



NWSC Wins Best Customer Care Award-SMA 2015

9th March 2015

NWSC scooped the Award for Best Customer care at the 2015 Social Media Awards held on the 7th of March 2015 at the Golf Course Hotel. NWSC beat Airtel, Centenary Bank among other major brands. This award is an endorsement by our clients and NWSC will continue to strive for customer delight.



NWSC PRO, Samuel Apedel gives the acceptance speech at the awards as the Social Media team looks on.

Bugiri Water supply gets boost

In a bid to improve water supply in Bugiri, the NWSC team recently repaired and installed a borehole in Kironko. The borehole had been out of use for over 2 years.

Right: The Bugiri field team at work



NWSC joins Rest of World To Celebrate Women's Day

NWSC staff on the 8th of March were in Kabale for the national celebrations of Women's day. The event was graced by H.E President Museveni, NWSC's Vice Board Chair Mrs. Ruth Asiimwe Kanyaraju, Board Member Ms. Ziria Aliza Ndifuna, Director Finance, Sylvia Tumuhairwe, Manager Corporate Communications, Sarah Namuwenge and other staff from NWSC. Other NWSC areas also held their individual celebrations, paying homage to women and their contribution to society.



Above: NWSC staff take part in the march during the National Women's day celebrations. **Right:** Women perform traditional dance during Pader Women's Day celebrations. The event was held in Puranga Sub County and was graced by the CAO, RDC, Chairman LCV among others.



Area Watch/ISDP updates

Lira

NWSC Lira outreach campaign on Sunday 8th March camped at Uganda Martyrs Church main cathedral. While there, they attended two services and sensitized the congregation on timely bill clearance, illegal consumption and the voice of the customer as a strong pillar or improved service



Tororo



Following receding levels of river Malaba, the NWSC Tororo team completed damming of the river on the 8th of March. This timely intervention will mitigate any potential supply disruptions and ensure customers are happy, in line with NWSC's commitment.

Kasese



In Kasese, a team from NWSC paid a visit to Christians at Uganda Martyrs Church Nyakasanga. After praying with them, the worshipers were attended to at NWSC help desks set up outside the church where their queries were addressed by staff. **Left;** Worshipers consulting NWSC staff outside the church.



Social Media Praise, Rants, Comments and More



#Fast#Prayer#Charity @MassLeona · 1h 1 hour ago

None else but @nwscug would have won the 2015 Best Customer Care award at the @SMAwardsUG. Well done the entire team.



#React2015

#Kisumu @PaulAtwine · Mar 8

@NWSCMD @nwscug glad you won Best Customer Care #SMA15 & your dedication encourages us to pay our water bills early so operations run smooth

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 illegally using water.



Busted: This brick making site in Bweyogerere was using illegal water. **Below;** the water thieves are await justice.



STOP WATER THEFT

Help stop water theft.
Call 0800100977, 0800 200 977, 0800300977
to anonymously report illegal connections.

www.nwsc.co.ug [watang](#) [waterug](#) [enancing](#) [watang](#)

Editorial team:

- Brian Abong
- Sheila Nabafu
- Jill Mugasa
- Hans Ruyonga