



**NATIONAL WATER AND
SEWERAGE CORPORATION**



2016 CUSTOMER SERVICE CHARTER

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Word from the Managing Director



Dr. Eng. Silver Mugisha

To us in NWSC, *“The customer is the reason we exist”*.

As an organization that treasures excellence, we endeavor to ensure that all our customers are offered the highest quality service at all times.

We are committed to water for all, for delighted Customers by a delighted workforce. We shall deliver this through Infrastructure expansion, increased coverage, geographical expansion, innovative management, stakeholder engagement and continuous improvement.

At National Water and Sewerage Corporation (NWSC), our

mandate is to operate and provide water and sewerage services in areas under our jurisdiction on a sound, commercial and viable basis.

We are aware that offering quality reliable service is the best way in which we can deliver the above promise and our desire is to ensure that we delight our customers at all times.

This customer charter is a commitment on our part to deliver high quality service and create good relations with our customers and to promote awareness of the availability and quality of services offered by NWSC.

We have outlined the responsibilities that we have towards our customers, the obligations of our customers in assisting us to give them a quality service and spelt out how to seek remedy in case each of the two parties defaults on its obligations.

It is our expectation that you, our dear customers shall help us to serve you better and improve the way we serve you by giving us feedback and support as we work to make you our *Raving Fans*.

Purpose of the Charter

This Customer Service Charter sets out the commitments that we as National Water and Sewerage Corporation are making to our Customers and Stakeholders with regard to the quality of Service that they expect from us. We endeavor to ensure that our esteemed Customers have improved services, it's the reason we continuously enlighten them on the services we provide. This charter also spells out the standards of service delivery that our customers should expect from us and how to seek remedy where we fall short and also we commit to continuous improvement in pursuit of Customer satisfaction and achievement of excellence in our operations.

provide water and sewerage services in urban areas in Uganda under its mandate. The corporation is at the moment providing services in over 171 key towns across the country and is still growing.

Our Organisation

The National Water and Sewerage Corporation (NWSC) was established under Decree No. 34 of 1972. The Corporation was re-established by the NWSC Act (1995) with the primary aim of revising its objectives, powers and structure and to enable the Corporation to operate on a commercial and viable basis. This statute gave the Corporation a fresh mandate to



Our Vision

“To be the leading customer centred water utility in the world”.

Our Mission

“To sustainably and equitably provide cost effective quality water and sewerage services to the delight of all stakeholders while conserving the environment.”

Our Quality Policy

We are committed and shall endeavor to provide Quality Water and Sewerage Services to our esteemed customers in collaboration with other stakeholders in an efficient and cost effective manner, ensuring utmost customer delight and continuous service improvement in an environmentally friendly manner.



Call centre

Our Core Purpose

- Delighted customers
- Efficient work force
- Adequate network coverage
- Conservation of the environment
- Decentralization / Private sector involvement
- Contributing to national development
- Enhanced management autonomy
- Innovation

Catch Phrase

Water for all, for a delighted customer by a delighted work force

Our Core Values

- Professionalism
- Reliability
- Integrity
- Innovation
- Team work
- Excellence
- Result Oriented



New sewer network to improve sanitation and health in Kampala



Our Slogan

"The Customer is the reason we exist"

Our Major Stakeholders

- Our esteemed water consumers
- The general public
- Government of the Republic of Uganda
- Development partners
- The media

Our Commitments

- Treating all the Customers with Courtesy and respect.
- Ensuring Water quality that meets the World Standards.
- Upholding professionalism in servicing our Customers.
- Upholding good work ethics in a corruption free environment.
- Listening and responding to our customers appropriately.
- Dealing with all customer issues with efficiency, fairness and integrity.
- Provide customers with all the necessary possible information to solve their complaints.
- Be as reliable, honest, and friendly beyond what our customers would like us to be.

To each other as Employees, we:

- Treat each other as partners in the success of our business.
- Create forums to share information.
- Practice pro-active information sharing.



Young water president cleaning Kibuli area with Greenhill Primary school water and sanitation club members

- Continually empower and develop staff through training.
- Give feedback to employees about their work performance.
- Listen to opinions from employees for new ideas on how to improve our services.
- Value and appreciate the contribution of every staff to the service of our customers.
- Regard fellow staff as internal customers who must be treated with respect, courtesy and honesty.

