



The Water Herald

Water Herald, Volume 5, Issue 2, April–June 2014

Learn from your peers

“Indicators of Sound Utility Management”



NWSC Delivers to the People of Mbale



Construction Progress: Nakivubo Sewage Plant



NWSC Scoops Best African Utility Award

Water is Life
Sanitation is Health

‘The Customer is the reason we exist’

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NB: NWSC operates in 66 towns. The addresses of some town offices are not included on this list.

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Indicators of Sound Utility Management: Lessons from the NWSC Experience



Dr Eng Silver Mugisha
Managing Director–NWSC

It first and foremost gives me great pleasure to welcome our readership to this edition of the Water Herald (WH) bulletin in which we keep our stakeholders informed about our various exploits, as an institution striving to be “A leading Water Utility in the World”. As you are aware, the period April–June 2014 marks the final quarter of the financial year, and it is a period in which one can have a reasonable foresight on the performance expectations of the financial year.

Suffice it to say, a lot has gone on within the Corporation during the year 2013–2014, and the period April–June 2014 may be termed as the harvesting period, the period in which the budding fruits of our energy will be realised. Indeed, with the inception of the NWSC 5–Year Strategic Direction (2013–2018), a number of goals and strategies were rolled out aimed at ensuring that NWSC adequately delivers on its mandate of efficient and effective delivery of water and sewerage services.

It is from this point that I will address the theme of this quarter's WH, “indicators of sound utility management”, because we would not be where we are, if it were not for the plethora of good management practices and working ethos that currently define us as a Corporation.

The key indicators for sound utility management may be discerned at output level or process level. The output level indicators are distinct and relate to the operational and financial performance efficiency outcomes covering the aspects of production, distribution, sales, customer growth and financial outlays. However, for this foreword, I will concentrate on a few process related indicators from NWSC's experience which are homogenous, and transcend utilities that are operating efficiently.

Some of the prerequisites for sound utility management include the following:

- Adoption of an overarching Strategic Direction which contextualises and defines the key goals and objectives of a utility, plus the envisaged strategic undertakings. In tandem

with this, NWSC has a 3–Year Corporate Plan which has been reinforced with a 5–Year Strategic Direction.

- Adoption of performance contracting frameworks and management system from the Government level cascading down to the lowest cadre of staff. This fosters a sense of accountability at all levels and streamlines performance monitoring.
- Use of Performance Improvement Programmes (PIPs) approach as the key vehicle of efficiency enhancement. NWSC has of late formulated an “Infrastructure Development Programme” aimed at enhancing outreach to customers. This is one amongst several PIP's that the Corporation has implemented over time.
- Alignment of staff organisational behaviour to operate with a strong commercial and customer care orientation. Furthermore, the staffing policy should be streamlined to maintain hard working staff. Furthermore, institution's should adopt a transparent recruitment system.
- Improvement in customer care through the establishment of an efficient customer call centre, the introduction of account-balance checking system with local telephone companies, and the introduction of the direct debit system with some commercial banks in order to simplify the payment of bills by customers through the banking system.
- Adoption of a user friendly tariff policy which promotes growth in connectivity and allows for targeted subsidies for certain customer categories.
- Benchmarking with regional companies operating similar business as a means of cross fertilisation of best practices.
- Computerisation of most management information systems in order to increase speed of work and efficacy.
- Establishment of a robust database which helps in formulating business policy and strategy.
- Keeping close contact and strategic alliance with the various stakeholders including: Government, the public and customers to ensure confidence and legitimacy of utilities' business initiatives.

The above, are some of the utility management practices that NWSC has adopted to launch to where it is at the moment. It is however, worth noting that changes in management should be dynamic to suite the circumstances. There is indeed no single blue print or solution that caters for all utilities. Therefore, it is of paramount importance that the diagnosis of the challenges at hand is well articulated, so as to prescribe relevant remedies and solutions.

Once again, I would like to thank all our readers for the continued loyalty to our WH bulletin, and wish you a good reading. It is our passionate endeavour to make our esteemed customers have better lives through improved services ■



Dr Martin Kalibbala
Chief Editor–Water Herald

Editor's Note

Precious Readers,...

Sound utility management is the buzz phrase for this issue of the Water Herald (WH) Magazine (April–June 2014). Actually, the theme is “indicators of sound utility management: lessons from the NWSC experience.” There is no better way of measuring how sound a utility is, than through the lens of customer satisfaction. What are the few things that NWSC did that indicated to her external spectators, key stakeholders and customers, which could warrant the credible attachment of this buzz phrase to her fore?

First and foremost, NWSC management organized a key forum dubbed, “Water Baraza,” whose primary objective was to foster transparency and accountability to our customers, through the lens of the promises made by the various six-months Division Action Plans (DAPs). It commenced with a DAP performance review workshop, and then culminated into an open, media-studded, Q&A session, ably facilitated by Mr Andrew Mwenda.

The audience was a cross section of political, civil and opinion leaders, who represented our esteemed customers. With the line Chiefs on the spot light, Andrew panned them with relevant questions related to their DAP promises and achievements. He also gave the customer-studded audience a chance to ask some questions.

Secondly, on 29th April 2014, the President of Uganda, General Yoweri Kaguta, commissioned the long awaited NWSC water mains extension project to Mbale College area. This was in fulfilment to the pledge made to the people of Mbale, especially in key areas that were water stressed, i.e. Namatala, Busamaga and Maluku. Please flip through the pages of this issue to find out more details on what exactly transpired in Mbale!

Thirdly, against the backdrop of winning the prestigious global water award – after trouncing four other potential competitors at the Global Water Summit (GWS) in Paris, France – NWSC won yet another award. NWSC won the Award dubbed, “African Water Utility of the Year 2013–2014,” during the 14th Annual African Utility Week (AUW) Conference and Exhibition in Cape Town, South Africa. The AUW Conference is an annual convention of leading practitioners, academics and professionals in the water and energy sectors.

The AUW 2013–2014 event run from 12th–15th May 2014 and was attended by over 1,200 delegates. The Conference was highlighted by Awards to outstanding utilities and projects. These Awards are meant to celebrate triumphs and successes of Africa's energy and water sectors during the last year, highlighting companies and executives who have been responsible for pioneering new frontiers and innovations, pushing boundaries, inspiring others, and achieving growth against all daunting odds.

The AUW Award to NWSC was attributed to her exemplary performance, resulting into becoming a beacon of hope in Africa. NWSC's efforts – through the External Services Unit – were recognized for the contributions to advisory and technical support services to other water and energy utilities, and knowledge sharing and benchmarking initiatives, which have ably promoted peer-to-peer exchanges, and capacity development, especially within the water sector.

Finally, on Wednesday 21st 2014, the Board and Management of NWSC handed over the AUW Award – together with the 2014 Global Water Leaders Award – to the Hon Minister of Water and Environment, Prof Ephraim Kamuntu, at the NWSC–International Resource Centre in Bugolobi, Kampala. Wishing you pleasant reading ■



HE, Gen Yoweri Kaguta Museveni, President of the Republic of Uganda, commissions the Mbale project.

NWSC Delivers to the People of Mbale

In a bid to ensure increased access to safe water, NWSC embarked on carrying out network expansion and supply intensifications across the country. A number of commitments were made amongst which was to extend and intensify water supply to Mbale College and the surrounding areas.

