

NWSC WEBSITE INFORMATION APRIL 2021:

1. Service Performance Data

Table 1: NWSC Performance Data As At March 2021

#	Indicator	2018/19	2019/20	Mar-21
1)	Service Coverage			
a)	Towns with NWSC Presence			
i	Number of Service Towns (No.)	253	258	258
ii	Districts with NWSC Presence (No.)	92	95	95
b)	Service Coverage(%)			
i	Water Service Coverage	83.7%	84.0%	84.0%
ii	Population Served (Within NWSC Jurisdiction)	15,647,647	15,703,934	15,703,934
iii	Sewerage Service Coverage	21%	23%	23%
2	Customer Base			
i	Total Water Connections (No.)	659157	724,006	768,975
ii	Total Sewer Connections (No.)	22606	23,914	24,737
iii	Pro-poor Connections (PSPs) (No.)	17186	21,600	24,892
3	Production			
i	Average Volume of Water Produced Monthly (m3)	11,241,667	11,645,473	11,755,575
ii	Average Volume of Wastewater Treated Monthly (m3)	916,894.42	1,188,278	1,328,019
4	Infrastructure Expansion			
i	Total Water Pipe Network (Km)	17,556	19,974	20,353
ii	New Water Mains Installed (Km) - Average (2018 - 2021)	2,727	2,135	354
iii	Total Sewer Network (Km)	660.828	692.50	704
iv	New Sewer Mains Installed (Km) - Average (2018 - 2021)	59	30	20
5	Financial Performance			
i	Annual Turnover (Ushs.) (Billion)	442.08	463.17	463.17
ii	Operating Profit Before Depreciation (Ushs.) (Billion)	96.23	103.32	103.32
iii	Net Profit (Ushs.) (Billion)	85.70	27.44	27.44
iv	Equity (Ushs.) (Trillion)	1.30	1.29	1.29

NB: The indicators in red font are better measured annually.

2. Performance Improvement Programmes

- i. **Service Coverage Acceleration Project (SCAP 100):** The Project was launched in 2017/18 and it focuses on ensuring universal and equitable access to safe water supply in all villages under NWSC jurisdiction. Key to the Project is the expansion of the water network by **8,000 Km** and installation of **140,000** new water connections including **20,000 PSPs** with the aim of having at least two public water points in each village under NWSC Jurisdiction.

As at March 2021, the Corporation had expanded its water pipe network by **7,237Km** and installed **222,597** new water connections including **14,650** Public Stand Posts covering approximately 8,357 villages.

- ii. **Water Supply Stabilization Plans (WSSPs):** This entails quick-win investments

in water production and supply infrastructure to improve supply reliability. These WSSPs are mainstreamed within the SCAP100 project. During the review period, the Corporation implemented various WSSP undertakings, which included; installation and replacement of booster pumps, drilling of boreholes, laying and rehabilitation of transmission and distribution lines in various Areas among others.

- iii. **Water Loss Prevention Programmes:** The Corporation currently loses **35%** of the water supplied. These programmes are therefore aimed at curbing water losses through enhanced monitoring and partnerships. The programmes are spread across all NWSC Areas. They include; WALOPU (Kampala Water), RESAIL (Entebbe), LINSAR (Lira) and SNARP (Jinja), among others.
- iv. **Stakeholder Engagement Programmes:** Cognizant of the need to effectively deliver services through management of stakeholder expectations, NWSC undertook various stakeholder engagement Programmes using a cocktail of channels including; Radio Programs, Television Shows and documentaries, sensitization Programmes at places of worship and community meetings, magazines, and social media campaigns. Key among the stakeholder engagement Programmes include;
 - a) **School Water and Sanitation Clubs (SWAS):** The Corporation launched the School Water & Sanitation (SWAS) Clubs in October 2014 with the aim of sensitizing schoolchildren about water, sanitation and hygiene. This is because children are a critical segment of our society (as future leaders) and need to be involved in water, sanitation and environmental issues for sustainability. SWAS started with 50 schools but by the end of the FY 2019/20, 293 schools were participating in the Club.
 - b) **Water Community Sensitization Clubs (WACOSE):** The Programme entails community engagements in mobilization and sharing of information in regard to water and sewerage services within Kampala with the major objective of; enhancing public awareness on NWSC services and improving feedback that will enhance service delivery.
- v. **Customer Re-connect Program:** The Programme entails reaching out to disconnected customers, with the aim of wooing them back onto supply. The major objective of the Programme is to reduce suppressed accounts, reduce arrears, reduce NRW and increase billed revenue from wooed back accounts. Other objectives include; reduction in illegal water-use and improvement of customer satisfaction.
- vi. **Commercial Performance Improvement Programmes:**
 - a) **Revenue Recovery Acceleration Program (RRACE):** The Programme entails

engagement of selected Areas with an aim of recovering revenue and retaining sustainable growth by addressing the key factors hindering revenue growth. The key objectives of the Programme include increasing water sales, billing and

collections, attaining a break-even status, and reduction of NRW and arrears.

b) LIMB (Leaks, Intermittent Supply, Metering and Bursts): The Programme is implemented in Kampala Water with the aim of reducing NRW and increasing billing. It entails combating leaks and bursts, increase production capacity to avert intermittent water supply, and replacement of defective meters.

