

The Water Herald

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INSIDE THIS ISSUE >>>



NWSC IN MASSIVE EXPANSION DRIVE

corporation extends 1448km of water pipes in 2015



National Water and Sewerage Corporation has extended 1,448 kms of water pipes across the country in an ambitious expansion drive that has seen the corporation expand its services from 23 to 110 towns as at June 30th 2015. In the period July to November 2015, NWSC took over an additional 24 towns taking the total number of towns to 134.

The expansion is in line with the Corporation's 5 year Strategic Direction (2013-2018) launched in November 2013.

The objective of the Strategic Direction is to ensure that NWSC meets the escalating growth in demand for services, coupled with the increasing policy expectations of Government.

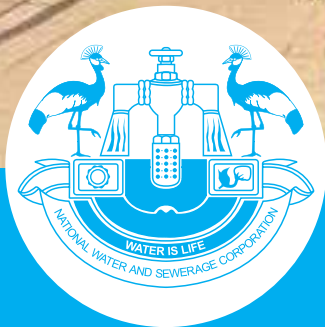
One of the key policy expectations from Government is the need to attain 100% water coverage for the urban centers of Uganda. During the Financial Year 2014/15, 44 towns were handed over by the Ministry of water and Environment to the

NWSC.

The Transfer is in accordance with Urban Water Sector reform agenda of expanding the Corporation's mandate to cover all major urban centers within Uganda.

According to the MD of NWSC Dr. Engineer Silver Mugisha, to achieve the goal of accelerated water and sewerage service delivery in urban centres, NWSC launched the ambitious Infrastructure Service Delivery

Continued... on page 6



NWSC International Resource Centre

NWSC welcomes you to Uganda's leading conference and training facility. The NWSC International Resource Centre (NWSC-IREC) provides modern training and conference facilities to ensure effective and innovative learning.

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Message From

Dr. Eng. Silver Mugisha The Managing Director

Greetings dear reader, it's my pleasure to welcome you to this issue of the Water Herald for the period July-December 2015. In this issue, we've centred on the theme "Accelerating Service Coverage For transformation as will be expounded as you read on.

NWSC was established in 1972, between then and 2013 the Corporation expanded to 24 towns. In 2013 a new board and management team took over. Building on the existing foundation of service delivery, the new management embarked on an ambitious expansion drive through a new 5 year Strategic Direction. As at December 2015, the corporation operated within 134 urban centres with an estimated population of over 6 people. This is phenomenal growth considering that the Corporation operated in 24 towns only two years ago.

In line with its 5 Year Strategic Direction (2013 -2018) NWSC has continued to formulate and implement innovative programs aimed at achieving the goal of sustainable service delivery which boils down to "water for all for delighted customers by a delighted workforce."

The Corporation is continuously extending its service footprint to more areas across the

country in line with The National Development Plan, Vision 2040 and the manifesto of the ruling NRM Government of ensuring 100% service coverage.

We are leveraging new technology to better serve our customer. Our full contact Service Centre and our Social Media customer unit are on hand to engage and respond to our customers on a 24-hr basis. We are in advanced stages of piloting packaged waste water treatment technology to ensure increase in our sewerage services. Our sewerage treatment plant in Lubigi is producing organic fertilizer using faecal sludge. The new sewerage treatment in Bugolobi will generate about 650kW of electricity from Biogas.

On the environmental front, NWSC through the Young Water Professionals Uganda Chapter & its affiliate, the School Water & Sanitation clubs have embarked on a massive tree planting and sensitization drive. This has seen the planting the live fences around all NWSC installations, collaborations with key stakeholders like schools, universities and companies to plant trees and sensitise communities on hygiene and sanitation. I thank you all for joining us on this journey to water for all.

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Message From Editorial Team



Thank you for picking up this issue of the water herald.

It gives us great pleasure to showcase some of the activities that have taken place within National Water & Sewerage Corporation (NWSC) over the period July-December 2015.

This particular issue runs under the theme “Accelerating Service Coverage For transformation” and comes as the corporation’s foot print expands to cover more corners of Uganda.

Our External Services Department has also continued to share expertise with utilities all over Africa, Asia and the Caribbean.

For a more

pleasant reading experience, this issue is colour coded with the Blue pages containing stories on our road to 100% coverage, the cream pages highlighting events and award ceremonies whereas the green pages showcase NWSC’s youth initiatives.

We kick off this issue with a testament to NWSC’s commitment to Water for all, breaking down the corporation’s achievements in Infrastructure growth over the year.

Then join the residents of Mpondwe as they welcomed NWSC operations in the Scenic border town, bringing safe and cheap water to thousands.

On the Sewer side of things, learn about the largest Sewerage Plant in East and Central Africa, currently under construction in Bugolobi, Kampala.

In an exclusive, NWSC Managing Director, Dr. Eng. Silver Mugisha discusses the issue of water prices in an opinion piece that originally run in the press. These and more stories make up the blue section of the Herald.

In the cream pages, get a peek into the visits by Lilongwe Water Board, Tanga Urban Water Supply & Sanitation Authority and Nigeria’s Adamawa State Water Board.

The teams, all hosted by NWSC’s External

Services arm had the chance to benchmark with the corporation, getting insight into how NWSC operates.

Then follow a team from Nansana branch as they met worshipers of St Stephen’s Church for praise and a little sensitization on NWSC services.

In the same light, see how the corporation contributed to the success of the Papal Visit and dive into the pictorial of NWSC at the 23rd Uganda Manufacturers’ Association Trade Fair.

