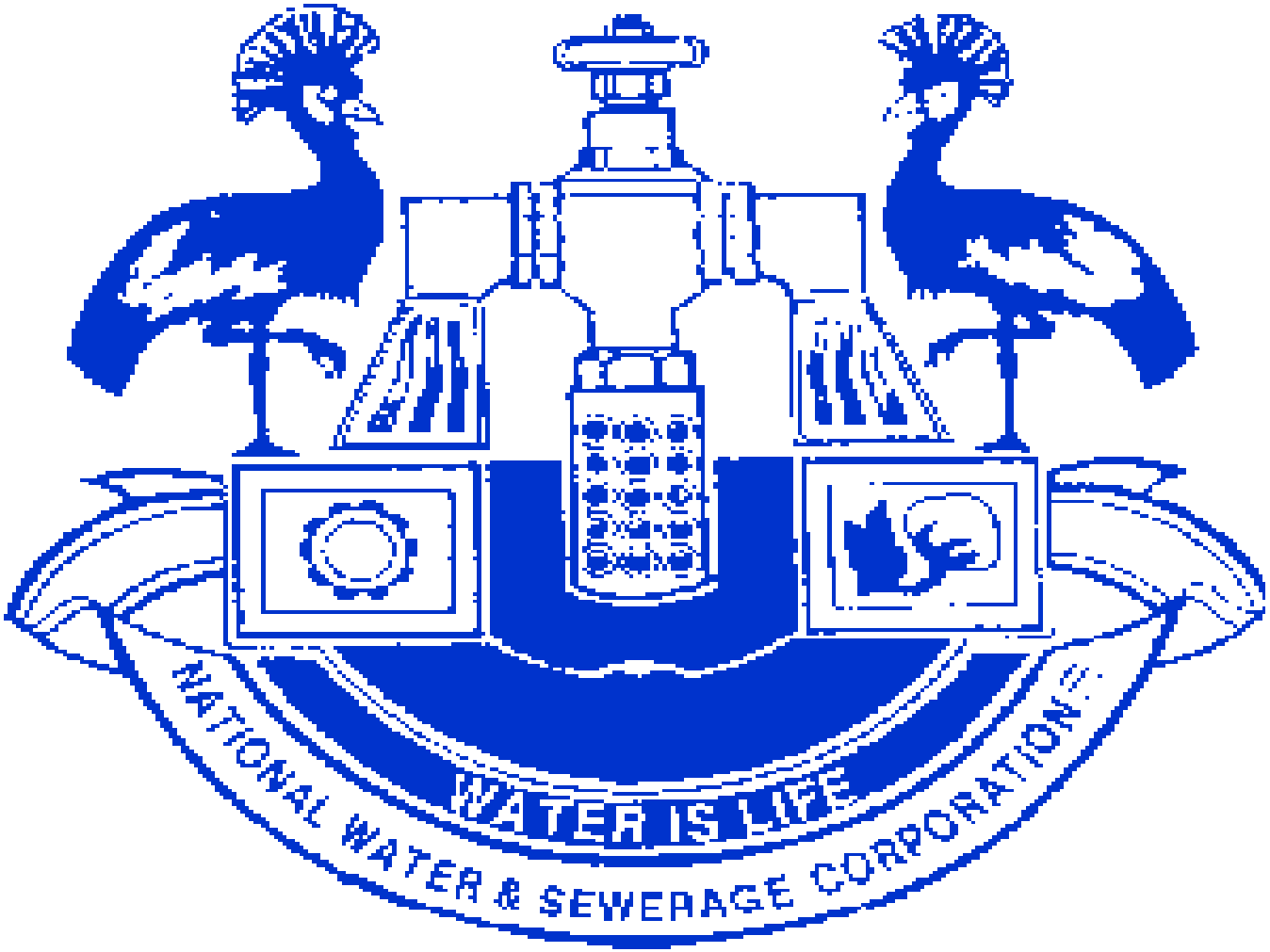
NWSC VISION: To be the Leading Water Utilities in the World



Otto Methodious Pacific,
Manager Commercial Revenue,
Marketing and Customer Care

29th May 2013

PRESENTATION OUTLINE

- Background
- Partners
- Mobile Tech. Adaptation Trends
- The Benefits NWSC & its Customers
- Way Forward