Customer Obligations

To facilitate the provision of the services in a sustainable manner, we expect our customers to do the following;

- Pay for the Water and Sewerage bills on time.
- Facilitate access to meters for proper readings.
- Raise complaints promptly.
- Update NWSC with any changes of customer and property details promptly.
- Treat NWSC staff with courtesy and respect.
- Avail all the information requested by the corporation for the execution of service.

- Abide with the legal requirements and desist from illegal usage of water.
- Avoid collusions and compromises that would lead to defrauding the organization.
- Report to NWSC all matters that they deem to have negative impact on service provision and especially any illegal practices observed in the area.
- Customers are encouraged to bring forth new ideas to help the corporation understand and serve their needs in a better way.
- Report all incidences of corruption by our staff to the corporation.
- Report leaks and bursts and any Illegal connection witnessed.
- Rational use of water.
- Maintain service line after the meter.



Our Customer Service Standards

1. We aim at 24 hours water supply a day.
2. Inform customers at least three days in advance where planned supply disruption is impending.
3. Give a 12 hours' notice to customers where planned repairs for leaks and bursts are ongoing.
4. Ensure that any sewer overflows are addressed within 12 hours of reporting.
5. Ensure that all paid up new connection applications are effected within three days.
6. Ensure all meters are read and billed in a sequence not exceeding 30 days.
7. Ensure that every customer gets their bill/invoice not later than 5 days after billing.
8. Ensure that reconnections are effected within 6 hours of the customer meeting his/her obligation.
9. Resolve leaks on the service lines within 3 hours of detection.
10. Resolve all customer complaints of commercial nature within six hours and technical complaints within three hours of getting the complaint.
11. Customers' accounts are updated with in 24 hours of making payments.



Our customer help desk at Nakawa branch



Customer sensitization at Nakasero market



Call center

Our Services:

1. Water Services

We are committed to provide sufficient water and sewerage services to our customers at all times. We shall ensure that the water we provide meets all the regulatory standards and International standards (ISO), we adhere to and distribute it equitably.



Ongoing refurbishment works at Ggaba water works to add 50million litres of water



New DN700 Transmission line to add 50 million litres of water per day to Kampala service area

Extension of Water and Sewerage Services

It is our duty to serve the populations of the areas in which we operate with clean, reliable and safe water services. We make mains extensions of water services to areas established to have the necessary demand potential.

Water Distribution

We distribute water to all the areas where our pipe network is located. It is our duty to make sure that there is water running in our pipes at all times.

In cases where we are constrained and cannot satisfy the established demand, we publish water distribution schedules for all areas concerned and the residents are promptly informed.

Network Maintenance

We have a duty to ensure that our network is up and running at all times and this calls for regular network monitoring and repairs.

Where network maintenance works are planned, we inform the customers at least 3 days in advance.

Interruptions to water supply

Water supply may sometimes be interrupted to repair leaks and bursts. When this happens, we shall give a 12 hours' notice to all the affected areas.



New Gayaza-Kanyanya booster station to help stabilize supply along Gayaza road

2. Sewerage Services

Sewerage Treatment

We provide sewerage collection, treatment and disposal services in accordance with the required environmental standards. To this end, we shall ensure that

- Waste water collection is done in a professional manner from the customers' households that are connected to our sewerage network to the treatment works for treatment and disposal.
- Waste water treatment is carried out professionally to meet the set effluent standards.
- Conveyance of waste water is done with minimal risk of ingress into water systems or natural water courses.
- Any sewer overflows are addressed within 12 hours of reporting and necessary repairs carried out. A customer care toll free line has been availed and can be used by any one for reporting any over flows.

Service Connections

Where our services exist, we connect all applicants who meet our standard requirements. All paid up new connection applications shall be effected within 3 days and in circumstances where we are unable, we shall notify the customer with the reason and name a time when the work will be done.