In the green pages, see the youth take full control as we profile the 1st Annual School Water & Sanitation Clubs (SWAS)

Convention.

The SWAS convention brought together pupils and students from member schools that took part in a number of WASH activities, quizzes, poems, innovations and more.

And in the Eastern town of Jinja, the Ugandan Chapter of the Young Water Professionals took on the task of greening the town, planting a total of 1000 trees.

It is always a pleasure to share the success story of Africa’s leading water utility and give you insight of what its committed task force has in store to ensure your delight.

Enjoy.



Plans (ISDPs) and Water Supply Stabilisation Programs (WSSP) in January 2014.

Dr. Mugisha added that the ISDP and WSSP have seen access to water grow in leaps in and bounds with more people being served through increased access and supply reliability. The first phase of the programme (January – June 2014) saw the corporation extend 407kms of water mains across all its operational areas. The second phase July to June 2015 has seen the NWSC expand 1448kms of water mains.

This is record breaking and transformational considering that before the launch of the ambitious ISDPs the corporation used to extend between 80 to 100kms of water mains across the country.

As a result of the pipelines laid, significant progress has been made in ensuring supply reliability and accessibility. Areas previously devoid of services now have piped water

services, while a number of dry zones (no water areas) have now been converted to wet zones.

Under the Water Supply Stabilisation programme (WSSP), a number of quick win investments such as; installation of booster pumps, water reservoir tanks, borehole drilling, and installation of standby generators, among others were under taken during the FY 2014/15 which has enhanced water supply capacity, stability and reliability especially in the new towns. Since the inception of the ISDP in 2014, over 1,918 kms of water mains have been extended.

The extensions made under the ISDP account for 23% of the total water mains (8411kms). In regard to sewer mains, 38 kms were extended during the FY 2014/15, and over 55kms have been extended since the inception of the ISDP.

Dr. Silver Mugisha emphasized that the ISDP is significant because it is funded from the Corporation's internally

generated resources. This is a clear manifestation of the Corporation's performance improvement which has enabled the NWSC plough back its surplus revenue into infrastructure expansion to serve more people.

Dr. Mugisha is confident that NWSC is on course to achieve water for all, for delighted customers by a delighted work force.

The NWSC Board Chairman Engineer Dr. Christopher Ebal said as a board they are fully supportive of the innovative programmes undertaken by NWSC to increase access to water and sewerage services in all urban centres in Uganda.

He affirmed that, NWSC is committed to bringing about a change in the livelihoods of the people of Uganda, and therefore contributing to the National Vision of a transformed Ugandan Society from a Peasant to a modern and prosperous country through the provision of water and sewerage services.

NWSC Water Quality Receives Shs 1 Billion Boost

In August 2014, the Water Quality Service Improvement plan was launched with the aim of ensuring well equipped and operational laboratories as one of the key result areas. In line with this, the Managing Director, Dr. Eng. Silver Mugisha in July 2015 handed over equipment worth Shs 957 million to the water quality management department. The equipment was meant to enhance the monitoring and capacity of the NWSC's 29 labs including those in Lyantonde, Kamwenge, Mbulamuti and Nebbi Areas which were launched in August last year.

The handover ceremony was officiated by Dr. Rose Kaggwa, the Director Business and scientific services and was also attended by Irene Mugabi, the Ag. Senior Manager- Water Quality Management Department, Prof. Mahmood Lutaaya, the regional manager Western & South Western, Sylvia Tumuhairwe, the director finance & accounts, Sarah Namuwenge, the Manager Corporate Communications, staff from the Water Quality Management Department and representatives from different NWSC areas and departments.

Speaking during the function, Dr. Kaggwa noted that it was the first time a Managing Director had handed equipment of this nature to the department. The equipment included reagents, glassware and consumables among others.

In his address, the MD pointed out that the equipment was bought mainly with the corporation's resources. "We have been able to acquire modern equipment mainly from our own resources. We are expanding rapidly and thus need to build our capacity to meet the demand. We are pleased that management has put in the effort and support to improve the capacity of our water quality department" he said.

NWSC pledges to ensure all water supplied meets local, regional and international standards and ensure safe discharge. As such, the corporation hopes to start up at least five (5) more laboratories in the financial year 2015/16 ■



Mpondwe Town Welcomes NWSC

NWSC has taken over provision of water and sewerage services in Mpondwe town. This brings the number of operational towns to 110, a step closer to the goal of 100% coverage. The takeover was a colourful ceremony and also incorporated a sensitization, in line with NWSC's continued commitment to stakeholder engagement.

Speaking to the crowds that gathered, the Deputy Managing Director Technical Services, Eng. Johnson Amayo emphasized the importance of clean and safe water to communities. He also went on to talk about NWSC services in the area, putting to bed fears among the residents that NWSC water was expensive.

After the sensitization, the team which included Area & Branch Managers from around the Western region met the new staff of area. In his address to them, Eng. Kateeba, the area Manager for greater Bushenyi urged the staff members of Mpondwe to take sensitisation very seriously. He also went on to commit himself to offer guidance and much needed support to the Mpondwe Manager and emphasised that water stabilisation should be 1st priority. Echoing his words was the DMD-Technical services who urged the staff to make a difference in service delivery.

"NWSC values performance above all else, I encourage you to make the area self sufficient," he said. "As Mpondwe staff, you represent NWSC, don't let us down. We have high standards of integrity, performance and customer care, you have to be excellent ambassadors," he added.

