



Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience

Dr Rose Kaggwa
Director Business and Scientific Services



Africa is endowed with abundant water resources

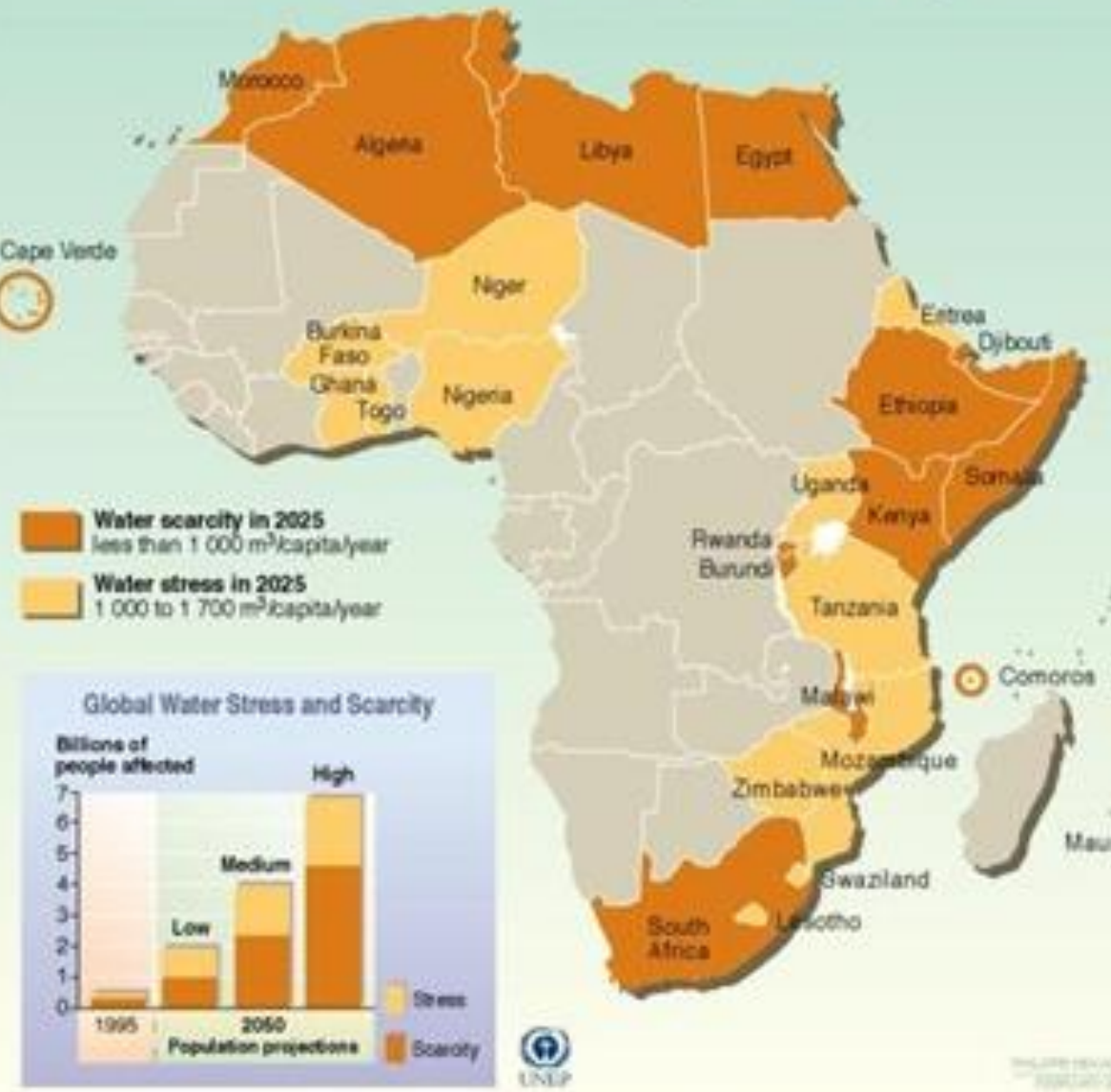


- ❖ 4,000 cu km of freshwater
- ❖ 17 rivers with catchment areas > 100,000 km²
- ❖ 160 lakes > 27 km²
- ❖ 670mm/yr mean annual rainfall
- ❖ Vast ground water resources
- ❖ Vast marine water - continent is surrounded by three oceans



