



The Water Herald

LEARN FROM YOUR PEERS

Volume 5, Issue 3, July–September 2014



“Social Media Platforms for Meaningful Customer–Oriented Engagements”



WhatsApp

*Are utilities ready
for meaningful
customer service
engagements
on social media
platforms?*



Water is Life
Sanitation is Health

‘The Customer is the reason we exist’

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Managing Director's Foreword

Dr Eng Silver Mugisha

Managing Director–NWSC

First and foremost, it gives me great pleasure to congratulate all the management and staff of the Corporation for having come to a successful end of the Financial Year (FY) 2013–2014. In my opinion, the year was resoundingly a successful year, in which a firm foundation was laid for the continued and accelerated expansion of the NWSC services.

In summary, the year was characterised by a number of service enhancement activities aimed at focusing the Corporation's aspirations towards that of the overall Governments Vision of transforming the Ugandan Society from a peasantry to a Modern and prosperous nation. To our esteemed readers and customers, we thank you for being diligent readers and loyal supporters of our services.

Turning back to this edition of the Herald, this production is specifically dedicated to one of the themes of the NWSC Corporate Plan (2012–2015), and the NWSC 5–Year Strategic Direction (2013–2018) which is in the area of "Stakeholder Management". It should be noted that it is through proper stakeholder management that an organisation is able to balance its stakeholder needs and achieve predictable and value for money services. This particular edition of the Water Herald is dedicated under the theme, "Social Media Platforms for Meaningful Customer Engagement."

It is in line with this that I am glad to inform our esteemed customers that NWSC has revamped and launched a number of Social Media Platforms aimed at enhancing the customer interface. For starters, the NWSC website was revamped to include a customer interface in which customers can relay real time information in regard to leaks, bursts and any other network or supply related hitches.

Our website also works as an accountability platform, on which the customers are given information on the various exploits and innovative activities being carried out within the Corporation. In addition, the Corporation has also launched platforms which include Twitter, Facebook, WhatsApp, and Skype – all aimed at ensuring real time engagement with our esteemed customers.

The various social media platforms have been integrated within the Customer Call Centre business processes. The Centre has been expanded to ably handle social media interactions. We are happy to note that the fruits of these innovations are already being realised, and the Corporation is on the right path of utilising electronic media advancements to enhance service delivery.

The adoption of social media platforms has therefore ensured that NWSC keeps abreast with the changing and dynamic environment in which electronic systems are taking centre stage in communication and customer engagement.

As we make sound and credible progress in the FY 2014–2015, I wish to mention that we have a number of activities and initiatives lined up to ensure that our services are propelled for the betterment of our customers. We also pledge to continue promoting a cordial and harmonious relationship with all our key stakeholders – with emphasis on encouraging feedback – and prompt responses to issues that need to be addressed.

I therefore, wish you all a happy reading of this edition, and I would like to end by reiterating our resolve and commitment to serve our customers better, with increased efficacy. It is our sincere hope that social media platforms will assist us in realising this objective ■



Dr Martin Kalibbala
Chief Editor–Water Herald

Editor's Note

Precious Readers,

Please allow me to begin by asking some intuitive questions. Are utilities ready for meaningful customer-oriented service delivery engagements on social media platforms? Do they have the capacity and resources to keep ahead of the game? For any rational mind, I think its fair ball game to ask them, because customer engagements are mutating by the day. Sound utility customer engagement – through social media platforms – is the main conversation of this issue of the Water Herald (July–September 2014).

Actually, the theme is “Social Media Platforms for Meaningful Customer Engagement.” These days, social media portals give utility management and staff the grand opportunity to monitor, synthesise, engage, and address customer issues – in real time. No doubt, social media provides vast options, and opportunities to engage in real time. Isn't this awesome?

Social media is fast moving into an accountability portal for customers. That is why at National Water and Sewerage Corporation (NWSC), we have realised this, and have decided to transform our website (www.nwsc.nwsc.co.ug) to ably suit all customer segments, with special thrust on social media platforms. Our esteemed customers are given information on the various exploits and innovative activities being carried out within the Corporation. The idea is basically to ensure that every customer “feels” welcome and comfortable while scouring for key information at the site.

So, the NWSC website consists of platforms like: Twitter, Facebook, WhatsApp, Skype, Youtube, among others – all aimed at ensuring meaningful real time discourse with the customers. These have been integrated into the revamped and upgraded Call Centre, which is located at the International Resource Centre (NWSC–IREC) at Bugolobi, Kampala.

A recent study on Corporate website effectiveness index – published by The Financial Times (UK) – depicted that Companies which have managed to forge solid and long term two-way relationships with customers, have been busy investing in re-branding their websites for social media, thus continuing the process of turning them from stale online brochures into something really engaging.

Editor's Note

They have realised that, in this day and age, websites are the most-read publications companies produce. Why make them boring?

Leading-edge internet destinations have made it possible for companies like NWSC and customers to “talk” to each other – especially on social media – thus changing the structure of customer relations. NWSC is increasingly seeing real top-and-bottom line benefits – from shouting our message less and listening to our customer base more. This is done through quarterly customer satisfaction surveys (CSSs).

