



NWSC DAILY

KW Performance Evaluation

18th April 2015

Weekend
Edition

Kampala Water (KW) on the 17th of April 2015 held its Performance evaluation at the International Resource Centre (IREC) Bugolobi. The evaluation had many dimensions including a Q&A Session, a speech from a motivational speaker and an award ceremony. Nairobi City Water, who were at IREC on an ongoing benchmarking visit, honored their invitation and were present at the evaluation at which they participated in handing out awards to outstanding staff from several KW branches. Also present at the evaluation were the KW General Manager (GM), Andrew Sekayizzi, Senior Manager Commercial and Customer Care (SMCC), Richard Muhangi, The Managing Director Dr. Eng. Silver Mugisha and NWSC staff from the branches. Awards to be scooped included Best performer Marketing assistants, debt age and the highest award, the highflier award. Speaking to members of staff present, the MD echoed previous speaker's sentiments on water theft. He also spoke on elimination of dry zones, insisting that the coming quarter would target eliminating them, sighting projects like Namasuba and Kanyana. See Pictures

Best Performers



Water Production Manager, Andrew Muhwezi receives the High Flier award from the MD



Left; Winners debtage Bulenga and Luzira.
Right; Best performers Marketing Assistants



(L) Nairobi City Water Members during the Evaluation. (R) Delegates listen attentively at IREC.

Top; Urban Poor receives prize for improvement from the GM

Bottom; Bulenga Branch's Margaret Sanyu receives a trophy for overall highest improvement



Jinja, Iganga Areas hold Customer Engagement framework Workshop

Jinja and Iganga areas held a 2day customer engagement framework workshop at Jinja Nile resort Hotel. The workshop came on the heels of a just concluded Customer satisfaction survey done by Uganda Coalition for Sustainable Development (UCSD) carried out during the period of January-April 2015 and funded under the PREPARED project. The workshop objectives were to present highlights of NWSC in Jinja and Iganga, present and discuss baseline customer satisfaction survey results, share customer/stakeholder engagement framework, analyse a set of 7 initial strategic theme and develop an 8month plan for piloting by the end of the workshop. Present were the regional Manager Central, Edmond Okaranon, The Deputy MD technical, Johnson Amayo, The vice Board chairperson, Ruth Kanyaruii, GM Jinia Nicholas Mwebaze



ABOVE; Vice Board Chair delivers an address. BOTTOM Left; a customer makes a contribution during one of the interactive sessions. BOTTOM Right, delegates listen on the final day on how the 8month milestones will be discussed and reached.



MD Joins Mbarara in Launching 1 Billion Sprint



In a bid to Crack down illegal water use and water theft in Mbarara Town, The area launched 1 Billion Sprint & Fight against illegal water use campaign in Mbarara town. The colourful event was graced by Min of State for Water Hon Kibule Ronald, NWSC Board Chairman Dr. Eng. Christopher Ebal, Managing Director Dr.Eng Silver Mugisha, Mbarara town Mayor, Woman M.P Hon Emmaboona, Area M.P Hon Bitekyerezo, LC5 Chairman, and Ibanda LC5 Chairman among many other area leaders. During the launch, a couple of projects were commissioned including the 18km Booma - Biharwe line, water taps in Bunutsya and Rwobuyenje villages and many others projects. The leaders commended NWSC for the excellent service models in line with our 5 year strategic direction. We believe in water for all Ugandans by 2018.

School Water Club & Sanitation (SWAS) Patrons meet to forge road map



With NWSC's SWAS clubs gaining ground in many schools, patrons from member schools were invited to a meeting at IREC on the 17th of April to discuss a roadmap. The meeting chaired by Director finance and Accounts, Sylvia Tumuhairwe was also attended by Manager corporate Communications, PRO Cathy Ilemukorit, regional manager Western & South Western, Prof Mahmood Lutaaya and members of WALOP. WACOCO and Social Media teams focused on 3 major topics. The annual convention, the SWAS anthem and the SWAS newsletter. It was a lively occasion with questions and suggestions from patrons. Various key proposals and resolutions were made and await implementation. Over 60 patrons were in attendance.