..but also facing enormous water challenges

Freshwater Stress and Scarcity in Africa by 2025



Piped water



+14 PERCENTAGE POINTS
in 18 countries tracked since 2005/2006

Sewerage

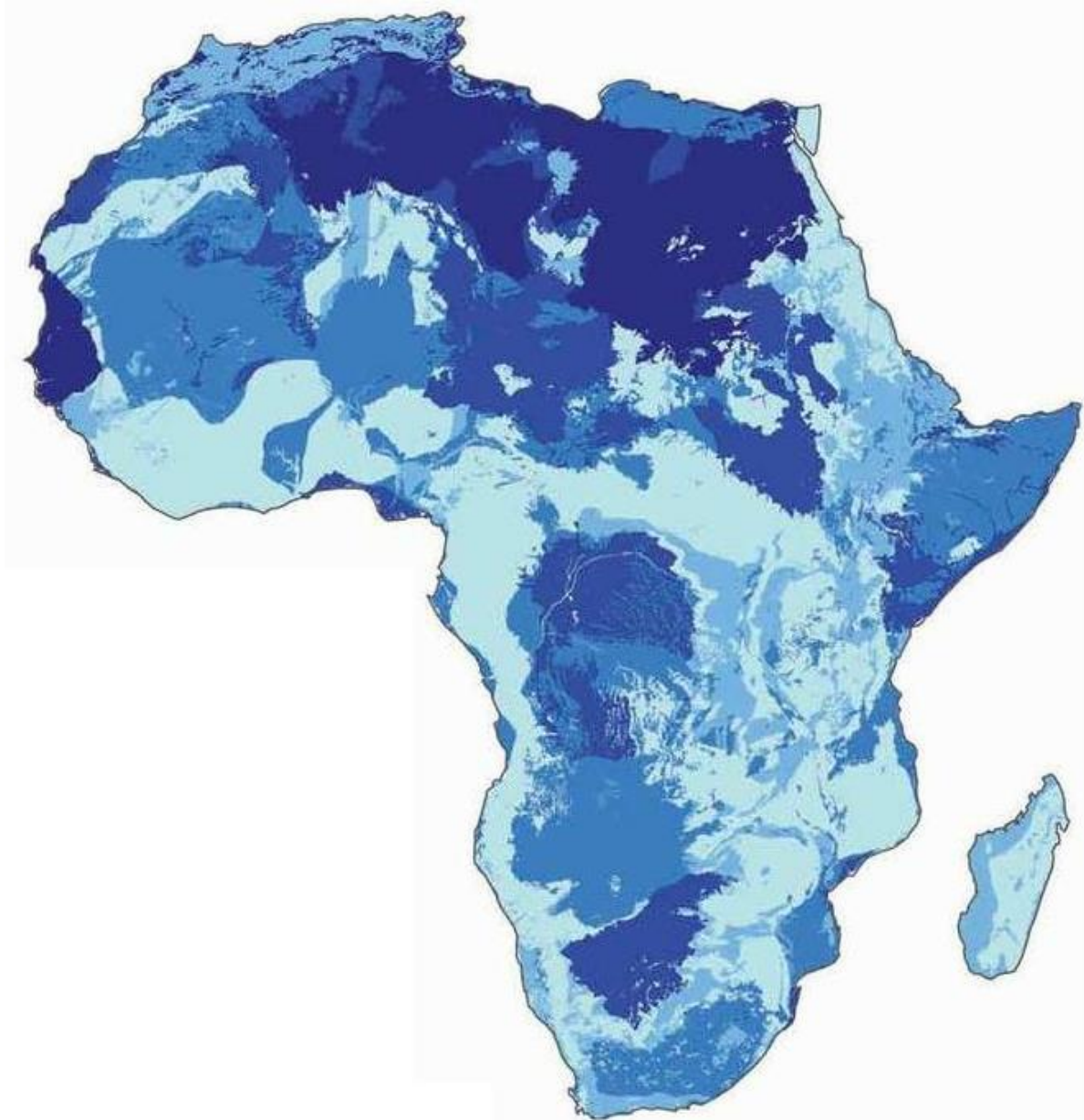


+8 PERCENTAGE POINTS
in 18 countries tracked since 2005/2006

The continent is faced with;

- **Extensive water scarcity:** poorly distributed water resources
- **Increasing demand:** population growth of 2.3% (2005 & 2010) the highest in the world
- **Low access:** About 40% of Africans mostly the rural poor, will not get access to clean water any time soon, & the number keeps increasing
- **Unprecedented** infrastructure deficit/needs – world's lowest per capita water withdraws at 170m³
- **Climate change effects**
- **Quality problem** due to uncontrolled domestic and industrial pollution
- Lack of **adequate and efficient water management system**

