such agreement.

The holder of this license has the following specific obligations:

1. Maintain adequate water quality in the storage and transmission systems to ensure that water is kept safe until delivered to users;
2. Ensure that pipelines are not exposed to contamination along the transmission route;
3. Maintain adequate pressure and avoid poor integrity pipes in the transmission to avoid contamination in the transmission network;
4. Ensure the use of appropriate pipes that do not contain harmful compounds such as petroleum, pesticides and other contaminants that could pose health risks or diminish the structural integrity of pipe materials.
5. Ensure that lead or cadmium-bearing solder on joints or fittings are avoided,

Article 42: Common Obligations for the three categories of license

Licensed operators for Water utility services, Water supply infrastructure management and Bulk water supply have the following common obligations:

1. Comply with all drinking water quality standards;
2. Apply appropriate treatment and ensure that water comply with drinking water quality standards;
3. Ensure continuous water quality monitoring and comply with water safety plans
4. Comply with water tariff as approved by Regulatory Authority;
5. Comply with reporting guidelines;
6. Ensure the compliance with Technical, Managerial and Financial requirements as directed by the Authority; and

7. Ensure that water infrastructures are adequately managed, operated and maintained.

Article 43: Transboundary water resale permit

The permit for transboundary water resale activities is issued to an operator who carries out the service of selling water in another country by crossing the border.

Article 44: Specific Obligations for transboundary water resale operator

The holder of the permit has the following obligations:

1. Maintain good hygiene practices to prevent any contamination of water during transportation;
2. Report to the Regulator all operations carried out on quarterly and annual basis and any information related to the transboundary water resale;
3. Ensure that water for transboundary resale is collected from a water treatment plant managed by a licensed operator to avoid any disturbance of the water distribution network.
4. Label the tank to be used for water transportation as follows ‘Potable water/(Eau Potable/Maji Safi/Amazi Meza)
5. Document and keep proper records of the transboundary water operations in a well maintained logbook that shall include:
 - a. the quantity of water,
 - b. dates and times of delivery,
 - c. Certificate of disinfection performed.

Article 45: Technical requirements for each category of a license and permit

The applicants of above license types shall fulfill technical requirements for water supply as indicated in Annex 2 and the license shall be granted upon satisfaction of the Regulatory Authority with information provided by the applicants.

Section 2: Requirements for license or permit application

Article 46: Application

Any operator providing or seeking to provide water supply services shall apply to the Regulatory Authority for license or permit.

The license application form, with all attachments, must be signed by the applicant or his/her authorized representative. The signatory party must sign a verification statement that all information provided to the Regulatory Authority in the application form is true and correct.

The applicant shall fulfil both administrative and technical requirements to be granted a license or permit applied for.

Article 47: Administrative requirements for Water (and sewerage) utility license

Any applicant for Water (and sewerage) utility license shall provide the following:

- a. Applicant's name and a list of applicant's affiliated companies;
- b. Applicant's internal organizational structure;
- c. A letter of license application addressed to the Director General of the Regulatory Authority specifying the type of license applied for;
- d. Well filled application form as provided by the Regulatory Authority;
- e. Domestic company registration certificate issued in Rwanda;
- f. Proof of payment of License application fee;
- g. Description of the geographic territory and map of the service area for which the applicant requests a license;
- h. Detailed list of current physical facilities to be covered by the license, with tables of the technical standards schemes and parameters of the facilities;
- i. Description of technical standards that will apply to any future construction or maintenance of physical facilities to be covered by the application;
- j. A business plan covering the duration of the license applied for, bearing in mind that an updated business plan shall be submitted every five (5) years to the Regulatory Authority for review;
- k. List of fixed assets by depreciation groups and the last annual statement of depreciation;
- l. A proposed quality of service improvement plan to address any service deficits;
- m. Description of any rights of way in possession by applicant;

- n. Certified copies of any contracts between applicant and third parties that directly affect the technical operation of the facilities;
- o. Copies of applicant's financial statements audited by an independent auditor for the previous three years for the existing companies and the initial balance sheet for newly formed companies;
- p. An inventory of all insurance held by the applicant on the facilities covered by the license application;
- q. Any other information deemed necessary by the Regulatory Authority for decision making at any phase of the proceeding.