Area Watch/ISDP updates

Jinja



NWSC Jinja has received a boost from Kakira Town Council. This was after a meeting between the GM Jinja, BM, TS and town clerk in which she offered free and to put a tank reservoir to serve the community

Fort Portal



Fort Portal team visited Bukwali Mosque for Juma prayers and sensitization of customers.

Nakasero



A team from the Water Quality team has carried out water quality tests at the Gunhill tanks in Nakasero

Wakiso



The water production maintenance team carried out repairs on the Kasengeje borehole

Bushenyi

Greater Bushenyi team on ground booting pressure to administration areas in Bushenyi town. Among the beneficiaries was the President's lodge.



Social Media Praise, Rants, Comments and More



Umeme Limited @UmemeLtd · 6h6 hours ago

This is to inform our customers that GABA substation is scheduled for a shutdown tomorrow, Sunday 19th April... fb.me/7fK1sSAjo



Ateker Charles

Odeke @ateker2003 · 6h6 hours ago
@DorcusLama @nwscug Dear

Dorcus please call provide us with your Customer Reference No. or better still call me on 0752919301 for directions

NWSC retweeted



Semakula

Emmanuel @sema_nare · 7h7 hours ago

Top story: @nwscug: 'Our night teams nabbed this washing bay at 3am stealing w... , see more

tweetedtimes.com/v/4287?s=tnp



NWSCTORORO @NWSCTORORO · Apr 17

Water sh'd be flowing normally again on Nagongera

Rd,Rubongi,Kidera&Pajwenda.Your patience is greatly appreciated

WATER THEFT

Eliminating the Vice

As water theft continues to be a major concern, NWSC continues to push for the complete halt of this vice through its various programs like RESAIL in Entebbe, SNARP in Jinja, WALOPU in Kampala and SCAN 100 in Tororo

The Jinja Area's SNARP program netted a prominent citizen of Jinja with a meter bypass. The illegal water was being used to supply his construction site on which a storied building was rising illegally.



Entebbe's RESAIL team ended the 16th of April having netted 4 cases of illegal water use. The first was in Seguku where the culprit was tapping unmetered water to construct a house from one of our half inch pipes. Cases two and three were in Katale where one had removed a globe valve so as to access water and the other had removed couplings after being disconnected. In Bewbajja the team netted their final culprit who had removed the meter and were drawing water despite being off supply

Again in eastern Uganda, Tororo's scan 100 team has subjected 9 accounts to plumbing audits. 4 were wooed back, 4 effective disconnections. One account was found to be drawing water illegally and the man found at the home ran for his dear life.



NATIONAL WATER AND
SEWERAGE CORPORATION



STOP WATER THEFT

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

Fun and Leisure

Jokes

Job Interview

Reaching the end of a job interview, the Human Resources Officer asks a young engineer fresh out of the Massachusetts Institute of Technology, "And what starting salary are you looking for?" The engineer replies, "In the region of \$125,000 a year, depending on the benefits package." The interviewer inquires, "Well, what would you say to a package of five weeks' vacation, 14 paid holidays, full medical and dental, company matching retirement fund to 50% of salary, and a company car leased every two years, say, a red Corvette?" The engineer sits up straight and says, "Wow! Are you kidding?" The interviewer replies, "Yeah, but you started it."

Day Off

Two factory workers are talking. The woman says, "I can make the boss give me the day off." The man replies, "And how would you do that?" The woman says, "Just wait and see." She then hangs upside down from the ceiling. The boss comes in and says, "What are you doing?" The woman replies, "I'm a light bulb." The boss then says, "You've been working so much that you've gone crazy. I think you need to take the day off." The man starts to follow her and the boss says, "Where are you going?" The man says, "I'm going home, too. I can't work in the dark."

Q: You went to visit a doctor and he/she gave you 5 pills. He/she asked you take 1 pill every 30 minutes. Now how many hours will it take you to consume all the pills?

A: 2 hours. You took the first pill as soon as the doctor gave them to you.

