

SzW Round 3 – 2nd Panel

Information and accountability mechanisms for Tanzanian energy products/services

During this round we would like to ask you some questions about information and accountability mechanisms for energy products and services in Tanzania. Before we start this call round, I would like to remind you that this survey is conducted by Twaweza a civil society organization, and your answers will remain completely confidential. / **Katika mahojiano haya ningependa kukuuliza baadhi ya maswali kuhusu taarifa na uwajibikaji wa bidhaa na huduma za nishati kwa hapa Tanzania. Kabla ya kuanza mahojiano ningependa kukukumbusha kuwa huu utafiti unafanywa na Twaweza, asasi ya kiraia na majibu yako yatabaki kuwa ya usiri.**

Getting a grid connection/

1. Do you have electricity from TANESCO in your household/ **Je, una nishati ya umeme kutoka Tanesco katika kaya yako?**
1=YES/**Ndiyo** >>>>> CONTINUE to Q2/**Endelea na swali la Q2**
2=NO/ **Hapana**>>>>> skip to Q21/**Ruka hadi swali la Q21**
2. What other sources of power do you have/ **Je, ni vyanzo vingine vipi vya nishati unamiliki?**
1=Solar home system/ **Mfumo wa nishati ya jua wa nyumbani**
2=Small solar portable light/ **Taa ndogo ya kutumia nishati ya jua**
3=Personal Generator/ **Jenereta binafsi**
4=Community generator/ **Jenereta la jamii**
5=**No other source of electricity/ hakuna vyanzo vingine vya nishati**
-777 Other specify/ **Nyingine fafanua**
3. Have you or any member of your household been responsible for applying for a connection to TANESCO for your household in the last 5 years/ **Je, ni wewe au mwanakaya yeyote alikuwa na majukumu ya kuomba kuunganishwa na Tanesco kwa ajili ya kaya yako katika miaka mitano iliyopita?**
1=Yes/**Ndiyo** > CONTINUE TO Q4/ **Endelea na swali la Q4**
2=NO / **Hapana**>>>>> SKIP TO Q10/ **Ruka hadi swali la Q10**
-888 REFUSED TO ANSWER/**Amekataa kujibu** >>>>> SKIP TO Q10/ **Ruka hadi swali la Q10**
-999 DON'T KNOW/ **Sijui** >>>>> SKIP TO Q10/ **Ruka hadi swali la Q10**
4. How did you or your household member apply for your connection/**Je, wewe uliombaje au mwanakaya aliombaje kuunganishwa na Tanesco ?**
1= Formal written application to TANESCO /**Maombi rasmi yaliandikwa kwa Tanesco**
2=Formal written application to TANESCO and I had a contact inside TANESCO who helped arrange it/ **Maombi rasmi yaliandikwa kwa Tanesco na pia kulikuwa kuna mfanyakazi wa Tanesco ninayemfahamu aliyenisaidia**
-777 Others specify/ **Nyingine fafanua**
-999 Don't know/ **Sijui**
5. Do you think there was enough information available to you to understand how to apply for a connection and the process involved/ **Je, unafikiri kulikuwa na taarifa za kutosha ili uweze kuelewa jinsi ya kuomba kuunganishwa na mchakato uliopo?**
1= Yes/ **Ndiyo**

