



**National Water and  
Sewerage Corporation**

# External Services



**Increasing our impact by taking a leading  
role in Capacity Development of Water  
Utilities**



# Services provided



**Increasing our impact by taking a leading role in capacity development of utilities.**



## Advisory Services in:

- Utility Management
- Performance Management
- Pro-poor service delivery

## Technical Assistance in:

- Water Quality Lab Testing & Monitoring
- GIS Survey & Mapping
- ICT Services
- Billing and Customer Care Management
- Operation and Maintenance

## Capacity Building and training

- Tailor made training
- Benchmarking
- Staff attachments
- On-job training
- Vocational Training

## Conferencing Facilities

- International Resource Center (Kampala)
- Western Resource Centre (Residential - Bushenyi)

**CONNECT  
WITH US**

NWSC External Services  
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@nwscug | waterug





# Our Headquarters

## NWSC - INTERNATIONAL RESOURCE CENTRE (IREC)



### OUR FACILITIES

The tranquil environment around NWSC-IREC is ideal for learning and is complimented by an aesthetic impression of light and space. Walking through the building, one is met by beams of sunrays, streaming through the glass paneling, bringing light and warmth of the natural outdoors. The facility offers secure and ample parking space to accommodate over 100 vehicles.



### National Water and Sewerage Corporation International Resource Centre

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# Advisory Services



**“Our Vision”**  
is to be the provider of world-class high-impact innovative business solutions.



**“Our mission”** is to provide professional, innovative, and customer-focused performance enhancement solutions in an efficient and cost-effective manner.



The wealth of knowledge and expertise that is available puts NWSC in a position to provide professional services in utility management to cater for the need of all categories of customers from public to private entities within and outside of Uganda.

At NWSC, we utilize our specialist water and sewerage services knowledge enriched with expertise and lessons learnt from ongoing performance improvements and business turnaround strategies to provide solutions that are tailored to customer needs. As a Ugandan parastatal and public company, we can offer both public- public partnerships as well as public-private partnerships to our customers both within and outside Uganda

## NWSC External Services has contributed to the Performance turnaround of Utilities all over the region.



### • Utility Management

Through home-grown change management programmes, development projects, and international consultancies, we have acquired invaluable experience and internal capacity in the various performance aspects of Institutional Development and Water Utility Management.

NWSC -ES contributed to the development of the Chittagong Water Supply Improvement & Sanitation Project (CWASA) - Bangladesh's capacity in the operation and management of utility services, as well as the modernization of its operational structure, systems, and processes.

It has also contributed to the institutional strengthening of Bauchi State Water and Sewerage Corporation (BSWSC) by assisting in the transformation of BSWSC into a financially viable water utility capable of meeting the aspirations of its stakeholders, among other utilities.

### • Performance Management

NWSC External Services In order to improve the performance of other utilities, has aided a number of them, including the Trinidad and Tobago Water and Sanitation Authority (WASA). NWSC helped WASA improve its performance by strengthening the decentralization process.

It also improved the operational and financial performance of Tanzania Electric Supply Company Limited (TANESCO) through the development of high-impact performance improvement programs, strengthening of Monitoring and Evaluation and establishment of performance capacity.



## Pro-Poor Service Delivery

### Pro-Poor Water Delivery

To achieve 100% coverage for water supply and sanitation (WSS) in urban areas, NWSC adopted three pro-poor measures. First, the affordable connections policy aimed to increase coverage by lowering the connection fee cost for customers within 50 meters of the water main. Second, NWSC shifted from a uniform tariff structure to a differentiated structure for domestic and non-domestic customers, and public water points (PWPs), thereby promoting equity in pricing and supply across domestic, commercial, government and industrial sectors. Third, a pro-poor targeting project subsidized water supply connections in poor settlements.

NWSC External Services supports utilities in establishing Low Income Service Units.



# Technical Assistance

## Water Quality Lab Testing

The Water Quality Management Department (WQMD) of the NWSC is responsible for ensuring that the quality of the water produced and sewage effluent discharged conform to the National Standards in all the Areas under NWSC operations. Besides carrying out internal work, since 1994, the department offers commercial laboratory services in water, sanitation and environmental management to the public as well as private organizations.

The water quality testing is carried out at the Central laboratory located in Bugolobi Kampala.