Article 48: Administrative Requirements for Water supply infrastructure management license

Any applicant for Water supply infrastructure management license shall provide the following:

- (a) A letter of license application addressed to the Director General of the Regulatory Authority specifying the type of license applied for;
- (b) A well filled application form as provided online by the regulatory Authority;
- (c) Domestic company registration certificate issued in Rwanda;
- (d) License application fee;
- (e) Business plan for five years;
- (f) Health and Safety Policy ;
- (g) Customer charter where applicable ;
- (h) A proof of ownership of at least one pick-up vehicle and two motorcycles;
- (i) Provide a list of personal protective equipment to be used;
- (j) Provide a proof of health insurances for staff;
- (k) Policy for protecting water sources;
- (l) Plan for water quality monitoring;
- (m) For simple water supply systems in rural areas a list detailing qualifications and competences of key staff including at least One (1) staff with a minimum level of A1 in Civil Engineering or Water and environmental Engineering, one (1) laboratory technician with Bachelor's degree in chemistry and one (1) accountant with a diploma A0 in Accounting or related fields;
- (n) For complex water systems in rural areas, provide a list detailing qualifications and competences of key staff including at least One (1) staff with a minimum level of A0 in Civil Engineering or Water and environmental

Engineering, One (1) laboratory technician with Bachelor's degree in chemistry and One (1) accountant with a diploma A0 in Accounting or management;

- (o) Relevant agreement/MoU with Districts or any other owners of infrastructure;
- (p) Proof of ownership for water quality testing kits or agreement for water quality testing with a recognized Laboratory;
- (q) Any other additional and relevant information that the Regulatory Authority may require.

Article 49: Administrative Requirements for Bulk water supply license

Any applicant for bulk water supply license shall provide the following:

- (a) A letter of license application addressed to the Director General of the Regulatory Authority specifying the type of license applied for;
- (b) Well filled application online form as provided by the regulatory Authority;
- (c) Domestic company registration certificate issued in Rwanda if required;
- (d) License application fee;
- (e) Health and safety policy;
- (f) Business plan for at least five (5) years
- (g) A copy of the Water purchase agreement (WPA) reviewed and approved by the Regulatory Authority prior to its signature by concerned parties;
- (h) Geographic location and project site layout of bulk water supply facilities;
- (i) Provide a details of bill of quantities(BOQ) and cost breakdown of proposed bulk water supply facility;
- (j) Description of water sources, water rights, water quantity, water quality, water safety plan and detailed treatment facilities information;
- (k) Copies of applicant's financial statements audited by an independent auditor for the previous three years for the existing companies and the initial balance sheet for newly formed companies;
- (l) Information on commercial and financial (investment plan, projected balance sheet, projected cash flow statement as well as projected income and expenditure for five years;
- (m) Information on technical and managerial capacity to provide regulated services as indicated in annex 2;
- (n) A certificate of Environmental Impact Assessment issued by competent authority (if applicable);
- (o) Water abstraction permit issued by competent Authority(if applicable);
- (p) Any other information deemed necessary by the Regulatory Authority for decision making at any phase of the proceeding.

Article 50: Administrative requirements for Transboundary water resale permit

For the provision of transboundary water resale activities, the applicant shall meet the following requirements:

- (a) A letter of license application addressed to the Director General of the Regulatory Authority specifying the type of license applied for;
- (b) Well filled application online form as provided by the regulatory Authority;
- (c) Certificate of company/Cooperative registration in Rwanda;
- (d) License application fee;
- (e) Copies of vehicle imatriculation certificate for water tank trucks to be used for water transportation;
- (f) Copies of water purchase agreement for transboundary water resale with a licensed water supply operator;
- (g) Any other relevant information that the Regulator may require.

Article 51: Assessment of License Application

The Regulatory Authority conducts a preliminary assessment of the license application to determine if the applicant has properly filled the application form and submitted all the required documents.

After the preliminary assessment, the Regulatory Authority shall conduct technical and financial assessment of the application in order to determine the technical and financial capacity of the applicant to provide water supply services.

If the application misses relevant information, the applicant shall be notified and requested to provide the missing information. Any incomplete license application shall lose its validity within fifteen (15) days following the official communication from the Regulatory Authority to the applicant requesting to provide the missing information.

Article 52: Final Decision on license or permit application

The Regulatory Authority may grant or refuse to grant the license or permit to the applicant based on administrative, technical and financial assessment of the application.