On 29th April 2014, His Excellency General Yoweri Kaguta Museveni, President of The Republic of Uganda, commissioned a water extension to Mbale College signifying the fulfilment of the pledge made to the people Mbale. NWSC Mbale Area has so far laid mains extensions to Namatala, Busamaga and Maluku.

Water mains Extensions to Musoto and Wanale together with extension of sewer mains to Wanale are in their final stages expected to be completed by June 2014.



Testing one-two: the President fills buckets with clean water flowing from the new project installations.



Representatives of the project beneficiaries officially received water buckets from HE, the President of Uganda at the commissioning ceremony.

NWSC Wins African Water Utility Award, 2013–2014

by Editorial Team

In just a few weeks National Water and Sewerage Corporation has won yet another prestigious international award. NWSC won the award of African Water Utility of the Year 2013/2014 during the 14th Annual African Utility Week Conference and Exhibition in South Africa. The African utility week is an annual convention of leading practitioners, academics and professionals in the water and energy sectors.

The 2013/2014 event run from 12th–15th May 2014 and was attended by 1,200 delegates who participated in the conference, site visits and focus group discussions.

The conference was highlighted by awards to outstanding utilities and projects. These awards celebrate triumphs and successes of Africa's energy and water sectors during the last year, highlighting companies and executives who have been responsible for pioneering new frontiers, pushing boundaries, inspiring others and achieving growth against all sorts of odds.

The nine categories of awards were:

- Lifetime Achievement
- African Utility Executive of the Year
- African Power Utility of the Year
- African Water Utility of the Year
- RSA Municipality of the Year
- Clean Energy Project of the Year
- Energy and Water Efficient Project of the Year
- African Collaboration of the Year
- Community Project of the Year

There were 60 nominations from 12 African countries. NWSC was nominated for the category of African Water Utility of the Year, of which there were three other nominations. These were Energy Water and Sanitation Authority (Rwanda), Nairobi City Water Company (Kenya) and Kericho Water and Sanitation Company (Kenya).

The award to NWSC was attributed to NWSC's exemplary performance resulting in its becoming a beacon in Africa. The NWSC efforts through the External Services Unit was recognised for its contribution to advisory and technical support services to other utilities and to the knowledge sharing and benchmarking activities which promote peer-to-peer exchanges and capacity development in the water sector.

On Wednesday 21st May 2014, NWSC handed over the award together with the 2014 Global Water Leaders Award to the Hon. Minister of Water and Environment at the NWSC–International Resource Centre in Bugolobi.



The Hon. Minister of Water and Environment, Prof. Ephraim Kamuntu holds up the two awards handed over by the Board Chair (Dr Eng Christopher Ebal) and MD–NWSC (Dr Eng Silver Mugisha)



The NWSC team at the awards in Capetown. (inset) The African Water Utility Award.



Dr Rose C Kaggwa, Chief Manager-Institution Development and External Services, receives the African Water Utility of the Year 2013/2014 in Cape town, on behalf of the MD-NWSC.

Construction Works of the Bugolobi–Nakivubo Sewerage Treatment Plant

On Friday 2nd May 2014, the Board of Directors together with the MD National Water and Sewerage Corporation, visited the project site for the construction of the Bugolobi/Nakivubo waste water treatment plant. The purpose of the visit was to engage the contractor; follow up on status of the construction works and organize for a timely completion of the ongoing Kampala Sanitation Program.

The Kampala Sanitation Program is broadly aimed at providing improvements in the urban hygiene and sanitation services for the city residents, through rehabilitation and expansion of the current sewage system within the metropolitan Kampala, improved collection of faecal sludge from the on-site sanitation facilities in un-sewered areas and the implementation of faecal sludge treatment regime.

The interventions of this program will also result into the improvement of the environmental sustainability of Lake Victoria inner Murchison Bay through reduction of pollution entering the lake through the Nakivubo channel.

Construction of the Nakivubo sewerage treatment plant was relocated from the Nakivubo swamp to a substitute site at Bugolobi where NWSC currently hosts its sewerage treatment plant. This was due to the fact that upon detailed geotechnical soil investigations carried out, results revealed that soil at the proposed Nakivubo site was not firm enough for construction.

Construction of the Bugolobi/Nakivubo sewerage treatment plant is largely funded by the African Development Bank, The Government of Uganda/National Water and Sewerage Corporation, with support from KFW.



The project site layout



From L–R: Eng Johnson Amayo (Chief Manager–Planning and Capital Development), Dr Eng Silver Mugisha (MD–NWSC), Eng Alex Gisagara (Chief Manager–Engineering Services), Dr Cecilia Atim Oyet (Board Member), Ms Edith Katete (Chief Manager–Management Services), Mrs Ziria Aliza Ndifuna (Board Member), and staff from Roko Construction Company.



From L-R: Eng Johnson Amayo (Chief Manager–Planning and Capital Development, Dr Eng Christopher Ebal (Board Chairman), Dr.Eng Silver Mugisha (MD), Dr Cecilia Atim Oyet (Board Member), Ms Edith Katete (Chief Manager–Management Services, Mrs Ziria Ndifuna (Board Member discuss the progress of the project on site.



The Board Chairman, Dr Eng Christopher Ebal, leads the team on a tour of the project site at Bugolobi.



The Roko team gives a guided tour of the project site at Bugolobi.



Levelling earthworks using heavy bulldozers at the plant site.

PICTORIAL # 1

Water Baraza and Performance Review Workshop of
Six-Months Division Action Plans (DAPs)





PICTORIAL#1

Water Baraza, Cont'd...



NWSC Management Visits TANESCO, Tanzania

by Public Relations Team

In appreciation of the progress and success that National Water and Sewerage Corporation has achieved in implementing institutional reforms that are based on innovations using result oriented short-term high impact programmes, the Managing Director, Tanzania Electric Supply Company Limited (TANESCO) Mr Felchesmi Mramba, invited the NWSC Managing Director, Dr Eng Silver Mugisha to speak to the TANESCO Management team on issues concerning institutional reforms as well as the role of leadership in organizational development. This invite was as a result of an on-going capacity building relationship NWSC has built with TANESCO over the years through the support of the NWSC, External Services Unit.

TANESCO is a parastatal organization under the Ministry of Energy and Minerals, Tanzania. The Company generates, transmits, distributes and sells electricity to Tanzania Mainland and sells bulk power to Zanzibar. Dr Eng Silver Mugisha together with members of NWSC management visited TANESCO LTD from 23rd–26th April 2014.

During the visit, NWSC and TANESCO management agreed to engage in a contract that would offer support in 3 areas: (i) Support in development of performance agreements, (ii) Support in re-designing Performance Development Programs (PDPs) for all TANESCO regions country wide, and (iii) Support to develop locally based performance agreements for all TANESCO regions.

Engagement in the three areas is aimed at improving performance, ensuring quality and efficient service delivery for all TANESCO regions country wide.



Cooling off the Dar heat? A cross section of the NWSC delegation that accompanied the MD-NWSC.



Dr Eng Silver Mugisha (MD-NWSC) making a presentation.



