



REPUBLIC OF UGANDA

MINISTRY OF WATER AND ENVIRONMENT CENTRAL UMBRELLA OF WATER AND SANITATION

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Vision: "TO BE THE LEADING PROVIDER OF WATER AND SANITATION SERVICES IN UGANDA".

Mission: "TO PROVIDE SUSTAINABLE, AFFORDABLE AND RELIABLE SAFE WATER AND SANITATION SERVICES WITH UTMOST CUSTOMER SATISFACTION"

MINISTRY OF WATER AND ENVIRONMENT CENTRAL UMBRELLA OF WATER AND SANITATION AUTHORITY OPERATION AND MAINTENANCE OF PIPED WATER SUPPLY AND SANITATION SYSTEMS

BRIEF:

Introduction:

Initially, regional structures of the Ministry of Water and Environment called Umbrella Organizations were established to support operation and maintenance of piped water supply schemes in small towns and rural growth centres, they were mandated to support all piped water schemes, urban or rural.

Under the reforms, umbrella organizations have been gazetted as Water Authorities to directly manage different water supply systems that were previously under local government management. Umbrella organizations have now taken over management of most of the water supply systems across the country, but for systems still under local government management, umbrella organizations are still providing O&M support.

Central Umbrella Organization was gazetted into Water Authority in August 2017 to carry out direct management of the small towns. This means that CUWSAs can now contract and supervise local scheme operators and financial management handled at the regional level, using computerized billing, accounting and revenue collection systems. The Local communities and local government now are represented in the local Water and Sanitation Committee which carries out a monitoring role.

Currently Central Umbrella of Water and Sanitation Authority (CUWSA) manages 101 Water supply systems (August 2018) which includes both Small Towns and Rural Growth Centres. This new model of management has had improvements in operations especially restored functionality in a number of schemes, higher collection efficiency (**95%**), reduction in non-revenue water (**18%**) and increased number of customers through extensions. Other initiatives have also been done under the management model like Performance data available online through the Utility Performance Monitoring Information System (UPMIS) system and Revolving Fund being launched to finance investments. It is foreseen that CUWSA will be sustainable and able to extend clean and safe water to every village and every household in the central parts of the country. Affordable services will also be realized as a result of improved efficiency and also regulated and manageable tariffs.

Institutional and O&M Framework:

All piped water supply and sanitation systems in the central not under NWSC have been gazette to central umbrella authority. The schemes remained with their active WSS Boards/committees whose roles have been revised to include, planning for, monitoring of, and giving feedback on water and sanitation services in scheduled periodic meetings.

From each WSSB/WSC, two representatives are selected and together with their DWOs form the General Assembly, which is responsible for formulating and reviewing policies that govern the umbrella authority.

From the General Assembly, an executive committee comprising of about 11 people is formed and should be gender sensitive. Key positions include Chairperson, Treasurer, Secretary, and committee members. The Executive Committee is charged with the responsibility of supervising the umbrella activities and ensuring that the implemented activities conform to those approved by the General Assembly. Staff from WSDFs and MWE are co-opted to offer technical advice to the committee.

A secretariat comprised of technical staff is constituted by MWE, and is responsible for day to day activities of the umbrella authority, with support from scheme field staff (Over 300 staff).

No of towns in central region with piped water systems:

No	No_ Towns under CUWSA	Operational towns-Gazetted	Tariff Charged (Exclusive of VAT)	Customer connections	Distribution network	Total Population served	Unserviced Population
01	129	101	3,400 per cubic	23,547	2,788km	1,097,974	2.1 million

Tariff Setting:

A Tariff Policy was developed by the Ministry of Water and Environment (MWE) through the Directorate of Water Development (DWD) and it's geared towards providing consumers with a fair and affordable price structure. Most of the towns formally under management of local governments were running tariffs which were not approved, the CUWSA has since declared to MWE the different existing tariff structures and further proposed a new revised tariff of 3,400/= per cubic to the minister for approval through MWE regulation authority.

The gazetting process:

Gazetting of water supply systems to Umbrella Authorities or NWSC is a mandate of Minister of Water and Environment. Towns are gazetted to either Umbrella Authorities or NWSC depending on the size and complexity of the town (s). It's the role of MWE regulation authority to assess the nature of the town(s) and further advise the minister to which entity the town(s) should be gazetted.

Challenges

- Aging infrastructure-some piped water systems have surpassed their design period which has escalated high water losses hence need for total overhaul
- High demand for water services in different communities. Hence need to expand systems to other unserved areas.
- Rampant vandalism of water system components and fittings
- Poor sanitation standards on the islands of Kalangala district. There is need to construct user friendly public sanitation facilities on all islands in Kalangala district

PICTORIAL:



Central umbrella has been supported with pipes and fittings for extensions and connections, works have commenced in some gazetted towns



Capacity Building for scheme staff on utility management model



Cesspool Emptier services also provided by CUWSA as a way of improving sanitation and hygiene in communities



Improved on the quality of water supplied to consumers through routine water quality testing and monitoring. The tests are done to ensure that we adhere to the set sector standards.