3. Capital Project Implementation

Status of Project Implementation as at March 2021

#	Project name / Location	Project Objective	Project Amount	Funding Agency	Project Components	Status as at March 2021	Completion Date
1.	Lake Victoria Protection Phase II Project, Kampala Sanitation Programme - Kampala	To improve sanitation and hygiene in Kampala.	Euro 141.8 million	African Development Bank (AfDB), Germany Government through KfW and GoU.	<ul style="list-style-type: none"> ● Nakivubo Waste Water Treatment Plant (WWTP) ● Kinawataka and Nakivubo sewers ● Kinawataka Pre-treatment and Pumping Station 	<ul style="list-style-type: none"> ● Substantially complete and is under Defects Monitoring. ● Completed ● Completed 	June 2022
2.	Kampala Water Lake Victoria WATSAN Project	Addressing water supply challenges in greater Kampala metropolitan area up to the year 2035.	Euro 150 million	Mutual Reliance Initiative (MRI) whose partners are GoU, KfW, AFD, EU-ITF and EIB.	<ul style="list-style-type: none"> ● Network Restructuring & Rehabilitation. ● Extension of Water Supply and Sanitation Services in Informal Settlements. ● Laying of the Katosi-Kampala Transmission Mains. ● Construction of the Katosi Drinking Water Treatment Plant. 	<ul style="list-style-type: none"> ● Topographical surveys in different sections of the network and Hydraulic modelling on-going. ● Financial evaluation completed and report submitted to the DPs for No Objection. ● Pressure testing of the Transmission line at 80% completion. ● The Plant is substantially complete and under monitoring. 	June 2024
4	Integrated Water Management and Development Project (IWMDP)	To improve access to water supply and sanitation services, capacity for integrated water resources management and the operational performance of service providers in Project areas.	USD 313 million	World Bank, KfW, GoU	<ul style="list-style-type: none"> ● Construction and rehabilitation of Water Supply and Sanitation infrastructure in Mbale Municipality ● Construction of Gulu-Karuma Water Supply Project ● Improve water supply and sanitation in Adjumani Urban Area, including support to refugees. ● Carrying out of environmental and social management activities to protect water sources and sensitize communities. 	<ul style="list-style-type: none"> ● Augmented water supply study report received. ● Technical evaluation of the Project completed. ● Kick-off meeting held on 11th Mar 2021. ● Procurement for Expression of Interest for supervision consultancy initiated. 	June 2025

5	South Western Cluster (Development of WatSan Infrastructure for the Mbarara-Masaka Areas)	This project intends to address the water and Sanitation infrastructure in the Mbarara, Masaka and Isingiro towns.	Euro 126 million	French Development Agency (AFD) and Government of Uganda (GoU).	<ul style="list-style-type: none"> ● Kagera Water Treatment Plant ● Rehabilitation of the Water Supply system in Mbarara. ● Rehabilitation of the Water Supply System in Masaka. 	<ul style="list-style-type: none"> ● Review of the detailed design documents. ● Draft tender documents for works received and currently under review. ● The Procurement of the consultant is in the final stages; Draft contract has been sent to the Solicitor General for clearance. 	December 2024
6	Service Coverage Acceleration Pro 100	To increase access to safe water supply in all villages under NWSC jurisdiction.		Government of the Republic of Uganda and NWSC	<ul style="list-style-type: none"> ● Expansion of the NWSC Water Pipe Network by at least 8000Km ● Installation of at least 140,000 new connections ● Installation of at least 20,000 Public Taps (PSPs) to cover 12,000 Villages with at least 2 PSPs per Village 	<ul style="list-style-type: none"> ● 7,237Km have been laid ● Installed 222,597 new water connections ● Installed 14,650 Public Stand Posts covering approximately 8,357 villages. 	June 2022
7	Wakiso West WatSan Project	To improve the quality of life, health and economy of people in the south and west of greater Kampala.	Euro 1.2 million		<ul style="list-style-type: none"> ● Feasibility studies for the development of the new WTP, abstraction system, primary bulk storage reservoir, associated pumping main, distribution system a Faecal Sludge Treatment Plant and Supply of Water in Informal Settlements in this Area. 	<ul style="list-style-type: none"> ● Procurement for detailed designed consultancy has been initiated 	December 2026
9	Fort Portal Water Production Improvements	Improvement in water quality and increase water production by 2500m ³ /day.	UGX 2.5 Billion	NWSC and Government of the Republic of Uganda	<ul style="list-style-type: none"> ● Construction of flocculator, coagulator, clarifier, filter and ancillary works 	<ul style="list-style-type: none"> ● Plant under Defects Monitoring Period 	December 2021
10	Sembabule Water Supply Improvement Project	Increase water production from 300m ³ /day to 3000m ³ /day and upgrading and extension of the water distribution network.	UGX 9 Billion	NWSC	<ul style="list-style-type: none"> ● Construction of new intake and water treatment line including; flocculator, coagulator, clarifier, filter and ancillary works. ● Upgrading entire distribution network, and extension to surrounding towns (100km length, 90-200mm) 	<ul style="list-style-type: none"> ● Pump house construction at 80% progress. ● Office block super structure completed. ● Pipeline works completed. Intake works at 70% progress. ● Tanks assembled. Finishing works ongoing. 	June 2024

11	Kapeeka II Water Supply Project – Industrial Water works	Addressing the current water supply challenges for the Kapeeka community and industrial park		NWSC/Government of the Republic of Uganda	<ul style="list-style-type: none">• Upgrading of the Water treatment plant.	<ul style="list-style-type: none">• Construction of filters, clear water tank well, pump house, staff houses, backwash tank & treated water pipes laying completed.	June 2022
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