However, one of the missing ingredients in the CSSs is their inability to tap into the potential for customers to communicate with each other, concerning our service delivery. As extensive research studies have repeatedly depicted, customers trust their peers more on social media platforms, than adverts and CSS findings. So, enabling customer-to-customer interactions (CCIs) on social media is one of the most effective ways of promoting utility activities.

These CCIs could be done through a re-branded utility websites by: enabling customer chat forums, maintaining question and answer (Q&A) pages, online bill viewing, video and audio podcasts, progress briefs on service delivery, ongoing projects, career opportunities. The options might be endless!

That's why our NWSC website has evolved from a mere tool that provides information to the public, to a customer-oriented one, with broader communication strategies, focussing on both internal and external audiences. It is now playing a key role in marketing, communicating performance data, and corporate plans; for the benefit of both staff and external customers. In addition, it has become instrumental in helping NWSC to maintain a connection with staff, customers, and external stakeholders.

Please flip through the pages of this issue, to get a feeling of how the NWSC social media team is doing it. There could be quite a mouthful to learn and improve. Please do not hesitate to give us your thoughts ■

NWSC Partners with Police to Fight Water Theft

by Editorial Team



The delegation prepares their launch banner for the WALOPU street march

National Water and Sewerage Corporation and the Uganda Police Force on 14th August 2014, launched a joint Water Loss Prevention Unit (WALOPU) to fight water theft and illegal water use in the Kampala Water supply area and other towns in Uganda. NWSC is a State owned Public Utility whose mandate is to operate and provide water and sewerage services in areas entrusted to it on a sound commercial and viable basis.

The Corporation currently operates in 66 towns. The Corporation has embarked on an aggressive expansion drive that will see the Corporation extend 908kms of water pipes and 31kms of sewer pipelines across the country in the Financial Year 2014/2015.

In the six months January to June 2014 the corporation extended 460 kms of water mains across the country. This rapid expansion far exceeds the average 80kms the corporation used to extend every year. 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% coverage for the urban centers of Uganda.



Minister State for Environment, Ms Flavia Munaaba officially launches WALOPU

Whereas NWSC is committed to 100% service expansion, increased geographical expansion and infrastructure development, cases of water theft and illegal use are affecting the delivery of water to customers within the NWSC service areas. Some of the water crimes include illegal connections and reconnections, meter bypass, vandalism, meter tampering, and meter reversals among others.

It is against this background that NWSC has in conjunction with the Police established the Water Loss Prevention Unit whose mandate is to stem loss of revenue by fighting illegal water use within our operational towns. Mitigation of these crimes has largely depended on the NWSC security offices, however the manpower and investigative skills of the security officers is not enough to curb water theft in all 66 towns.



Investigations have remained on a small scale, limiting the reach of the security department and its effectiveness. There is thus a need to equip security officers with up to date investigative skills, and provide professional police support to increase their effectiveness. Police support shall also have a deterrent impact on would be offenders which will go a long way in reducing water theft.

NWSC remains focused on 100% service coverage, geographical expansion to cover more towns in Uganda, expansion of water infrastructure, water supply reliability and water quality improvement and engagement with stakeholders and customers.

As a result of the above, NWSC has sought collaboration with the Uganda Police in the fight against illegal water use. The Uganda Police Service will extend strategic support to the Corporation's efforts to fight illegal water use while creating an environment that is supportive for community policing as is the theme for the Police Centenary Celebrations.

"the customer is the reason we exist"



The WALOPU march and awareness campaign on Kampala streets



Police band also participated

NWSC Launches Bushenyi Water Supply Expansion Project

by Editorial Team

On Tuesday 26th August 2014, HE the President of Uganda Yoweri Kaguta Museveni joined the NWSC Board of Directors, led by the Board Chairperson, Dr Eng Christopher Ebal, and the Managing Director, Dr Eng Silver Mugisha, members of Top Management, Senior Management alongside the vibrant staff of Bushenyi, Kitagata and Kabwohe areas to officially commission Nyaruzinga water supply expansion project on Tuesday, 26th August 2014.

As part of the celebrations the President visited and commissioned one of the twenty five public stand posts that were installed by the NWSC greater Bushenyi Area

in a bid to ensure 100% service coverage. The 25 public stand posts cover the sub counties of Bumbire, Ibale and Kashekuro (Kitagata) located in Bushenyi and Sheema districts.

The project is going to be fundamental in addressing the key issues of inadequate raw water sources and limited water distribution network. This is part of NWSC's commitment towards achieving its Infrastructure Service Delivery Plans and Water Stabilization plan targets for the FY 2014/15.



HE Yoweri Museveni launches the project as Board Chairperson (Eng Christopher Ebal) looks on.



HE Yoweri Museveni hands over a bucket of water to the Bushenyi LC III Chairperson.



Public Accountability: Bringing Stakeholders on Board

by Editorial Team

National Water and Sewerage Corporation's Managing Director, Dr Eng Silver Mugisha, led a team of senior managers, stakeholders and the press to inspect construction and Refurbishment works of on going projects at NWSC's Bugolobi sewerage plant, Gaba water Works and the water storage reservoirs at Namasuba. Dr Silver expressed pride in the corporation's progress in regard to projects intended to end 'dry zones' in the city. Started early this year, the projects are funded by the European Union (EU) at Euros € 82 million (US\$ 276 billion), and must be completed by August next year.