3. New Connection Procedures

Description of Service	Requirements	Charges	Timelines
New Water Connection	<ol style="list-style-type: none"> 1. Proof of ownership of the property where the service is required. 2. Signature of the land lord if the applicant is a tenant or of a trustee if the applicant is a minor. 3. a pass port size photograph or a stamp on the forms in case of individual persons and corporate bodies respectively. 4. Obtain written permission from the local authority if the connection will involve excavating a road. 5. Obtain written permission from the owner if the connection pipes are to pass through another person's property. 6. Every new service connection attracts a fee which is in accordance with the existing tariff. 		7 days
Meter Reading & Billing	<ol style="list-style-type: none"> 1. We read all meters after every 30 days. 2. Where this is not possible, a reasonable estimate using the previous consumption of the last three consecutive correct readings. 3. Where bills are estimated, the accounts are automatically corrected upon receipt of actual readings in subsequent months. 		30 days



New transmission network to improve supply in Arua town



Billing Cycle	<ol style="list-style-type: none"> 1. We maintain a consistent billing cycle for all customers. 2. In Areas where on spot billing exists, bills are produced instantly upon capturing the meter readings. 	30 days
Bill distribution	<ol style="list-style-type: none"> 1. Where we have on spot billing, bills are issued instantly after reading the meter. 2. We distribute water bills to our customer's premises not more than five days after billing, where applicable. 3. Every customer is obliged to request our office for their bill should they not receive it by the 5th of the month. 	<p>Instantly</p> <p>Within 5 days</p>

4. Customer Services

We are committed to ensuring that our customers are satisfied at all times with the services that are rendered to them, ensuring that all our staff are presentable, easily identifiable, informed, knowledgeable and well trained to help in the satisfactory handling of our customer queries. We also conduct quarterly customer surveys and stakeholder workshops to assess customer needs and ensure continued improvement in the level of service our customers experience when using our services.

Bill Payments

We continue to provide as many payment options as possible to make it convenient and comfortable for our customers to pay for the services they receive from us. Such currently include;

- E-payments in partnering banks
- Electronic funds transfer
- Mobile banking
- Mobile money payments
- Direct Debit

We continue to innovate in this area with the objective of coming up with ultra convenient bill payment options for our customers.

Disconnection

It is not in our interest to disconnect any of our customers. We however do this upon the customer's request in case they will not be around for some time and where customers fail to pay for our services 15 days after the billing date.

Disconnections for non payment are preceded with a disconnection notice seven days before the disconnection is effected.

Reconnection

A customer that has been disconnected for non-payment will be reconnected upon clearing his/her outstanding balance to zero plus a standing reconnection fee at the time.



Water theft

Customers disconnected due to illegal use are connected legally after they have paid the appropriate penalty and upon successfully meeting the requirements.

Accounts disconnected on the customer's request are reconnected upon the account holder's request and after paying the reconnection fee.

In all the above cases, we effect the reconnection within six hours of the customer meeting the requirements.

Network Maintenance

We carry out a daily monitoring of our distribution network and deal with all identified leaks with-in 3 hours of detection.

Our Call Centre and Premium Centres

NWSC has a fully operational, modern and efficient call centre with toll free numbers 0800200977, 0800300977 which makes it possible for our customers to call in and interact 24/7 with our staff at no cost. It is an effective media that enables us receive and respond to customer inquiries, requests and complaints. We also offer full time support on our social Media pages please follow us on our social media channels, twitter handle@nwscug, Facebook address: <http://www.facebook.com/waterug>. Website: nwsc.co.ug, and download the National Water App in the google play store.

Customer Complaints Reporting & Resolution Management

We normally respond to all complaints put forward by our customers in a timely and in a satisfactory way. Customers can reach us through our toll free telephone lines as mentioned above, 24 hours every day, visit our website, www.nwsc.co.ug or visit our customer care desks at any of our offices during working hours. Where a customer is not satisfied with the complaints resolution at our area offices, they can seek further attention from the Commercial Division at our Head office on Plot 39 Jinja road, Kampala. We respond to all complaints of commercial nature brought to us within 6 hours and complaints of technical nature within three (03) hours of reporting. Each Customer has a relationship Officer assigned and their contacts are reflected on your bill, please get in touch with your relationship officers for faster complaint resolution.

Environmental Safety Initiatives

- We have joined our customers and other stakeholders in initiating and implementing activities aimed at improving the environment like planting trees in Entebbe.
- We ensure a safe working environment where customers enjoy interacting with staff.
- We also ensure that our activities do not interfere with the integrity of the surrounding areas.

