

Water Supply and Sanitation (WSS) Regulators in Africa – Country Profile Uganda

General information	
Region	Eastern Africa
Surface area	241,555 km ²
Total Population	42,885,900 (Uganda Bureau of Statistics-UBOS)*
Urban pop.	26.6%
Rural pop.	73.4%
Access to basic water supply services	70.5% - Urban & 68% - Rural (MWE, 2020)**
Access to basic sanitation services	45% - Urban & 19% - Rural (MWE, 2020)**



WSS Regulatory Status

	Urban		Rural	
	Water Supply	Sanitation	Water Supply	Sanitation
Type of Regulation	Regulation by contract			
Name of Regulator	Water Utilities Regulation Department (WURD) of Ministry of Water and Environment (MWE)			
Year of establishment	2016			
Policy	National Water Policy, 1999			
Legal instrument	The Water Act, 1997			
Area of Jurisdiction	National			
Number of regulated service providers	7 (National Water & Sewerage Company - NWSC and 6 Umbrellas of Water and Sanitation – UWS)			
Type of service providers	1 National and 6 Regional Public Utilities			

Key functions of WURD

- Define key performance indicators and specify performance targets
- Develop guidelines for tariff setting, water quality, corporate governance and customer handling
- Review business plans and tariff proposals and provide recommendations for tariff approval
- Enter into performance contract with service providers and monitor the performance
- Benchmark and publish information on quality of water and sewerage services
- Resolve any dispute between different service providers
- Receive and resolve customer complaints and disputes between customers and service providers.

Note: Application of regulation by contract

Regulation by contract is the predominant WSS regulatory form in Uganda. The WSS service providers include National Water and Sewerage Company (NWSC) which serves cities and large towns, and six regional Umbrellas of Water and Sanitation, serving small towns and rural growth centres. Each service provider signs a performance contract with the Regulator, WURD which includes key performance indicators and targets to be achieved. The use of contracts has been valuable in establishing clear expectations and incentives for service providers and those who meet or exceed their contracts' targets are eligible for bonuses and conditional grants. Furthermore, the existence of a dedicated department within MWE focused on regulation has helped ensure that there are sufficient resources and expertise available to effectively design and monitor the contracts.

*[Source](#) **[Source](#)

For more information on WURD, click [here](#)