"I'm happy work is on schedule and once completed, dry zones will be history in Kampala," Mugisha said. Contractors, who include Roko Construction and Sogea-Satom (for the Ggaba and Namasuba projects), have assured NWSC that all the facilities will be ready for operation by April, 2015.

Despite being acknowledged as one of the best-performing parastatals, NWSC has many 'dry zones', areas connected to the system but with inconsistent water flow which to a greater extent is due to limited supply. Upgrading works at Ggaba will increase the treatment complex's supply capacity from 55 million liters to 80 million liters per day and some of the water pumped and treated at Ggaba Water works will be sent to four reservoir tanks at Namasuba; each with capacity of two million litres. About Shs 104bn will be spent on this project, including construction of an eleven-kilometer pipeline from Ggaba to Namasuba.

NWSC estimated Shs 600m would be spent on compensation for property in the pipeline's way. Eng. Johnson Amayo, NWSC's chief manager for planning and capital development, said the reservoirs at Namasuba would solve the water shortage in southern Kampala thus Kyengera, Lubowa, Zzana, and Akright Estate along Entebbe road. On the other hand, extension works at the

Bugolobi sewage plant will boost its intake-capacity from three million liters to 10 million liters of untreated sewage per day.



Construction works at Namasuba hill: Four reservoirs are under construction.



Gaba water works rehabilitation project.

NWSC joins rotary to help fight Cancer

National Water and Sewerage Corporation portrayed no limit to ensure customer satisfaction and happiness when we joined Crown Beverages, Mukwano and Centenary Bank on the 31st of August in the Rotary Cancer Run. The annual fun run was this year aimed at raising 100 million shillings, which money is to aid the completion of the cancer ward at St. Francis Hospital, Nsambya.

Works started in 2013 and will be completed this year. National water and Sewerage Corporation was a Bronze sponsor of the Event which brought together both the young and old, Rotarians and non-Rotarians. NWSC staff and Management participated and finished the race as we joined the race against Cancer. We reached our goal! We gave cancer the run of its "life!"



Rotary Cancer Run 2014 brought together both the young and old, Rotarians & non Rotarians.



NWSC also participated.



NWSC LAUNCHES 24HOUR online CUSTOMER SERVICES

by Fisher Sekabira and Daudi Kateregga

Before the internet age, most customers interacted with their utilities companies in two situations: when they received their monthly bill or if they were complaining about an outage or water interruptions. Similar to all industries that directly service a large number of consumers, social media has presented both opportunities and threats alike, with heightened potential for social media crises—but also the opportunity to hugely improve the customer experience.

Modern Customers today look at social media as a platform to provide the digital experience that today's customers expect. This means that adoption of social customer service by utilities is not a luxury, but a necessity. Customer expectations for customer service over social channels will only continue to increase. It is estimated that 57 million customers engaged with utilities via social media in 2011, and this number is expected to rise to 624 million by the end of 2017. (<http://www.conversocial.com/blog/re-energizing-the-customer-experience-for-utilities-with-social-customer-service#.U5lGb0Dc0w0>).

In our view, utilities that embrace social Media will benefit from increased customer satisfaction and customer feedback for decision making processes.

In line with our 5 year strategic Direction to improve customer satisfaction and enhanced collaboration with our Stake holders, the social media center was launched on the 10th of March under the new communications hub to create another avenue to engage with our esteemed customers. We started with 660 customers on face book and 536 on Twitter.

We now boast of 1400 online customers on face book and 2085 customers on twitter in only four months. The internet

doesn't close therefore our customers are guaranteed 24Hrs personalized customer services. It's a whole new world of Real-time feedback, Instant follow up on customer complaints, water saving tips, bill payment options, sewer overflows and consistency in online customer engagement.

In addition to receiving information about emergency situations, water interruption's and repairs, our customers want to communicate with us through social media to ask questions, express opinions and add localized information that would help other customers in their community. Our social media twitter and face book pages have been critical in doing all the above, We boast of organic growth i.e. the steady increase of the number of online customers and "organic" means that we're not paying for those likes by running ads. These are customers who have been satisfied with our services and have become our online Brand ambassadors.

We have also started online updates and posts regarding our field works and repairs. This has helped customers plan and use water sparingly. We communicate the times our engineers will be working and the time the works will be done. 24hrs a day and immediately the field engineers send communication to call center of completed works. Due to our increased efficiency, many more Customers all over Uganda are excited about the NWSC social media center. The experience is memorable. It's a whole new world of 24hrs customer services delivery.

We also came up with online social campaigns to protect our sewerage services i.e. 'Stop the Clogs....Keep your sewer flowing!' an initiative by Mr. George Kasule the call center Manager to send out daily sewer maintenance tips. We aim to increase vigilance among customers. "Tweetaleak" is another online campaign that runs every morning on our

Continued to page 12..

From page 11...

social media pages.