In the event that the Regulatory Authority determines to grant a license, it shall proceed to issue the same upon payment of the License or permit Fee. The applicant shall pay license within a period not more than thirty (30) days following the notification to pay the license/permit fee. After this period, the license /permit shall be cancelled.

In the event that the Regulatory Authority determines not to grant a License, it shall immediately notify the applicant in writing stating reasons for such refusal, which reasons may include but not limited to:

- a) the fact that the application failed to meet administrative requirements, the minimum technical and financial requirements;
- b) presentation of any false or misleading information in the license application;
- c) previous applicant's records of disobeying orders and directives from the Regulatory Authority.

Article 53: Criteria for license issuance

The Regulatory Authority shall issue a license to an applicant that demonstrates the following:

- a. The applicant fulfills all technical, operational, safety and other conditions in accordance with applicable laws, regulations, and standards;
- b. The applicant has demonstrated the technical and financial capacity and readiness to perform all related activities applied for and to provide safe and reliable services in accordance with all applicable laws, regulations and standards;
- c. The applicant has sufficient employees with appropriate qualifications to perform their duties;
- d. The applicant has demonstrated the capacity to provide accounting reports and other financial information required by the Regulatory Authority in the format and detail prescribed;
- e. The applicant and key members of management have not been found liable for any significant civil or criminal violation of economic or environmental law or any other law related to fraud in Rwanda as well as in another country;
- f. The applicant has not had a license revoked or found liable for significant license violations in Rwanda or another country within the past ten (10) years;
- g. The applicant fulfills all established criteria for protection of environment;
- h. The applicant has the right, title and interest to conduct the proposed activities on the site selected, or can obtain such right, title and interest through expropriation proceedings;
- i. The applicant has demonstrated that he/she will comply with all applicable laws and other regulations, including but not limited to, the Regulatory Authority regulations and decisions;

- j. Any other substantive criteria that the Regulatory Authority finds needful to fully protect the public health, safety and welfare; and
- k. The license shall be issued upon the payment of initial and license fee prescribed in annex 2.
- l. The applicant shall collect the license within a period of thirty (30) days following the notification of issuance of license. After this period, the license shall lose its validity.

Article 54: Reasons for rejection of License Application

The Regulatory Authority shall reject a license application when it is found that:

1. The application was incomplete and the requested information was not submitted within the deadline set by the Regulatory Authority;
2. The applicant failed to demonstrate that he/she could meet the criteria for license issuance;
3. The applicant failed to demonstrate the technical or financial capacity to carry out the licensed services;
4. The applicant has a history of significant criminal, civil, or license violations for economic, environmental, or fraudulent acts within Rwanda or other countries;
5. Members of the applicant's management have a history of significant criminal, civil, or license violations for economic, environmental, or fraudulent acts within Rwanda or other countries;
6. The applicant does not have sufficient right, title and interest to conduct the licensed services;
7. The applicant failed to comply with the Regulatory Authority orders, information requests, or other decisions during a prior license term;
8. The applicant failed to pay an application fee or regulatory fee due the Regulatory Authority under the previous license;
9. The applicant is in, or about to enter into insolvency, bankruptcy or liquidation; or

10. The applicant failed to provide any other information the Regulatory Authority determines necessary to protect the public health, safety and welfare.

Article 55: Validity of the Licenses /permit

The Regulatory Authority shall issue a license for a defined period of time, for not less than five (5) years and not more than fifteen five (15) years;

The validity of licenses or permits issued in water supply depends on their categories and is fixed as follows:

- a. The validity of Water utility license is fifteen (15) years;
- b. The validity of Water supply infrastructure management license is five (5) years;
- c. The validity of Bulk water supply license is fifteen (15) years, and
- d. The validity of Transboundary water resale permit is two (2) years

Article 56: License or permit Renewal

The licensee shall apply for license renewal at least sixty (60) days before the expiration of the valid license.

The license renewal proceeding shall be subject to the same procedures as new license application. The licensee shall provide an execution report of the business plan and the proof of payment of the annual turnover for the previous years.

The license renewal application shall not be considered if the applicant is not complying with all the requirements as prescribed in this regulation.

Article 57: License transfer

The transfers of licenses, including direct or indirect sale, assignment, conveyance, lease or other transfer of assets or activities subject to a license to a different individual or institution shall be subject to a prior written approval of the Regulatory Authority.

