



## **Institutional and Operation & Maintenance Framework for Umbrella Authority**

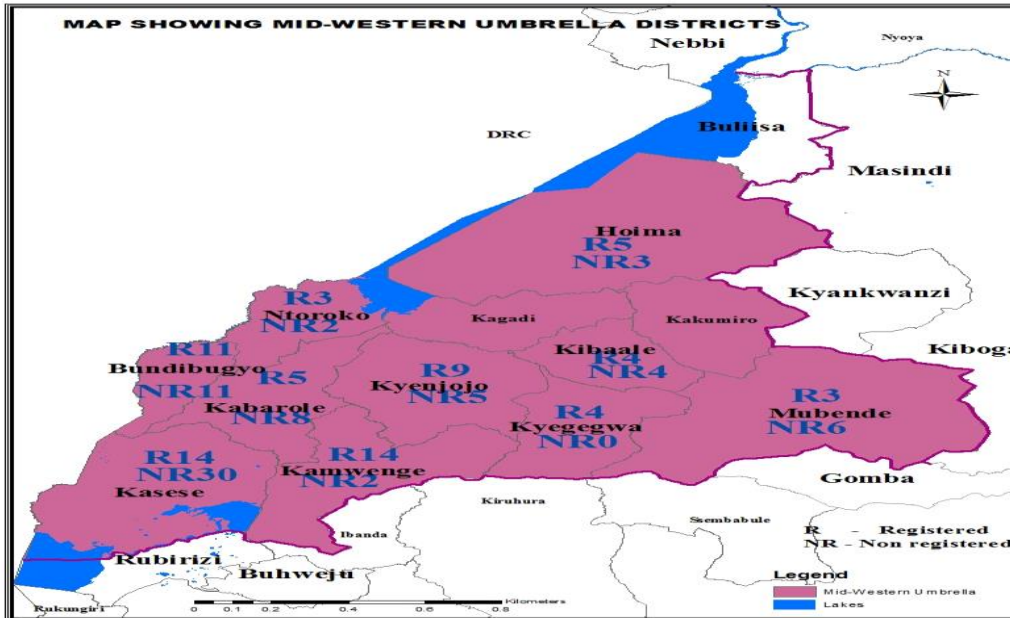
Mid-Western Umbrella of Water and Sanitation Authority (mwUws) is a public water utility company operating and managing various piped water supply systems in Mid-Western region of Uganda. The creation of Umbrella organizations is an initiative of the Directorate of Water Development (DWD) under Urban Water Department in the Ministry of Water and Environment (MoW&E) as a strategy for ensuring that schemes completed are sustainably managed. There are six umbrella organizations in the country namely Mid West, East, Central, South West, North and Karamoja.

Umbrella organizations are legally constituted as a Company Limited by guarantee with the Registrar of Companies under the Companies Act CAP 110. Currently Umbrella organizations are administered by the Ministry of Water and Environment under the Directorate of Water Development. With re-organization of Umbrella organizations to a Public Water Utility mode of management on board by MoW&E; Mid Western Umbrella of Water and Sanitation (mwUws) is ensuring increased water coverage, quality service delivery to communities and sustainability of the constructed piped water systems in mid western region. But this requires increased funding from GoU/MoW&E to be realized. A number of towns were gazetted by the Minister to mwUws to manage; after a list of towns was submitted by mwUws to the Ministry for gazetting majorly basing on the high demand for service improvement and increased water supply. mwUws operates in 13 districts plus other three newly created districts to make a total of 15 districts with 65 gazetted towns as follows;

1. Kyenjojo district - Kaihura, Kyarusenzi Butiti, Mukunyu, Rugombe, Kyamutunzi, Kanyegaramire, Katooke
2. Kagadi district - Mabaale, Muhorro-Kagadi, Ndaiga
3. Hoima district - Kinogozi, Buhimba, Kigorobya, Bulyango, Butema
4. Kikuube district - Kabwoya
5. Kabarole district - Kasenda, Rweihamba, Kicwamba
6. Bunyangabu district - Buheesi, Pohe
7. Kakumiro district - Kakumiro
8. Bundibugyo district - Nyahuka, Bundibugyo, Ntandi, Ngite pickfare, Ngite-Butogo
9. Kamwenge district - Mahyoro, Kayinja, Biguli -Kirinda, Malere, Businge-Rwebishahi, Kabale-Keishuga, Bwera-Kigoto, Kanyanseko, Nyabitooma, Bitojo-Byantumo, Nganiko, Rwentuha,

- 10. Mubende district - Kasambya, Kanyogoga
- 11. Kassanda district - Kassanda, Bukuya
- 12. Kibaale district - Nyamarunda, Kibaale, Kyakatwanga-Nyamarwa
- 13. Kyegegwa district - Kitaleesa, Mpara- Kyegegwa, Kakabara, Kazinga
- 14. Ntoroko district - Karugutu- Kithoma, Rwebisengo
- 15. Kasese district - Kitabu, Muhokya, Karalike, Katunguru, Hamukungu

**MID WESTERN UMBRELLA OF WATER AND SANITATION AUTHORITY AREA OF OPERATION**



**Our Vision:** To be the leading provider of water and sanitation services in Uganda.

**Our Mission:** To provide and support the delivery of high quality, reliable and affordable water and sanitation services in Uganda.