The Customer is the Reason we Exist

NATIONAL WATER & SEWERAGE CORPORATION

- NWSC is a utility Parastatal 100% owned by The Government of Uganda. It was established in 1972 under decree No: 34.
- AREA SERVED BY NWSC are twenty three (23)viz; Kampala, Jinja/Njeru, Entebbe, Tororo, Mbale, Masaka, Mbarara, Gulu, Lira, Fort Portal, Kasese, Kabale, Soroti, Bushenyi/Ishaka, Arua, Mubende, Masindi, Hoima, Lugazi, Iganga, Malaba, Mukono and Kaberamaido

The Customer is the Reason we Exist

e-water Payment

- NWSC is a customer centric organization that is always looking for ways to improve the customer experience at our hands.
- At NWSC **"The Customer is King"** and we aim at reflecting this in our treatment of the customer at all our contact points.
- NWSC internally Developed and Launched e payment platform in January 2011, to create convenience for her Customers
- At the bank,/by Mobile Tech. the "e-water" payment system is a simplified interfaced payment method in which transactions made in the banks are immediately reflected on the NWSC system.
- NWSC official is able to check with our system and know that a certain customer has made a payment in real time.
- e-water is the most convenient, efficient and easy way of paying water bills.

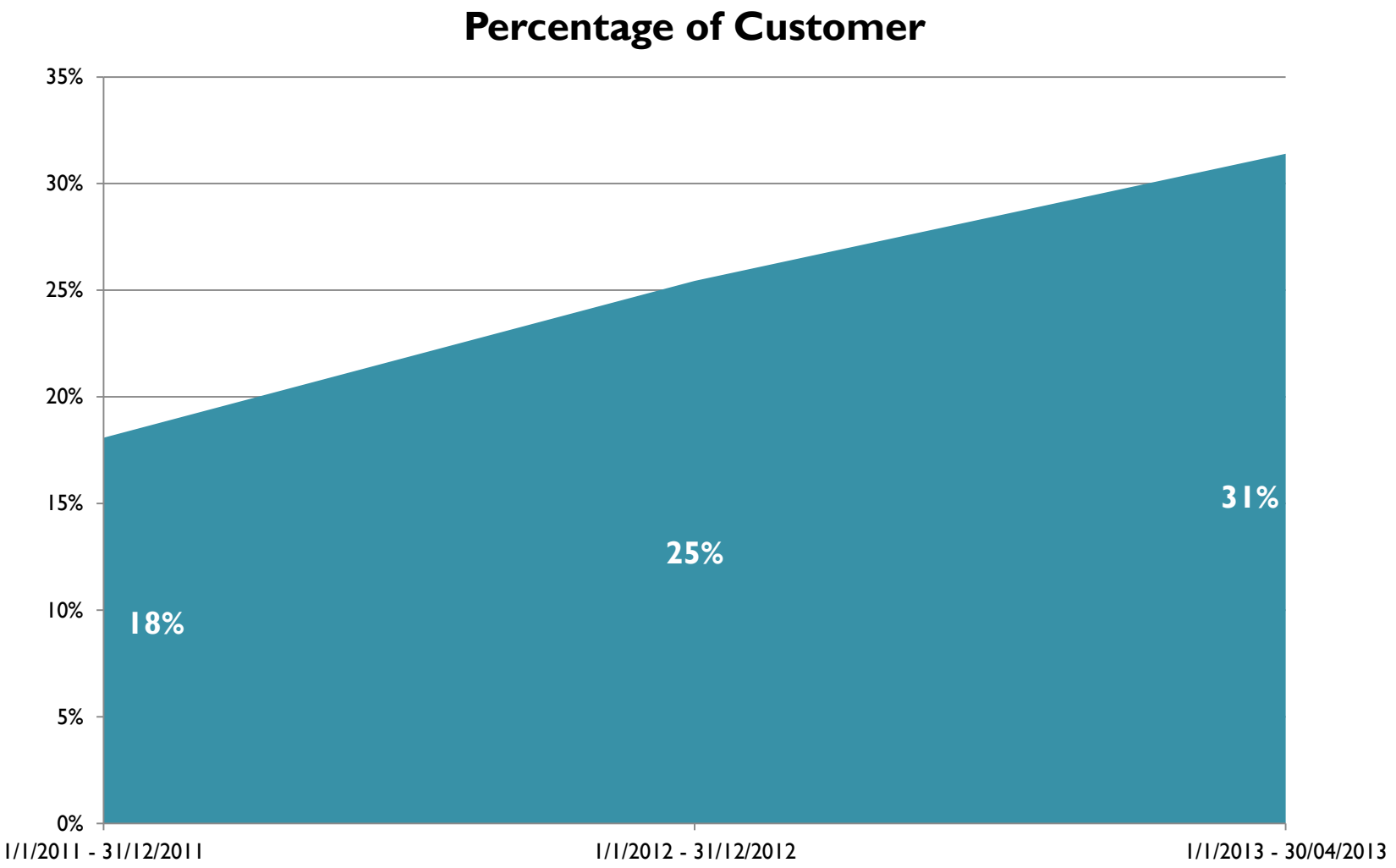
The Customer is the Reason we Exist

Partners

- **Banks:** 21 Banks in Uganda
- **Telecom Company:**
  - MTN
  - UTL
  - Airtel
  - Warid
- **Point Of Sales (POS):**
  - Ezee Money