Such approval shall be granted after consideration of the matter and if the proposed transferee meets all the conditions for granting the relevant license.

Failure to comply with such requirements shall lead to license sanctions provided for in the annex 3 of this regulation.

Article 58: Procedures for license transfer

A license transfer proceeding is initiated by the licensee. Until the Regulatory Authority has issued an approval of the transfer, no licensee may attempt to transfer its license to another person.

A license transfer proceeding shall be conducted in the same manner as review of a license application. The transferee shall be considered as the licensee.

The duration of the license and the license terms and conditions shall remain the same, unless the license transferee requests a license modification as part of the transfer proceedings.

Article 59: License Modification

A license modification may be initiated by the Regulatory Authority or by the request of the licensee.

The Regulatory Authority may modify a license before the expiration of the license term when it determines that a modification of the license is needed in order to respond to:

- a. The inability of the licensee to comply with existing laws and regulations;
- b. To overcome events beyond licensee's control;
- c. Changes in the ownership or organizational status of the licensee or shareholding.

Article 60: Suspension of Licence

The Regulatory Authority may suspend a License in the event that it determines that the Licensee has failed to carry out its obligations as provided in this regulation.

The Regulatory Authority shall commence a license suspension proceeding by sending written notice to the licensee requiring the licensee to comply with laws and regulations.

If during the course of the suspension proceedings, the Regulatory Authority is not satisfied with the explanations, it can suspend or revoke the license.

The Regulatory Authority shall make a decision to suspend any category of license upon a determination of any of the following:

1. The application for the subject license or any other material submitted to the Regulatory Authority as part of the license application review included false information;
2. The licensee has falsified any record required to be maintained pursuant to this regulation or any license or order issued pursuant thereto;
3. The licensee committed a second violation of the same provision of this regulation or any license or order issued pursuant thereto;

The Regulatory Authority shall suspend a license in accordance with the provisions of this regulation as follows:

The minimum duration of the suspension shall be six (6) months;

A suspension shall terminate only upon a finding that the following requirements have been satisfied:

- i. The minimum duration of the suspension has elapsed;
- ii. The licensee has addressed all violations upon which the suspension was based;
- iii. The licensee has submitted a written request to the Regulatory Authority to terminate the suspension.

The written request shall include documentation demonstrating that the requisite corrective action has been implemented.

License suspension may also be requested by the licensee in the event he/she intend to stop the licensed activity for a period not less than 6 months. The request for license suspension shall indicate the reason of such suspension and the duration of suspension.

License suspension takes effect from the date the suspension has been approved by the Regulatory Authority.

From that period, the licensee shall not operate or provide any service he/she was authorized for.

Article 61: Revocation of Licence

The Regulatory Authority may revoke the License for any type of activity if the Regulatory Authority determines that the licensee:

- a) has committed a subsequent violation of the provisions of these regulations or any license obligations;

- b) has failed to correct any condition for which a license has been suspended pursuant to this regulation;
- c) has committed violation (s) which the Regulatory Authority determines that it has caused substantial harm to the public;
- d) has failed to comply with license terms and conditions;
- e) has abandoned the licensed activities;
- f) Failed to provide the Regulatory Authority with monitoring and reporting data required by the license or failure to cooperate with the Regulatory Authority inspection and audits;
- g) provided false or inaccurate information that may materially affect the decision of the Regulatory Authority;
- h) The Licensee's failure to provide the Regulatory Authority timely access to its facilities for audit and inspection purposes and to licensee records;
- i) is declared bankrupt by the competent Court
- j) Licensee's failure to pay the Regulatory Authority's regulatory fees.

Any person whose license has been revoked more than once shall be ineligible for admission to any other re-application.

When the license or permit is revoked, the licensee or authorization holder must cease to provide water supply services immediately upon the decision of license revocation and must return the license or permit to the Regulatory Authority.

Article 62: Procedure for License revocation

A license revocation process is conducted in the following manner:

1. The Regulatory Authority commences a license revocation process by sending a written notice to the licensee describing the reasons for the revocation and advising the licensee to submit its written representations before proceeding to take a final decision;
2. If the Regulatory Authority considers it necessary, or if the licensee so requests, the Regulatory Authority may also offer the licensee an opportunity to make oral representations.
3. After the expiry of the period allowed for the representations, the Regulatory Authority will consider all of the information, evidence and representations submitted to it and make its decision. The decision of the Authority is final and binding.
4. The decision of the Regulatory Authority must be communicated in writing to the licensee.
5. If during the course of the revocation proceedings, the licensee cures the violation that gave rise to the revocation proceedings, the Regulatory Authority may, in its sole discretion, terminate the license revocation proceeding.