**Values:**

- Accountability
- Reliability
- Timely
- Team work
- Self driven
- Responsiveness

**“Pay as you fetch for sustainability of piped water systems”**

## Relationship with the Water & Sanitation Committee (WSC):

mwUws works closely with the WSC as an entry point to the communities. The water and sanitation committee at scheme level comprises of five (5) members appointed by the relevant local government. It is responsible for scheme based issues and is facilitated by the Umbrella organization up to 5% of the revenue collected from the scheme whenever it is deemed necessary.

- The WSC advocates for services to the community for instance need for extensions/connections.
- They provide feedback on the quality of service i.e. illegal connections, water quality, leakages, and service reliability.
- It supports the Authority in land acquisition for development of new structures e.g. production well, pump house etc.
- The WSC reports community grievances to the Authority for rectification.

**Management model:** Two models are being used in the management of water supply systems currently;

- Private Operator who is a company
- Scheme Operators/Branch Managers who are individuals
- Other staff employed by the Authority that include plumbers, guards and source care takers to ease scheme operations.



*The Manager mwUws receiving tools & equipment for management of Kainja town from the Manager – WSDF-SW*



*Drilling of a production borehole in Bukuya town, Mubende district in order to boost water supply in the area*





### Tariff Determination and setting

The water tariffs are generated based on the cost of scheme maintenance versus the income realized from the system. The size of the system and population served are also vital when determining the tariff. The higher the population served the lower the tariff and vice-versa. These water tariffs range from 1,000/= to 2,500/= for gravity flow schemes and 3,500 to 4,000/= for pumping systems. This is inclusive of ezee money charges and 18% VAT. However there is a proposal to categorize tariffs according to different water users i.e. commercial, domestic and institution. For any tariff to be effective the beneficiary communities are involved in its determination and setting before use.

### Consumer Connections made

Activity	Achieved	Remarks
Extensions/connections made	1,151 connections	All gazetted towns that were taken over for management.
Metering (new installations)	476 meters	Kitalesa, Biguli, Nyabitoma, Kicwamba, Bundibugyo (4 systems)
Replacement of old meters	200 meters	Kasambya, Kibaale, Mabaale, Rweihamba, Kasenda, Rwebisengo, Kitalesa.



**Installation of solar system on one of pump stations in Biguli-Kirinda town, Kamwenge district**



**Launch of an extension by the Woman MP, Hon. Baguma Spellanza in Buhaza village, Kyarusozzi Town Council, Kyenjojo district**



**Commissioning of a solar system by the MP Kyaka North Constituency Hon. Asaba Paul, in**

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## Progress update on management of all towns in the operation area

Activity	Progress
Stakeholders consultations and meetings	Held in all the operational gazetted schemes (1st & 2nd gazette, three (3) from the 3rd gazette).
Metering:	500 ( 300 New connections, 200 replacement of faulty connections)
Repairs and replacements	Repaired 7 generators, replaced 2 motors in Kasambya, Kibaale, Mabaale, Rweihamba, Kasenda, Rwebisengo, Kitalesa.
Installation of billing software	Installed on 10 systems
Installation of the cashless system of payment using ezee money	Distributed 35 terminals
Personnel capacities	29 Branch managers, 2 cashiers and 38 plumbers recruited, trained and deployed in all gazetted towns that were taken over for management.
Visibility	Sign posts installed at all offices of the schemes, renovation/painting was done, staff IDs, overcoats and overalls provided.
Provision of computers	Purchased computers for 12 towns
Provision of motorcycles to schemes	Provided motorcycles 13 towns
Received pipes from MWE	29kms pipe line being used for extensions in Biguli (8kms), Kyarusozi (5.5kms), Mahyoro (1.2kms), and Rugombe (1km), Kaihura (900m).
Replacement of sand in the filtration chambers	Filtration units for kibaale worked on.
Installation of chlorination units	Chlorination units for Karugutu , Rwebisengo, Kicwamba and Butiiti were installed.

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Installation of a toll free line	Payments made to MTN, installation of the toll free line will be done soon.
Siting & drilling of production boreholes	2 production wells sited & drilled in Kigorobyia , 1 in Bukuya and 1 in Kaihura
Carried out hydro geological survey	Towns Kaihura, Rugombe, Bukuya & Kigorobyia were surveyed.
Installation of solar systems	4 systems in Biguli (Biguli-Kirinda, Rwebishahi, Malere, Kabale) Kitalesa



***Cleaning of filtration chambers in Nyahuka to ensure supply of safe & clean water to***



***Extension of water in Mabaale town***



***Extension of water in Buheesi town***

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