Customers take pictures of leakages in their area and post them online in a bid to reduce on our non-revenue water and leakages. These campaigns have been very successful. In this new era, our customers simply take a picture of the leakage and we follow up with the technical teams. Similar campaigns are also running to reduce on illegal water use where customers are able to report any suspicious connections.

Our social media pages have also been a great channel of our public Relations activities. Our customers and stakeholders are updated through online live feeds and pictures of all activities and events as they happen in Real-time from our different areas of operation all over Uganda and international events.

One of our objectives is to move from passive customer service (waiting for customers to come to us with their problems) to active customer service (reaching out to them where they are with an offer of help). Our customers can now get excellent services at their desks, Phones and at home with just one click. Our social customer service has given us an opportunity to deliver great service in a way that everyone can see.

Our followers and their followers-followers can see what each follower posts and what we post. It's hooked into all the mechanisms people use to tell others when they like what we have done. It has given us a direct open channel to customers and created well connected evangelists who will help us market our brand and improve on our brand image. In this I.C.T era, customers can now pay bills using mobile money and tweet us for a reconnection among many exciting benefits of social media. It's a one stop

shop.

The rate at Which NWSC SOCIAL MEDIA Center is growing, reflects our continued growth as we look to grow to Thousands of online customers so as to improve our customer service and reduce on the call center queue, which will reflect in a reduction of our operation costs.

However to make this a success, we encourage all staff of NWSC to join social media. In this new "DIGITAL AGE" Social Media is the most powerful tool used in, Marketing, Public Relations, Communications and Real-time feedback. The real-time customer feedback and online Interactions can also be used as a tool for monitoring efficiency of our field teams since its instant. Most Ugandans in this new age have to at least check there social media pages daily. It is a growing Trend for our customers and an opportunity to serve them on different avenues. Our objective, **'TO BE THE BEST ONLINE PERSONALIZED CUSTOMER SERVICES CENTER. THE NUMBER ONE BRAND IN THE CUSTOMERS MIND.'**

"Social media will help you build up loyalty of your current customers to the point that they will willingly, and for free, tell others about you."

Special thanks to our customers and the management team, who are always ready to respond to our calls 24hrs with immediate real-time solutions. The I.T Department led by Mr.Muwanguzi Ronald, Dr. Rose Kaggwa and the entire external services team, Our immediate I.T support team: Diane Kaganzi and Felix Alier, Call Center & Coordination Unit Teams for their committed and continued support towards the success of The social media online customer services.

FOLLOW US IN THE NEW WORLD OF ONLINE CUSTOMER CARE SERVICES.

Facebook: www.facebook.com/waterug.

Twitter: [@nwscug](https://twitter.com/nwscug)



[David Donusime](#) Feb 14

I got my present for the day, water in the pipes, after nearly 2 weeks pain. I salute you @nwscug.



[UNBS @UgNBS](#) Feb 14

[@UgNBS](#) and [@nwscug](#) proudly work together so that water equipment is to standard



[Muha Ceasar @LCMuha](#) Feb 18 [@nwscug](#) thanks for the good work. You are the only institution with effective and good service yet at a low cost. #ThumbsUp

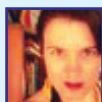


[Louis Jadwong @Jadwong](#) Feb



19

Follow [@nwscug](#) for immediate response to your water issues. RT [@nwscug](#): [@ladwong](#) [@echwalu](#)
Dear Louis, we are following you now.



Nada Andersen [@NadaAndersen](#)· Feb 24 [@nwscug](#) Big clap for fixing my Katwe pothole.



Louis Jadwong [@ladwong](#)· May 13
[@nwscug](#) Broken water pipe in Kiswa, #kampala near Zulu Restaurant [pic.twitter.com/pvOnYZm1gI](#)



Patrick Salvado [@idringp](#)· May 12
Shouts out to [@nwscug](#) very impressed by ur prompt response. You are definitely leading by example, a lesson to all service providers



Patrick Salvado [@idringp](#)· May 12
Can't believe I got my water issue sorted through twitter, very impressive [@nwscug](#) keep it up



Waterwise [@Waterwise](#)· May 12 [@nwscug](#) love

your tweets - your customer service ethos is great guys!



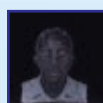
Global Water Leaders [@WaterLeaders](#)· May 2
[@nwscug](#) [@KagutaMuseveni](#) Delighted to see that the President is pleased with the Water Leaders Award. Well done again, NWSC!



Global Water Leaders [@WaterLeaders](#)· Apr 25 [@nwscug](#) Good work NWSC - keep up the good performance.



franswa matete [@mfranswa](#)· Apr 23
If all institutions had an efficient and responsive customer care team like [@nwscug](#) this country would be far! Kudos guys



Paul Kityo [@paulkityo](#)· Apr 18 [@nwscug](#) thanks quick and good customer service



Carolynne [@Muyama](#)· Apr 15
I would like to thank [@nwscug](#) for dealing with #DN500, we now have water. Thank you for taking in all the enormous complaints gracefully.



100% Catholic [@MedardOrisinga](#)· Apr 14
[@nwscug](#). Promised & promptly delivered. Its back!! The water is once again flowing normally after 2 lifeless days. #relieved.