The Future of Africa water industry



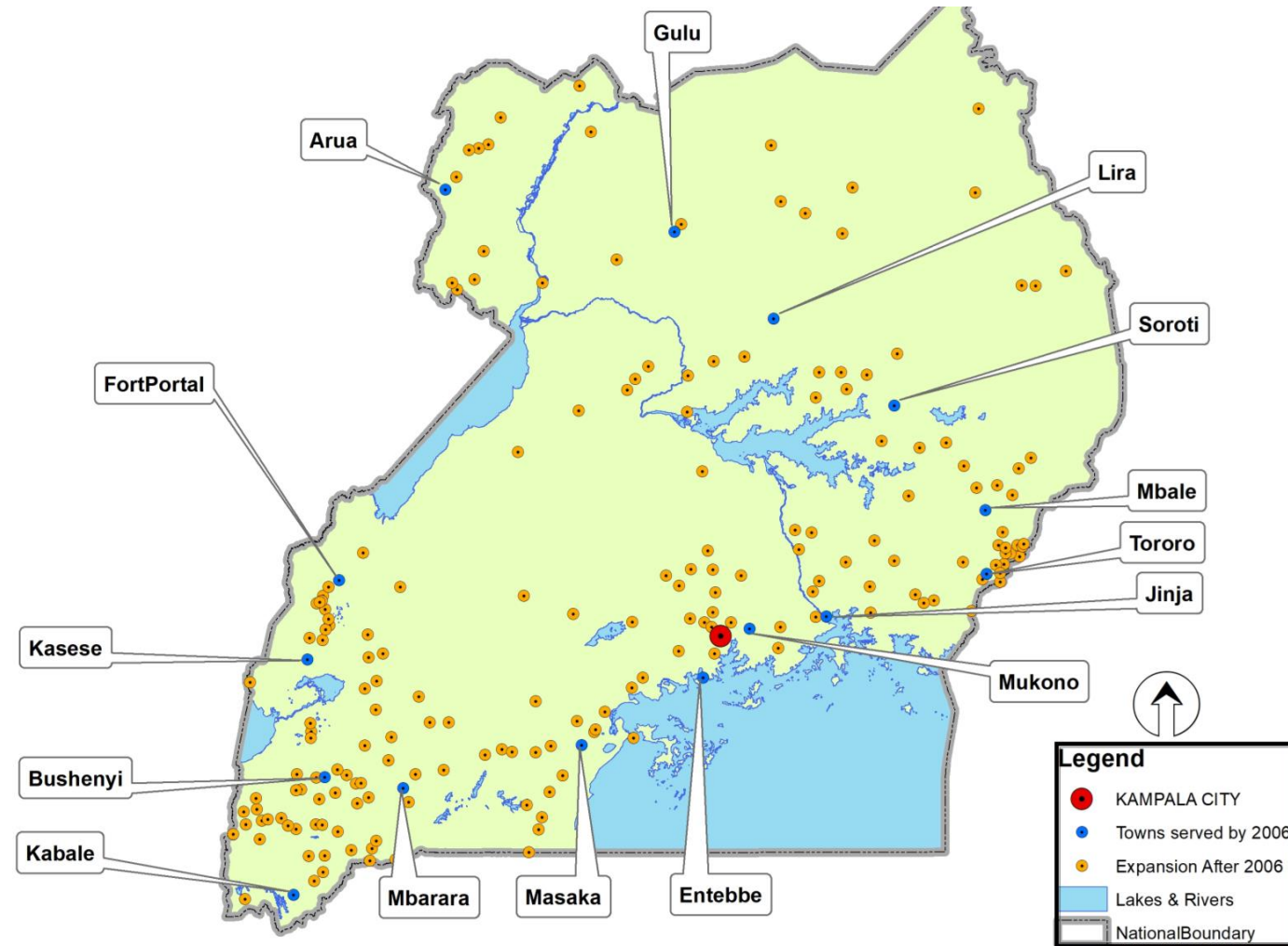
The Africa Water Vision for 2025 Envisions:

“ An Africa where there is **equitable** and **sustainable** use and management of water resources for **poverty** alleviation, **socioeconomic** development, **regional cooperation** and the **environment** “

Source: UN Water Africa 2004



Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - *About NWSC Uganda*



Its a Public Corporation wholly owned by the Government of Uganda, established in 1972



Mandate: provide water and sewerage services in Urban Areas on commercial and financially viable basis



NWSC operates in 220 towns/urban centers in Uganda



Vision: To be the Leading Customer Centred Water Utility in the World



Mission: To Sustainably and Equitably provide Cost Effective, Quality Water and Sewerage Services to the Delight of All Stakeholders, while Conserving the Environment

Equitable and Sustainable Access to Water And Sanitation In Africa: NWSC Experience - *Key Priorities (Strong institution and governance system)*



- Autonomous and accountable institution
- Well constituted and independent Board of Directors
- Teamwork: Board, management and staff collaboratively develop the vision and the goals and strategies to achieve that vision.
- **Everyone is accountable to their ethical/moral commitment to effectively deliver a shared vision & goals**

