



# MANAGEMENT OF WATER SYSTEMS BY UMBRELLA AUTHORITIES

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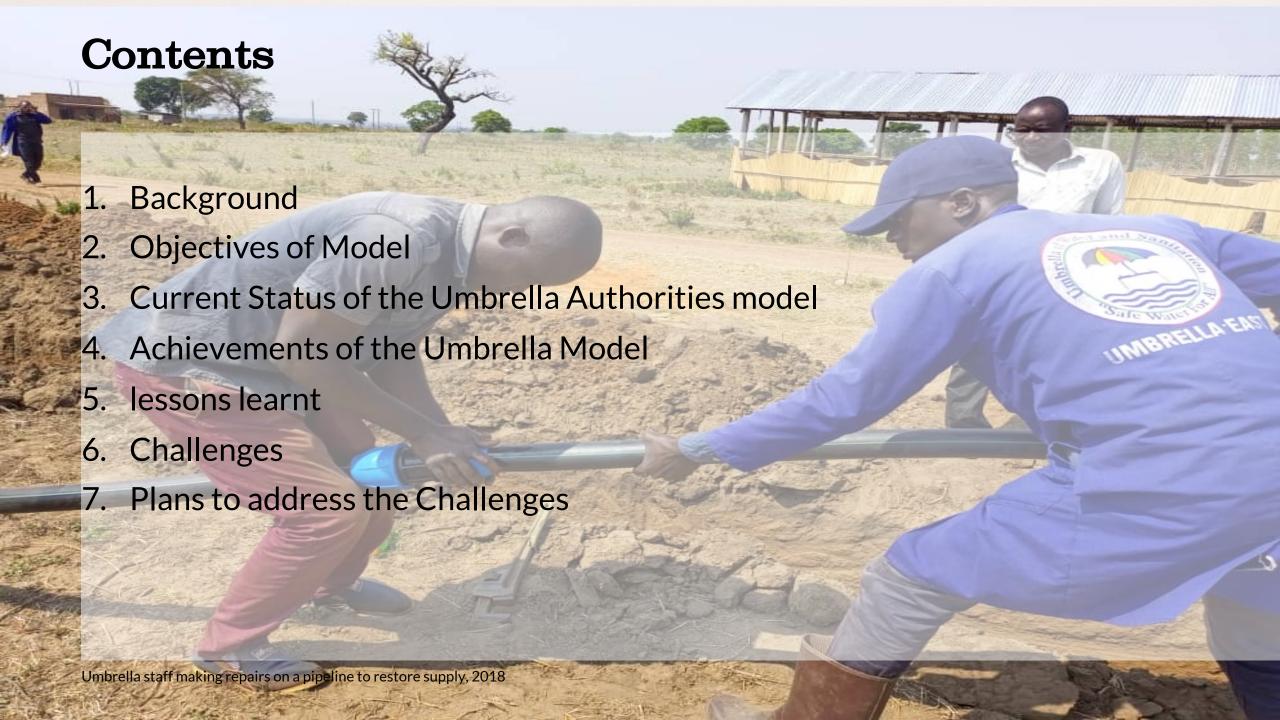












# **Background**

- Up to 2017 all systems were handed over for management to:
  - NWSC Large towns (Cities & Municipalities),
  - Local Governments Councils small towns & RGCs
- 2016, MWE study recommended
  - All piped water systems should be professionally managed
- In July 2017 UA were gazetted as Water Authorities to undertake direct management



Congestion of water user containers at a communal collection point in Katakwi, 2017



Household connection of water user in Namayingo, 2019

# **Objective of the Model**



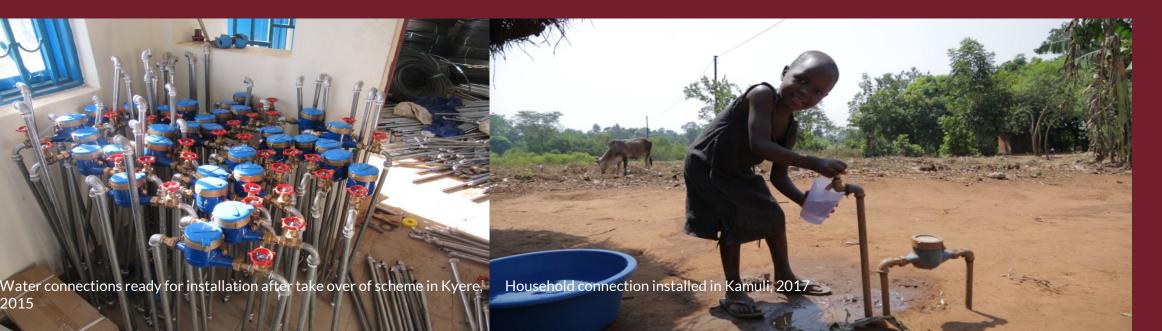


### **Current Status of the UA Model**

- The Umbrella Authorities are currently managing 380 towns, supporting and preparing to take over management of an additional 196 towns
- The Ministry is undertaking these investments in a phased approach
- Tariffs are scheme specific to take care of affordability and O&M cost recovery depending on technology used. They range from as low as UGX 20/= to UGX 80/= per 20 litre jerry can of water

- Changed the governance structure and trained the Board of Directors in their roles and responsibilities.
- Agreed a 'Customer Charter' that clearly establishes the commitments made by the UA and customers.
- Implemented a new water supply system management structure that groups systems into 'Areas/Clusters', each under a single manager.
- Identified three 'model' Areas, where grant funding generates learning, develops standard operating procedures and catalyzes additional revenue for the UAs.

- Invested in training and development of staff at all levels.
- Initiated new policies and procedures for taking over systems, billing and collection, human resources, and customer satisfaction.



Invested in water quality improvements at the Area/cluster level by constructing treatment plants, procuring equipment for testing water and hiring technicians to monitor water quality.



Treatment plant for a surface water system, 2018



Treatment plant for a pumping system in Kapelebyong, 2018



Water quality testing in Namagera, 2019

Introduced and started using a web-based billing and revenue collection (the Pegasus) system which has encouraged e-payment





### **Lessons Learnt**

- Adopt a decentralized management structure to remain lean, cost-effective and responsive
- Develop talent and empower middle management
- Start with short-term performance improvements and track simple metrics
- Try to meet operational costs to create breathing room
- Align support programs with operational priorities

# Challenges

- Limited staffing and logistical resources (transport)
- Backlog of investments resulting from many years of under-investment
- Limited internal organisational capacities, structures and procedures
- Challenges that stem from the sister utility the NWSC



## Plans to address the Challenges

- Financial and logistical Resource mobilization
- Development of internal organizational capacities, structures and procedures