2=No/ **Hapana**

-888 REFUSED TO ANSWER/ **Amekataa kujibu**

-999 DON'T KNOW/**Sijui**

6. What was your primary source of this information on how to get a connection/ **Je, ni kipi chanzo zhako kikuu cha taarifa kuhusu kuunganishwa na Tanesco?**
- 1=Information directly from TANESCO provided over the phone/at their office/on their website/ **Taarifa kutoka Tanesco moja kwa moja zilizotolewa kwa njia ya simu/ ofisini kwao/ kwenye tovuti yao**
- 2=Information from a 'luku' shop/ **Taarifa kutoka kwenye duka linalouza luku**
- 3=I heard it on the radio/tv / **Nimesikia kutoka kwenye redio/runinga**
- 4=I looked online/ **Nimeangalia kwenye mtandao**
- 5=through a friend/colleague/family /**Kupitia rafiki/ mfanyakazi mwenzangu/ mwanafamilia**
- 777 Other (specify)/ **Nyingine fafanua**
7. How long did the application process take to final connection of electricity from when you applied for a connection/ **Je, mchakato wa kuunganishwa mpaka kupata umeme toka ulivyoomba ilichukua muda gani?**
- 1= < 1 month/ **Chini ya mwezi**
- 2=1-3 months/ **Mwezi mmoja mpaka mitatu**
- 3=more than 3 months to 6 months/ **Zaidi ya miezi mitatu mpaka sita**
- 4=more than 6 months to 1 year /**Zaidi ya miezi sita mpaka mwaka**
- 5=more than 1 year/ **Zaidi ya mwaka mmoja**
- 6= I was never connected or my application was rejected/ **Sikuunganishwa au maombi yangu yalikataliwa**
8. Which of the following applies to you or your household when it comes to the electricity connection date provided by Tanesco/ **Je, ni ipi kati ya zifuatazo inaelezea hali yako au kaya yako ikija kwenye tarehe iyyotolewa na Tanesco ya kuunganishwa na umeme?** [READ OUT OPTIONS/ **Soma chaguzi**]
- 1=Yes my connection was installed on the original date provided/ **Ndiyo, Niliunganishiwa umeme siku ambayo nilipewa na Tanesco**
- 2= I was given a date but it changed one or more times / **Nilipewa tarehe lakini ilibadilishwa mara moja au zaidi**
- 3=I wasn't given a connection date/ **Sikupewa tarehe ya kuunganishwa**
9. How satisfied were you with the overall process of applying for a connection/ **Je, uliridhishwa kiasi gani na mchakato mzima wa kuomba kuunganishwa kwa ujumla?** [READ OUT OPTIONS/ **Soma Chaguzi**]**You may say very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied/ Unaweza sema nimeridhika sana, nimeridhika, sikuridhika au kuridhika, sikuridhika, sikuridhika kabisa**
- 1=Very satisfied / **Nimeridhika sana**
- 2=Satisfied/ **Nimeridhika**
- 3=Neither satisfied/Dissatisfied / **Sikuridhika au kuridhika**
- 4=Dis-satisfied / **Sikuridhika**
- 5=very dissatisfied/ **Sikuridhika kabisa**

Knowing about power cuts/ Kujua kuhusu Kukatika kwa Umeme

Many people in Tanzania experience power cuts. Sometimes these cuts are planned, for example for maintenance reasons. / Watu wengi Tanzania wanakatiwa umeme na mara nyingine inakuwa imepangwa kwa mfano kwa ajili ya matengenezo

10. In the last 6 months, have you experienced power cuts in your area/ Je, imakatiwa umeme katika maeneo yako ndani ya miezi sita iliyopita?
1=Never/Sijawahi
2=Several times a month / Mara nyingi katika mwezi
3= Several times a week/ Mara nyingi katika wiki
4=every day (at least once a day)/Kila siku (angalau mara moja kwa siku)
-777 Other specify/ Nyingine fafanua
-888 Refused to answer/ Amekataa kujibu
-999 Don't know/ Sijui

11. Are these recent power cuts experienced planned/ Je, kukatika kwa umeme kunakuwa kumepangwa?
1=Yes always/ Ndiyo mara zote >>> continue to Q12/ Endelea na swali la Q12
2. Yes some of the time/ Ndiyo mara nyingine >>> continue to Q12/ Endelea na swali la Q12
3=No/ Hapana >>>> skip to Q13/ Ruka hadi swali la Q13
-888 Refused to answer/ Amekataa kujibu>>>> Skip to Q13/ Ruka hadi swali la Q13
-999Don't know/ Sijui >>>> Skip to Q13/ Ruka hadi swali la Q13

12. How much do you agree with the following statement, In the last 6 months planned power cuts lasted longer than scheduled/announced/ Je ni kwa kiasi gani unakubaliana na maelezo yafuatayo, katika miezi sita iliyopita kukatika kwa umeme kulikopangwa kudadumu zaidi ya ratiba au muda uliotangazwa? You may say strongly agree, agree, neither agree nor disagree, disagree, strongly disagree/ Unaweza kusema nakubaliana kabisa, nakubaliana, Sikubaliani au kukubaliana, sikubaliani, sikubaliani kabisa
1=Strongly agree/ Nakubaliana kabisa
2=Agree/ Nakubaliana
3=Neither agree/nor disagree/ Sikubaliani au kukubaliana
4=Disagree/ Sikubaliani
5=Strongly disagree/ Sikubaliani kabisa

