

## Vision

To be the best government Regulator of water and sanitation services for the benefit of consumers, utilities and the environment.

## Mission Statement

To ensure that effective regulation of water supply and sanitation services provision results in sustainable, reliable, affordable and non-discriminative service delivery to all Ugandans.

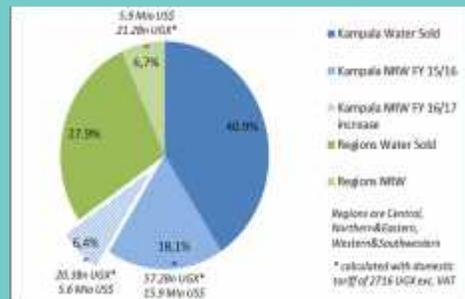
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## Challenges

- Weak framework for effectively implementing a rewards and sanctions catalogue for Water Authorities and Service Providers.
- Wide scope of regulation mandate (Urban Rural and Water for production) with the inclusion of sanitation
- Delayed implementation of the appropriate structure by Ministry of Public Service
- Limited internal capacity to fully exercise Regulation mandate
- Data related constraints i.e. late or irregular submission of reports, low quality of data submitted, UPMiS still under development etc.
- Weak processes of tariff review, application approval and implementation procedures.
- Limited funding to fully operationalize deconcentration of regulation structures

Analysis of NWSC water sold in Kampala Area compared to other regions.



From the analysis, the trend of NRW for Kampala Area increased by 6% to 37.5% in FY 2016/17. This performance fell short of the annual target of 32%. This is especially critical as Kampala Area accounts for approx. 65% of all water supplied in NWSC.



MINISTRY OF WATER AND ENVIRONMENT

WATER UTILITY REGULATION  
DEPARTMENT (WURD)



**Strengthening Regulation of Water Supply and Sanitation services for Sustainability**

About Regulation Department  
The Water Utility Regulation Department (WURD) of Ministry of Water and Environment is tasked with monitoring commercial and technical compliance in the water sector to ensure that water supply service standards are met. This is aimed at increasing access to safe water supply and sewerage services by improving efficiency of service provision in the sector.

The scope of WURD covers regulation of service provision in;

- Urban and Rural Water Sub-sectors (Including National Water and Sewerage Corporation)
- Water for Production
- Sanitation Regulation

The Need for Regulation  
The Government's strategy to further expand and improve water supply and sewerage coverage to 100% in urban areas by 2020 highlights the need for an effective regulatory framework to ensure equity, affordability and sustainability of water and sewerage services in the longer term.

With the monopolistic nature of water supply services, it is difficult for consumers to switch from one water service provider to another (limited or no alternative). This therefore justifies the need to protect consumers through regulation of water supply service providers.

The re-organization of the Urban Water sub-sector has introduced a different

Furthermore, heavy investment in the water sector by the Government and Development Partners calls for regulation to balance the commercial objective of efficient sustainable service provision with the social objective of accessible and affordable water supply and sewerage services.

### Key Functions of WURD

- **Establishing Standards of Service;** monitor water supply services against established standards of service and efficiency levels primarily through Regulation by Contract.
- **Tariffs;** receive, review and process tariff applications for approval.
- **Technical quality regulation;** review performance in relation to quality of service by water and sewerage service providers.

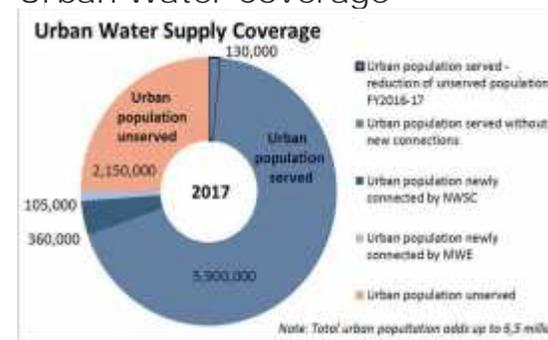


- **Competition;** identify economically viable service areas and recommend variations to these areas with a view of providing a level playing field for all types of providers.
- **Customer protection;** receive and resolve consumer complaints, resolve disputes between consumers and service providers (arbitration), and develop customer management guidelines.

### Achievements in 2016/17

Key Outputs
Performance review of NWSC in accordance with PC5 for initial 2 years. Most targets have been achieved. Concern is with the persistent high NRW for Kampala Area.
Accreditation of Private Water Operators completed with 15 firms approved as credible.
Undertaking No. 7 "Review water tariff regimes to strengthen pro-poor provisions". Undertaking achieved.
Development of Performance Contract for regional Umbrella Organizations setting a Utility Performance Framework. (in final stages)
Benchmarking of NWSC against other large utilities in the region (with support of ESAWAS). NWSC emerged as the second best performing utility in the region with 72.9%.
Customer satisfaction surveys carried out in 38 Small Towns on levels of service. Customer satisfaction index established to be 65%.
Development of guidelines/ standards for mechanical cold water meters (micro & bulk).

### Urban Water Coverage



Despite the strides taken, 2.15 million people are still unserved.