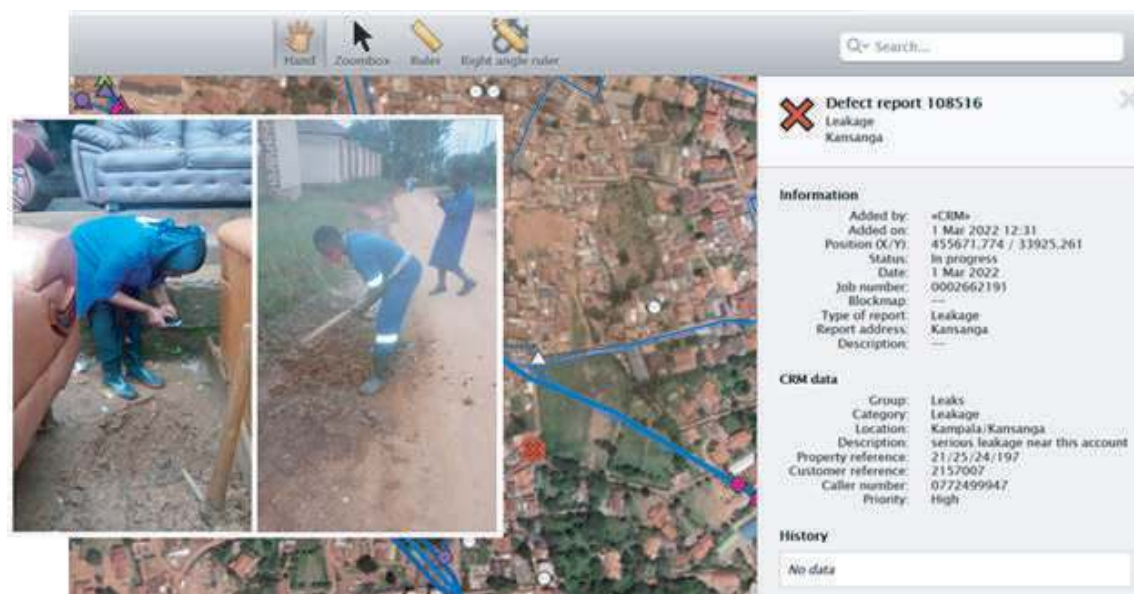


### Services Offered

- Water and waste quality analysis
- Advice on parameters for design and construction of water and wastewater treatment plants
- Determination of bulk chemical composition and verification of water treatment chemicals
- Water and wastewater treatment process control
- Water quality monitoring of water sources (surface and groundwater)
- Public awareness programs in water, sanitation, public health and environmental management

## GIS, Survey & Mapping and use of Mapkit

The NWSC Call Centre receives and handles more than 15,000 incidents each month, both of a technical and commercial nature, reported through telephone calls from customers and by means of social media posts. To streamline the response to reported incidents, NWSC has deployed MapKit, a web GIS application that supports the handling of incidents by field teams in real time. Customized to the specific requirements and workflows of NWSC operations, MapKit is integrated with the Customer Relationship Module (CRM), a home-grown software solution used by the Call Centre to log, assign and track the resolution of reported incidents. From initial use as a field tool for proactive leak search, MapKit now supports a wide range of NWSC operations, including mapping of new connections and mains extensions, implementing proactive network fixture inspection schedules, investigating water outages, and effecting network repairs.





# Capacity Building & Training



## Vocational Training

### Standard Courses

- Change Management for water infrastructure
- Utility Management for Local Government Officials
- Quality and Efficient Customer Care Management
- Performance Improvement Approaches and Business Planning
- Utility Infrastructure and Systems Management
- Utility Management and Regulation
- Non- Revenue Water Reduction
- Training for plumbers, Surveyors and Technicians
- Financial Management and Tariff Setting cost
- Recovery Techniques



### Other Courses:

- Occupational Health and Safety
- Water Safety Plans
- GIS, Survey & Mapping
- IT/ Billing systems
- Vocational Training for Industrial Plumbers, Electrical Mechanical, Technicians, Customer Service Advisors & Water Quality Control Technicians

## Over 100 utilities have benchmarked from the NWSC



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# Our Innovations



The NWSC has embraced information and communication Technologies as the key enabler of effective and efficient service delivery. NWSC started computerizing its business operation in 1993 with the implementation of its billing system. The systems developed in-house include; Billing system, e-New connection, e-Procurement, e-Inventory, Computerized Maintenance Management System, Training Information management system, Water Quality Information Management System among others.