Article 63: Appeal on license matters

Where the applicant is not satisfied with the decision of the Regulatory Authority the applicant may appeal against that decision.

The Regulatory Authority decisions shall remain effective pending a final judicial decision on the appeal.

Article 64: Loss of license

The licensee must notify the Regulatory Authority about the loss of license and request for the duplicate within fifteen (15) days following the day the license has been lost;

The application for duplicate shall include the following:

- (i) the application letter addressed to the Director General of RURA;
- (ii) certificate of loss provided by a competent authority;
- (iii) The request for license duplicate shall be subject to the payment of application fee;
- (iv) The conditions of the license duplicate remain the same as the original license.

Article 65: License fees

The license fees to be applied depend on the category of the License applied for as attached in annex one (1) of these regulations.

Section 3: Rights and Obligations of the Licensees**Article 66: Rights of licensee**

Under these regulations, the Licensee has the following rights:

- a. To solely and exclusively provide water services in its service area;
- b. To make customers pay for the provision of water services in proportion to their consumption;
- c. To apply for tariff review to the Regulatory Authority and set out the reasons for such change. The tariff adjustment proposal should be submitted three months (3) prior to the proposed effective date to allow the Regulatory Authority to perform any cross-check;
- d. To enter premises and properties within the service area to inspect and install services;

- e. To abstract water and control discharges to sewers and make discharges to watercourses according to environmental regulations;
- f. To manage, use and operate assets without undue interference;
- g. To take legal action for breach of obligations by customers and other persons causing damage or adversely affecting the services;
- h. To contract out services including management, administration and repair and maintenance to independent contractors but the provider shall remain responsible to the licensee for the provision of water services.

These conditions and provisions shall in no way be deemed to prevent or stop the Licensee from complying with all relevant provisions of relevant laws.

Article 67: Obligations of the Licensee

The Licensees shall have the following obligations:

- a. To supply potable water and depending on the type of license provide effective sanitary removal of sewage in the service area in accordance with relevant standards and guidelines issued by the Regulatory Authority;
- b. To prevent any deterioration of water quality during transport and distribution of water;
- c. To ensure that all water service facilities and infrastructure are well managed, operated and maintained;
- d. To pay the licensee fee and all regulatory levies;
- e. To provide to the Regulatory Authority the annual financial statements and balance sheet;
- f. To open a deposit account that shall be used to receive customer deposits upon initiation of service and to refund customers their deposits after termination of service;
- g. To create and implement an Asset Management Plan and Procedures for Maintenance Services to provide for the efficient routine and preventative maintenance of the assets and facilities,
- h. To ensure that all necessary technical, commercial, financial and administrative functions are performed in a commercially manner and that the service is provided according to cost recovery principles set out in the tariff adjustment guideline issued and set by the Regulatory Authority,
- i. To obtain approval from the Regulatory Authority for charging tariffs and to apply them according to guidelines issued by the Regulatory Authority;
- j. To obtain all necessary licenses, permits and warranties under law before carrying out its obligations;
- k. To employ qualified and competent personnel to ensure that tasks subjected to health risks and safety of persons are avoided;

- l. To enhance the skills and competency of personnel through a well elaborated training program;
- m. To increase the service coverage according to the national policy and strategy;
- n. To maintain an updated information system;
- o. To prepare and review the business plan and finance activities; and
- p. To comply with quarterly and annual reporting obligations and any other reporting as prescribed by the Regulatory Authority.

CHAPTER VI: MONITORING OF WATER SUPPLY SERVICE PROVISION

Section one: Monitoring

Article 68: Auditing and Inspections

The Regulatory Authority may perform physical inspections of the license holder's facilities and corporate records on license holder's premises. These inspections may be conducted on an announced and unannounced basis. The inspections and audits shall be conducted during normal business hours, except when the Regulatory Authority has a reasonable basis to believe that non-compliant activities are occurring outside of normal business hours.

The Licensee shall always fully cooperate with the Regulatory Authority and provide any necessary information during investigation and shall ensure the accuracy of the provided information.