Charles Peter Mayiga [@cpmayiga](#)· Apr 4
[@nwscug](#) [@ladwong](#) We thank you for your

support and your efforts in developing our country [#Ettoffaali](#) [#KasubiRoyalTombs](#)



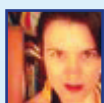
[OnlyPrettyMunyoro](#) [@KisaraleD](#)· Apr 1

EXCEPTIONAL ONLINE CUSTOMER CARE AWARD should go to [@nwscug](#) THIS year [@SMAwardsUG](#) - [@TheRealLumpen](#) [@PaulsenHall](#)



[OnlyPrettyMunyoro](#) [@KisaraleD](#)· Mar 31

Woooww VERY IMPRESSED by [@nwscug](#) thank you very much for the TIMELY RESPONSE:-) No more **bad blood**



[Nada Andersen](#) [@NadaAndersen](#)· Mar 18

[@nwscug](#) No, thank you for setting it up and finally using the power of social media to make things happen. Especially Fisher. Good job!



[Muha Ceasar](#) [@LCMuha](#)· Mar 11

[@nwscug](#) it's gud you guys appreciate our presence unlike sm other service delivery companies, keep up the good service



[Louis Jadwong](#) [@Jadwong](#)· May 17

[@nwscug](#) Notified MOSES. It finally came towards midnight, now in full business! Thanks again for prompt action! [#somethinghaschangedatnwscug](#)



[PatrickMutumba](#) [@PatrickMutumba](#)· May 19

[@Musittwa2](#) [@nwscug](#) [@RMKavuma](#) Actually there is more to learn from this public utility.



Waterwise [@Waterwise](#)· May 19 [@nwscug](#) [@IWAHQ](#) [@IWAPublishing](#) I am not surprised well done guys :-)

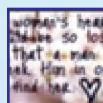


Waterwise [@Waterwise](#)· May 19 [@nwscug](#) [jtompkins@waterwise.org.uk](#) -I am interested as this is amazing level customer service, I am not aware of any EU companies doing this



[Johns Kwesiga](#) [@kwesigaj](#)· May 29

[@nwscug](#) Many thanks, NWSC you were true & spot on with regard to your promise, water supply was restored lastnite. Thanks 4your great service



[Esther Mirembe](#) [@essyastar](#)· May 30

[@nwscug](#) [@smugisha22](#) [@RMKavuma](#) [@jbyarabaha](#) tweet for a reconnection??? w.o.o.w thats genius!



[Dr. Silver Mugisha](#) [@NWSCMD](#)· Jun 4

NWSC is committed to 100% service coverage. We are now providing safe clean water in 66 towns up from 27 towns in June 2013. Thank you.

AND THE FEEDBACK GOES ON AND ON.....
WELCOME TO THE NEW WORLD.FOLLOW US
ONLINE AND EXPERIENCE A WHOLE NEW WORLD
OF ONLINE CUSTOMER CARE.

Twitter:[nwscug](#)

Facebook:[www.facebook.com/waterug](#)



'Toll Free' NWSC Website – *An Open Letter to Apps Development Department*

by Andrew Agaba

Over the past decade, social media has increasingly transformed peoples' lives irrespective of culture, religion, age or social background. In the recent past, there arose worries that various 'traditional' media houses were soon to be obsolete due to social media and the fact that information was moving faster than the traditional media houses took to convey such information. The present generation lives in a dilemma of which social media sites to subscribe to given the many choices available.

Application Developers are on a constant search for the most relevant software solutions to the present generation whose affinity to social media can only be compared to man's appetite for food.

NWSC's Application Development Department therefore has a big task of keeping abreast with the current trends and making NWSC website more desirable to the present generation. I am not advocating for 'pipeless' water transmission systems but a website which our customers can access without paying any subscription fees or buying an internet bundle. The toll free website can be designed for NWSC customers and to

access the website, one may need a customer number or a property reference number as an ID and a secret password.

Through this website, the customer should be able to access all the information concerning his account including the outstanding bill, due date for disconnection, transaction history (account statement), online payments using VISA cards or mobile money transfers, bank transfers etc.

Non customers can access general information concerning how to apply and possibly apply online and attach scanned copies of the relevant documents. It may create fears that we shall lose the special contact with our esteemed customers but there is no doubt that this will improve service delivery and customer delight.

It is my dream that this website be designed to enable customers who are in remote areas or who cannot access the bank to make their transactions through the toll free website.

The writer is the engineer of Mubende Area.



Kagga & Partners

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Water is Life & Sanitation is Health

KAGGA provides sustainable solutions for safe and adequate potable water supply and promotion of sanitation in order to improve the health and productivity of communities while safe guarding the environment.

We carry out feasibility studies, engineering design, contract documentation, construction supervision and asset management for:

- ☐ Urban water supply systems
- ☐ Rural water supply systems
- ☐ Water for production—for animals and irrigation

We undertake the following services among others;

water resource investigations, hydrological studies for surface and ground water sources; water quality analysis of the identified sources; topographical surveys; geotechnical investigations for the system components; demographic studies and water demand assessment for the design horizon population projection; socio-economic studies to determine service levels, affordability of the service and price elasticity; planning and design water treatment works; design of pumping and booster stations; design of transmission mains; design of water storage reservoirs; design of distribution pipe network including appurtenances; environmental and social impact assessment, operation and maintenance.