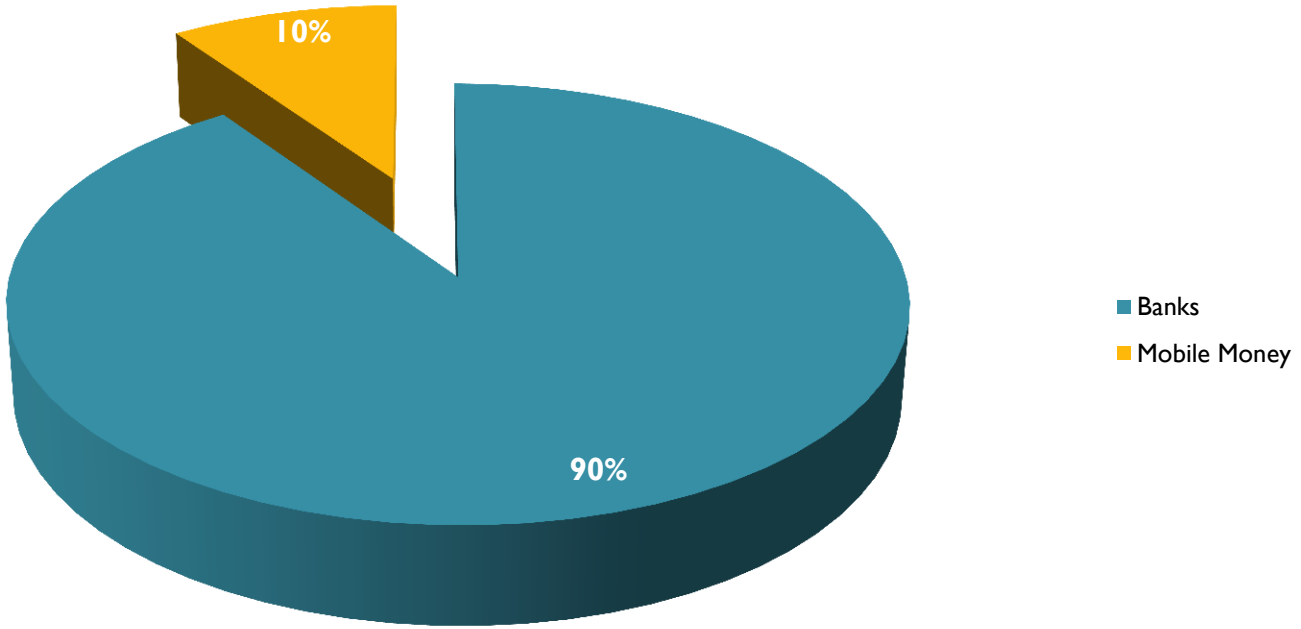
The Customer is the Reason we Exist

Mobile Tech. Adaptation Trends



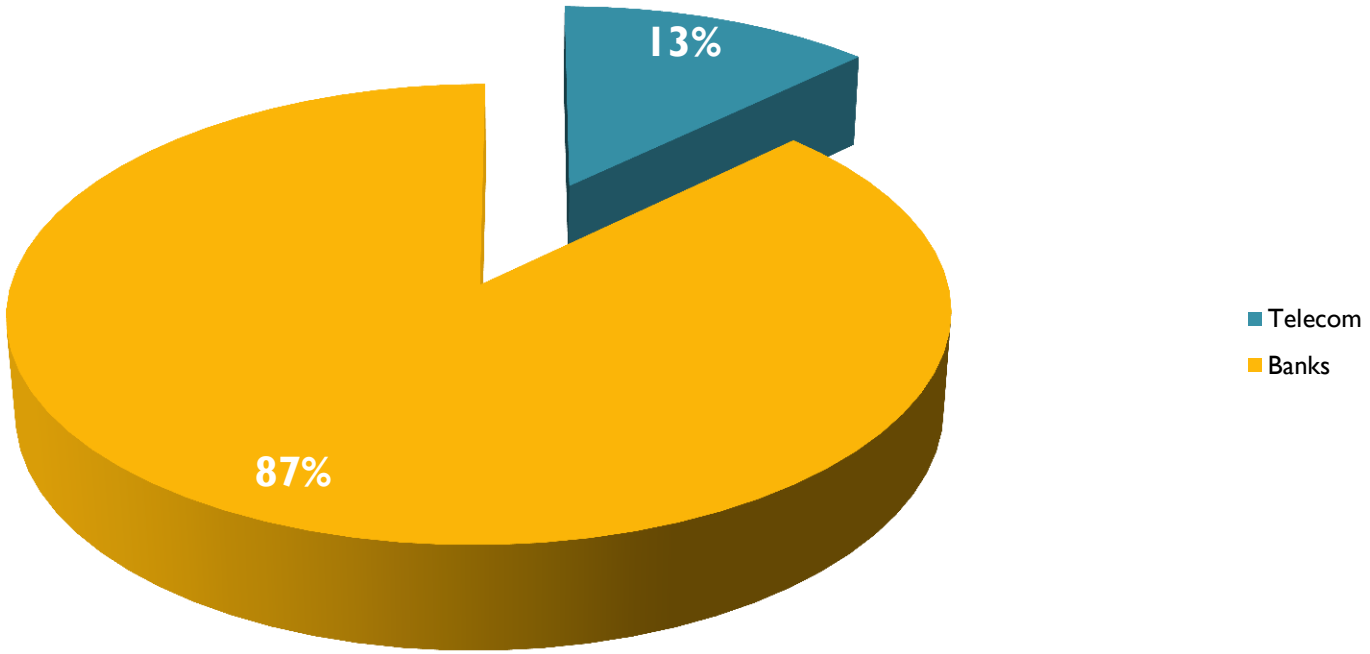
The Customer is the Reason we Exist

Trends: Jan – Dec 2012



The Customer is the Reason we Exist

Trends: Jan – April 2013



The Customer is the Reason we Exist

Benefits of this Innovation to NWSC

- Concentrate on core business and improve customer services
- Reduced costs in cash handling
  - insurance,
  - cash in transit,
  - Security,
  - Bank Charges
- Faster reconciliations of payments,
- Improved customer satisfaction / trust

The Customer is the Reason we Exist

Benefits to the Customer

- Longer opening hours for payments (some banks close at 9pm, weekends, 24hrs for MTN Mobile money Msente and Airtel Money).
- Payments in Banks/Telecom are reflected at NWSC in real time, hence customer accounts are updated much faster
- Instant SMS notification to customer.
- Customers can pay from any branch / district.
- No filling of deposit slips in banks

The Customer is the Reason we Exist

Other Innovations NWSC has Made

- E - water payment
- On spot Customer Billings
- E - statement
- E - balances
- E - procurement
- Call Centre Systems

THANK YOU.

- *Questions and Answers*

The Customer is the Reason we Exist