The activities took place at Kasanga, Mpondwe town council just off the boarder that separates D. R. C and Uganda.



Paying Water Tariffs Contributes to Service for All

A multifaceted discourse has been raging on various platforms of the media regarding water tariffing and how it impacts the socio-economic life of citizens, especially the low income segment. I have observed strong commendations but also some areas of distortion that need ideological discussion. This opinion is aimed at contributing to knowledge about water tariffing as a concept and the status of water tariffs charged by National Water and Sewerage Corporation (NWSC).

The Concept of Water Tariffing: the traditional thinking has, invariably, alluded to water being a basic social good, God-given and a lifeline of mankind that should, if possible, be supplied free of charge to citizens. Increasingly, this hypothesis has mutated, and rightly so, to regarding water as a socio-economic good that needs some configuration of inputs in order to be delivered as a potable product to citizens, at a convenient location. In other words, water is a social good that is basic to human life but also requires some level of funding to treat it (using chemicals, pumped systems and unit operations), transmit it (through pumping and transmission pipes) and distribute it to customers. Therefore, bringing potable water close to a homestead requires a combination of operating expenditure (OPEX) and capital expenditure (CAPEX) where the latter is predominantly a one-off sunk investment. The question is: can this entire cost requirement be met by consumers in countries with citizenry of significant low income status? The answer is NO.....some cost has to be met by Government (assisted by development partners, sometimes). This is because, tariffing benchmarks suggest that water prices must be conserving, affordable, fair, enforceable and serviceable (CAFES). In order to comply with this criterion, water tariff must fit within the willingness to pay (WTP) – ability to pay (ATP) limits of the citizens. The quantitative benchmarks (universally accepted) of WTP and ATP are 3 percent and 5 percent

of homestead income respectively. This empirical generalisation can be practically verified through a contingency survey; by asking people of various categories, how much they would be willing to pay if they got water services (of good quality) in their vicinity and save on time lost in walking long distances to fetch water (sometimes of unacceptable quality).

Status of NWSC tariffs: it should be noted that, save for annual indexation to cater for inflation and other exogenous economic factors, NWSC tariffs have never been increased since 1994. Accordingly, the prices of water per 20litre jerry can (including VAT) for the various customer categories are as follows: public stand post for low income communities (Ushs 32); domestic consumers (Ushs 50); Institutions/Government (Ushs60); large industrial users (Ushs 58). That means for a milk factory that sells a litre of milk at, say Ushs 1500 will have used about Ushs 2 per litre of water (0.13 percent). A beer factory that sells beer at say Ushs 2000 per half-litre will have used Ushs 1.0 per half-litre of water to produce it. A low income person that takes a bottle of soda at Ushs 1,000 (readily sold in rural shops) foregoes about 30 jerry cans of water. A child that takes a chewing gum of Ushs 100 foregoes 3 jerry cans of water. Clearly, from this comparative analysis, one cannot say that NWSC tariffs are not affordable.....the tariff structure recognises different income levels of citizens and is designed to promote national industrial development. The problem, really, relates to vendors that buy water from NWSC at a public stand post rate of Ushs 32 per jerry can and sell it at Ushs 200-500 per jerry can – exploitative behaviour.

Paying for water helps to serve all the people: some elements of society have been advocating for a public policy that gives free water services to people. This theory is problematic in a number of ways. First, our country has taken strides to balance its national budget through an efficient taxation system.

Asking for free water services and also pursuing a balanced national budget means that other taxes will have to increase to cater for implicit water tariff subsidies. This set-up is further complicated by the fact that the urban water service coverage for a population of about 4.6million people is about 77 percent. It should be noted that Uganda's population is largely rural and without piped water (albeit having other safe water point sources). Clearly, advocating for free piped water services, which means increased taxation on other services (discounting hand-outs from donors) implies that the rural poor are indirectly paying for the urban people (including the rich segment). This is not compatible with sound and efficient economic policies. The correct strategy (which NWSC is implementing) is to differentiate the tariff so that people pay affordable prices according to their incomes levels. In so doing, services get extended to many more people through increased number of PSPs so that the profit-maximisation behaviour of the water vendors is curtailed through the law of supply and demand. Paying affordable and fair water prices also helps to promote efficient allocation of homestead resources, based on smart priorities.

Practical Steps taken by NWSC to reach a wider population: The NWSC tariff system, which is heavily based on an internal cross-subsidy arrangement, has enabled the corporation to extend its operational coverage from 23 towns as at June 2011 to a current level of 84 towns of Uganda. The number of connections per annum has also increased from 25,000 to 35,000 while the total connections have increased from 270,000 to 380,000. The corporation currently constructs over 1000km of network per annum compared the previous rate of 80km per annum. At this rate, we are committed to 100 percent service coverage by 2018.

Eng Silver Mugisha, PHD
Managing Director, NWSC

As Published in the Observer
Newspaper



Smiles as NWSC Bushenyi Area expands services

The greater Bushenyi area on Friday October 16 launched a performance enhancement program dubbed Performance Enhancement with Service Sustainability (PESS).

The program seeks to see the area consolidate its achievements as well as improve performance in all areas. It is worth noting that Bushenyi has aggressively expanded its network, having laid 89km of pipe network during the Financial Year 2014/2015.