Most importantly we strive to produce solutions that are technically-economically feasible and environmentally friendly to the communities we serve.



by Editorial Team

National Water and Sewerage Corporation (NWSC) has partnered with a chosen number of schools to start and champion the operation of Water Clubs. These clubs are bound to raise awareness about the important issues of water, sanitation and the environment. The Water Clubs will be led and managed by the students themselves.

As NWSC, we believe that these school clubs are bound to be beneficial to the students and probably public at large based on the fact that it will enable students understand the water situation in the country, the connection between the environment and safe water, water for production, rain water harvesting, health and sanitation etc.

Not only will they get a better understanding of water, environment, sanitation, pollution but they will also stand a better chance of becoming professionals in this important and growing field. Besides, the school and the students will get exposure and national recognition during the national TV debates and quiz contests that will be organized between Water Clubs by NWSC.

NWSC is also of the belief that the students will become useful members of the community by giving back to their communities through tree planting activities organized by NWSC as we protect the environment for future generations. As of now, NWSC is signing Memoranda of Understanding (MOUs) with various schools that are bound to be part of the exciting Water Club experience.

NWSC PARTNERS WITH SCHOOLS TO ESTABLISH SCHOOL WATER CLUBS

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NWSC WACOCO Meets Central Division Councilors

24th September, 2014

On 24th September 2014, Kampala Central division councilors met the Kampala Water team, under its Water Community Communication Clubs (WACOCO) Program, at Mt Zion Hotel. This is part of NWSC's commitment to stakeholder engagement. During the meeting, the NWSC team emphasized more cooperation between them and KCCA.

Present at the function was the Kampala Central Division Town Clerk, Ms Catherine B Musingiirwe, Kampala Central Division Mayor, Mr Godfrey Nyakana, and Mr Salim Uhuru, among others.

The meeting was aimed at bringing communities closer to NWSC, and her operations. NWSC, thus decided to involve councilors, so that they in turn could go on and sensitize their people about NWSC programs, like WACOCO and WALOPU, ongoing projects like extensions, and challenges being faced by the Corporation. Feedback was also a major driver behind the dialogue.

During the Q&A session, which usually characterizes these meetings, councilors and other stake holders asked NWSC staff present at the meeting, a number of questions, mainly regarding sewer services.



A cross section of councilors who attended



Key Kampala politicians also ably contributed

The town Clerk, Catherine .B. Musingiirwe asked what was being done to subsidize sewerage service systems especially in places like Kisenyi. To this, Gerald Ahabwe, Manager pro poor said that NWSC has a number of pro poor initiatives going on. "As long as you are within 50 metres of an existing connection, NWSC will connect you for free," he said. "Public water points have also been set up and subsidized to allow genuine low income customers access services as 3000 prepaid meters are being rolled out," he added.

Councilor Peter Azo, also present during the dialogue noted that NWSC earns money from the sewerage and queried whether there was a way the community could benefit from some of these

earnings. "What are the collections made by NWSC spent on so that communities can be sensitized," he asked. "It may motivate the community not to cheat NWSC," he added. To this, Angello Kwitonda, Principle Engineer Sewer services said that NWSC gets its water from Ggaba. "If one were to transport their water personally from Ggaba, the cost would be much higher than the current. We provide you with 1000litres (50 jerry cans) of treated water at about shs2000," he said. "The money collected thus goes into treating water from Ggaba all the way to your tap," he added. As for any other uses of waste bi products, he noted that the treatment

Pictorial



Councilors closely followed the proceedings



NWSC team answered questions from the audience



EXTERNAL SERVICES

(Pictorial)

by Joseph Ndegeya

I. Training of Staff from HIMA Cement Ltd, Uganda (21st – 25th July 2014)

Hima Cement Ltd sponsored two of their water quality control officers to learn more on water production and water quality control throughout the network up to the consumer.

They had classroom presentations, laboratory and field hands-on training in Gaba, Kampala network and Mityana.



Mr. Joseph Ndegeya (Business Relations and Development Manager) – standing – coordinated the program. Seated are Mr. Joseph Otwane and Mr. Julius Simbwa



Mr. Christopher Kanyesigye (Water Quality Control Manager – left) was one of the facilitators



*Ms. Paula Namuli (left),
Geographical Information
System–GIS) Officer presented
to the trainees the infrastructure
mapping and safety assurance*

2. Muranga Water and Sanitation Company Ltd Kenya (30th September 2014)

Muranga Water and Sanitation Co. Ltd. (MUWASCO) sent in 8 members of Board of Directors and Top Managers to benchmark on utility management best practices. They were led by the Chairman of the Board of Directors with the Managing Director.



*MUWASCO Board of Directors
and Top Managers got
presentations from NWSC
facilitators at NWSC–IREC*



*MUWASCO Board and Top
Managers pose for a group photo
with the NWSC staff members*



Public Private Partnerships.