Equitable and Sustainable Access to Water And Sanitation In Africa: NWSC Experience - *Key Priorities (Clear Strategic Direction aligned with the SDG & Government aspirations)*



The Strategic Direction is aligned with the government vision 2040 and the wider stakeholder expectations, policy directions and competitive direction

- ❑ The Uganda Vision 2040 promises universal access to water and sanitation – all Ugandans will have access to safe piped water and a modern toilet facility
- ❑ NWSC Strategic direction is water for all by 2021
- ❑ There is been a shift from incremental approach to “Think-Big” approach (*100% coverage*)

Equitable and Sustainable Access to Water And Sanitation In Africa: NWSC Experience -

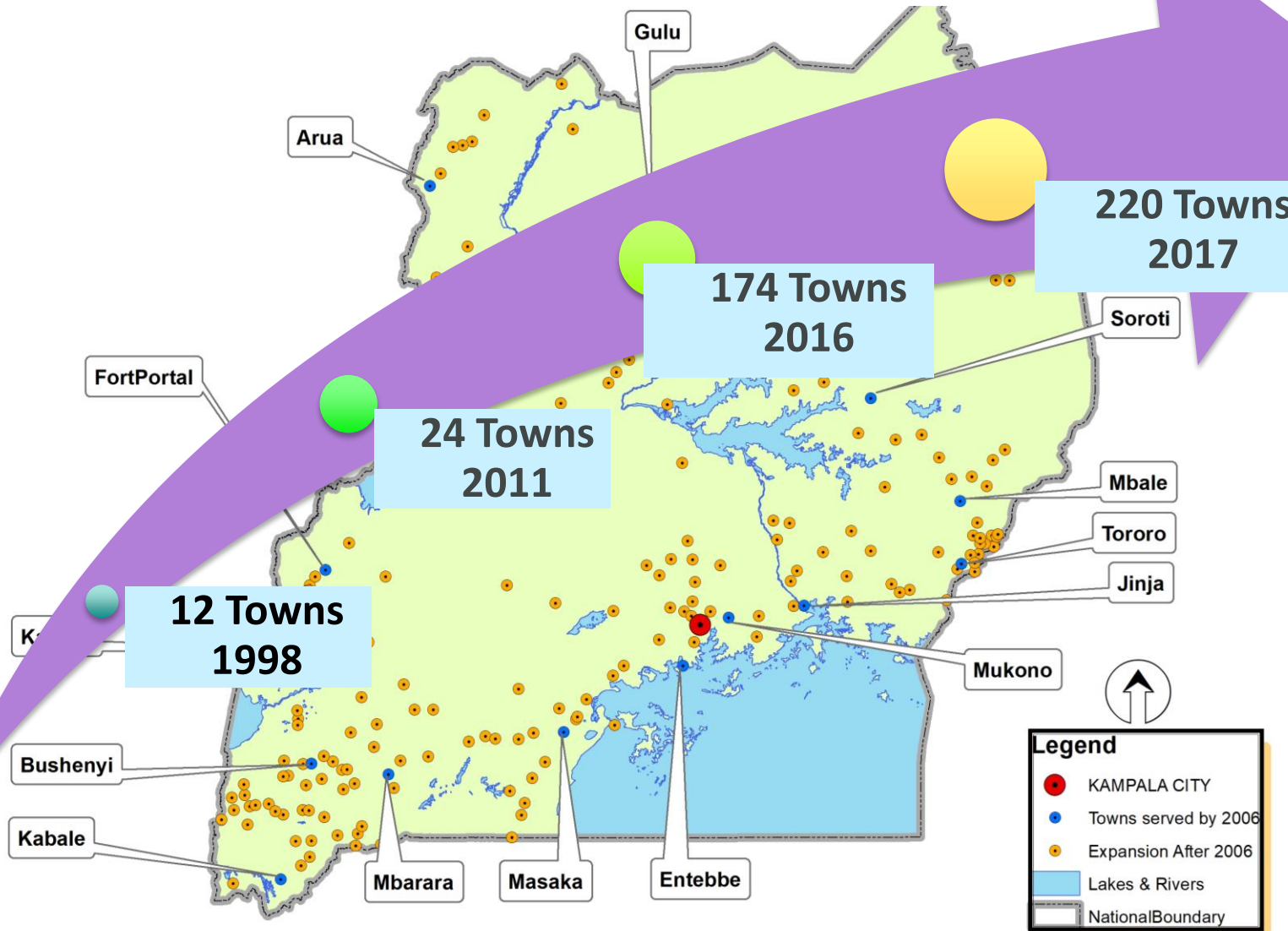
Key Priorities (Building capacities at all levels)



- Staff capacity development programmes including establishment of the vocational training facility, the International resource centre/training facility for NWSC and external clients
- Advisory services, capacity building, technical assistance for the external market by utilizing in-house expertise thus enhancing South-South & North-South Cooperation.

