

NWSC WEBSITE INFORMATION
MARCH 2022:

1. Service Performance Data

Table 1: NWSC Performance Data as at March 2022

Performance Indicators	2018/19	2019/20	2020/21	Jul-Mar 22
Water Services				
Number of Towns (Nos.)	253	258	258	256
Water Service Coverage (%)	84	84	84	84
Water Production (Million m3)	135	140	144	123
Water supply (Million m3)	128	132	137	117
New Water Connections (Nos.)	69,215	61,521	52,012	39,587
Total Water Connections (Nos.)	659,157	724,006	775,794	830,027
New Public Stand Pipes (Nos.)	3,550	4,429	3,793	1,436
Total Public Stand Pipes(Nos.)	17,186	21,600	24,867	26,221
New water mains extensions (km)	2,727	2,135	444	556
Total water pipe network (Km)	17,556	19,974	20,495	20,970
Sewerage Services				
Sewerage Service coverage (%)	22	23	23	23
New Sewer Connection (Nos.)	272	368	277	441
Total Sewer Connections (Nos.)	22,606	23,914	25,180	27,819
New Sewer extensions (km)	59	30	23	16
Financial Performance				
Turnover (Billion) - (UShs) (Net VAT)	442	463	461	371
Operating Profit Before Depreciation (Ushs.) (Billion)	96	103	106	83
Net Profit (Ushs.) (Billion)	86	27	48	14

2. Performance Improvement Programmes

- i. 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. This was after NWSC realized that School children are a critical segment of our society and need to be involved in water, sanitation and environmental issues at an early age, to ensure sustainability of our business. They are the future leaders and decision makers for the Country. SWAS started off with over 50 schools in the FY 2014/15 and currently has over 293 schools participating.

The main activities of the Clubs include; tree planting, debating, essay and poem competitions relating to water, sanitation and environmental issues and Public exhibitions. These activities are financed by the Corporation through the Annual Budgets.

- 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.

ii. 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 aims at timely response to leaks and bursts, increase production capacity to avert intermittent water supply, and replacement of defective meters.
- c) Sewer Connect Door to Door (SCODD): The key objectives of the program include; ensure all connected customers are being billed correctly, check for illegal connections and market the service to the population. This will enable the Corporation increase the number of sewer connections.
- d) House to House Customer Verification: This program involves verification on all properties and connections in order to establish and confirm status of connection, water supply and consumption anomalies such as illegal connections, leakages, wrong tariffs defective meters among others.

3. Capital Project Implementation

Status of Project Implementation as at March 2022

#	Project name / Location	Project Objective	Project Components	Status as at March 2022
1.	Lake Victoria Protection Phase II Project, Kampala Sanitation Programme - Kampala	To improve sanitation and hygiene in Kampala.	<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
2.	Kampala Water Lake Victoria WATSAN Project	Addressing water supply challenges in greater Kampala metropolitan area up to the year 2035.	<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"> ● Evaluation of land for Kanyanya reservoir and Buwaate Booster Station ongoing. ● RAP process is in its last stage of cadastral surveys, collection of land titles & ownership details. 7.5km out of 20km of strip maps so far produced. ● Evaluation of Eols completed. Report submitted to DP for No Objection. ● The Katosi-Kampala Transmission Mains project was completed. Technical commissioning achieved in May 2021, system is currently under operations in Defects liability period. ● The plant was completed and commissioned. System performance is acceptable and all defects identified were handled.
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.	<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"> ● Received comments from the World Bank on tender documents, resulting in packaging the tender in lots. The revised documents have been resubmitted for World Bank clearance ● Sites for the water treatment plant and intake structure have been handed over to the Contractor. ● No objection to the combined evaluation report secured ● Draft detailed design report was received. NWSC reviewed it and issued comments to the consultant. ● Negotiations with the best evaluated bidder were successfully completed.

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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.	<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"> ● Secured approval and DP's No objection to the technical bids evaluation report secured ● CC approval and DP's No objection for the combined technical & financial evaluation report secured ● Negotiations with the best evaluated bidder successfully held ● CC's approval & AFD's No Objection to the tender documentation secured ● Contract Committee's approval to the shortlisting report secured and submitted to the Development Partner for a no objection.
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6	Service Coverage Acceleration Pro 100	To increase access to safe water supply in all villages under NWSC jurisdiction.	<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 	<p>Since project inception the Corporation has achieved;</p> <ul style="list-style-type: none"> ● 8,520 Km have been laid ● Installed 298,891 new water connections ● Installed 17,283 Public Stand Posts covering approximately 9,999 villages.
7	Wakiso West WatSan Project	To improve the quality of life, health and economy of people in the south and west of greater Kampala.	<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"> ● Contract Committee's and Development Partners 's approval to the shortlisted firms secured ● Secured Contract Committee's and Development Partners 's approval to the RFP document finalized ● CC's approval of RFP and DP's No objection to the shortlisted firms secured. ● RFP issued to the shortlisted firms