NWSC-TANESCO consultative meeting in progress

External Services – Benchmarking Visits and Capacity Building Initiatives

by Joseph Ndegeya and Dr Dorothy Kobel

1 NAIROBI CITY WATER AND SEWERAGE COMPANY LTD, KENYA

NWSC hosted a team of 05 staff from Nairobi City Water and Sewerage Company Ltd from 26th January–1st February 2014 to benchmark in Asset Management and Operations, Decentralization and Territorial Management, Corporate Governance and Change Management. They reviewed the MoU, developed action plans, and prepared WOP budget. The team visited the Gaba Water treatment complex, the vocational skills development facility and the Kansanga branch office. They also made a courtesy call on the MD who informed the team that the Corporation's current five year strategic plan (2013 – 2018), is operationalized and streamlined through the corporation's

annual budget, respective divisions' annual plans and One Minute Management Goals for the staff within the divisions. An operational plan is then anchored on the corporation's strategic plan. The Corporation's stakeholders were used to derive the operational plan. The operational plan has an infrastructure development plan which is regularly published in the media to inform stakeholders on the progress of the infrastructure development. It is therefore necessary for the corporation to be transparent in all its transactions and engagements, for the benefit of all its stakeholders.



Nairobi Water participants being welcomed by Business Relations and Development Manager (left) at IREC



Nairobi Water Managers pose for a group photo with NWSC facilitators



Nairobi Water managers at Lubijji site office with Engineer Moses Okwel who outlined the project



The inlet and detritus tank of the wastewater plant at Lubijji.



The detritus gallery of the Lubijji Wastewater Treatment Plant.



Nairobi team toured the Vocational Skills Development Facility at Gaba with Dr Martin Kalibbala (Manager Training and Development).

2 CHITTAGONG WATER AND SEWERAGE AUTHORITY, BANGLADESH

Union leaders from the Chittagong Water and Sewerage Authority in Bangladesh visited NWSC from 24th–28th February 2014. The purpose of their visit was to benchmark on reforms, performance improvement and the role of trade unions in Performance Improvement initiatives undertaken by NWSC. They held discussions with the Management Services Division, the Human Resource Department, and the Union leaders in NWSC. The delegation also had guided field trips in Kampala Water, Jinja area and Entebbe where they interacted with the area management teams and the workers' union leaders. They

learnt that staff generally fear change because of uncertainties, possible loss of employment, etc; change is a must and inevitable. It may be internally initiated, responding to external factors, or outright pressure from outside.

For any business to grow and be profitable, its workforce has to work as a team to sell its services/products and collect revenue. Likewise, a water utility has to work smart towards achieving the goals and fulfilling its mandate in sustainable manner. No organization can succeed when one section of its staff is not in agreement.



CWASA Union Leaders getting presentations in NWSC-IREC Boardroom



CWASA Union Leaders pose for a group photo outside the International Resource Centre (NWSC-IREC)



Dr. Dorothy Kobel welcomed the CWASA team and presented the profile of NWSC and its reforms.



Eng. Charles Odonga (World Bank Consultant) presented on Change Management and why change is inevitable.



NWSC Union Leaders also interacted with them to discuss their role in transformation of the utility.



CWASA team toured a number of key departments of Kampala Water to have close interaction



CWASA delegation with GM Jinja (right) and Trade Unionist Ms. Kim Agnes (in purple)



CWASA team pose for a group photo with Jinja Management and Union Leaders

3 LAKE VICTORIA NORTH WATER SERVICES BOARD, KENYA

A Group of 7 scientists and engineers responsible for water quality in the towns bordering Lake Victoria in Kenya visited NWSC in March 2014. The purpose of their visit was to benchmark on how to improve quality of water and disposal of chemical waste. They had discussions with the Manager

Research, Senior Manager Quality Control in NWSC. Their trip also included field visits to the Gaba water treatment complex and to Lubiji treatment works. They toured some industries with chemical waste in Kampala, Entebbe and Jinja.



Chris Kanyesigye Manager Quality (right) presented to the LVNWSB the different methods of chemical waste management in NWSC

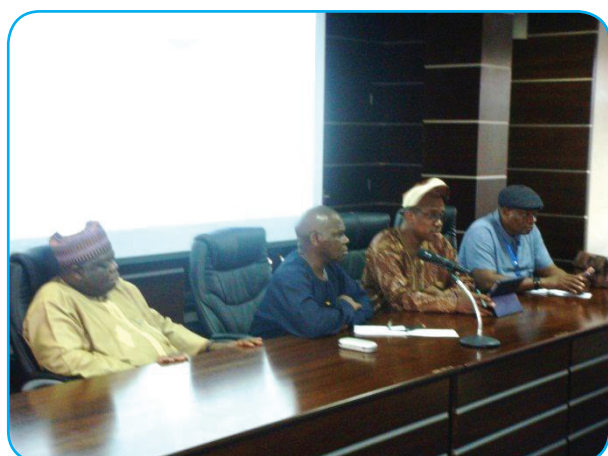


LVNWSB guests pose for group photo with NWSC facilitators at IREC

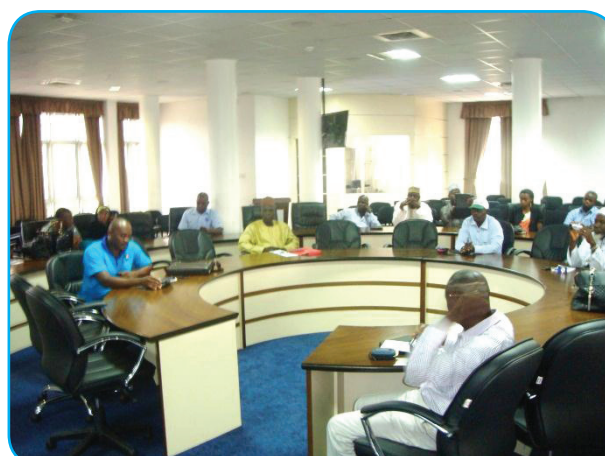
4 FEDERAL MINISTRY OF WATER, YOBE AND OSUN STATES, NIGERIA

A group of 36 representatives from the Federal Ministry of Water Resources, Yobe and Ogun States of the Federal Republic of Nigeria visited NWSC on 28th March 2014. The purpose of their visit was to benchmark on the management of urban water and sanitation services. They had discussions with the

Information Technology Department; the GIS and Mapping unit and had presentations on the operation of pre-paid metering; management and operation of urban water and sanitation services and the challenges on water utilities in developing countries; prepaid metering and on-spot billing.



Team Leaders from the Federal Ministry of Nigeria



Part of the Nigerian delegation in the Pacific Conference Hall of NWSC-IREC, Bugolobi



Joseph Ndegeya coordinated the one-day intensive programme.



Dr. Dorothy Kobel (Manager-External Services) welcomed the guests and presented the Overview of NWSC and the performance programmes that have made it TICK in the region



Some of the Nigerians posed for a photo with NWSC Manager External Services at IREC



Nigerian visitors at Gaba Complex (water production, laboratories, workshops and vocational development facility)

5. MAKERERE UNIVERSITY STUDENTS OF THE MASTERS PROGRAM IN PUBLIC INFRASTRUCTURE MANAGEMENT, UGANDA

A group of master's students from the Makerere University Faculty of Public Infrastructure visited NWSC on 27th March 2014. The purpose of their visit was to learn from NWSC in the areas of Planning and Management of Utility Infrastructure and in Governance and Operation of Public Infrastructure. They had presentations on the management and operations of NWSC; asset management in NWSC; IT applications and GIS decision support in utility operations. The study visit also included a tour of the Gaba water complex (water production, laboratories, workshops and vocational skills development centre) and Lubiji wastewater treatment facility.