From two towns in 2013 (Bushenyi and Ishaka), Greater Bushenyi has expanded to Kyabugimbi, Rubirizi, Mitooma, Kashenshero, Kabira/Mutara, Kitagata, Bugongi and Kabwohe towns and has seen the number of accounts rise from 1200

accounts the current 6000 in the same period. "We have put smiles on the faces of our people in areas of Kabwohe, Bushenyi, Bugongi and Kitagata by the pipe network," said Francis Kateeba, the Area Manager.

Before the official launch however, the Bushenyi team accompanied by Bushenyi district leaders including RDC's, the inspector of health, the Town Clerk, the Chairperson Uganda Public Employees Union, Namirembe Agatha Arembe, NWSC's Deputy MD Finance & Corp.

Service Business Stream, Alfred Okot Okidi commissioned hand wash points at St. Agnes, Pearl Academy, the District Health Center IV and at the District

Headquarters. The act was in line with NWSC's commitment to serve the people in the areas in which it serves.

The commissioning of the wash points coincided with the launch of NWSC's School Water & Sanitation Clubs (SWAS) in the area held at Pearl Junior School. This made Bushenyi the first area outside the Kampala Water Service Area (Kampala, Mukono, and Wakiso) to have SWAS clubs.

The launch was attended by schools from all the 9 towns in Greater Bushenyi and as is norm with SWAS, the pupils and students presented poems, skits and songs on good water and sanitation practices. "We believe the students will spread the gospel in schools, villages and homes", Kateeba said.



Kampala Residents To Benefit From biggest Sewerage Plant In East & Central Africa

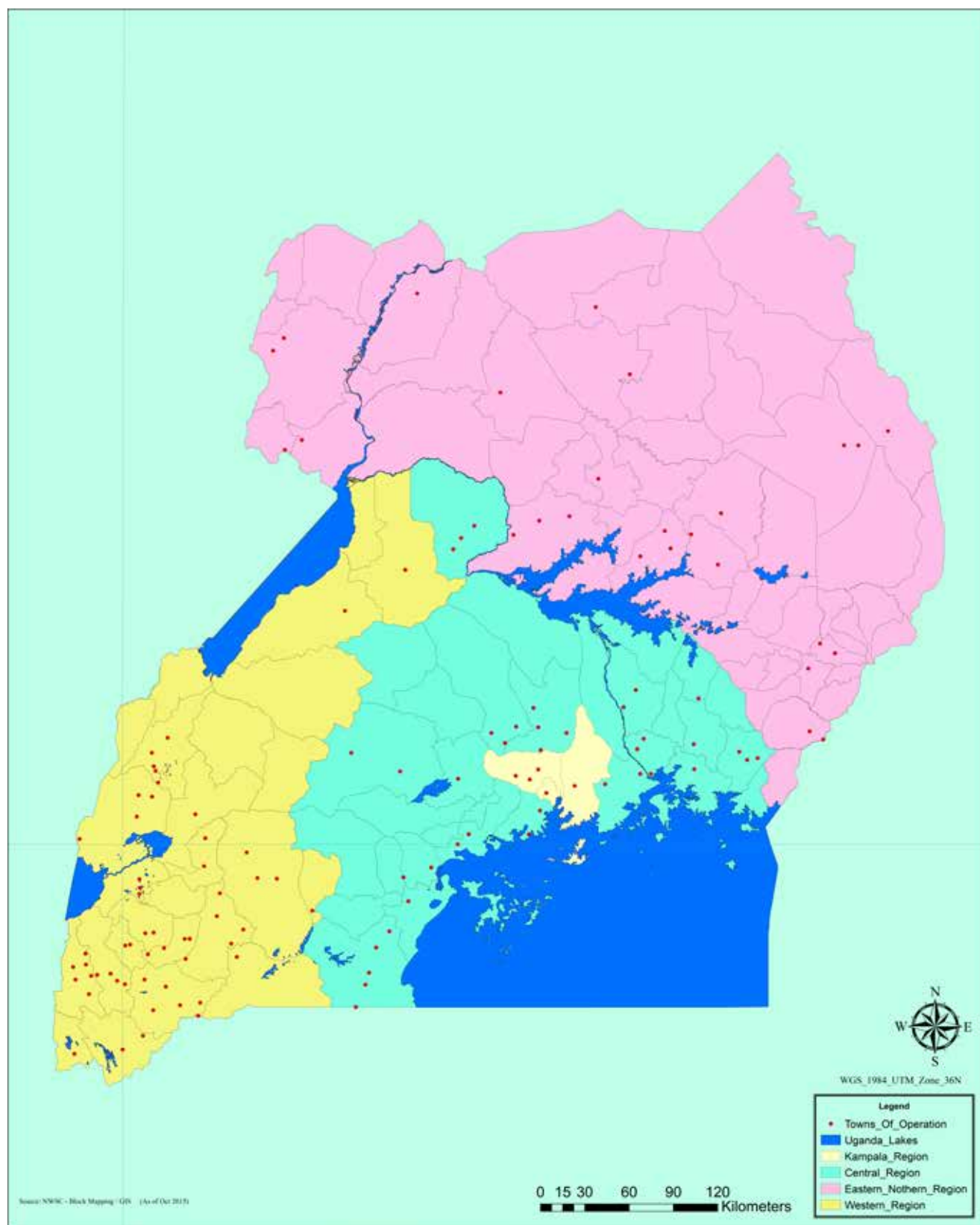
The Board of Directors NWSC, led by the chairman, Dr. Eng. Christopher Ebal, the Managing Director NWSC, Dr. Eng. Silver Mugisha and top management visited Bugolobi to assess progress of the Nakivubo Waste Water Treatment Project. Guided by the contractors, ROKO construction, Cementers & OTV, the board and top management toured the construction site of the plant which will treat 45million litres of waste water daily.