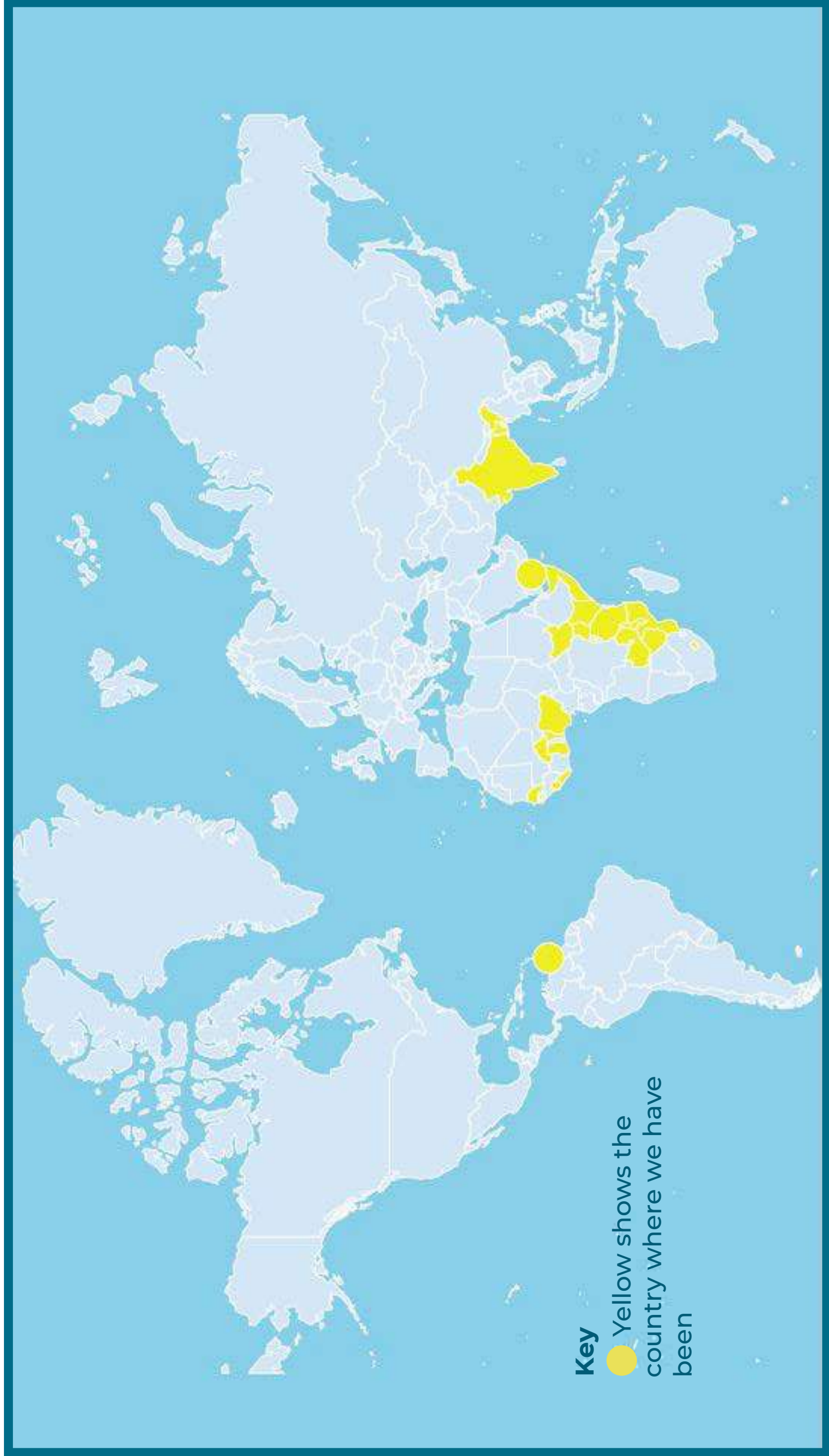
To Improve treatment efficiency and reduce costs of chemicals, the NWSC staff have developed new and on site Salt electrolyzes. This has been rolled out to over 10 plants. We have also build capacity to design and build our own water treatment plants of up to 5000M<sup>3</sup> per day.