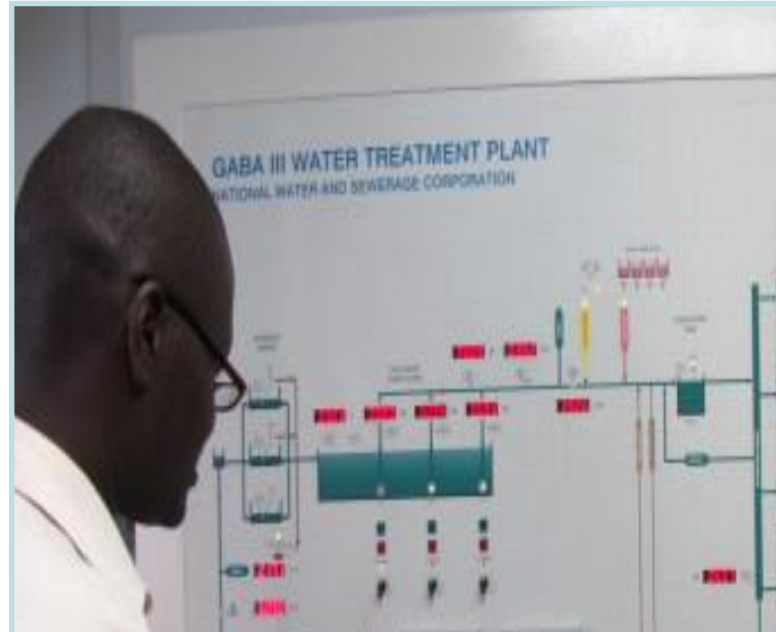
Equitable and Sustainable Access to Water And Sanitation In Africa: NWSC Experience -

Key Priorities (Systematic & Aggressive geographical expansion)



Systematic and aggressive expansion of the geographical coverage of the Corporation across the country from 24 Towns to 220 Towns

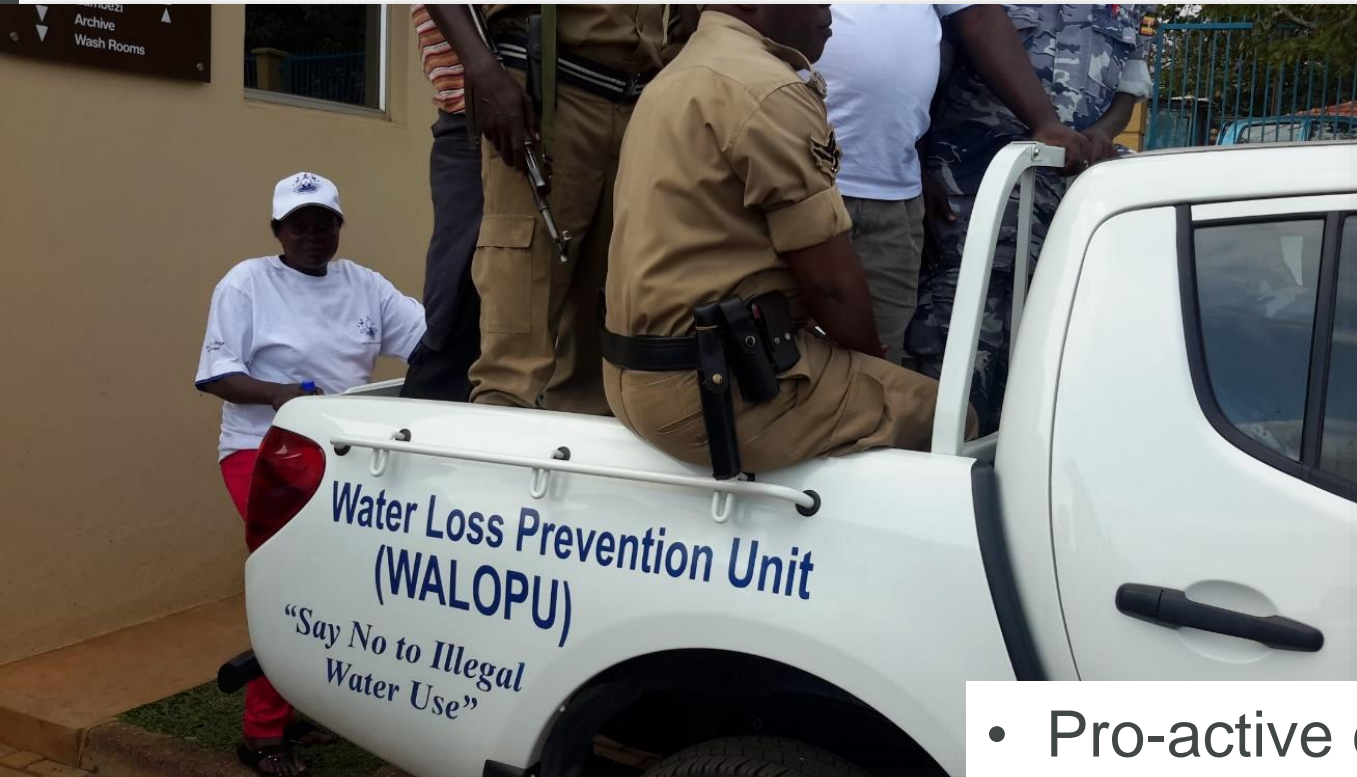
Equitable and Sustainable Access to Water And Sanitation In Africa: NWSC Experience - *Key Priorities (Prioritized infrastructure rehabilitation, upgrade & expansion)*