Article 69: License Monitoring

The Regulatory Authority shall monitor the performance of each license holder for compliance with all terms and conditions of the license

Section 2: Enforcement

Article 70: Compliance with laws and regulations

The licensed operator shall comply with the provisions of this regulation and other laws and regulations governing water supply service provision.

The non compliance with provisions set out in this Regulation as well as license terms and conditions shall lead to regulatory measures to remedy the failure within a specified period of time and/or administrative sanctions.

Article 71: Enforcement Action

If the Regulatory Authority determines that the licensee has failed to comply with any term or condition of the license and/or the provisions of these regulations, the Regulatory Authority shall send a written warning to the licensee including a deadline for correction of the alleged violation.

If the license holder, after reception of the warning from the Regulatory Authority, does not cure the alleged non-compliance, the Regulatory Authority may open a license enforcement proceeding, which may consist of monetary sanctions, license modification, suspension or revocation.

If the licensee cures the violation following reception of the Regulatory Authority notice, the Regulatory Authority may still commence a license enforcement proceeding in order to impose financial sanctions or license modification, suspension or revocation in order to address the historic violation.

The faults and administrative sanctions are provided under annex three (3) of this Regulation.

CHAPTER VII: TRANSITIONAL AND FINAL PROVISION**Article 72: Transitional provision**

All existing licensees for water service provision have 6 months to comply with these regulations.

Article 73: Repealing provision

The regulation n°002/RB/WAT-EWS/RURA/015 of 23/09/2015 governing water supply services in Rwanda are hereby repealed;

Article 74: Commencement

These regulations shall come into force on the date of approval and signature by the chairperson of the Regulatory Board.

Done at Kigali, -----/ -----/ 2021

Dr Ingance GATARE
Chairperson of the Regulatory Board

ANNEX 1: APPLICABLE FEE**A. Application fee and license fee**

License category		Application fee (FRW)	License fee (FRW)	License validity
Water and (sewerage) Utility		500,000	10,000,000	15 years
Water Supply infrastructure management	Simple Water Systems	50,000	100,000/ year	Contract duration 5 years
	Complex Water Systems	50,000	150,000/ year	
Transboundary water resale permit;		20,000	100,000/year	2 years
Bulk Water supply		200,000	7,500,000	15 years

B. Regulatory fee

The licensee shall pay annual regulatory fees as contribution to the functioning of the Regulatory Authority as fixed by the Regulatory Board.

ANNEX 2: TECHNICAL AND FINANCIAL INFORMATION TO BE PROVIDED BY APPLICANTS FOR LICENSES IN WATER SUPPLY

The Authority requires that any applicant for a license in water supply must demonstrate that He/she has, or will have, adequate technical, managerial, and financial capability to be able to reliably operate a water system in compliance with drinking water requirements.

The Authority has therefore set specific criteria that applicants must fulfil in order to be issued a license for water supply. The applicant must respond, where applicable, to all items as provided below.

1. General Water System Information

This section should present or describe basic information regarding the proposed water system and the report shall describe or provide the following information:

- Description of the proposed water supply system. This should describe the name of the water supply system, the number of service connections for which the proposed facilities are being designed and provide information on the number of population to be served by the facility. It shall include the number of persons that will have access to or may use water from the water system. Also, the applicant shall provide estimates of number of residential (single house and apartments), commercial (, restaurant, motel, etc.), school, industrial, public taps and agricultural connections that are expected to be served by the system. It shall provide information about the date of construction and/or rehabilitation of the water supply system and shall indicate the Districts, sectors, Cells covered by the water supply system.
- Map of facilities. The applicant must provide a map that clearly shows the locations of the proposed water source (s), the treatment facilities, storage facilities and primary transmission lines. These locations must be included in the map of the service area of the water system.

2. Source Water Information

The information required consists of the following:

- Description of the source. The applicant must describe in details the nature of the source of water (surface or ground water), its capacity and location, the raw water quality, etc. Also, to provide the full description of the intakes if the source is surface water and if groundwater, provide any information on the proposed wells (depth of water table, recharge, etc.).
- Water rights. In case of groundwater extraction, the applicant should be able to provide adequate information which demonstrates that He/she has legal rights to extract water in the area by providing a copy of an abstraction permit from Competent Authority authorising to draw indicated amount of water.

