



Social Media Team hands over Customer Care Award to MD.

10th March 2015

The MD and part of his team, the Director Finance (L) and the Corporation secretary (2nd R) on the 9th of March officially received the customer care award won by the NWSC social media team. He (the MD) applauded the tireless efforts of the Social Media team and urged them to always keep in mind that "we believe in water for all by a delighted work force for a delighted customer". He also stressed that the award was for the entire corporation, explaining that if a complaint got raised on social media but wasn't handled on the ground, the customers wouldn't have voted for us.



NWSC addresses Water Quality live on Bukedde FM.

Following the recent cholera and typhoid outbreak, Kampala Water General Manager, Eng. Andrew Sekayizzi and Senior Manager Water Quality, Irene Mugabi were live on Bukedde 100.5 FM to sensitise the public about NWSC's water standards. Joined by Dr. David Sseruka, the trio explained that NWSC water meets WHO and national standards of safe drinking water. Irene also advised people to clean their tanks as that is a source of contamination



GM Kampala Water, Andrew Sekayizzi, Senior Manager Water Quality Irene Mugabi at Bukedde FM

NWSC Installs Taps At Kampala Taxi Parks

As a corporation which views itself as part of the communities in which it operates, NWSC staff were out on the 9th of March installing taps in the Old and New Taxi Parks to guard against typhoid and other waterborne diseases. Both parks received 2 taps each.



Far Left; NWSC Network team installs a PSP.
Left; a lady draws clean water from one of the newly installed taps

Area Watch/ISDP updates

Mbarara

Following the recently laid 15KM DN150/100 distribution mains from Nsinkyé tank to Nyarubungo, the area has had to upgrade its tank from 90m³ to 250m³ and also raise it from 6m to 12m. Provisional measures have been instated as the works continue.



Above; the new tank.
Right; field staff laying pipes

Masaka



With planned mains extensions for the area of Kaswa/Senya, the Masaka team held a sensitization workshop which was attended by over 500 people. During the sensitization, residents raised concerns about pipe delivery delay. These and more issues were addressed by the NWSC team.



Social Media Praise, Rants, Comments and More



JoshCrodner @JoshCrodner · 3h3 hours ago

@nwscug @NWSCMD @qataharraymond: I trust your service. I know you will deliver on time



Kyetume Kasanga @dkkasanga10 · 3h3 hours ago

@nwscug @NWSCMD @KCCAUG @KCCAED Kudos

@nwscug 4 initiatives at taxi parks. Need 2 institute water source committees 2 maintain d facilities.



Eve Mashoo @Emashoo · 2h2 hours ago

Hello @nwscug , you need to check out a pipe leakage somewhere in Namugongo (Janda Zone), just before Jenik Pharmacy.

WALOPU

Water Loss Protection Unit

As water theft continues to be a major concern, NWSC's Water Loss Protection Unit continues to push for the complete halt of this vice. As such, the WALOPU team is out every day, searching for those using water illegally.



Water theft is not a preserve of the poor, in fact, most water thieves tend to be the rich. These apartment blocks in Bunga were all constructed using illegal water. The culprit was named, shamed and fined.



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- Jill Mugasa
- Hans Ruyonga