Once completed, the plant will serve an estimated 380,000 people and in line with NWSC's commitment to environmental protection, also produce 630 KW of electricity. This will make the plant self-sustaining with excess electricity sent to the national grid. On track to be the biggest in East and Central Africa, Nakivubo Sewerage plant is yet another marker of NWSC being a market leader.

Speaking after the tour, the Managing director assured residents of Kampala that the project will be completed on time. "The plant will ensure better quality discharge into Lake Victoria since waste will be diverted from Nakivubo Channel," he said. The cleaner discharge will mean NWSC will spend less on treatment of water and also ensure that marine life thrives.



NWSC - REGIONS & TOWNS OF OPERATION



LEADERSHIP IS ABOUT SERVICE DELIVERY; NWSC MD



The Managing Director, National Water and Sewerage Corporation (NWSC), Dr. Eng. Silver Mugisha encouraged leaders to focus on service delivery. Mugisha was the key note speaker at the 6th Annual Leadership Conference hosted by NWSC at it's International Resource Centre (IREC) in July 2015.

The conference held under the theme "Poverty Dilemma: The Role of Leadership", was aimed at highlighting the poverty dilemma, generating solutions and facilitating networking.

His Excellency, Edward Kiwanuka Ssekandi, the Vice President of the Republic of Uganda was the Chief Guest and officially opened the conference that was also attended by the former Chancellor Makerere University, Prof Mondo Kagonyera and Makerere University Business School (MUBS) Principal, Prof. Balunywa.

Eng. Mugisha during his address admitted that leadership was about service.

In his keynote address Dr Mugisha underscored the centrality of service delivery in what NWSC

does. "In National Water we don't measure ourselves by how much money we make. We measure ourselves by how many more people we have served."

"A leader has to deliver services to the people, you cannot call yourself a leader if you can't serve the people. People need services, you must give them services. Water helps people fight poverty, reduce on spread of diseases and much more," he said

"Leadership means using your position to empower others. Take a minute and think about it. Do you empower others as a leader?"





Dr. Eng. Silver Mugisha Shares NWSC's story at the Water, Engineering and Development Centre (WEDC) Conference

NWSC's Managing Director, Eng. Dr. Silver Mugisha attended the 38th Water, Engineering and Development Centre (WEDC) conference at Loughborough University, UK.

WEDC is the world's leading education and research institute for developing knowledge and capacity in water and sanitation for sustainable development and emergency relief. The conference under the theme "Water, Sanitation and Hygiene services

beyond 2015" was held on July 17- 28, 2015. Eng. Mugisha who gave a key note address at the conference shared the NWSC experience under the theme "Improving Water Services: The Story of Water in Uganda"

Eng. Mugisha explained how NWSC is working towards water for all in Uganda through, infrastructure development, innovative management, prudent management of financial resources and deeper

stakeholder engagement.

He also added that the partnership between NWSC, WEDC and Loughborough University has been key in fostering research for better service delivery for people. Furthermore, he gave accounts of what Uganda under NWSC and his stewardship have managed to achieve. In attendance were over 300 participants from over 37 countries.



NWSC contributes Shs 10m to Papal visit

When Pope Francis I was expected in Uganda, NWSC added weight to the preparations to host the Holy Father.

On November 26, 2015, NWSC's Managing Director, Eng. Dr. Silver Mugisha handed over a cheque for shs 10million to Vision group's CEO, Mr. Robert Kabushenga as a contribution to the Pope Walk.

The walk was a fundraising drive for the refurbishment of the Munyonyo and Namugongo Martyrs shrines, the latter being the host venue.

Speaking at the handover, Eng. Dr. Mugisha said NWSC considers the Martyrs shrines as a boost to tourism development in Uganda.

"We deem it prudent to support any initiatives geared towards enhancing Uganda's potential to earn foreign currency through national shrines," he said.

NWSC as the leading customer centered water utility in the world also undertook initiatives to serve the visitors, pilgrims and residents of Namugongo through the construction of a 200,000 litre capacity tank, water pumps and three new water borne toilet blocks.



NWSC Exhibits Award Winning Service Techno

NWSC took part in the 23rd Uganda International Trade Fair as Africa's water utility of the year for two years running.

NWSC set up a stall in which our customer friendly staff addressed all issues water related. There were also branded prizes given out and for those who sought a little

more knowledge about NWSC.

The Ggaba treatment model was set up to show how water gets from the lake, safely to your tap.



logies At 23rd Uganda International Trade Fair



NWSC Management Team Attends Africa Water Association (AFWA) Scientific Committee meeting



A team from NWSC led by the director Business and Scientific services, Dr. Rose Kaggwa was in Douala Cameroon for the African Water Association (AFWA) Scientific Committee meeting.

The meeting which was hosted by Cameroon Water at the Hotel Sawa run under the theme *"Water Quality and Infrastructural Management for increased Access to Water for All."*

Speaking during the opening session, the MD Cameroon Water, Mr. Brahim Ramdane welcomed all and wished delegates fruitful deliberations. Mr. Olivier Gosso, the AFWA STC President stated that utilities had gone beyond water production to focusing on water quality and access for all. He went on to give a summary of the last meeting in Mali which he presented to Cameroon's Minister of Water and Energy, Hon. Minister Dr. Basil Atangana Kouna who was



the guest of honor.