Sonko Kiwanuka (Senior Manager Ops) presented to the students "Asset Management and Operations in NWSC."



Dr Akileng (standing) and Dr Peter Turyakira are lecturers at School of Business, College of Business and Management Sciences, Makerere University



Sonko Kiwanuka (Manager-Operations), Gilbert Akol (GIS-Senior Officer) and Evelyn Osiime (IT Senior Officer) made presentations on Asset Management, Geographical Information Systems and IT Applications in NWSC

6

OGUN STATE WATER CORPORATION, NIGERIA



Group photo for the visitors from Ogun, DAWASA and UN-Habitat. Left to right: Joseph Ndegeya (NWSC), Tekalign Segi (UN-Habitat Regional Technical Advisor), Adekunle Oluwaleye (Ogun), Talabi Samson (Ogun), Ms. Neli Msuya (DAWASA), Taiwo Solomon (Ogun), Adebowale Saka (Ogun), Charles Makoye (DAWASA) and Shote Adebola (Ogun)



Welcome session for the visitors from Ogun, DAWASA and UN-Habitat.



The Ogun team had presentations on network management, water loss reduction, non-revenue water and illegal use reduction



They had hands-on training on leak detection



7

DAR ES SALAAM WATER AND SEWERAGE AUTHORITY, TANZANIA

Dar es Salaam Water and Sewerage Authority of Tanzania (DAWASA) is developing a pro-poor programme. They sent a team to benchmark with NWSC. They had presentations and field visits from Urban Poor Initiatives Experts on 7th–8th April 2014.



UN Habitat Regional Technical Advisor Tekalign Tsige (left) accompanied the DAWASA Team (Ms. Neli Msuya and Eng. Charles Makoye).



The DAWASA team getting a presentation on Urban Pro-poor concepts and NWSC initiatives undertaken by NWSC



DAWASA team being briefed before going to the field in Kisenyi and Bwaise (Kampala suburbs)



Public dispensing machine with a prepaid meter (left) and vending machine (right)

8

TANZANIA ELECTRIC SUPPLY COMPANY, TANZANIA

TANESCO sent a team of 21 staff members for training in Monitoring and Evaluation (M&E) for the Performance Development Programme. The training took 2 weeks (between 6th – 20th May 2014). The intensive training saw them review the programme and develop action plans for next quarter to ensure precise and fair evaluation for all regions of TANESCO.



TANESCO team being welcomed by Mr Mahmood Lutaaya (Manager-PM&E) before the start of the training.



Mr Mahmood Lutaaya taking TANESCO team through one session of M&E training.



At the end of the training, there was a closing session, a cocktail party and issuing of certificates



MD–NWSC, Dr Silver Mugisha issued certificates to the participants of the training.



Dr Mugisha presided over the ceremony. He thanked TANESCO for collaborating with NWSC.



ARUSHA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY, TANZANIA

Arusha Urban Water Supply and Sewerage Authority of Tanzania (AUWSA) sent in a team of top manager to benchmark with NWSC in all aspects of water utility operations from 25th–31st May 2014. The team comprised of the Technical Manager (Eng. Fabian Maganga), Human Resource Manager (Ms. Ediltruda Maseko), Customer Services Manager (Mr. Nelingwa Nkendyanoni) and Finance Manager (Mr. Amos Kisanga).

They had presentations in the key topics and toured IREC, GIS unit, Billing / IT Department, meter workshop, Gaba water complex including Vocational Skills Development Facility (VSDF), Kansanga Branch and Entebbe Area.



The AUWSA team posed for a photo: Left to right Mr. Amos Kisanga, Mr. Joseph Ndegeya (NWSC), Ms. Ediltruda Maseko, Mr. Nelingwa Nkendyanoni and Eng. Fabian Maganga



Dr. Dorothy Kobel (Manager-External Services) on extreme left welcoming the AUWSA team at IREC



AUWSA at the Call Centre where NWSC interfaces with customers by phone, email, facebook, tweeter and internet



AUWSA team at the Billing and IT Department of Kampala Water. The Manager Mr. Willy Nuwamanya guided them thru the operations.



Arusha water team looking at the tool and equipment used at the NWSC-VSDF, Gaba campus.



Branch Manager of Kansanga Mr. Deo Serumaga (standing) lecturing on Decentralisation, Territorial Management and Branch Operations

Pictorial # 2: Water Baraza Accountability, Cont'd...





NWSC Rolls Out Prepaid Meters

by **Commercial Team**

National Water and Sewerage Corporation (NWSC) has started implementing prepaid water meters for to all Government ministries and departments.

The pre-paid meters are part of the continuous innovation by NWSC as it continues to serve its customers.

The installation of the meters comes after the signing of a memorandum of understanding with the Ministry of Finance and Economic Development. The memorandum focuses on measures to control arrears accumulation.

The prepaid metering system will help Ministries and Government departments manage their water bills and avoid accumulation of arrears. Government departments currently owe NWSC over US\$40 billion in unpaid arrears. This is affecting NWSC's operations and rate at which NWSC can extend services to new areas.

NWSC currently provides clean water to 58 towns. This will increase to 66 towns by June 2014. If these arrears are cleared, NWSC will be able to expedite the extension of clean water to 91 towns and urban centres by 2016 as opposed to the planned 80 towns by 2018.

Prepaid Metering System

The prepaid metering system is a simple technology with three components; a card, an Internal Unit and a meter. Both the meter and the card reader will be installed at the premise. Each card is tailored to the meter and will be auto loaded with credit at NWSC approved vending points and then it is inserted into the Card reader Internal Unit to recharge the meter.

Before the credit runs out, the meter will produce an alert noise, if the card is not recharged the valve of the meter closes and water flow is stopped. The recharging points will be placed in different NWSC offices and will be accessible at all times.

Benefits

- Encourages Water Consumption Control
- Shows Current credit and the corresponding water left
- Customer can see current and past consumption
- Identification of leaks
- Smart Card – Simplicity
- Emergency Water – Flexibility



From L–R: Mr. George Okol (Chief Manager Commercial and Customer Care Services), Jeremy Owor (Manager Billing), Gilbert Muhwezi (Manager Illegal Services), Alfred Okot Okidi (Chief Manager Finance and Accounts) and officials from Government institutions and departments during the roll out session.

NWSC Building Strategic Partnerships for Better Service Delivery

DURING the next 5 years NWSC Management hopes to contribute towards achieving the Corporation's vision which is "To be A Leading Water Utility in the World" by focusing on key strategies outlined in the Corporations 5 year Strategic Direction. One of the fundamental strategies outlined is to establish a comprehensive stakeholder engagement agenda with the objective to guide NWSC collaboration with sector stakeholders as a means of improving service delivery.

As a means of building stakeholder collaborations, on Tuesday, 6th May 2014, NWSC Managing Director, Dr Eng Silver Mugisha hosted the Executive Director, Kampala City Council Authority, Mrs Jennifer Musisi with her team from the KCCA legal and technical departments.

The main objective of the meeting was to discuss measures of strengthening partnerships between the two sister Organizations. Issues discussed among others included:

- Improving communication between the two Organizations with regards to road works by KCCA and pipe laying and repairs by NWSC
- Collaborations between the two organizations with regards to wetland protection
- Engaging KCCA with regards to road reinstatements in case of NWSC repairs

On the same day MD, NWSC together with his Public Relations team hosted the management team from the Red Pepper Publications. The engagement between NWSC and Red Pepper was held with a goal to support professional media relations between the Corporation and the media fraternity. This visit comes as a follow up to previous engagements the Corporation has held with several media organizations like the New Vision, The Observer Media, Monitor Publications, and The Independent.