13. Where do you get information on when there will be a planned power-cut/ Je, unapata wapi taarifa kuhusu kukatika kwa umeme kulikopangwa?
1=Information directly from TANESCO provided over the phone/at their office/on their website / Taarifa kutoka kwa Tanesco moja kwa moja zilizotolewa kwa njia ya simu/ kwenye ofisi yao/ kwenye tovuti yao
2= I got the information on the radio/tv / Nilipata taarifa kutoka kwenye redio/ runinga
3=I heard an announcement in my area from a car with a loudspeaker/ Nilisikia matangazo kwenye makazi yangu kutoka kwenye gari lenye spika kubwa
4=I read it in the newspaper/ Nllisoma kutoka kwenye gazeti
5=I looked online e.g. web search, or social media/ Niliangalia kwenye mtandao mfano kutafuta kwenye mtandao au mitandao ya kijamii
6=Through a friend/colleague/family / Kupitia rafiki/ mfanyakazi mwenzangu/ mwanafamilia
-777 Other (specify)/ Nyingine fafanua

14. Do you think there is enough information available on planned power cuts/ **Je, unafikiri kuna taarifa za kutosha kuhusu kukatika kwa umeme kulikopangwa?**
 1= Yes / **Ndiyo**
 2= No/ **Hapana**
 -888 Refused to answer/ **Amekataa kujibu**
 -999 Don't know/ **Sijui**
15. How could the available information on planned power cuts be improved?/ **Je, taarifa zinazohusu kukatika kwa umeme kulikopangwa zinaweza kuboreshwaje?**
 1= needs to be more regular/ **Inabidi zitolewe mara kwa mara**
 2= needs to be more detailed (please explain)/ **Inabidi ziwe za kina (Tafadhali fafaua)**
 3= need to put on – TV/ **Inabidi ziwekwe kwenye runinga**
 4= need to put on Internet/ **Inabidi ziwekwe kwenye mtandao**
 5= need to put on radio/ **Inabidi ziwekwe kwenye redio**
 6= need to put in newspaper / **Inabidi ziwekwe kwenye magazeti**
 -777 Other (specify)/ **Nyingine fafaua**
16. Does TANESCO discuss the time slot for power cuts in advance with your neighbourhood or community/ **Je, Tanesco inajadili kuhusu muda wa kukata umeme kabla ya kutokea na wakazi wa maeneo yako au jamii yako?**
 1=Yes/ **Ndiyo**
 2=No/ **Hapana**
 -888 Refused to answer/ **Amekataa kujibu**
 -999 Don't know/ **Sijui**
17. Do you think neighbourhood discussion with TANESCO on a suitable timeslot for planned power cuts would improve your quality of service, make no difference or make it worse/ **Je, majadiliano kati ya Tanesco na wanajamii juu ya muda unaofaa kukata umeme kulikopangwa kutaboresha ubora wa huduma, hakutakuwa na tofauti au kutazorotesha? []**
 1=The overall quality of service would get better/ **Uboora wa huduma kwa ujumla utaboreshwa**
 2= it would make no difference / **Hakutakuwa na tofauti**
 3=It would be worse / **Itazorotesha**

Making a complaint/ **Kufanya malalamiko**

18. If you want to make a complaint about your TANESCO service, what are the ways you know about to do this/ **Je, kama ukitaka kufanya malalamiko juu ya huduma za Tanesco, ni njia zipi amazo unazifahamu unaweza kufata? (please describe as many as you know)/ Tafadhali elezea zote unazozifahamu**
 1= Write a formal letter/ **Kuandika barua rasmi**
 2=call customer care / **Kuwasiliana na huduma kwa wateja**
 3=complain to EWURA / **Kulalamika kwa EWURA**
 4=complain to my political representative/ **Kulalamika kwa muwakilishi wangu wa kisiasa**
 5=complain to TANESCO on their social media pages / **Kulalamika kwenye kurasa za mitandao ya kijamii ya Tanesco**

6=complain to TANESCO via other media (radio/tv/newspaper) / **KUlamika kwa Tanesco kupitia vyombo vingine vya habari (redio, runinga, magazeti)**
-777 Other (specify)/ **Nyingine fafaua**
-999 Don't know/ **Sijui**

19. What is your preferred method of making a complaint/ **Je, njia ambayo unaipelelea zaidi kufanya malalamiko ni ipi?**

1= Write a formal letter / **Kuandika barua rasmi**
2=call customer care/ **Kuwasiliana na huduma kwa wateja**
3=complain to EWURA/ **Kulamika kwa EWURA**
4=complain to my political representative / **Kulamika kwa muwakilishi wangu wa kisiasa**
5=complain to TANESCO on their social media pages / **Kulamika kwenye kurasa za mitandao ya kijamii ya Tanesco**
6=complain to TANESCO via other media (radio/tv/newspaper) / **Kulamika kwa Tanesco kupitia vyombo vingine vya habari (redio, runinga, magazeti)**
-777 Other (specify)/ **Nyingine fafaua**
-999 Don't know/ **Sijui**