In his address he stated that Africa's new goal is to reduce by half, the population that doesn't have access to water and sanitation services. He also stressed the need for an increased focus on water quality and sustainability

in water production using international best practices. NWSC as the leading customer centred water utility knows this first hand and the team returned with knowledge and skills that will be implemented to improve service delivery in NWSC's areas of operation

NWSC hosts the 2015 Intergenerational dialogue on reproductive sexual health

National Water and Sewerage Corporation hosted the 2nd Inter-Generational Dialogue (IDG). The dialogue organised by Reach A Hand brought together Country Directors representatives from UNESCO, Rutgers, Marie Stopes International, SRHR Alliance, Segal Family Foundation, DSW among many other NGOs .

The workshop held on October 3, 2015 at NWSC's International Resource Centre in Bugolobi, Kampala suburb run under the theme *"Nurturing and Strengthening linkages between the young and older generations to address the current Sexual and Reproductive Health needs in Uganda."*

Among other things, the dialogue highlighted the varying

roles both the young and older generations can play in tackling the growing issues of Sexual and Reproductive Health and Rights (SRHR) in Uganda in addition to finding a way forward for all relevant stakeholders in confronting these challenges.

With nearly half of the World's population transiting into adolescence, sexual and reproductive health demands are increasingly under pressure. It is against this background that *Reach a Hand Uganda* brought together all the critical stakeholders to highlight and plan out ways for young people to confidently deal with issues of their sexuality and reproductive health.

The event further purposed to

create a platform that bridges the communication gap and to restore the role of parents and the elderly in providing guidance to the youth to prevent SRHR challenges.

This, the dialogue resolved would be achieved through improving access to information on sexual and reproductive health services for young people, key stakeholders including the youth, services providers, parents and caretakers, policy makers, community leaders, opinion leaders, the elderly.

NWSC is committed to the youth and was proud to host an event that has the power to change and shape the future of Uganda.



Kampala Water Recognises Key performers at Bi-Annual Evaluation



During the 2015 NWSC bi-annual evaluation for Kampala Water (KW), best performing water branches were rewarded in line with NWSC's policy of acknowledging good work.

The City Centre Branch which emerged the overall winner in the A category (Water sales and Debt age) was rewarded with shs1million while Nakulabye, the runners up walked away with shs 500,000.

Category B was won by Seeta Branch followed by Kyaliwajjala with Shs1million and 500,000 respectively.

The evaluation known by the acronym PACE for Performance, Autonomy and Creativity Enhancement contracts was held at NWSC's International Resource Centre (IREC) Bugolobi on July 15, 2015 with an effort to better service delivery, stakeholder management and engagement.

Eng. Gilbert Muhwezi, the principle engineer presented annual performance of all Kampala Water business units basing on improvement in water sales, improvement in collections and reduction in arrears. All Kampala Water (KW) business units (Sewerage Services, Water production and Urban Poor) were evaluated based on set targets.

Eng. Muhwezi also gave details on expected improvements in Ggaba with rehabilitation of filter beds, increase in water to be pumped (by 50million Litres daily), extension of Ggaba II among other NWSC undertakings.

Best performers:

In the non-govt category, Kyaliwajjala branch came second and won a cash reward of Ush500,000 whereas Bulenga branch took the overall prize of a trophy and a cash reward of Shs1million.

Seeta branch emerged the overall winner for the financial year taking home another million shillings and a trophy. Kyaliwajjala and Kyengera branches were first and second runners up in the same category respectively.

Beyond the branch performance, individual performance was also acknowledged and rewarded. This saw territorial leaders, marketing assistants, plumbers among other staff receive cash prizes.

The winners included Sarah Asimwe, a territorial leader from Najjanankumbi, John Bosco Kanari, a marketing assistant from Mukono and Kiiza Samanya, a plumber from Kansanga. They all walked away with shs200,000, shs150,000 and shs200,000

respectively.

Speaking after the awards, the General Manager Kampala Water, Eng Andrew Sekayizzi encouraged staff to be innovative for better results and keep the ball rolling.

"I caution KW teams to practice cost effective business approaches. Let's work smart," he said.

Dr. Eng. Silver Mugisha, the MD NWSC thanked the staff of KW for the amazing work and dedication.

"Thank you Kampala water for the amazing job you are doing, keep it up. Once Naguru, Kanyanya, Ggaba and Namasuba projects come on board, we hope to connect more customers, grow our business and improve supply", he said in his closing remarks.

He also touched on discipline in the corporation, encouraging staff to desist from fraud lest they get in trouble.

"We dismissed some staff the last financial year for fraud. Please desist from these bad habits. Our Job is to serve the people of Uganda, giving them safe clean water and sewerage services," he wrapped up.

NWSC hosts Lilongwe Water Board Of Directors

National Water and Sewerage Corporation recently hosted the board of directors Lilongwe Water Board from Mozambique for a two-day benchmarking visit.

The team comprised Dr Billy Gama, the board chairperson, Gloria Chawinga, FADC member, Patrick Mpesi, OPC member, George Kazembe, ADTC chairman, Snr. Chief Kanduku, OPC member, Mavuto Chintengo, Operations manager and Eng. Steve Mwanza the Government Ex-officio Board Member.

The first day of the visit saw the delegates interact with NWSC's staff and listen to presentations on the corporation's operations, policies and reforms.