Service Provision to the Urban Poor

NWSC recognizes the Service Provision Challenges in the informal, unplanned, settlements of our towns and the low levels of basic public services such as water and sanitation. In our bid to help in the realization of the Sustainable Development Goals (SDGs), we have committed ourselves to

- Increasing access to clean and safe piped water by expanding the network infrastructure coverage in the urban poor areas,
- Deliberately instituting lower tariffs to the urban poor communities to enable affordability to clean and safe piped water, and
- Improving on the hygienic and health conditions of the urban poor communities through sensitization of the urban poor communities.

5. Debt Recovery-Defaulting Customers, Water theft and Illegal Use, defaulting Customers

We appreciate all our customers and acknowledge the honour they have given us to serve them. Because of this, we try as much possible not to be in a position of conflict with them. In circumstances where a customer does not pay for our services, we courteously try all possible ways to recover our dues

from them for a period of up to 30 days. When we fail, such a customer then becomes a defaulter and we may disconnect our services. NWSC is free to hand over such a customer to our debt collectors for possible legal action and this attracts a 10% surcharge on the outstanding bill and possible attachment of property to recover our payment as the law permits.

Water Theft

Illegal connection to our network is a criminal offence and the offender will be punished under the Water Act; Cap 152 Laws of Uganda, Section 6-8.

Illegal use or theft of water services will attract a fine as per the prevailing NWSC tariff or a six (6) year term in prison or both to the culprit.

Tips on Water Usage

Water conservation starts at home, where our daily use of showerheads, bathrooms, washing machines, dishwashers and toilets among others all add up to significant amounts of water. Fortunately, you can dramatically reduce your water usage and hence your water bill through helpful tips that you can use in your



Water theft

home. These include;

- Replace less efficient toilets with new high efficient model toilets (HETs) that use less water to generate the same or even higher power than the standard toilets.
- Install water-conserving shower heads that use less amounts of water than the ordinary showerheads but still do the same job perfectly well.
- Fix all water leakages on the installation in your home to avoid wastage of significant amounts of water.
- Use the appropriate water level and load size on the washing machine when doing laundry. Consider using a front-load washing machine.
- Make sure the dish washer is fully loaded to maximize the dishes cleaned in a cycle.
- Ensure the quality of water is sustained once the supply is drawn into your homestead storage facilities by maintaining your storage tanks by ensuring that they are covered and cleaned regularly.
- Maintain service lines after the meter to avoid water loss through leakage
- Practice rational use of water in order to preserve and optimize the available water.
- Periodically clean your water overhead tank to maintain clean water.
- Use a broom rather than a hose to clean off drive ways, steps, and side walks.
- Water your garden during the coolest part of the day, generally in the morning hours, and avoid watering on windy days.

- Turn off water while brushing your teeth or shaving to keep excess water from going down the drain.
- Landscape with low-water plants to significantly reduce water usage.
- Use left over water for house plants instead of pouring out a half empty glass of drinking water.



Our NWSC Network

KAMPALA BRANCHES

CITY CENTER BRANCH

Plot 18/20, 6th Street Industrial Area
PO Box 70255, Kampala
Tel: 0752-919001/0313-315601/2/5