All the systems and solutions above **have been designed and implemented by NWSC IT staff**, with minimal third party support especially in cases that have legal or warranty implications.

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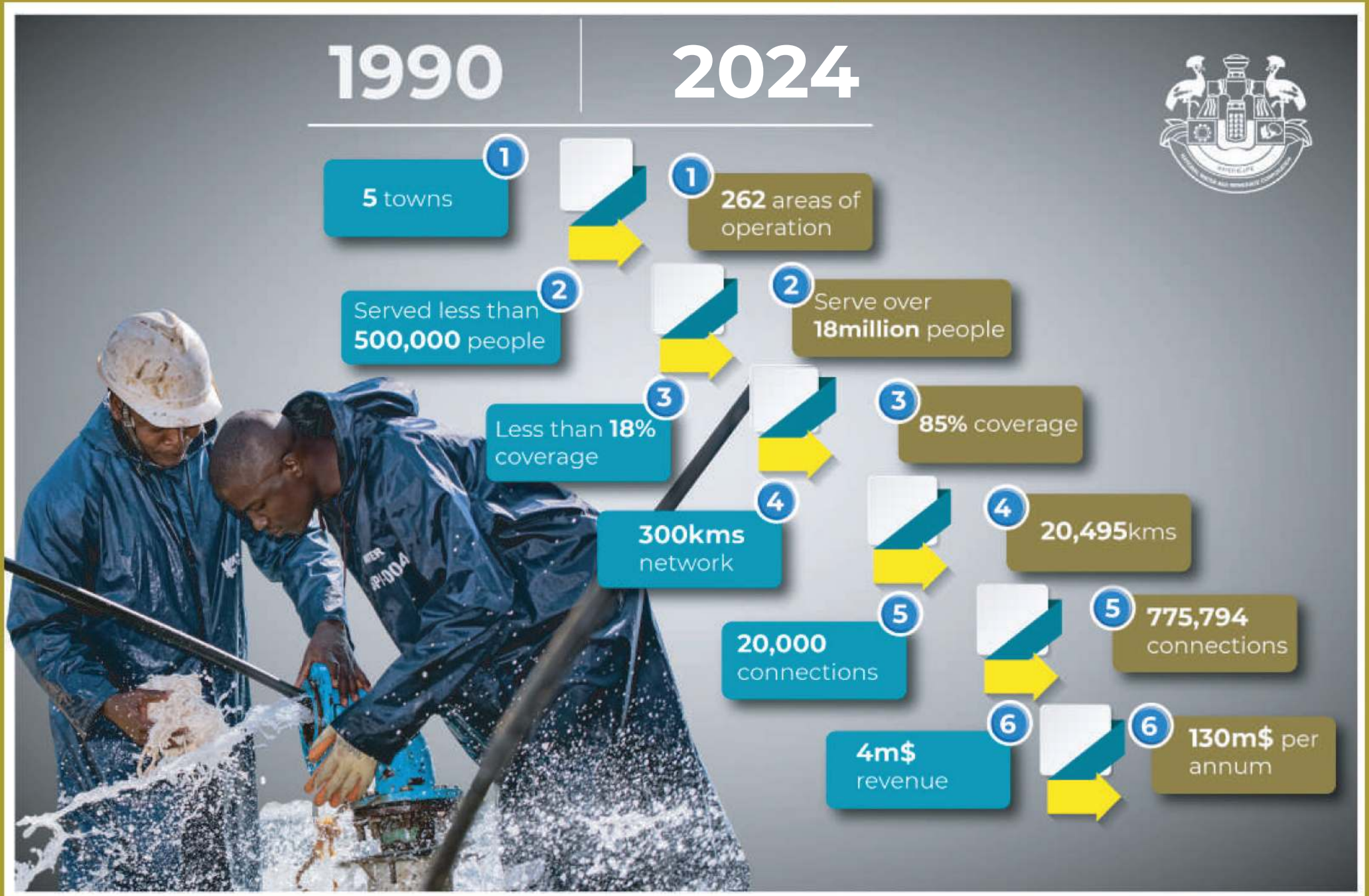