Executive Director KCCA, Mrs Jennifer Musisi (L) holding discussions with MD-NWSC, Dr Eng Silver Mugisha (R).

NWSC Posts Record UShs 20 Billion Performance

by Commercial Division Team

National Water and Sewerage Corporation has recorded the highest ever revenue collection in its history with the corporation collecting over 20 billion shillings in the month of February 2014. The Chief Manager Commercial, Marketing and Customer Care George Okol attributed the good performance to hard work by staff and management and intense engagement with government to pay their bills.

He said, "staff also went all out to engage customers to pay their bills. There was involvement at all levels from top management, managers, supervisors and field staff. There was real dedication and team work from everyone involved. I really encourage staff to continue with this spirit of team work and enthusiasm as we continue to serve our customers. We must make this better this month."

"We will continue to engage Government departments to clear the remaining arrears. Ours is a service delivery model not a profit model. We provide efficient and cost effective water and sewerage services to the delight of our customers. The money we collect is used to deliver water efficiently and extend services to more customers," Okol said.

As a gesture of appreciation, management offered bulls to all staff in all the 29 areas to roast. According to Joyce Bakiire, the manager commercial and customer services, the UShs 20 billion represents 121 % collection efficiency with all but 2 of the 29 areas surpassing their targets. Soroti, Bushenyi, Entebbe, Masindi, Lira, Jinja and Kampala among others posted impressive performance in achieving and exceeding their STEP UP 90 targets.

STEP UP 90 is a performance intensification programme launched by the corporation to get out of the business as usual mind frame. STEP UP 90 is an acronym which stands for Service Delivery, Team work, Enthusiasm, Productivity and Performance. UP represents intensification of performance and 90 stands for 90 days of the programme.

Speaking to staff during the Kampala Water monthly staff performance evaluation, the Chief Manager Finance and IT, Alfred Okot Okidi thanked staff for the good performance. He said, "This good performance is a result of team work and dedication. We need to do more to improve performance and extend services to more customers."

He informed staff there was still substantial arrears to be collected from government departments that had not yet paid. He said the accumulated arrears was putting a strain on the ability of the corporation to execute its mandate.

He added that the corporation was engaging the concerned ministries and departments to ensure that the arrears is paid before pre-paid meters are installed.

Speaking on behalf of the Managing Director, Dr Eng Silver Mugisha who was touring corporation installations and meeting stakeholders in northern Uganda, Mr Okidi said, "The MD has asked me to request you to continue with the spirit of team work, enthusiasm and execute your jobs with integrity."

The General Manager, Kampala Water Engineer Andrew Sekayizzi called on the staff to continue working hard. He attributed the good performance to team work. He thanked the water production team, the network team and the commercial team for working hard. He asked staff to work harder and make the following months even better.

NWSC- Providing Efficient and Cost Effective Water and Sewerage Services



The NWSC is a public Utility mandated to provide water and sewerage services in areas entrusted to it on a sound, commercial and viable basis. Effective July 1st 2013, the Corporation operates within 34 Urban Centres, with the addition of 5 new towns of Kitgum, Pader, Mityana, Kisoro and Nebbi. The following is a brief and update on the performance of the Corporation in line with the **Journey towards the transformation and sustainable development of Uganda from a Peasantry to a self-sustaining economy as outlined in the National Development Plan (NDP), National Resistance Movement Manifesto (2011-2016) and Vision 2040.**

NWSC Vision and Mission

The Vision of NWSC is "To be a Leading Water Utility in the World".

The Corporate Mission is "To provide Efficient and Cost Effective Water and Sewerage Services applying Innovative Managerial Solutions to the Delight of our Customers".

Manifesto Undertakings

In line with the National Resistance Movement Manifesto of 2011-2016, the NWSC targeted the implementation of the following broad activities which were aimed at eradicating poverty through the improved provision and access to water and sewerage services.

- Increase access to clean, safe water by 100% of its mandated Areas of coverage, and Sanitation to 30%.
- Expand services to cover the urban poor and informal settlements.
- Expand the NWSC services to cover all municipalities and major urban centres
- Embark on major expansion and rehabilitation water and sewerage infrastructure schemes in order to bolster the provision of water and sanitation services in the various urban centres of Uganda.

Achievements

The following is a brief on the Corporations drive towards the attainment of the NRM Manifesto for the period 2011- 2016.

Water Coverage

The NWSC's current coverage is about 77.8% up from about 16% in 1986. The growth in coverage has been as a result of the following:

- Production has over the years been increased with the implementation of various projects in the major towns. Key among the recently completed projects include the construction of the Gaba III Treatment Plant and the rehabilitation and Expansion of the Entebbe Water Supply system which increased water production by about 120,000 cu.m of



*Dr. Silver Mugisha
Managing Director
National Water and Sewerage Corporation*

water per day. Currently, the Corporation produces about 250,000 cu.m of water per day. The Corporation has also commenced the implementation of the Kampala Lake Victoria Watsan Project which will entail the refurbishment of the Gaba II water Treatment Plant and the restructuring of the network.

- The NWSC operates a distribution system comprising 5,670 kms pipe network, reservoirs situated at strategic sites, and booster pumping stations. On average, a total of 100 kms of mains are extended per annum to meet the growing demand for services. Services have been extended in all areas to cover the greater metropolitan areas. For example, in Kampala, the network has expanded to Mukono in the East, Matuga and Kasangati to the North, Bulenga and Nsangi to the West, and Wakiso District to the South. In Jinja, services have been extended to Njeru, and as far as Iganga. In Masaka,

supply has been extended to Kako and Ndegeya-Kyalugo, in Masindi to Kabalye Police Training School, while in Tororo, the network has been extended to Kisoko. All these extensions have enabled the growth in the customer base.

- The Corporation installs about 23,000 new water connections per annum as a result of the network extensions highlighted above. This has greatly contributed to the growth in service coverage. The total customer base of the Corporation is about 317,200 connections up from 57,000 connections 10 years ago.

Water sales in the Corporation have over the last 10 years doubled from about 28 million cubic meters per annum in 2002 to 58 million cubic meters in 2013, a growth of over 100%. The significant increase points towards more people, industries and other users being able to access clean potable water from the Corporation. Sales have been enabled by the Corporations deliberate effort to expand its distribution coverage network.

Sewerage Coverage

Despite the limited Sewerage network coverage of about 6%, the Corporation has been able to expand its sewerage services by an average of 310 sewer connections per annum. This has been facilitated by the implementation of a new sewerage connection policy. The total number of sewer connections in the NWSC currently stands at 17,500. It is expected that with the completion of the Kampala Sanitation Master Plan Project, the sewerage services will further be expanded to cover at least 15% of the population in Kampala. During the year 2012, construction of the Lubigi Sewerage Treatment Plant progressed well with about 80% of the works completed. Other on-going works include the extension of the sewer network in Makindye-Katwe, Wandegeya-Katanga and Katanga-Kalerwe-Bwaise. These are slated to be completed in June 2013.



