





International
Water Association

AFRICA UTILITY LEADERS FORUM 27TH – 28TH JUNE, 2016

Kampala, Uganda

"Catalysing Collaboration to accelerate achievement of SDGs in Africa"

ACCELERATING SERVICE DELIVER TO INCREASE VALUE TO CITIZENS

NWSC Experience



Presented By: Dr. Eng Silver Mugisha
Managing Director - NWSC
27 June 2016, IREC Kampala

State of our service delivery





Share of citizens with access to service infrastructure
16 African countries (average) | 2014/2015

Utilities are faced with;

- **Unprecedented** infrastructure deficit/needs,
- **high demand** for better services
- **increasing** customer expectations

"Doing things as we have always done them won't be good enough. We must find new insights and develop new ways of working...."
Sir Gus O'Donnell



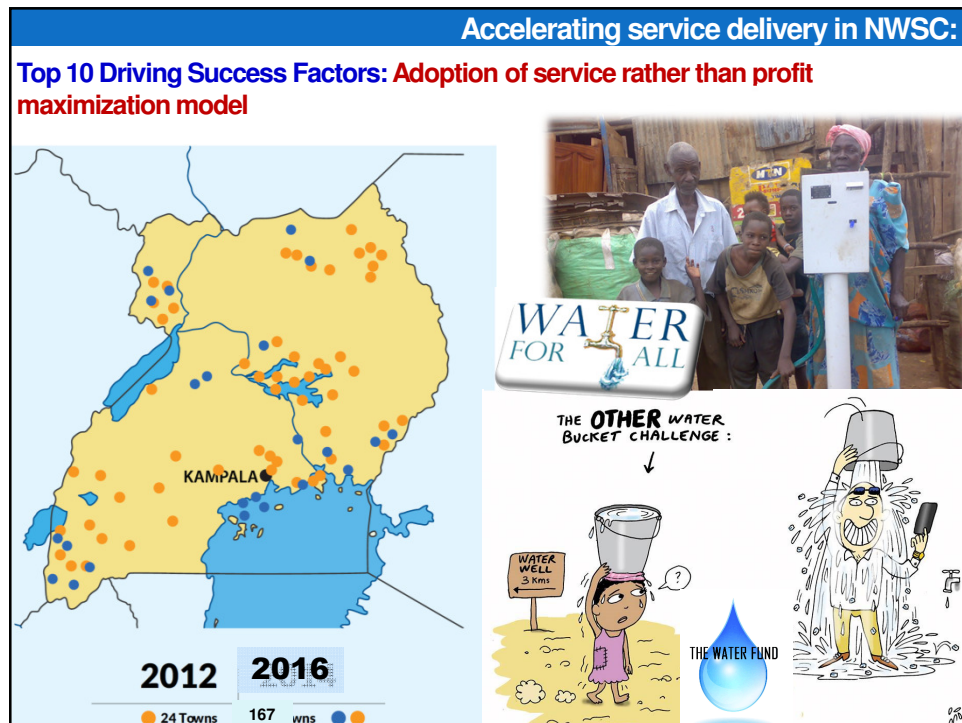
Accelerating service delivery in NWSC:			
Highlights of key achievements			
Performance Indicator	1998	2011	2016
Number of NWSC towns	12	24	167
Service Coverage	48%	75%	76 %
Total Connections	50,826	272,406	470,000
New Connections per year	3,317	25,633	34,000
Proportion Metered Accounts	65%	99.8%	99.8 %
Staff per 1000 Connections	36	6	6
Collection Efficiency	60%	98%	105%
NRW	60%	33%	28 %
Monthly Turnover (Billion UGX)	UGX 1.75 bn (\$1.3m)	UGX 11 bn (\$3.9m)	UGX 25.8 bn (\$ 7.8m)
Operating surplus/deficit (Before. Dep) (Billions UGX)	8.0 (-)	30 (+)	50 (+)

Accelerating service delivery in NWSC:

Top 10 Driving Success Factors: Participative formulation of Strategic Direction



NATIONAL WATER AND SEWERAGE CORPORATION
Five Year Strategic Direction
2013-2018



Accelerating service delivery in NWSC:

Top 10 Driving Success Factors: Orientation towards high calculated business risks, transcending budget straight jacket



Accelerating service delivery in NWSC:

Top 10 Driving Success Factors: Prioritizing development rather than consumption behavior







Accelerating service delivery in NWSC:
Top 10 Driving Success Factors: Strong focus on cost and operating efficiency

Conclusion



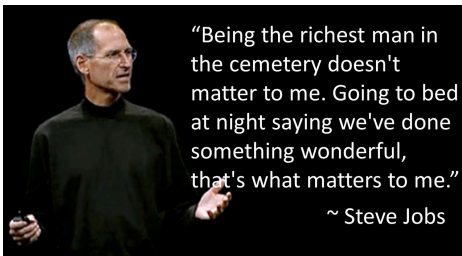
"SIGNIFICANT PROBLEMS WE FACE CANNOT BE SOLVED BY THE SAME LEVEL OF THINKING THAT CREATED THEM."

ALBERT EINSTEIN

NWSC policy direction is water for all for a delighted customer by a delighted workforce

Leaders must encourage their organizations to dance to forms of music yet to be heard.

Warren Bennis




15

The logo of the National Water Supply Corporation (NWSC) of Nigeria, featuring a shield with a sun, water, and a gear, surrounded by the text "NATIONAL WATER SUPPLY CORPORATION" and "NIGERIA".

**Thank you for
your attention**

A group of six people (three women and three men) in formal attire standing on a stage, holding a trophy together. A banner in the background reads "2014 WATER AWARDS".

A close-up of a smiling young girl with water on her face, part of an Airtel advertisement. Text on the left says "Pay your NWSC bills with airtel money and keep the water flowing". A red seal on the right says "Simple Secure Repeat".

A large, modern, multi-story building with a curved facade, illuminated at night. The building has several circular windows and is surrounded by palm trees and other vegetation.