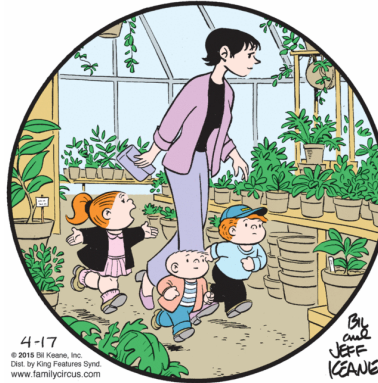
Q: How close of a relative would the sister-in-law of your dad's only brother be to you?

A: Your mom

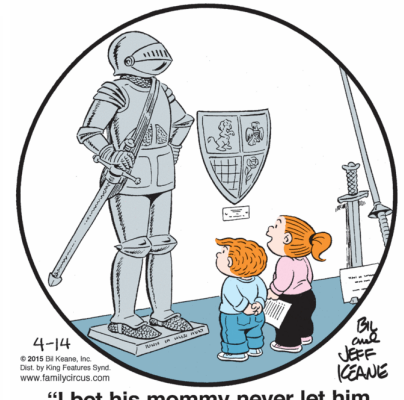
Q: Larry's father has five sons named Ten, Twenty, Thirty, Forty...Guess what would be the name of the fifth?

A: Fifty? Well no! It's Larry! (Larry is the fifth son)

FAMILY CIRCUS

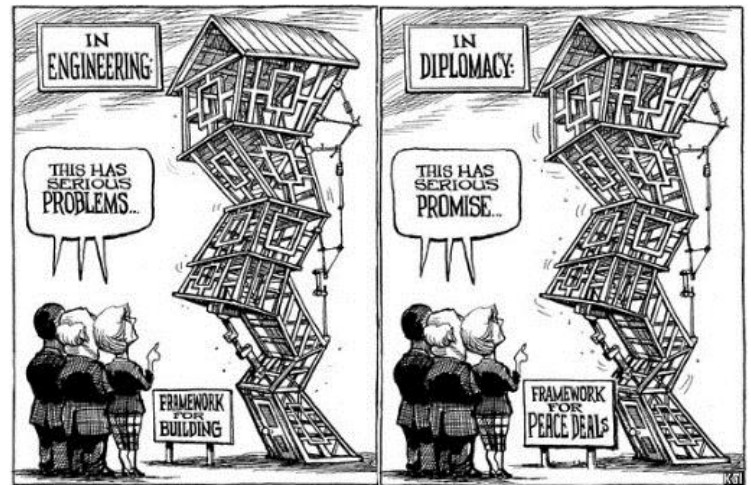


"How does a plant know if it's a houseplant or a regular plant?"

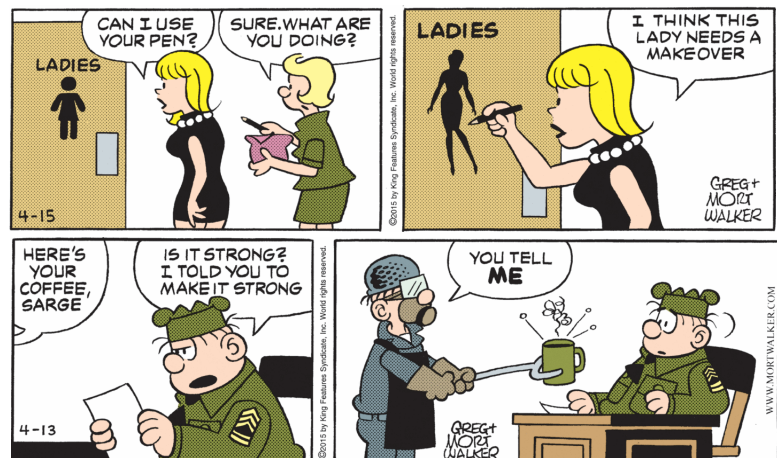


"I bet his mommy never let him play outside when there was rain and lightning."

THE ECONOMIST'S KAL CARTOON



BEETLE BAILEY



Editorial team:

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