MUKONO BRANCH

Jinja Road
Tel: 0313-315696

NATEETE BRANCH

Plot 615 Gamba Plaza, Nalukolongo
Tel: 0313-315680/682

BUNGA BRANCH

Plot 947 GABA Road-Bunga
Tel: 0313-315538

KYALIWAJJALA BRANCH

Along Kira Road
Tel: 0313-315594

NAKAWA BRANCH

Tel: 0313-315656

NAKULABYE BRANCH

2nd floor Mamu Supermarket
Tel: 0414-315670/1

NDEJJE BRANCH

Opposite Rainbow Junior school
Tel: 0752-919248/0717-315434

MASANAFU BRANCH

Opposite Cleanex Petrol Station.
Tel: 0752-919354/0717-316635

SEETA BRANCH

Near Kalahari Bar and Restaurant.
Tel: 0313-315559

SALAAMA BRANCH

Salaama Road
Tel: 0313-315567

WAKISO BRANCH

Kirumira Road
Tel: 0752-919301/0715114465

URBAN PRO-POOR BRANCH

Kisenyi, 0414-315693

NANSANA BRANCH

Hoima Road
Tel: 0414-315690/2

KANSANGA (NSAMBYA) BRANCH

GABA road- Kabalagala
Tel: 0414-315610/1/2

KIREKA BRANCH

Wabyona Plaza ground floor.
Tel: 0313-315669

KASANGATI BRANCH

Gayaza road Kasangati trading center
Tel: 0414-315518

NTINDA BRANCH

Kigobe Rd-Bangkok Road Junction.
Tel: 0414-315650/2

MATUGGA BRANCH

Bombo - Gulu highway
Tel: 0414-315584

KYENGERA BRANCH

Kyengera Masaka highway
Tel: 0313-315583

KANYANYA BRANCH

Block 207, Plot 2549
Tel: 0313-315657

NAJJANANKUMBI

Entebbe road Plot No 668
Tel: 0414-315630/1

BULENGA BRANCH

Bulenga Trading Centre
Tel: 0752-919290/0717-316589

BWAISE BRANCH

Bombo road,
Tel: 0414-315640/2/6

LUZIRA BRANCH
Near UMEME Office
Tel: 0414-315660/2

KAKIRI BRANCH
Tel: 0752-919218/0717-314144

JINJA AREA BRANCHES
JINJA AREA
Plot 7 Bell Avenue Jinja
Tel: 043-121150/122052

JINJA TOWN CENTER
Plot 7 bell avenue Jinja
PO Box: 301, Jinja
0751-127013

NJERU BRANCH
Mbiko town
Tel: 0751-124958

BUGEMBE BRANCH
Opposite Bugembe stadium
Tel: 0751-123311/0717-316771

BUWENGE BRANCH
Tel: 0751-122673

NAMULESA BRANCH
Tel: 0751-124757

BOMBO OFFICE
Tel: 0751-130217/0717-316886

ENTEBBE AREA BRANCHES

ENTEBBE TOWN CENTRE
Plot 19/20 Kampala road
P.O.Box 79, Entebbe
Tel: 0414-321692/320706

KAWUKU BRANCH
Tel: 0751-121346/0717-315065

KAJJANSI BRANCH
Tel: 0414-200351/0751-122036

ABAITA BRANCH
Tel: 0751-114927/0717-315744

KASESE AREA
Plot 1 Rukidi Street
PO Box 356, Kasese
Tel: 0392-548282

IGANGA AREA
PO Box 94, Iganga Town
Tel: 0434-120531/120285

ARUA AREA
Plot 14 Avenue Road, Arua Town
PO Box 980, Arua
Tel: 0392-701672

FORT-POTAL AREA
PO Box 805, Fort Portal
Tel: 0483-427793, 0392-548331

TORORO AREA
Plot 44/48 Uhuru Drive
PO Box 889, Tororo
Tel: 0454-661-180, 0454-445

MALABA BRANCH
Chegereni Road
Tel: 0751-119656/0717-316308

NAGONGERA BRANCH
Tel: 0703-039357/0751-123849

BWEYALE / KIRYADONGO AREA
PO.Box 92, Bweyale
Tel: 0751-117740

LUWERO AREA
Plot 2 Kiwoko road
PO.Box 6, Luwero
Tel: 0717 315332/0751-117970

WOBULENZI BRANCH
Plot 4 street, Sikanusu road
Tel: 0717-315275/0751-130208

MUBENDE AREA
Kiwalabye road
PO.Box 348, Mubende
Tel: 0464-44986, 0751-128839

LIRA AREA
Plot 10-12 Maruzi road,
PO Box: 243, Lira
Tel: 0392-176082/0751-115861

NEBBI AREA
Plot 3 Omaki Road
P.O Box 282, Nebbi
Tel: 0751-120957/0717-315681

SOROTI AREA
Plot 4 Engwau Rd
P.O Box 377, Soroti
Tel: 0454-461968/61306

MASINDI AREA
Plot 29/31, Masindi Port Road.
P.O Box 545, Tel: 0465-20607

LUGAZI AREA
Plot 44 Mubarak Saidi Road,
P.O. Box: 296, Lugazi
Tel: 0751-113798/0414-692226