- Water quantity: The applicant shall demonstrate that the proposed source is sufficient to reliably serve the anticipated water demands for at least 10 years considering all consumptions projections. The information must establish the water demand in the service area forecasted for a period of 10 years.
- Water safety plan: The applicant shall conduct and provide a report of the assessment of vulnerability of the water system to contamination. The report must include the assessment to determine the vulnerability to contamination and any remedial actions proposed if the source is susceptible to contamination.
- Water quality analysis. In order to assess the suitability of the proposed source and the appropriateness of any planned treatment, it is essential that the applicant determine the quality of the source. Samples of the raw water must be taken and analyzed by a certified laboratory. All sources, whether surface or groundwater, must be sampled and analyzed for all parameters listed in the drinking water standards and a report shall be provided to the Authority.

3. Treatment and Design Information

Information required in this part consists of:

- Description and layout. The applicant shall describe in details the type of water treatment and the treatment scheme to be used with compulsory disinfection as a minimum treatment for all water sources. If the water quality analyses indicate that any drinking water standard may be exceeded, the applicant should be able to demonstrate that appropriate treatment shall be applied. The applicant shall also provide a flow diagram showing the locations and relationships of individual treatment process units.
- Design capacities. The applicant shall indicate design criteria or parameters to be used for the treatment units as well as the planned design capacities. For groundwater source, the anticipated yield should be estimated.
- Treatment chemicals. The type of chemicals planned to be used as well as the dosages and method of feeding those chemicals must be described in this part and the applicant shall demonstrate that all chemicals used in water treatment comply with national standards.
- Disinfection facilities. Disinfection being the most important treatment process for all water sources, the applicant must provide detailed information on any proposed disinfection facilities including equipment to be used, feed rates, residuals, contact times, CT values, etc.
- Storage: The applicant shall be able to demonstrate the capacities of treated water storage tanks at the treatment plant and any other storage tanks if available. Also, the operator shall provide information regarding the material used for storage construction.

4. Distribution System Information

In this part, the applicant shall indicate:

- Location: In addition to the overall map required under general information, the applicant will prepare a map showing the locations of all pumping stations, storage tanks, mains, hydrants, isolation valves and flushing valves.
- Water mains. The applicant shall provide the locations, sizes, lengths, depths, and type of materials used or to be used for all transmission and distribution mains. Special protections, such as where a water main crosses over a sewer line, roads, bridges, etc should be shown and described.
- Pumping stations and storage tanks. Descriptions, specific designs and the capacities of all pumping stations must be provided.
- Distribution pressure. The report should present sufficient design information to demonstrate that the system has been designed to sustain a minimum pressure of 0.6 bars throughout the distribution system at all times.

5. Operational Plans.

In this part, the applicant shall provide the following information:

- Water Quality Monitoring Plan. The water system must be monitored to assure that none of the drinking water quality parameters has exceeded the standards for water supplied to consumers. It is therefore, required that the operator develops and submits a water quality-monitoring plan that describes proposed methods to comply with standards and regulations. The plan must show the locations of sampling points, the frequency of sampling at each point and the types of analyses to be run on the samples. The plan should also indicate who will be collecting the samples (e.g. water system personnel, certified laboratory) and the training those persons have or will receive. Once your monitoring plan has been approved, it will be incorporated into the license and will be enforced.
- Water System Operations Plan. A comprehensive plan for operation of the water system must be prepared and submitted. This shall include the leakage detection and repair and other routine maintenance plan.
- Disaster/Emergency Response Plan. The operator will need to prepare a plan for responding to emergencies that includes notification to the Regulatory Authorities, notification to consumers, and actions to be taken in the event of an emergency (earthquake, water supply disruption, power outage, contamination incident, etc.).

- Customer services: The operator shall provide information about the number of hours of supply, the strategies to handle the complaints raised by the customers and the response time to address them.

6. Commercial and financial information

In this part, the applicant shall provide information on the revenues from water sales and other revenues generated during a month/quarter/year. Also the expenses including wages and salaries, Royalty fee, operation and maintenance cost, depreciation and other financial expenses must be reported the Regulatory Authority.