NATIONAL WATER AND SEWERAGE CORPORATION

INFRASTRUCTURE SERVICE DELIVERY PLANS FOR THE PERIOD JANUARY - JUNE 2014

The National Water and Sewerage Corporation (NWSC) is a Public Utility Company whose mandate as defined in the NWSC Act section 5(1), is to operate and provide water and sewerage services in areas entrusted to it on a sound, commercial and viable basis.

The NWSC operations have expanded from 3 towns in 1972 to 34 urban centers as of January 2014, viz: Kampala- (Nansana), Mukono, Jinja, Lugazi, Entebbe-(Kajjansi), Tororo, Malaba, Iganga Mbale, Masaka, Mbarara, Gulu, Lira, Fort-Portal, Kasese, Kabale, Bushenyi/Ishaka, Soroti, Arua, Hoima, Masindi, Mubende, Kaberamaido, Mityana, Kisoro, Kitgum, Nebbi, Pader, Apach, Paidha, Aduku, Wobulenzi, Luwero, and Wakiso. It is envisaged, by June 2014, at least 6 more towns (Rukunjiri, Kabwohe, Itengeri, Kanungu, Kalisizo and Kaliro) shall have been taken over by the NWSC

In November 2013, the Corporation launched its Five year

Strategic Direction that provides the Corporation's outlook and key strategic interventions for the next five years, building upon the Corporation's existing Corporate Plan, and taking into account the wider stakeholder expectations, policy directions and competitive environment.

One of the key focus areas for the Corporation in the next five years is to carry out network expansion and intensification to increase service coverage (people accessing NWSC water and sewerage services) from the current level of 77% to 100%. The initial efforts of operationalizing the Five Year Strategic Direction are being realized through a tactical programme code-named "STEP-UP 90" programme that was launched for all the Areas. As part of the STEP-UP 90 programme, the Corporation in the next six months will undertake extensive network expansion and water supply intensification initiatives in all its Areas as summarized below.

Water Mains Extension: January-June 2014

1.0 Kampala Water mains extension/Network Interventions for the period: January-June 2014

#	Dry zone	Distance (metres)	Areas to benefit
1.	Mutundwe hill	2,100	Wankulukuku booster-Mutundwe hill
2.	Lugoba hill	700	Lugoba hill top
3.	Kololo1	700	Kololo Booster -Kololo hill & surrounding areas
4.	Lubugumu/Ndejje	2,000	Ndejje/Lubugumu
5.	Kira - Kasangati Rd	1,500	Kira round bout - Kasangati Rd
6.	Bulindo/Mulawa	1,500	Kira Roundabout- Mulawa/ Bulindo/Kiwologoma
7.	Luthuli Avenue	2,000	Replace old 6" GI pipe to improved service reliability along Luthuli Avenue, Bugolobi
8.	Kitebi	1,000	Along Wamala road towards Bunamwaya, Kitebi
9.	Bukerere road - Seeta	1,500	Bukerere - Seeta road
10.	Kirinya - Bukasa	6,100	Kirinya, Kirinya-Bukasa
11	Miscellaneous extensions	10,000	Various areas in Kampala Water Branches

Other NWSC Areas, Water Mains Extension for the period: January-June 2014

	Area	Distance (metres)	Beneficiaries/Areas of extension
1	Arua	2,950	Mvara Ociba Congo, Mvara Secondary-Congo one, Euata-Kuluva By-Pass, Gili Gili road
2	Bushenyi	7,500	Rukunjiri Road, Numpu road, Katonya Road, Kitakuuka, Nyabwina, Rugweyo, Nyadozo, Ibal e II Trading centre, Kigarama, and Nyamizi
3	Entebbe	7,750	Kitooro road from Upland Supermarket, Kiwamirembe, Kitende B - Kawoto, Lutembe beach road, Manyago road, Buzzi, Westminster, Lugonjo road, Mpala Katuba, Avocado line,
4	Fort portal	5,500	Kijura road in Rwengaju, Kyamasongi, Kijura Rd, Kyakaigo, Bukwali and Kasese road
5	Gulu	3,000	Ocan Ben road in Olayilong, Ojok Jovani Rd Kasubi, Wi aworanga Lacor, Layibi market, Alokolum Rd Cerelano Area,
6	Hoima	10,100	Kyarwabuyamba, Mandela SS to King SS, Kikwete, Karegete road, Fort Portal road, Kigaragara, Kampala road, Kyarwabuyamba, Harvard road, Kizige road, Kasingo
7	Iganga	9,500	Buseyi, Bugumba Nampirika, Bugumba, Nakigo, Iganga market
8	Jinja	9,500	Ntinda Rd, Budumbuli located in Bugembe town council, Bujagali, Malindi, Mpumude along Kateyamba Rd, Mafubira along Sakabusolo Rd, Mafubira along Sakabusoro Rd,

	Area	Distance (metres)	Beneficiaries/ Areas of extension
9	Kabale	6,800	Kagarama, Bubare sub-county, Nyamiyaga in Bubare sub county, Kengoma/Kitojo, Kitumba, Kigirime, Kyamamire, Nyamiyaga, Nyarushabara, Lake Bunyonyi
10	Kasese	7,000	Replacement of Gravity Transmission Main from water works to Kasese Town to increase water supply in the whole of Kasese town.
11	Lira	6,500	Camp David, Adekokwok, Telela Ormito, Mains extensions, Intensifications
12	Lugazi	9,400	Nkoko, Kitega, Kikaula, Nakazadde and Kinyoro, Nkoko, Kayanja, Kikaula, Kitega, Nakazadde and Kinyoro, Interconnection of Mukono line
13	Masaka	8,400	Bugya to Kayija, Villa Maria to Kakunyu, Bugya to Kayija, Kisoso
14	Masindi	5,000	Kisarabwire, Kihande, and Kihuuba, Kisarabwire
15	Mbale	8,000	Musoto, Busamaga, Namatala, Maluku, Wanale
16	Mbarara	16,500	Makenke- Biharwe, Koranorya, Karugangama, Bunutsya 2, Kakiika, Bunutsya 1, Katojo and Ngara,
17	Mubende	7,200	Kibayyi Trading center, Bakijulula, Biwanga, Caltex
18	Soroti/Kaberamaido	3,300	Amen A, Orwadai, Okrut close, Lalle road,
19	Tororo/Malaba	15,500	Tororo Air strip, Kwapa Rd near St. Benedictine Tech Inst and along Kapinya Rd, Kapinya, Kwapa, Air field- Nyagongera
20	Kisoro	4,000	Kashinje, Nyakabande to Nyirangakoro
21	Pader	1,500	District road, Pader Hotel, Red cross,
22	Nebbi	17,000	Omyer, Nyaravur
23	Mityana	15,000	Busuubuzi, Nama, St. Mauritius secondary school and the surrounding area
24	Luwero	2,000	Kikubajinja, Kasana, Kalongo, Mabanda
25	Wobulenzi	2,000	Katikamu, Kisawe, Bukalasa
26	Apach/	2,000	Apokoro-Police station, along Apokoro road
27	Aduku	2,000	Aduku-Apach road and the surrounding areas
28	Paidha	2,000	Paidha-Goli Trading centre

2.0 Sewer Mains Extension: January-June 2014

Area	Total Length (metres)	Beneficiaries
Kampala	2,975	Makerere/Sir Apollo Kagwa, Kira road Tuffnel drive, Kabalagala Trading centre, Ntinda Trading Centre, and Naguru Katoli
Jinja	500	Walukuba west along Kyabazinga Rd
Masaka	170	Blessed Sacrament SSS
Tororo	1,100	Tororo Hospital
Gulu	1,000	Ogwor Aru road
Mbale	1,000	Namatala
Lira	1,300	Central Division- Teso Bar and Ayer road
Iganga	500	Bikhado Sewer Mains
Total	8,545	