The Link to Developing East Africa

by Daniel Lubogo

Water, transportation, energy, and telecom infrastructure are essential to the growth and survival of the nation. When planned, funded, and maintained well, infrastructure plays a vital role in supporting a high standard of living and facilitating commerce and trade, thereby extending a nation's global reach. However most of our governments operate on thin budgets, especially in most of our countries experiencing rapid population growth and urbanization.

In response therefore the need tap the private sector for capital, technology, and expertise to finance, develop, and manage public-sector infrastructure projects is inevitable and equally the obligation on the private sector to foster economic growth cannot be avoided by the private sector. Public Private Partnerships (PPPs) are an enduring solution for strengthening infrastructure and generating economic growth.

According to the World Bank estimates, new investments in the maintenance of infrastructure projects in developing countries costs about US\$849 million or more. It is no wonder that public-sector is increasingly finding itself struggling to balance the rising demands on infrastructure with the lack of capital, manpower, and expertise.

Evidence suggests that the more PPP are projects launched in a nation, the higher the rate of GDP growth. Notably, countries with 70 or more PPP infrastructure projects demonstrated a 25 % GDP growth rate between 1990–2003 (World Bank report).

This is because such projects tend to be large undertakings that bring capital into the market while

creating long-term employment. Job growth drives more consumption, generating more wealth and fueling a stronger economy. Private investment of this nature also attracts other private investors to the market, creating a sustainable model for economic growth.

As PPPs introduce additional financial resources into the economy, government expenditures decrease in response. Although sound policies will help attract PPPs to the market, astute negotiating and a sound regulatory framework is necessary to develop agreements that will improve the overall economy. Governments need to minimize economic and political risks. Investing in an infrastructure project or other project that would require injecting large sums of money at any level is risky for the private investor.

The government cannot control fluctuations in the world markets, but it can minimize political and economic risks within its purview to attract more PPPs to its market if the desire for development partners is to survive.

Governments with well-established and enforced policies against corruption, combined with low business transaction costs, a transparent legislative system, and exchange rate and monetary stability are far more attractive to the private sector, particularly for projects that require a sizable investment of capital.

Policies that ensure overall economic stability will minimize financial risk for the private investor. For example, a country with an independent central bank that is free from political influence is understandably

Continued to page 24...

Continued to page 23...

more appealing to a private investor than a country with little monetary stability. PPP arrangements with greater private-sector involvement will contribute to GDP growth.

The government, therefore, needs to promote and negotiate contractual agreements that encourage the private sector to invest more money, transfer expertise, and increase accessibility and product choice. Potential projects should be screened based on a cost/benefit analysis and the ability to deliver a good return on investment, and private partners must be vetted for their experience as well as their financial backing.

At the same time, the contracts should include incentives and penalties that protect consumer welfare by ensuring private partners offer the best services at the best prices. Too many guarantees could encourage monopolies or prompt the private investors to become lax on efficiency and quality. Thus, to be successful, these guarantees must be based on thorough investigation of project risk, partner strengths, and alignment of project type with partner.

Governments should secure a sound regulatory system to maximize resource commitment and transfer of know-how. Competitive markets yield benefits for consumers and government alike by reducing prices. In short, PPPs can positively influence a nation's GDP and the private sector must be involved only this can transform our nation. However, they are not magic bullets.

Their influence on economic growth is entirely dependent on the number and value of PPPs in the country, the type of PPP contract, and the policy and institutional environment. Policymakers must thoroughly evaluate how these factors apply to their jurisdiction before launching a PPP project.

The writer is a lawyer and can be reached at lubogodaniel@yahoo.co.uk

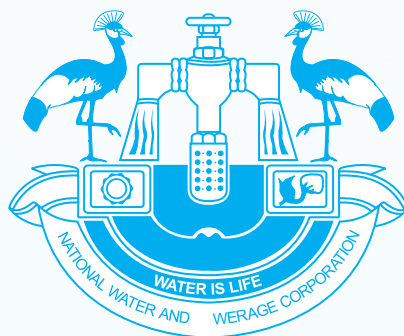
NWSC-INTERNATIONAL RESOURCE CENTRE (NWSC-IREC)
a newly constructed state-of-the-art facility. Plot M11, Old Portbell Road, Bugolobi Kampala



**Services Offered at the
NWSC-IREC Facility Include:**

- * Hosting of Conferences (local and international)
- * Hire of facilities to corporate companies (for workshops, trainings, local exhibitions, meetings, professional debates, among others)
- * Practical advisory services (performance improvement initiatives, vocational skills development, process benchmarking, etc)
- * Hire and usage of state-of-the-art video conference facilities, and Business centre, knowledge management and library services
- * Technical assistance
- * 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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“The Customer is the reason we exist”

NATIONAL WATER AND SEWERAGE CORPORATION

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Vision

To be a Leading Water Utility In the world

Mission

To Provide Efficient and Cost Effective Water and Sewerage Services, Applying Innovative Managerial Solutions to the Delight of Our Customers

Quality Policy

National Water and Sewerage Corporation is Committed and Shall Endeavour to Provide Quality Water and Sewerage Services to Her Esteemed Customers in Collaboration with Other Stakeholders in An Efficient and Cost-Effective Manner, Ensuring Utmost Customer Delight and Continuous Service Improvement in An Environmentally Friendly Manner

Core purposes

Satisfied customers

Delighted customers paying their bills promptly

Adequate network coverage

Adequate water and sewerage network-coverage in all the specified towns where the corporation operates

Conservation of the environment

Working in harmony with, and contributing to the conservation of the environment.