- Systematic rehabilitation, upgrade and expansion of infrastructure through bi-annual Infrastructure Service Delivery Plans (ISDP) and annual Water Stabilization Plan (WSP) to improve supply reliability and service coverage;
- **Increase in annual water mains extensions from 80km/year to over 1,500 km/year**

Equitable and Sustainable Access to Water And Sanitation In Africa: NWSA Experience -

Key Priorities (aggressive fight against water losses for efficiency gains)



- Pro-active community-based illegal use reduction through the WALOPU (**Water Loss Prevention Unit**) where the Corporation partnered with Police and community to fight illegal water use and reduce NRW
- Effective commercial & physical loss management

Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - *Key priorities (Promoting financial independence)*



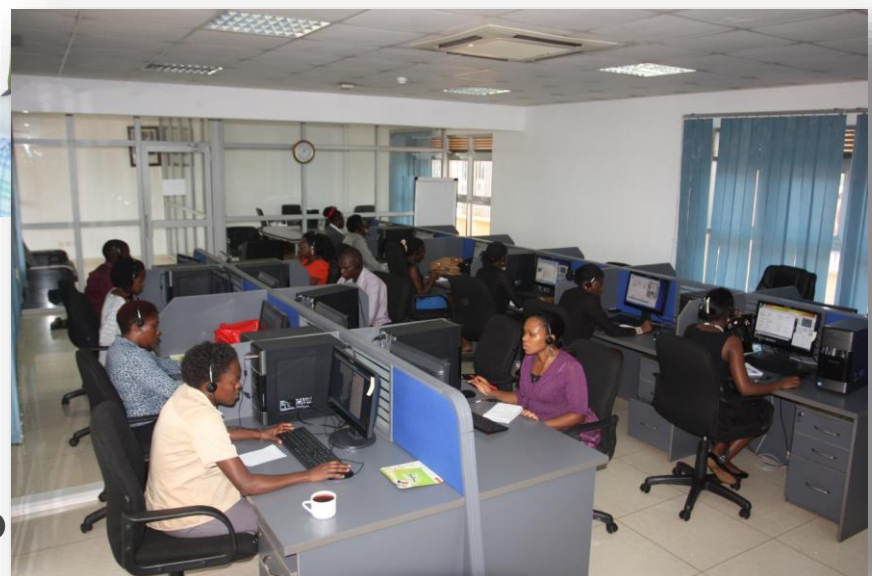
- Strong focus on cost optimization and operating efficiency
- **Indexation of the Tariff to avoid erosion due to inflation & depreciation of the shilling**
- **Improved debt management systems** – pre-paid metering including government ministries & institutions
- **Use of IT Solutions to deliver better services**
- **In-house development of software and system**
- **Establishment of the NWSC infrastructure** – to facilitate infrastructure expansion to the unserved areas

Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - *Key priorities (Customer Centric Service Provision & creating water wise communities)*