20. How effective do you think making a complaint is in resolving your issue/ **Je, unafikiri kufanya malalamiko kunasaidia kusuluhisha tatizo lako?**

1=Always effective/ **Inasaidia sana >>> END OF SURVEY/Hitimisha mahojiano**
2=Sometimes effective/ **Inasaidia wakati mwingine >>> END OF SURVEY/ Hitimisha mahojiano**
3=Never effective/ **Haijauki kusaidia >>> END OF SURVEY/ Hitimisha mahojiano**

Off-grid solar products [ONLY PEOPLE WITHOUT GRID CONNECTION – ONLY ASK THIS SECTION IF Q1=NO]/ **Wasiokuwa na umeme (bidhaa za nishati ya jua)- Uliza kipengele hiki kama hapana katika swali la Q1**

21. Please mention which is the main source of electricity or energy in your household/ **Tafadhali nitajie chanzo kikuu cha nishati ya umeme katika kaya yako?**

1=Personal Solar/ **Nishati ya jua binafsi**
2=Personal Generator/ **Jenereta la binafsi**
3=Community generator / **Jenereta la jamii**
4=I don't have any electricity or energy/ **Sina chanzo cha nishati ya umeme**
-777 Other specify/ **Nyingine fafaua**

22. What is the main reason your household does not have access to TANESCO electricity/ **Je, ipi ni sababu kuu ya inayopelekea kaya yak kutokuwa na nishati ya umeme ya Tanesco?**

1=Application pending/ **Maombi bado yanafanyiwa kazi**
2=Connection fee unaffordable / **Sikuweza kumudu gharama za kuunganishwa**
3=wiring cost unaffordable/ **Sikuweza kumudu gharama za kufunga nyaya**
4=No need for electricity/ **Hakuna hitaji la nishati ya umeme**
5=Dwelling inappropriate for connection/ **Makazi hayafai kuunganishwa umeme**
6=Line was disconnected/ **Waliondoa nyaya zilizokuwa zinatunganishwa umeme**
7=I don't know how to get a connection/ **Sijui jinsi ya kuunganishwa [WB repeat]**

-777 Other specify/ Nyingine fafania

READ-OUT STATEMENT/ SOMA MAELEKEZO: I am going to ask you some questions about solar products for the home/ Nitaenda kukuuliza baadhi ya maswali juu ya bidhaa zinazotumia nishati ya jua kwa majumbani

23. Do you know the difference between a good quality and sub-standard solar product/ Je, unafahamu tofauti kati ya bidhaa inayotumia nishati yenye ubora wa hali ya juu na kawaida?

1=Yes/Ndiyo

2=No/Hapana

3=Not sure/ Sina uhakika

24. How would you prefer to receive information about good quality solar products and how to use them/ Je, ungependa kupata taarifa juu ya bidhaa zinazotumia nishati ya jua kwa njia ipi?

1=From the shop that sells it/ kutoka kwenye duka linalouza bidhaa hizo

2=Radio/ redio

3=Newspaper/ gazeti

4=TV/ runinga

5=Online/ kwenye mtandao

-777 Other (specify) / nyingine fafania

25. Which of the following products do you own? / je, ni bidhaa ipi kati ya zifuatazo unamiliki?

READ OUT/ MSOMEE

1=Small solar portable lantern/ taa ndogo inayotumia nishati ya jua >>>>> SKIP TO Q27/

RUKA HADI SWALI LA Q27

2=Solar system in your home/ Mfumo wa nishati ya jua kwa majumbani >>>> SKIP TO Q27/

RUKA HADI SWALI LA Q27

3= None of above/ Hakuna kati ya hizo >>> SKIP TO Q26 then close interview/ruka hadi swali la q26 kisha fungua mahojiano

26. What is the most important factor stopping you from buying a solar light/ Je, ni sababu ipi kuu inayokuzuia kununua taa zinazotumia nishati ya jua?