3.0 Other Planned Infrastructure Interventions: January- June 2014

Area	Intervention
Kampala Metropolitan	Installation of booster stations in Ndeje, Mutundwe, Lugoba Drilling of 6 production wells/boreholes in: Gayaza (2 wells), Sonde (2 wells), wakiso (2 wells) Commission pipe work and pump units for Lugoba, Ndeje and Mutundwe and carry out reticulation of distribution system Completion of construction works for Buloba Water supply Project Commencement of construction works for KW-LV Watsan (Package 1&3: Refurbishment of Gaba 1 & II and water network interventions Substantial completion of Lubiji Sewerage System, under Kampala Sanitation program Commence the construction of Bugoloobi Waste water treatment Plant under the Kampala Sanitation Programme Kampala Sanitation Programme Sewer Network- complete site office and commencement of construction works
Jinja / Njeru	Installation of a high capacity pump at Bugembe Boaster station, Repair /overhaul Masese low lift and high lift pump, Supply of Generator
Tororo	Install a new raw pump set, Install overhauled standby power Generator for the Water works.
Mbale	Repair of Bunkhoko and Nakaloke booster, Installation of a standby Generator for Manafwa water works
Mbarara	Installation of a new pump delivered by the Ministry of Energy, Installation of a 75 KW motor
Kasese	Replacement of 7 KM of Gravity Transmission Main from water works to Kasese Town, Drilling of 2 production wells in Mobuku -Kasese
Fort Portal	Installation of a booster station at Kyegobe to serve Gweri, Kamwenge Road: Harubaho, Ibaale, Kanyambeh, Construction of 30No. PSPs for the urban poor
Arua	Installation of 2 booster pumps and re-instatement of additional high lift and raw water pumps
Hoima	Drilling of 2 new production wells, Carry out automation of all boreholes in Hoima service area and re-drill and install borehole pumps at borehole sites
Mubende	Install a standby pump at Katoma water treatment plant, Install a high lift pump for Katoma and deepen boreholes: 1,2 & 3
Lugazi	Drilling of 2 production wells/Boreholes
Mityana	Repair of backwash, pre-chlorination and dosing pumps for Mityana water works system
Kisoro	Installation of a standby high capacity booster pump at Tank hill, a standby power Generator for intake pumping station and a standby high capacity pump for intake pumping station
Kitgum	Re-instate functionality of boreholes in Kitgum service area
Nebbi	Installation of a standby raw water pump
Apach	Overhaul borehole pump, replace motor for the hospital borehole and repair reservoir bulk flow meter
Luwero	Drilling of 2 production wells/bore holes Install a high lift pump at the tank house
Wobulenzi	Sink 2 boreholes borehole of 17 cum per hour at Katikamu
Soroti	Install a booster station in Atuboi

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SMART WATER MANAGEMENT: A CASE OF SMART METERING

by Edward Ssendikwanawa

SMART Water Management (SWM) seeks to alleviate challenges in water management and water sector through the incorporation of Information and Communication Technologies (ICTs) products, solutions and systems in areas of water management and sanitation. Through SWM, significant improvements in water distribution, decreasing losses due to non-revenue water as well as enhancement of waste water and storm water management and improving customer control and choice can be realised.

These technologies create tremendous opportunities to improve the productivity and efficiency within the water sector with an aim to generate sustainability of the resource. ICTs permit the continuous monitoring of water resources, providing real time monitoring and measuring, making improvements in modelling and enabling proper maintenance and optimization of all aspects of the water network.

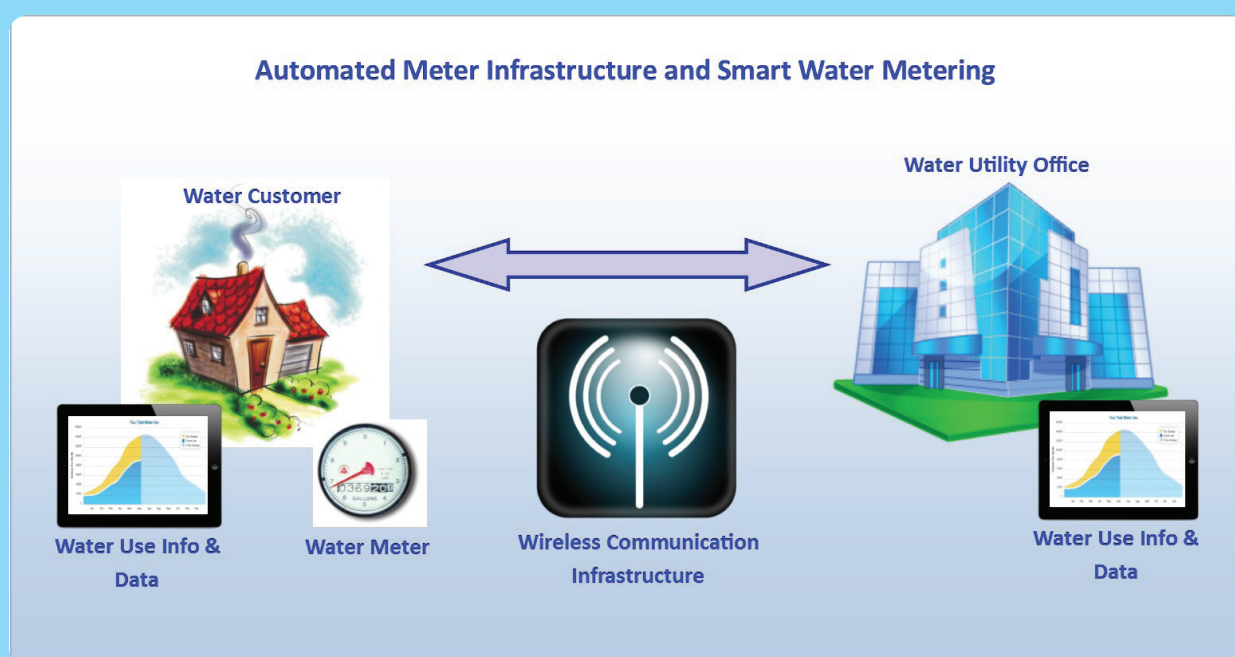
Smart Water Management technologies are already currently applied to many different areas of water management like, waste water management, water supply management, pressure management and metering.

In this article I explore what smart metering is, drawing focus on its significance to water utilities, customers and other stakeholders.

Smart meters are electronic devices which have advanced metering infrastructure (AMI) that support the real time measuring of electric, heat, gas, and water consumption. Smart metering uses radio frequency (RF) technologies and other more robust communication channels controlled from a central point and readily available on demand.

It accommodates interval data collection and facilitates delivery of a wide variety of services, such as remote disconnects and checks to ensure that service is currently available. These devices are rapidly evolving in response to market forces and governmental regulations. In the case of water consumption, smart meters typically consist of an embedded controller which interfaces with a metering sensor, a wireless transmitter as well as display and communications extension.

The meters are connected to a data logger which allows for the continuous monitoring of water consumption of a building or a home. The innovation of smart meters, permit two-way communication between the meter and a central system by transmitting data which can be done through different channels (power line, Internet, or telephone).