# Our Footprint





# Our Facts and Figures



Utilities that benchmarked  
(Number of clients)

148

Consultancies

110

Countries where we have been

35

Partners

30



## Strong Partnerships



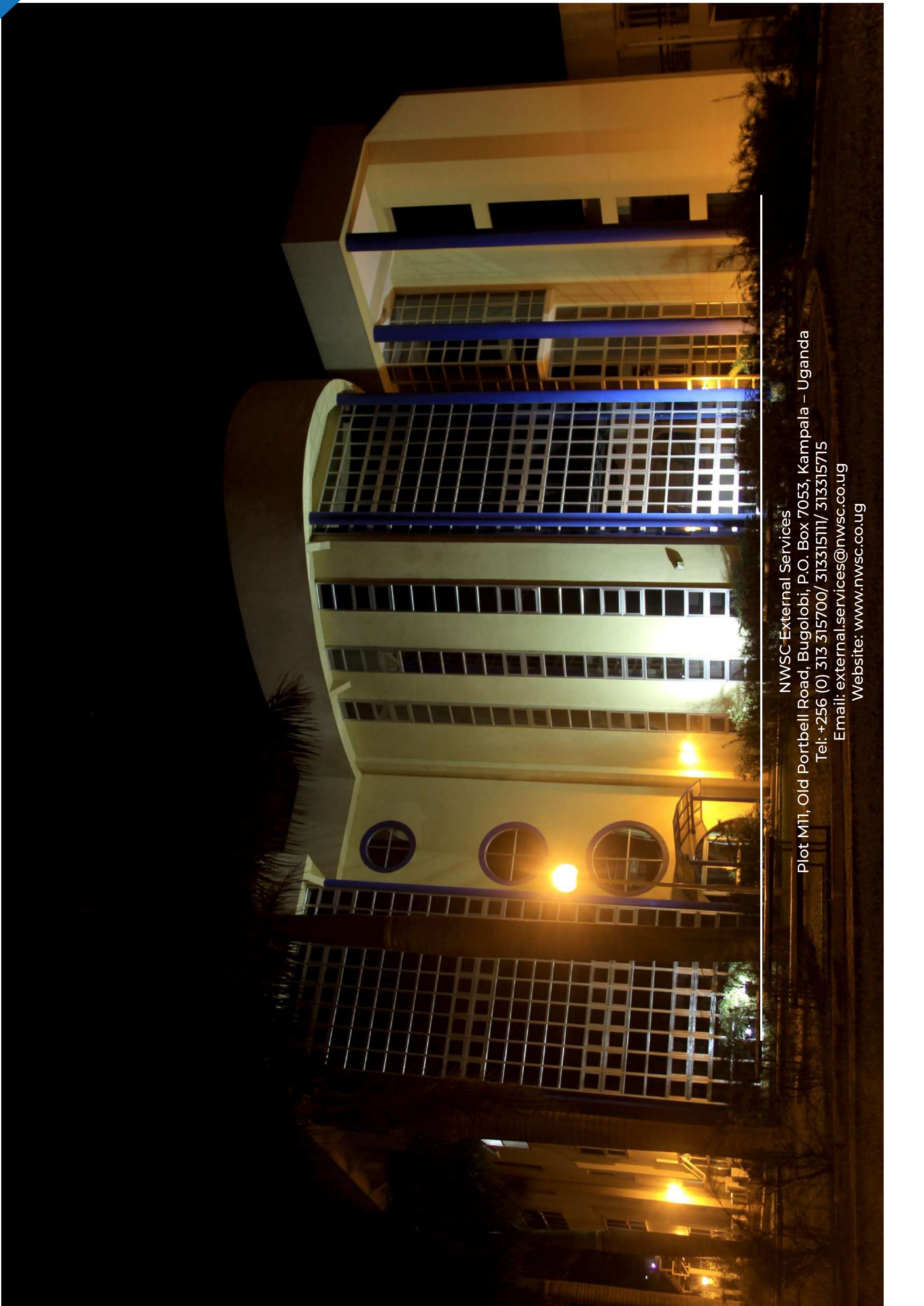




# MEET THE TEAM







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