



NATIONAL WATER AND SEWERAGE CORPORATION

WATER SUPPLY SHORTAGES IN AND AROUND KAMPALA PRESS RELEASE - (9TH JANUARY 2009)

Our Dear Esteemed Customers,

The National Water and Sewerage Corporation (NWSC) acknowledges the complaints of water supply shortages that have appeared in the **Daily Monitor** Newspaper within the last one week e.g. the complaint raised by Mr. Sam Lutunda from Kiwatule and that raised by Mr. Hamed Muguluma from Kawempe - Ttula. We would like to assure our customers and the general public that NWSC is very concerned about this undesired situation and is systematically implementing short-term, medium-term and long-term initiatives and actions in order to address and mitigate the water supply shortages and ensure a more reliable water supply system in the entire greater Kampala water distribution network. In the short-term, our customers should experience the improvements in water supply starting from the Feb '09 and these will be incrementally built-upon up-to June '09.

The water stressed areas in the Greater Kampala have been increasing over the last three to five years. The current demand for water from the customers already connected outstrips the carrying capacity of the distribution network leading to hydraulic bottlenecks and this is manifesting itself in the numerous water stressed areas within the Greater Kampala. In a bid to serve as many people as possible due to the rapid urbanization of the greater Kampala we have over the last five years increased the number of water connections from 60,000 to 130,000 thus more than doubling the demand on the water network in a space of five years. This increase in served customers has primarily entailed the extension and intensification of over 500km of secondary and tertiary mains to the peripheries of Kampala. Some of these include, among others, Nansana area along Hoima road, Mukono, Seeta along Jinja, Namugongo, Kira, Sonde, Bulindo etc along Namugongo Road, Kiwatule, Naalya, Najeera, Buwate, Kungu etc along Old Kira Rd, Kasangati, Kabanyolo, Gayaza, Manyangwa etc along Gayaza Rd, Buloba, Bulenga etc along Mityana Rd, Kyengera, Mugongo, Kinaawa, Buddo, Nabbingo etc along Masaka Rd, Seguku, Lubowa, Kajjansi, Dewe etc along Entebbe Rd, Kulambiro, Kyanja etc along Ntinda-Kyanja Rd, Kagoma, Kawanda, Matugga etc along Bombo Road. In order to be able to effectively distribute water to all parts of the network the secondary and tertiary extension of water should have been accompanied by parallel upstream upgrades of the primary networks and the production systems so as to avoid the said hydraulic bottlenecks. However, due to the huge investment cost that these upstream upgrades would require we are only able to implement the upgrades in a phased manner.

The following are some of the initiatives and actions that are either currently under implementation or are due to commence in order to improve the water supply situation in the short term:

- Upgrading mains outlet from Naguru Reservoir to Ntinda Trading Centre: this will be a 2km DN300 mains from Naguru Reservoir to Ntinda Trading Centre to act as a bulk transfer of water for the draw offs to Kalinabiri, Kiwatule, Najeera, Buwate, Naalya etc since the existing main is already overloaded. Expected commissioning is by end of April '09.
- Installation of an online booster system at Gayaza Rd -Northern-By-Pass Roundabout for supply of water to areas along Gayaza Rd using the water from the Gunhill reservoir on Nakasero Hill. This will make use of the un-utilized Gunhill capacity to improve supply along Gayaza Rd while at the same time reducing the load on the Naguru reservoir which is currently overstretched. Commissioning is expected by end of Mar '09.
- Installation of a 1.2km DN350 High Level reinforcement main between Mulago Round-about and Gayaza Rd Roundabout in-order to boost water supply to areas along Bombo Rd e.g. Kawempe, Ttula, Kawanda, Matugga etc. Commissioning is expected by end of June '09.

- Installation of a 6km DN300 High Level reinforcement main along Jinja Rd from Lugogo to Kireka in order to make a bulk transfer and boost supply to areas of Kireka, Kamuli, Namugongo Rd and Bweyogerere. This work has been on-going. Commissioning is expected by end of Feb'09.
- Completion of the Mutungo-Namarve bulk transfer main and accompanying complementary works to improve supply to Seeta and Mukono. This work has been on-going. Commissioning is expected during Jan and Feb '09.
- Completion of the 3km DN200-150 Namasuba-Ndejje Reinforcement main together with the necessary inter-connections to improve supply to Namasuba-Ndejje axis. The line is currently under testing and commissioning.
- Completion of the 3.3 km DN200 Nalumunya-Bandwe-Mugongo reinforcement main to improve supply to the areas of Mugongo, Kinaawa, Kyengera, Bandwe etc. The works are on-going. Commissioning is expected by end of Feb'09.
- Strengthened coordination and well-streamlining of the internal water rationing programmes. Our dear customers this rationing is on the premise of ensuring some water for all rather than all water for some at least in the short-term.
- Rapid and intensive increment of the density of air release valves in the distribution network in order to mitigate the negative impact of air locks that develop during the rationing regimes.

The medium term initiatives include creation and/or increase of water supply subsystems given the hilly terrain of Kampala. This will entail construction of pumping stations, pumping mains, satellite storage tanks (capacities ranging from 600m³ to 2000m³) and reconfiguration of the sub-distribution systems on a number hills in Kampala. These will include the following: Lugoba Hill in Kawempe, Luby Hill in Bulange, Kanyanya Hill off Gayaza Rd, Kulambiro Hill from Ntinda-Kisaasi, Kalinabiri Hill, Kira hill at the Church, Bandwe Hill after Mutundwe, Konge Hill, Kamuli Hill in Naalya-Kireka, Kito Hill in Bweyogerere-Kirinya. We are currently finalizing funding negotiations for these medium term initiatives and expect to commence procurement by June'09 and implementation of works should commence in 2010. We trust that these initiatives will have a big impact in water supply improvement and will be backed by sustain-ably ensuring maximum production from the Gaba Complex with a potential production capacity of 210,000 - 220,000m³/day. The current capacity utilization of Gaba complex stands at 60-65%. There is thus room for producing more water once the medium term supply sub-system initiatives are underway.

We would like to thank you our dear Customers for speaking out (writing) because it is your regular customer feedback that gives us a continuous reminder of what our customers expect us to deliver. We also appreciate the many customers out there who have chosen not to speak out (write) yet they are also facing the challenges of the water supply shortages. To us your silence is in no way a sign of satisfaction but rather your invaluable patience and understanding of some of the challenges faced by NWSC in the service delivery.

The Customer is the Reason We Exist and NWSC is committed to ensuring reliable supply of good quality water in Kampala Water Supply Service Area. We will continue striving to meet the expectations of our esteemed Customers.

MANAGEMENT