1=Too expensive/ Bei ghari >>> END SURVEY/ hitimisha mahojiano

2=I don't know much about them/ Sina ufahamu wa kutosha juu ya bidhaa hizo >>> END SURVEY/ hitimisha mahojiano

3=They are too complicated/ni ngumu kutumia >>> END SURVEY/ hitimisha mahojiano

4=I think they don't work well/ sidhani kama zinafanya kazi vizuri >>> END SURVEY/ hitimisha mahojiano

5=I want one but they are not available near me/ Nataka moja lakini hazipatikani karibu na niliko >>> END SURVEY/ hitimisha mahojiano

6=I think there are better alternatives (specify detail)/ Nadhani kuna bidhaa mbadala ambazo ni bora zaidi >>> END SURVEY/ hitimisha mahojiano

-777 Other specify/ Nyingine fafania >>> END SURVEY/ hitimisha mahojiano

27. Please tell me how much you agree with the following statement, When I bought my solar product, I received enough information on how to use it/ Tafadhali niambie unakubaliana kwa kiasi gani na maelezo yafuatayo, Niliponunua bidhaa yangu inayotumia nishati ya jua, nilipata taarifa za kutosha za jinsi ya kuitumia

- 1=strongly agree/ **Nakubaliana kabisa**
- 2=agree / **Nakubaliana**
- 3=neither agree/nor disagree/ **Sikubaliani wala kutokubaliana**
- 4=disagree / **Sikubaliani**
- 5=strongly disagree/ **Sikubaliani kabisa** [4&5] Please specify why

28. For those who chose option 4 and 5 at Q27/ **Kwa wale waliochagua chaguzi 4 na 5 kwatika swali la Q27. Ask/ Uliza: why do you disagree/ Kwanini haukubaliani?**

29. If your solar product breaks, what is the first thing you do/ **Kama bidhaa yako inayotumia nishati ya jua ikiharibika, ni kitu gani unafanya kwanza?**

- 1=I try to fix it myself/ **Najaribu kuitengeneza mwenyewe**
- 2=I take it to a 'fundu'/ **Naipeleka kwa fundu**
- 3=I try and get the shop that sold it to me to replace it/ **Najaribu kuipeleka katika duka nilikoinunua na kubadilisha**
- 4=I get rid of it/ **Naitupa**
- 5=I buy another one/ **Ninanunua nyingine**
- 777 Others specify/ **Nyingine fafana**

30. Do you know if your solar product has a warranty/ **Je, unafahamu kama bidhaa yako inayotumia nishati ya jua ina waranti?**

- 1=Yes it does / **Ndiyo inayo**
- 2=No it doesn't/ **Hapana haina**
- 999 don't know/**Sijui**

31. How important is a warranty to you when buying a solar lighting product/ **Je, waranti in umuhimu gani unaponunua taa zinazotumia nishati ya jua?**

- 1=Very important / **Muhimu sana**
- 2= It has some level of importance in my decision/ **Inaumuhimu kiasi ninapotoa maamuzi**
- 3=Not important / **Sio muhimu**
- 4=I am not sure what a warranty is/ **Sina uhakika waranti ni kitu gani**

32. How easy do you think it would be to get a solar light fixed/replaced under the warranty if it had a problem/ **Je, unafikiri kuna urahisi wa kiasi gani kwa taa inayotumia nishati ya jua yenye waranti kutengenezwa au kubadilishwa endapo ina tatizo?**

- 1=Very easy / **Rahisi kabisa**
- 2=Not so easy but possible / **Sio rahisi lakini kuna uwezekano**
- 3=Not easy at all/ **Sio rahisi kabisa**
- 999 don't know/ **Sijui**

33. Do you think the government checks the quality of solar products before they are sold on the market/ **Je, unafikiri serikali inahakiki ubora wa bidhaa zinazotumia nishati ya jua kabla ya kuuzwa sokoni?**

- 1=YES/ **Ndiyo**
- 2=NO / **Hapana**
- 888 Refused to answer/ **Amekataa kujibu**
- 999 Don't know/ **Sijui**

34. How much do you agree with having a TBS mark on solar products to be a good indicator of product quality/ Je unakubaliana kwa kiasi gani na uwepo wa alama ya TBS kwenye bidhaa zinatumiya nishati ya jua ni ishara nzuri ya ubora wa bidhaa?
- 1=strongly agree/ Nakubaliana kabisa
 - 2=agree/Nakubaliana
 - 3=neither agree/nor disagree / Sikubaliana wala kukubaliana
 - 4=disagree/ sikubaliani
 - 5=strongly disagree/ sikubaliani kabisa
35. For those who chose option 4 and 5 at Q34/ Kwa wale waliochagua code 4 na 5 kwenye swali la Q34. Ask/ Uliza: why do you disagree/ Kwanini haukubaliani?