Customer Delight

The customer is King
and Reason we Exist



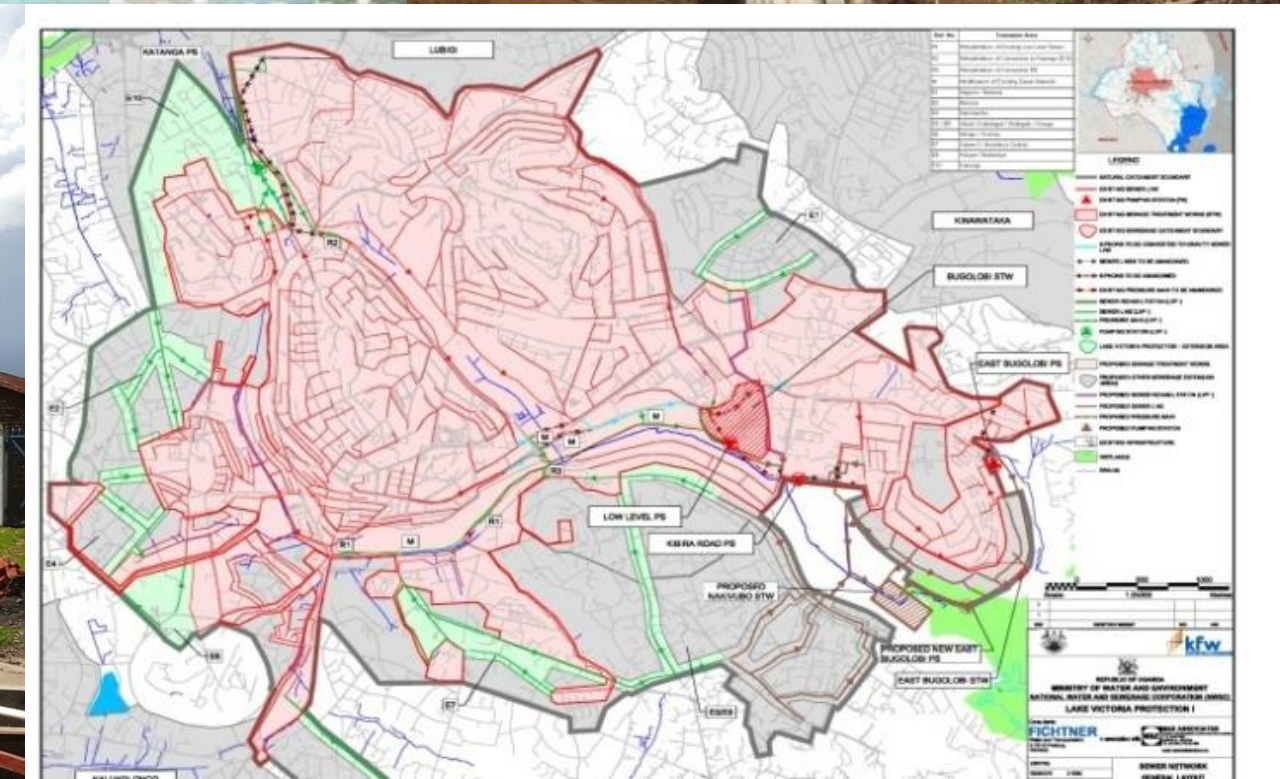
- Enhancement of Customer engagement at all levels
- Meaningfully engaging stakeholders at all levels - Water Community Communication (WACOCO) Clubs, Water Barazas and School Water Clubs
- ***Massive advocacy in places of worship***
- Using all available platforms to effectively engage and communicate to stakeholders
- Dedicated 24 hour modern call centre and social media platform

Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - *Key priorities (focus on pro-poor service provision)*



Systematic increase in the number of pro-poor public water points and public sanitation facilities to improve services for the urban poor communities.

Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - *Key priorities (addressing the sewerage and sanitation gaps)*



Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - *Key priorities (Water Quality & environment Management)*



THE ONE MILLION TREE PLANTING CAMPAIGN
'Stop talking, start planting'



Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC

Experience - Key priorities (Water rates and Affordability)

Our clean water is very Affordable

Consumer category UGX/m ³ VAT Inclusive	Cost per 20ltr jerrycan VAT inclusive UGX
Public standpipe at UGX 1060 per m ³	25
Domestic customer at UGX 3305 per m ³	78
Institution/Gov't at UGX 3344 per m ³	79
Commercial <500M ³ /month at UGX 4102 Per m ³	97
Commercial 500-1500m ³ /month at UGX 4102 per m ³	97
Commercial >1500m ³ /month at UGX 3278 per m ³	77

a 20 litre jerrycan costs as low as **UGX 25**

A comparison between the cost of one 20 ltr jerrycan of water, and other basic goods



UGX 78
Cost of 20ltr jerrycan of NWSC water

Domestic

A comparison between the cost of one 20 ltr jerrycan of water, and other basic goods



UGX 25
Cost of 20ltr jerrycan of NWSC water

Public Tap

Mineral water UGX 1000	40 Jerrycans of NWSC water
1Kg of beef UGX 10,000	400 Jerrycans of NWSC water
Bottle of beer UGX 3000	120 Jerrycans of NWSC water
Bunch of Matooke	800 Jerrycans of NWSC water

- ❖ Stepped progressive tariff with the higher users subsidizing the lower users, at stand post rate (social equity)
- ❖ Uniform tariff across all towns, once again cross subsidy between areas (social equity).
- ❖ Covers O & M,+depn, plus minor investments.
- ❖ The challenge of middle-men who charge consumers way above the NWSC tariff.

