

# Non Revenue Water Management

Amazing Enterprises Limited,  
Operating Kyotera Water Supply

## Background and Objectives

### Background

Management contract of Kyotera water supply commenced in 2011, after the authority run the system for one year. Mostly domestic customers (756 connections). Non Revenue water stood at 32 percent. To reduce on the water losses, the company embarked on finding the causes in order to address the problem, using the skills the staff had acquired through the WAVE trainings on NRW management.



### Objectives

Reduction of Non Revenue Water from 32 % to 20% in two years.

## Results and Lessons Learned

PRODUCTION RECORDS									
DATE	PREVIOUS	CURRENT	BALANCE	TIME FROM					
26/10/2011	272,857	273,879	270,827	1:00pm	2:15pm	3:30pm	4:45pm	6:00pm	7:15pm
06/11/2011	273,724	274,746	271,724	3:20pm	4:35pm	5:50pm	6:55pm	8:10pm	9:25pm
25/11/2011	274,119	275,141	272,119	1:20pm	2:35pm	3:50pm	4:55pm	6:10pm	7:25pm
26/11/2011	274,437	275,459	273,437	2:20pm	3:35pm	4:50pm	5:55pm	7:10pm	8:25pm
27/11/2011	274,753	275,501	274,001	3:20pm	4:35pm	5:50pm	6:55pm	8:10pm	9:25pm
28/11/2011	274,958	275,501	274,558	4:20pm	5:35pm	6:50pm	7:55pm	9:10pm	10:25pm
28/11/2011	274,958	275,521	274,521	5:20pm	6:35pm	7:50pm	8:55pm	10:10pm	11:25pm

### Results

The NRW has so far been reduced to 25% and we hope to reduce it to the targeted 20% by the end of the second year.

### Lessons Learned

- NRW reduction does not necessarily require outside support. The team can work out a strategy within its budget and make it work.
- Community sensitization and involvement is key in implementation of the strategy.



## Project Description

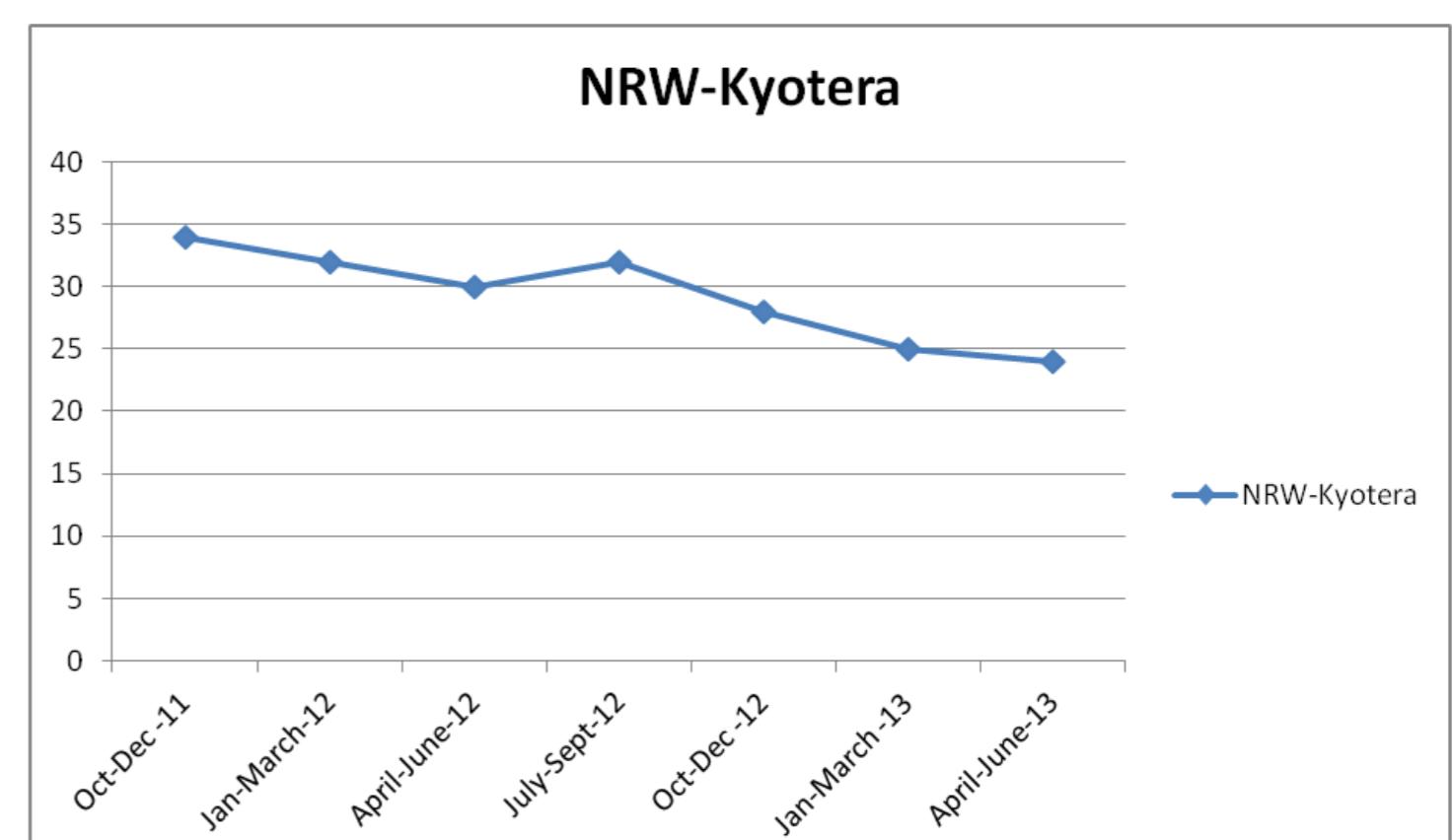
A number of interventions were put in place to bring down the water losses. These include:

- Water supply only at night to reduce night theft
- Loss analysis done monthly using bulky meter readings and those of the micrometers
- Routine monitoring of disconnected customers to avoid illegal reconnection
- Reservoir overflow minimization through improved pump records analysis
- Regular monitoring and servicing of micrometers to reduce estimation of consumption
- Field spot checks to monitor illegal users
- Incentives to informers on leaks, bursts and illegal users



## WAVE Impact

Interventions were made after the staff attended WAVE trainings on NRW and implemented the action plans made after the training.



## Partners and Financing

- APWO-Uganda
- Ministry of Water and Environment
- Kyotera Water Authority



## Sustainability

NRW reduction approaches have been institutionalized in the company. The Water Authority is interested in a better service from the Private Operator