These were presented by the External Services Department's Joseph Ndegeya and Dr. Dorothy Kobel. To better understand the driving factors behind NWSC's success, the delegates also had a session on corporate planning, tariff setting, challenges of water utilities and Operations management.

Day two comprised field tours of NWSC infrastructure and installations like the Ggaba water works, treatment plants and central Laboratory before returning to the NWSC International Resource Centre (IREC) for presentations on IT applications in NWSC and HR & change management.

As Africa's Water Utility for the second year running, NWSC is honoured to pass on skills and experience to other utilities, build their capacity and succeed.



Nansana branch reaches out to the community

As a public utility, National Water and Sewerage Corporation (NWSC) views itself as part of the communities in which it operates.

The MD Dr. Eng. Silver Mugisha likes to emphasize that a service delivery utility must always stay connected to the community it serves because one cannot truly serve people they don't know.

It is in this spirit that the NWSC Nansana team joined residents for Sunday service at St Stephen's Church, Nansana. The visit was part of a larger campaign by NWSC to share information about water and sewerage services directly with the people and is being implemented in all NWSC areas of operation.

Staff, including the Nansana branch manager Ronald Odhiambo were present for service. The manager engaged the congregation and answered questions after the prayers. NWSC is committed to water for all, for delighted customers by a delighted workforce. Customer engagement is therefore an integral part of how the corporation operates.



NWSC & Development Partners Commit To Safe & Reliable Water Supply

NWSC recently hosted representatives from key funders of the Lake Victoria Water and Sanitation project (KW-LV WATSAN) to assess its progress.

The funders including the European Investment Bank (EIB), French Development Agency (AFD), German Development Group (KfW) and European Union Africa Infrastructure Fund (EU-ITF) were meeting for the second time to assess

strategic bottlenecks and progress of the project.

The meeting, officially opened by the NWSC MD Eng. Silver Mugisha also featured NWSC's Deputy Managing Director Technical Services, Eng. Johnson Amayo, Deputy Managing Director Finance and Corporate Services, Mr. Alfred Okot Okidi, Director Engineering Services, Eng. Alex Gisagara, Director Projects & Capital

Development, Eng. Paddy Twesigye and the Projects & Capital Development team.

The delegates visited Ggaba, Namasuba and Katosi sites, all of which are part of the project which is meant to improve the living conditions of the population residing in the Greater Kampala Metropolitan Area through provision of safe and reliable water supply.



NWSC Shares Skills With Tanzanian and Nigerian Delegates

National Water and Sewerage Corporation (NWSC) in July hosted a delegation from Tanzania's Tanga Urban Water Supply & Sanitation Authority and Nigeria's Adamawa State Water Board for a benchmarking visit.

The delegates were received by NWSC staff and addressed by the Managing Director Dr. Eng. Silver Mugisha. Dr Mugisha shared the success factors that have brought NWSC this far.

Among them were the presence of a purpose driven Board Of Directors, action oriented management, the implementation of the five-year strategic direction and the customer centric approach which has seen creation of school water clubs & Water Community Clubs (WACOCO) to increase awareness and water loss prevention mechanisms like Water Loss Prevention Unit (WALOPU) among others.

"NWSC has a 5-year strategic direction which highlights infrastructure service delivery, water supply stabilisations projects and water quality maintenance," Dr. Eng. Mugisha said. "All these are structured on the balanced score card and the community is highly involved," he added.

The delegation which comprised the board and top management of Tanga and Adamawa Water companies then visited Ggaba water works where they toured the site.



NWSC managers trained as the Corporation Launches Operations in 134th Town

National Water and Sewerage Corporation (NWSC) launched a leadership training for its branch and area managers in order to manage rapid expansion and growing customer needs under its Water for All programme.

At the opening of the two-day training that ran from the November 20 – 21 2015, the Managing Director Dr. Eng. Silver Mugisha said the training was part of the skills

enhancement and efficiency drive by NWSC under its strategic direction which focuses on 100 per cent service coverage, infrastructure expansion, increased geographical coverage and customer care.

“Two years ago, we were in 23 towns, we are now in 134 towns. This expansion needs to be anchored on proper capacity building otherwise we are just wasting our time,” Eng.

Mugisha said.

The capacity building training will take place every quarter as NWSC's expansion is not slowing down. With 1400kms of pipe network extended across the country in the Financial Year 2014/15, up from 908kms done in the Financial Year 2013/15, the corporation is well on its way to achieving Water for All.



NWSC Holds 1st Annual School Water And



On Thursday June, 25, NWSC transformed itself into a vibrant and colourful educational institution. The day marked the climax of the School Water & Sanitation Club activities which saw club members from 13 primary schools including Kabojja Junior and Buganda Road, and 22 secondary schools including Nabisunsa and Turkish Light Academy converging at NWSC's International Resource Centre (IREC).

The day started off with a march from Nakasero Primary School to IREC and included students, pupils, NWSC top management and board members with Dr. Cecilia Oyet, flanked by Board Vice Chair Ruth Kanyaruru as the chief walker.

The convention saw the finalists from both the SWAS stars (Primary) and SWAS Teens (Secondary) take part in finals of the quiz, poems, essays and also the winners of SWAS Campaign

and WASH Technology awarded.

The Minister of Water and Environment and Minister of Health were also in attendance. Students & pupils also took the opportunity to exhibit innovative technologies which included among others a sewer unblocking robot and a tap with a sensor.