7. Environmental Impact Assessment.

Since all new water systems are projects requiring approval, new water systems must undergo an environmental Impact assessment study and must complies with the Environmental Regulations. Applicant for license in water supply shall be required to demonstrate that the project complies with environmental standards has been obtain

TECHNICAL REQUIREMENT FOR TRANSBOUNDARY WATER RESALE

(i) Technical requirements

(a) Specific requirements for the water tanker to be used

- The water tanker shall be labelled with the following: “POTABLE WATER FOR DRINKING PURPOSE” or “EAU POTABLE” or “MAJI SAFI” on both sides of the tank;
- Tanker that must be designed and/ or used exclusively for drinking water and shall not be used for any other purposes rather than transporting drinking water. Tanks previously used to transport petroleum products, wastewater, toxic materials or other deleterious substances shall not be used to haul drinking water;
- The interior surface of water tank in contact with water must be constructed of non-toxic, non-absorbent and non-corrosive materials that can be adequately be cleaned and disinfected (Stainless steel tank materials are preferred);
- The truck container must be provided with a vacuum breaker or air gap on the water tank fill line inlet to prevent contamination during filling;
- The water tanker inlet and outlet pipes must be equipped with threaded or clamped caps tethered to the ports with a chain or a cable;
- The Truck container must be contaminant free, watertight and must be easily maintained without contamination;

- The Hoses shall be made of materials that have no influence on the taste or odor of water and must be protected from possible contamination;
- The inlet or opening of any container used for water haulage shall be maintained in a manner that will prevent the entry of insects, rodents or any foreign material that may contaminate water.

(b) Disinfection of tank

- Water tankers meant for transboundary water resale shall be disinfected on quarterly basis by a duly recognized public contractor that will issue a disinfection certificate to the operator;
- The water treatment plant selling bulk water for transboundary resale must ensure that concentration of residual chlorine is at least 1 mg/l to prevent any microbial contamination;

ANNEX 3: FAULTS AND ADMINISTRATIVE SANCTIONS**Faults and sanctions**

1. Any licensee who fails to comply with an enforcement notice shall be liable to an administrative sanction of one million (1,000,000f Fw) Rwanda francs
2. Any licensee who fails to provide information as requested by the Regulator shall be subjected to an administrative fine of five hundred thousand Rwandan francs (500,000 Frw);
3. Any Licensee who will supply water that does not comply with the National standard for drinking water supply shall be liable of an administrative fine of one million Rwandan francs 1,000,000 Frw and license revocation for repetitive failures;
4. Failure to protect the catchment zone shall be liable to an administrative fine of two hundred thousand Rwandan francs 200,000 Frw;
5. Any Licensee who fail to maintain a laboratory with sufficient equipment for water quality analysis shall be liable to an administrative fine of two hundred thousand Rwandan Francs 200,000 Frw for the lack of each equipment;
6. Any failure to monitor water quality with sampling schedule shall be liable to an administrative fine of two hundred thousand Rwandan Francs 200,000 Frw per case;
7. Failure to notify the public about the interruption of water supply shall be liable to an administrative fine of two hundred thousand Rwandan francs 200,000 Frw per case.
8. Failure to have adequate store for spare parts and chemicals necessary for water treatment and reagents for water quality analysis shall be liable to an administrative fine of two hundred thousand Rwandan francs 200,000 Frw per case;
9. Failure by a licensee to maintain required logistics (One vehicle, two motorcycles) for technical and commercials activities shall be liable to an administrative fine of two hundred thousand Rwandan francs 500,000 Frw;
10. Failure to provide any safety equipment to staff shall be liable to an administrative fine of twenty thousand Rwandan francs 20,000 Frw for each missing equipment;

11. Any operator who operate without a License shall be liable of an administrative fine of one million (1,000,000Frw) Rwandan francs;
12. Any operator who does not respect the approved water tariffs; shall be liable to an administrative fine of two hundred thousand (200,000Frw) Rwandan francs per case;
13. Any operator that alters any accessories with intent to avoid the accurate measurement, register false water reading, interferes or damages any meter, shall be liable of an administrative fine of five hundred thousand (500,000Frw) Rwandan francs;
14. The non-respect of water rationing programs shall be liable to an administrative fine of one hundred thousand (100,000 Frw) Rwandan francs per case.
15. Any operator who willfully or negligently damages waterworks, water treatment plant, or other assets vested for operation, shall pay an administrative fine of two million (2,000,000 Frw) Rwandan francs;

Done at Kigali, -----/ -----/ 2021

Dr Ingance GATARE
Chairperson of the Regulatory Board