Source: <http://www.allianceforwaterefficiency.org/smart-meter-introduction.aspx>

Smart metering offers a wide range of benefits. However, the primary benefits for smart metering systems have traditionally been; reduction of operating costs and mitigation of performance problems.

In addition to the above, other benefits include:

Enhancing Customer Service

By providing more information, utilities can use smart meters to enhance service at the same time they reduce operating costs. Customers demand timely and accurate bills, and are typically enthusiastic about receiving information about their water consumption and opportunities to save money. Smart metering is being used to proactively notify customers of leaks and wastage, reduce adjustments to customers' bills, reduce the effort to provide final and initial bills, and help manage collections. Utilities have used smart meters to significantly reduce call volume (and therefore waiting times) and field service visits, while increasing first call resolution.

Smart meters are fitted with display devices that show water use in real time which help customers detect leaks. While diligent customers may, a few times a year, turn off all water and check an outside meter to ensure there is no flow, most meters are deliberately located in out-of-the-way areas that make it hard to detect new, small leaks. A conveniently located on-premises monitor can help a customer notice a leak because, for instance, the reading is higher in the morning than it was at night even though in theory no water was used in the day.

Customers with displays are more likely to use less water. Displays tailored to the specific needs of the user, such as those comparing current water use with neighborhood averages or with consumption in previous months, may help consumers' further focus on conservation.

Detect customer-premises leaks.

Leak detection for households is relatively simple. Leaks or faulty plumbing are the most likely culprits if hourly usage never drops to zero. Utilities can use more sophisticated algorithms, generally available from software vendors, to identify possible leaks at commercial and industrial properties with round-the-clock water use.

Theft and Tampering

Smart metering can help water utility managers monitor customers' consumption for sudden unexplained drops in usage. Smart systems are usually equipped with tamper detection that alerts the utility almost immediately if wires are cut. Daily reads and backflow detection will alert the utility for a customer simply reversing the meter orientation from time to time, or turning the water back on when it has been shut off. Theft might also be suspected when usage simply does not match customer activity (e.g., below average use for a particular class and size of user).

Distribution System Monitoring

Virtually all smart metering systems are now offered with adjunct acoustic sensors that transmit data over the AMI system about potential leaks on distribution mains and laterals. These technologies can give utilities a more systematic and thorough approach to identifying water losses, and inform them more quickly about new events. This enables a utility to more effectively monitor and fix leaks, reducing the cost of repairs, the amount of water lost and the potential for damage to the distribution system and property.

With all the above discussed benefits and many more not mentioned here, the deployment of smart meters within a utility's infrastructure enhances Smart Water Management (SWM) which undoubtedly champions conscientiously tailored guidelines, policies and standards for a "**Smart Sustainable**" future for all.





Induction of Newly Recruited NWSC Engineers

by James Kazungu

Quality is the order of the day in terms of Staff, Services, Customer Satisfaction & Care at NWSC, this has made National Water the leading Water Utility in the world, and this is evident by the recently won international award by Nwsc in her water service provision to all Ugandans in 2013.

NWSC recently recruited 38 new engineers to supplement the existing staff in the fulfilment of her Vision and Mission, NWSC received 800 job applicants amidst very stiff and challenging competition, 106 Engineers sat for the aptitude test and only 70 qualified for Technical face to face interviews, The selection, recruitment and Placement procedures were on merits with only First class honours and second class upper applicants considered as was stipulated by the Job Advert.

The face to face technical interviews were conducted on the 24th–26th April 2014, 08:00 am – 1:00 pm daily in order to come up with quality engineers because NWSC believes in quality at the source and further believes that quality is about people, if staff considered are of quality then quality output and product will result for the benefit of our customers.

The new engineers underwent a two weeks intensive induction programme under the care of the Department of training, the induction ended with a final evaluation test to assess if the engineers are fit for the intended purpose. This was followed by a hands on field training for a period of one week to know exactly the types of challenges and/or tasks that are to be faced in the Area of their deployment.

This was then concluded with a motivation speaker shortly before deployment commenced on the 23rd May 2014 that saw about 60 % of the newly recruited engineers deployed to cover the New Areas recently taken over by NWSC as part of its corporate plan to have 100 % coverage of services in the country, these are some of the secrets as to why at NWSC quality is never by accident but as result of an intelligent mind and efforts that are the driving force in the corporation, “to be the leading water utility in the world.”

The writer is the Area Engineer, Kigumba (NWSC).



New NWSC Engineers undergoing a field Study at Entebbe water works

NWSC-INTERNATIONAL RESOURCE CENTRE (NWSC-IREC)

a newly constructed state-of-the-art facility. Plot M11, Old Portbell Road, Bugolobi Kampala

Services offered at the NWSC-IREC facility include:

- (i) Hosting of Conferences (local and international),
- (ii) Hire of facilities to corporate companies (for workshops, trainings, local exhibitions, meetings, professional debates, among others),
- (iii) Practical advisory services (performance improvement initiatives, vocational skills development, process benchmarking, etc),
- (iv) Technical assistance,
- (v) Business centre, knowledge management and library services
- (vi) Hire and usage of state-of-the-art video conference facilities, and
- (vii) Capacity building initiatives.



NWSC-IREC Facility Reservations and Enquiries:

Do you want to make reservations and/or hire the facility? Please use the following contacts.

Office phone(s): +256-414-315 100 (extns 111, 700, 720, 729)

Mobile(s): +256-717-315 111, +256-782-489 304, +256-717-315 138, +256-712-270 019

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EXTERNAL SERVICES

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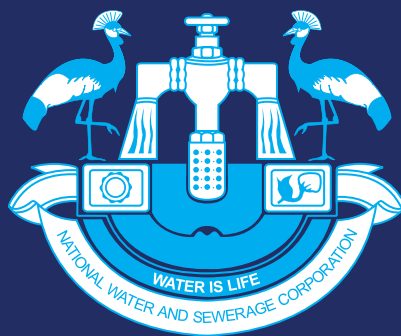
Toll Free Phone: 0800100977



NWSC established the **External Services Unit (ESU)** in 2005. The External Services Unit provides an avenue for enhancing South-South as well as North-South Cooperation. The ESU falls under the Institutional Development and External Services Division. This unit provides consultancy in core services that include block mapping, water quality monitoring/testing, static plant (operations and Maintenance), commercial and customer care/information technology and advisory services especially in performance improvement approaches, contract management and aspects of change management. The consultancy services provided by the unit emphasize partnering approaches unlike the traditional consultancy approach that is often one sided.

ESU has partnered with various water utilities and has offered consultancy services to Dar es Salaam Water and Sewerage Company, **Tanzania**; Nairobi City Water and Sewerage Company Ltd, **Kenya**; Lusaka Water and Sewerage Company, **Zambia**; Nkana Water and Sewerage Company, **Zambia**; Lake Victoria North Water Services Board, Kenya; Electrogaz, **Rwanda**, several water utilities in **Nigeria** among others. It has other partnerships in **India, Bangladesh, Pakistan, South Africa and Trinidad & Tobago**. It collaborates with education institutions like PURC (University of California, **USA**), UNESCO-IHE (**Netherlands**), UN-Habitat and some universities in Uganda.





“The Customer is the reason we exist”

NATIONAL WATER AND SEWERAGE CORPORATION

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