MITYANA AREA
P.O Box 458, Mityana
Tel: 0751-128518/0717-316621

MBALE AREA
Plot 1 Works Road
P.O Box 2548, Mbale
Tel: 0454 433742

NKOMA BRANCH
Tel: 0751-111550/0717-315508

BUGEMA BRANCH
Tel: 0751-111665

GULU AREA
Plot 25, Gulu Avenue
Po.Box:167, Gulu
Tel: 0471-432381/0751-128555

HOIMA AREA
Plot 12, Kampala Road.
P.O Box 275, Hoima
Tel: 0465-40686

MASAKA AREA
Plot 29/31 Victoria Road
P.O Box 56, Masaka
Tel: 0481 420561

BUSHENYI AREA
Plot 3 Tank Hill, Bushenyi Municipality
P.O Box 339, Bushenyi
Tel: 0485-42339

APAC / ADUKU AREA
Po.Box:112, Apac Akokoro Rd
Tel: 0392-000291 Apac office
Tel: 0392-000876 Aduku office
Tel: 0392-001050 Ibuje office

MBARARA AREA
Plot 3 Galt road
P.O.Box 1371, Mbarara
Tel: 0485-421547

MBARARA TOWN CENTRE
Tel: 0751-124758/0717-315425

BIHARWE BRANCH
Tel: 0751-122758/0717-316490

KABEREHERE BRANCH
Tel: 0752-916538/0717-316688

RUBINDI BRANCH
Tel: 0751-117473

KINONI BRANCH
Tel: 0751-110717

KABALE AREA
P.O Box 627, Kabale
Tel: 0486-3153380/381

KITGUM AREA
P.O Box 212, Kitgum
Tel: 0752-119522

KISORO AREA
P.O Box 273, Kisoro
Tel 0717-315445

PAIDHA BRANCH
Nebbi Road, Paidha Town
P.O Box: 80, Paidha
Tel: 0751-120959

RUKUNGIRI AREA
P.O Box 29, Rukungiri
Tel: 0751-117079

KABWOHE /ITENDERO BRANCH
P.O. Box 15, Kabwohe-Sheema
Tel: 0752-919266/0717-316551

KANUNGU AREA
P.O Box 26, Kanungu
Tel: 0751-120660/0717-314113

KALISIZO BRANCH
Opposite Kalisizo Town Council
P.O Box 56, Masaka
Tel: 0752-916902/0717-314160

KALIRO BRANCH
Plot 1 Kadama Road
P.O Box 94 Iganga
Tel: 0751-115630/0751-115598

IBANDA AREA
P.O Box 307, Ibanda
Tel: 0751-122784

LYANTONDE AREA
Plot 47 Block 78 Kabula
P.O Box 33, Lyantonde
Tel: 0751-124785/0717-314174

KAMWENGE AREA
P.O Box 1546, Kamwenge
Tel: 0752-919216

KIGUMBA AREA
Mpumwe Road
Po. Box: 132 Kigumba
Tel: 0751-114837/0717-315954

MAYUGE BRANCH
Kaguta Road
Po. Box: 94 Iganga Town
Tel: 0751-115654/0717-316856

KALUNGU BRANCH
Kalungu Road
Po. Box: 56, Masaka
Tel: 0751-119156

MOROTO AREA
Plot 33, Circular Road
P.O Box 49, Moroto
Tel: 0751-111856/0717-315842

BUGIRI BRANCH
Plot 10 Acacia Road
P.O Box 94, Iganga
Tel: 0751-125137/0717-316956