Planned Interventions to improve affordability

- ❖ Increasing the number of public stand pipes (PSPs) from 20,000 to 40,000
- ❖ Up-scaling pre-paid meters in other towns outside Kampala
- ❖ Engaging Community agents on a commission basis to manage PSPs

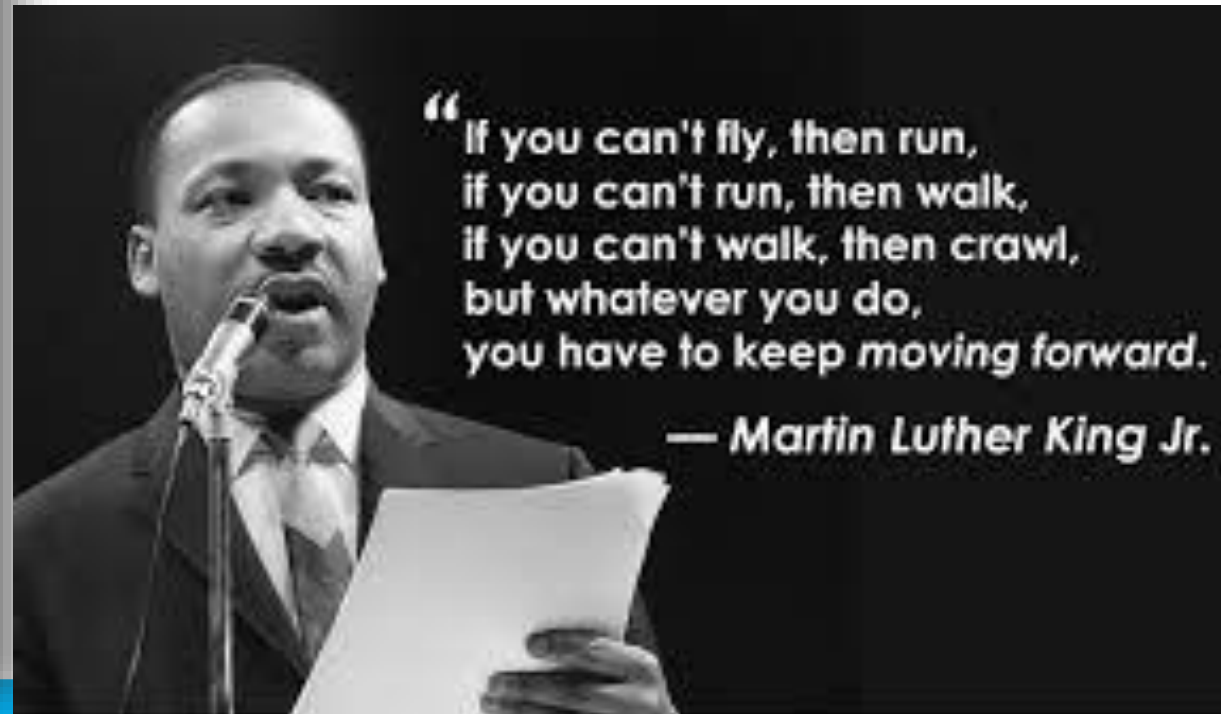
Equitable and Sustainable Access to Water and Sanitation in Africa: NWSC Experience - Highlights of NWSC achievements

Performance Indicator	1998	2011	2016	2017
Number of NWSC towns	12	24	174	220
Service Coverage	48%	75%	76 %	78.5
Total Connections	50,826	272,406	472,193	541,869
New Connections per year	3,317	25,633	38,836	43,241
Proportion Metered Accounts	65%	99.8%	99.8 %	99.8 %
Staff per 1000 Connections	36	6	6	6
Collection Efficiency	60%	98%	105%	97
NRW	60%	33%	28 %	31%
Turnover (Billion UGX/Year)	21 bn	132 bn	276 bn	322 bn
Operating surplus/deficit (Before. Dep) (Billions UGX)	8.0 (-)	30 (+)	62 (+)	71(+)

CONCLUSION



In the face of **Unprecedented** infrastructure needs, high demand for better services, and increasing customer expectations, utilities need to take the lead in promoting ***Equitable and Sustainable Access to Water and Sanitation in Africa***



“ If you can't fly, then run,
if you can't run, then walk,
if you can't walk, then crawl,
but whatever you do,
you have to keep moving forward.

— Martin Luther King Jr.



THANK YOU FOR YOUR ATTENTION
MERCI BEAUCOUP