Hillside Nursery and Primary walked away with Shs 2million for winning the SWAS stars quiz. Green hill took the poems and Shs 2million, leaving St Theresa as 2nd runner up with Shs 1million, Train up a child as 1st runner up with Shs 1.5million.

The essay competition was won by Hillside primary school winning Shs 2million, 1st runner up Gayaza Junior walking away with Shs 1million. The winner of the green campaign, which involves works of the club within the school and outside to promote sanitation & Hygiene

Sanitation (SWAS) Clubs Convention



was Grand Mariah Primary and they won a trip to benchmark in a country yet to be identified.

As for the SWAS teens, Kings College Budo won thrice, the essay, Skit and Quiz beating Seeta High who happened to be the 1st runner up, Namilyango College, St Mary's College Kisubi, Ntinda View College and more. They were however outshined in the WASH tech category where Namilyango College who showcased the Ultra H2o, a touchless tap system that utilizes sensors and a motor to open and close the tap when a hand or body part comes close to the water outlet.

The convention, the first of many to come was a show of the achievements the School Water & Sanitation (SWAS) clubs have made in less than a year. With children an integral part in Uganda's and NWSC's long term plans, the clubs have instilled knowledge of hygiene, safe water use, catchment protection and the illegality of water theft in the young generation.



Kabojja Junior School Launches the School Water And Sanitation (SWAS) Club



Kabojja Junior School on Tuesday November 24, 2015 joined the ever growing list of schools that have launched SWAS clubs.

The clubs are meant to create awareness about water and sanitation in the country through sensitization and empowerment of children of school going age, strengthen stakeholder participation in water and sanitation issues and enhance participation, foster debate, share information and knowledge about water and sanitation.

Present for the launch were NWSC's Director Finance & Administration, Madam Sylvia Tumuhairwe, Principle Accounts Officer NWSC, Mary Ikazi, the NWSC Digital Media team, Kabojja's SWAS stars, School Patron and Head master. The colourful event hosted at the school's new extension site featured performances from the

pupils, with songs and dances centering on safe water use, hygiene and environmental protection.

Speaking during the launch, the patron Mr. Balisanyuka Ronald noted that the club had managed to grow membership from 24 pupils at the start to over 240.

"We have made a number of achievements since the MOU was signed, key among which has been active involvement of pupils in SWAS activities," Mr. Balisanyuka said. Adding that awareness among the pupils and school administration on water and sanitation issues has greatly increased.

With plans of introducing school sanitation days at least every end of the month to carryout sanitation related activities & community outreach trips to create more awareness, Sylvia Tumuhairwe pledged the

corporation's full support for the club and handed over a cheque of shs1million to facilitate club activities.

"I'm excited for the future of this club and I'm sure that from the 250 ambassadors we have here, we will recruit more to spread the SWAS gospel," she said.

As the ceremony drew to a close, there was a miss water contest which saw participant's catwalk and answer Water, Sanitation and Hygiene (WASH) related questions for a chance to be crowned Miss Water and SWAS club president.

After a difficult judging process, Abigail emerged winner and will use her blend of beauty, skill and intelligence to steer the Kabojja Junior School SWAS Club. On the heels of this launch, SWAS is going national with launches planned in NWSC's operational areas.

Young Water Professionals Uganda Chapter Launch “Plant A Tree And Save Uganda” Campaign

As the NWSC Jinja team led by the Minister of Water and Environment, Board members and the Managing Director painted Jinja town blue in the name “water for all”, the Young Water Professionals Uganda Chapter in conjunction with NWSC took on the “Plant a tree and save Uganda” Campaign as they planted 1000 trees in Kakira town, Jinja district.

Residents of the town led by the Town Clerk and her team did not hesitate to pick up a hoe, dig a hole and plant a tree, for when the environment thrives, so does the human race.

The younger generation was not left behind in the drive to plant a tree in order to save the environment. Pupils from St. Theresa Primary School, Mwiri Primary School, St. Joseph’s Primary School, Madhvani Primary school joined the tree planting. Kakira High School was represented by their Patriotism Club.



SWAS Club Members Visit Paris

With the first annual School Water and Sanitation (SWAS) convention still lingering in people's minds, winners of the SWAS campaign were in Paris for a week. The team which consisted of SWAS club presidents from Green Hill Academy, Grand Maria Primary School, Mt. St Mary's Namagunga and St Mary's College Kisubi and their patrons emerged the best in the SWAS campaign at the 1st Annual SWAS Convention.

The SWAS campaign was one of the events in which SWAS club members took part in during the year and at the convention. It involves a number of activities aimed at promoting hygiene, sanitation and environmental conservation within and outside the School community. During the weeklong trip, members had the opportunity to visit ***Syndicat Intercommunal d'Assainissement, Persan, Beaumont-sur-Oise et Environ*** waste water treatment plant which serves 7 cities around the river Oise.

There they got to learn how waste water is handled in France in comparison to Uganda. They also visited the L'eau dans tous ses états (Water in All its states) Expo which was a precursor to the Climate summit to take place in Paris later in 2015.

The expo offered an insight into the importance and dangers of water. Climate change and water scarcity were also major themes and the team got to appreciate water much more.

The trip is the first of many to come and is part of NWSC's commitment to the younger generation as a major stakeholder.



NWSC MOBILE

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NWSC Mobile App allows National water customers to check their account balances, generate a mini statement and make payments for water bills. The app displays content in a few selected local languages which are:
Luo, Ateso, Luganda, Runyankole, and English.

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