ADJUMANI AREA
P.O Box 3, Adjumani
Tel: 0751-1114851

KYOTERA AREA
P.O Box: 56, Masaka
Tel: 0757-099819/0751-110421

NTUNGAMO AREA
P.O Box 384 Ntungamo
Tel: 0751-120027/0717-315616

SIRONKO BRANCH
Mariam Road
P.O Box 2548, Mbale
Tel: 0392-177740

BUDADIRI BRANCH
P.O Box 2548, Mbale
Tel: 0751-121010/0717-315143

BUSIA BRANCH
P.O Box 264, Busia
Tel: 0752-916522/0717-316951

KACHUMBALA BRANCH
Po. Box: 2548, Mbale
Tel: 0752-919182

BUKEDEA BRANCH
P.O Box 2548, Mbale
Tel: 0751-114635

MANAFWA AREA
P.O Box 889, Tororo

KITAGATA BRANCH
P.O Box 339, Bushenyi
Tel: 0751-120372

KYABUGIMBI BRANCH
P.O Box 339, Bushenyi
Tel: 0751-127227

MITOOMA BRANCH
P.O Box 339, Bushenyi
Tel: 0751-126961

KASHENSHERO BRANCH
P.O Box 339, Bushenyi
Tel: 0751-126863

RUBIRIZI BRANCH
P.O Box 339, Bushenyi
Tel: 0751-113979/0772-658123

KABIRA BRANCH
P.O Box 339, Bushenyi
Tel: 0751-126929

BUGONGI BRANCH
P.O Box 339, Bushenyi
Tel: 0751-127121

KITWE BRANCH
P.O Box 70, Ruhaama-Ntungamo
Tel: 0751-118978/0717-316607

KIKAGATE BRANCH
P.O Box 70, Ruhaama-Ntungamo
Tel: 0751-118978

RUBAARE BRANCH
P.O. Box 384, Ntungamo
Tel: 0751-116676/0717-315398

RUHAAMA BRANCH
P.O. Box 70, Ruhaama-Ntungamo
Tel: 0751-127674/0717-315940

SSANJE BRANCH
P.O. Box 56, Masaka
Tel: 0751-110421

MUTUKULA BRANCH
P.O. Box 56, Masaka
Tel: 0751-110421

KAKUUTO BRANCH
P.O. Box 56, Masaka
Tel: 0751-110421

BUWAMA/KAYABWE
Tel: 0751-110746

MPIGI AREA
Tel: 0751-127562

RAKAI BRANCH
P.O. Box 56, Masaka
Tel: 0751-110421

ZIROBWE BRANCH
Tel: 0751-128038

KAMULI AREA
P.O. Box: 215, Kamuli
Tel: 0751-117132/0714-019303

LUKAYA BRANCH
P.O. Box 56, Masaka
Tel: 0752-919435

MPUGWE BRANCH
P.O. Box 56, Masaka
Tel: 0751-119567

SEMUTO BRANCH
Tel: 0751-114446

KIBITO BRANCH
Tel: 0751-127282

MUHANGA BRANCH
Tel: 0751-120762

HIMA BRANCH
Tel: 0751-114807

RUSHERE AREA
Tel: 0751-122590

MPONDWE AREA
Tel: 0752-919472

IBUJE BRANCH OFFICE
AKOKORO Rd, next to the Sub county
Head quarters
P.O. Box 112, Apac
Tel: 0751-118856/0392-001050

AMURIA BRANCH
Tel: 0392-001050/0751-118856

KAPCHORWA AREA
Tel: 0752-916543/0715-989252

PAKWACH BRANCH
P.O. Box 15 Pakwach
JOBI Road
Tel: 0751-128454

RWASHAMAIKRE-KAGARAMA
Tel: 0751-115989

KANGOLE/MATANY BRANCH
Tel: 0752-916912/0717-314068

PACHWACH BRANCH
Tel: 0751-128454

BUKAKATA BRANCH
Tel: 0752-919671/0717-314114

KIGANDA BRANCH
Tel: 0752-919219/0717-316598

SEMBABULE BRANCH
Tel: 0751-111791

KABERAMAIDO BRANCH
Tel: 0751-115795

TORORO GRAVITY SCHEME
Tel: 0717-316319/0751-120658

KIRUHURA BRANCH
Tel: 0703-904483

KAZO BRANCH
Tel: 0703-904483

NAKASEKE BRANCH
Tel: 0751-120392/0717-315866



Water Baraza



Pro-poor initiatives



Director Commercial & Customer Services witnessing the signing of a memorandum of understanding with Payway services Uganda 2



Sewerage Services



Contact us

HEAD OFFICE

Plot 39, Jinja Road, P.O. Box 7053,
Kampala, Uganda.

Tel: +256-41 431 5100 / 31 2260

info@nwsc.co.ug twitter:@nwscug

<https://facebook.com/waterug>

Website: www.nwsc.co.ug