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8	Hoima Water Supply Improvement Project	To improve water supply reliability in Hoima City.	<ul style="list-style-type: none"> Construction of a water treatment plant of capacity 3,500m³/day, development of production wellfields, and laying of transmission mains 	<ul style="list-style-type: none"> 45% of the civil works for aerators & filters achieved 100% of the reservoir works achieved 80% of the pipeline works achieved 40% of the staff housing units achieved.
9	Bushenyi Water Supply Augmented Project	To supplement the current water supply services	<ul style="list-style-type: none"> Construction of an additional water treatment plant of capacity 2,000m³/day. Construction of a storage reservoir of 600m³ and associated pumping and Distribution mains. 	<ul style="list-style-type: none"> Works tender re-advertised Bids received, opened and evaluation ongoing.
10	Kyankwanzi Water Supply Project	To improve water supply services in Kyankwanzi town	<ul style="list-style-type: none"> Construction of a 3,000m³/day water treatment plant on R. Mayanja and the associated distribution network. 	<ul style="list-style-type: none"> Works tender re-advertised Bids received, opened and evaluation ongoing.
11	Kalungu Water Supply Project	To improve water supply services in Kalungu town	<ul style="list-style-type: none"> Construction of a 4,000m³/day water treatment plant on R. Katonga and the associated distribution network. 	<ul style="list-style-type: none"> Tender documents issued. Bids received and evaluation commenced
12	Lyantonde Water supply Project	To improve water supply reliability in Lyantonde town and the surrounding areas including Rushara Industrial Park	<ul style="list-style-type: none"> Construction of an intake of capacity 500m³/day Laying of an offshore pipeline of DN 300mm, 100m into Lake Kakyera Laying a raw water pumping main of DN 300mm, for a length of about 1km Construction of a water treatment plant of capacity 500m³/day Laying of a DN 300mm treating water pumping main of length 12km Construction of a 1500m³ RC reservoir Laying of a 10km distribution pipe main of DN 300mm. 	<ul style="list-style-type: none"> Geotechnical investigations of the proposed sites completed Construction works commenced and are ongoing. Acquisition of the reservoir sites from NAGRIC & DB is pending signature of the MoU between NWSC, NAGRIC & DB. MoU prepared and shared with NAGRIC & DB for their input.
13	Soroti Water Supply Project	To improve water supply services within Soroti. (water production capacity from 5,000m ³ /day to 10,000m ³ /day)	<ul style="list-style-type: none"> Upgrade of the intake infrastructure Laying of a new raw water pipeline Construction of clarifiers & filters Upgrade of electromechanical equipment & pumping mains 	<ul style="list-style-type: none"> Draft detailed designs and tender documents completed and reviewed.
14	Tororo Water Supply Project	To improve water supply services within Tororo. (water production capacity from 5,000m ³ /day to 10,000m ³ /day)	<ul style="list-style-type: none"> Upgrade of the intake infrastructure Laying of a new raw water pipeline Construction of clarifiers & filters Upgrade of electromechanical equipment & pumping mains 	<ul style="list-style-type: none"> Draft detailed designs and tender documents completed and reviewed.
15	Compact Sewage Treatment Plant for Kiruddu Referral Hospital	To improve wastewater management at Kiruddu Referral Hospital. The plant will be able to treat 150,000litres of	<ul style="list-style-type: none"> Construction of Waste Water Treatment Plant. 	<ul style="list-style-type: none"> Water tightness testing of the equalization tank successfully undertaken. Works on the platform for the containerized units ongoing. Backfilling around the equalization

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		wastewater on a daily basis		tank to the required level completed <ul style="list-style-type: none"> ● Pipe works for the inlet sewer line completed ● Time extension secured up to 6th July 2022.
16	Kapeeka II Water Supply Project – Industrial Water works	Addressing the current water supply challenges for the Kapeeka community and industrial park	<ul style="list-style-type: none"> ● Upgrading of the Water treatment plant. 	<ul style="list-style-type: none"> ● The project was substantially completed and system performance has improved with respect to water quality. ● Snags handling is ongoing
17	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.	<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"> ● Substantial completion was achieved and the plant was commissioned. ● System performance is acceptable and all defects identified were handled.