Efficient workforce

A strong, secure and committed workforce dedicated to the service of the corporation.

Decentralization/public, private partnerships

Devolve more powers to areas and work in alliance with the public and private sector for efficient service delivery

Contributing to National development

Through provision of adequate water and sewerage services

Innovation

Continuously develop and apply creative and innovative managerial solutions towards improved service delivery

Core Values

Reliability

Integrity

Commitment

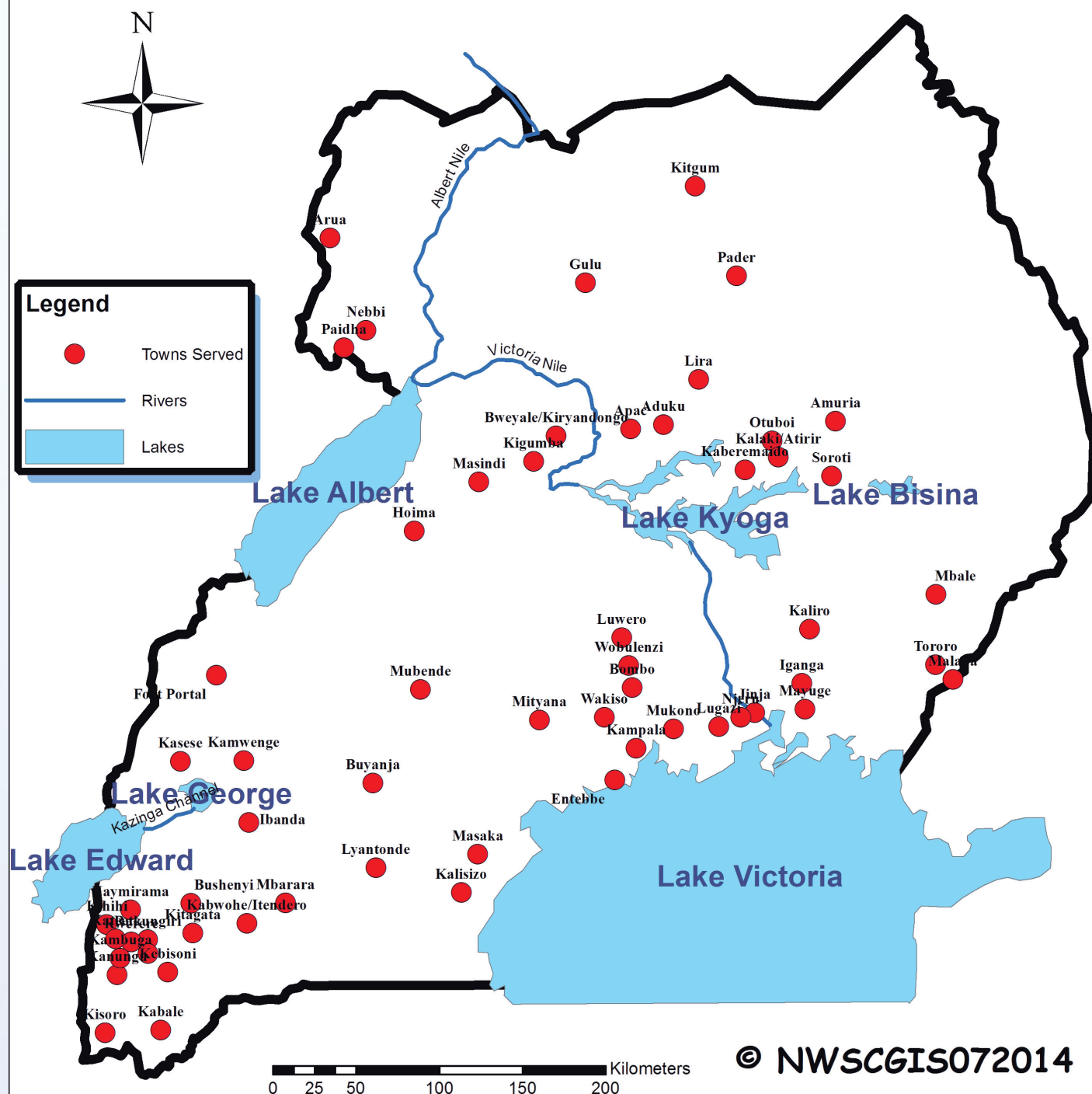
Professionalism

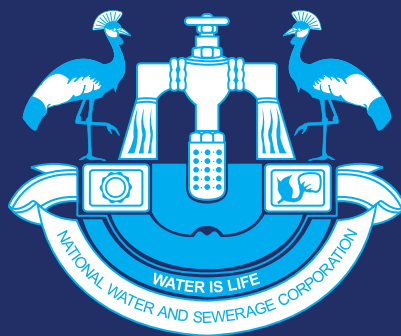
Innovation





NWSC SERVICE COVERAGE ACROSS THE COUNTRY





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