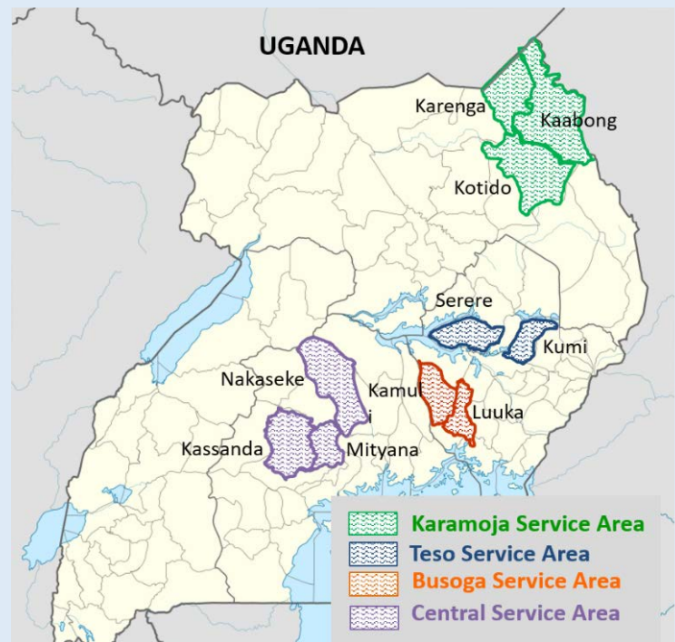


About Whave

In Uganda more than a third of rural water sources are non-functional, and another third are not adequately functional. Whave is a Ugandan social-enterprise founded in 2011 with support from the Ministry of Water and Environment to solve this problem. We provide preventive maintenance services in partnership with local and central government. Over the past three decades plenty of money has been spent on drilling of new boreholes, but with no professional maintenance plan in place, these pumps break too quickly and very often remain non-functional for long periods due to lack of trust in repair services. This forces rural families to use unsafe sources or walk long distances for water, a major cause of school absenteeism amongst teenage girls. Whave is the pioneering example of an Area Service Provider, a maintenance company contracted by district local governments, under central government regulation, to provide professionalized reliability assurance to the majority population dependent on isolated waterpoints. Whave contracts local technicians, providing training and supervision in preventive maintenance and hardware quality control. Waterpoints maintained by Whave consistently exceed 97% functionality with a minimized number of breakdowns and immediate repair. Currently Whave services over 600 communities guaranteeing reliable water access to over 170,000 people; this number is growing as professional maintenance becomes normal, and we provide services in more districts.

Service Areas

The map shows the four regions where Whave has public private partnerships with district local governments. New partnerships are being developed in further districts in these service areas. In line with the national framework of O&M of rural waterpoints, Whave works as the Area Service Provider in these clusters of neighboring districts, so that financial sustainability and affordable tariffs become feasible through economy of scale. As the number of people served grows to over one million in each service area, affordable tariffs are balanced by reduced cost of functionality assurance. For details, see www.whave.org/publications



Serviced communities in March 2021 are: Central 187, Busoga 133, Teso 97, Karamoja 196

Wash Leadership

Whave is a Vice-Chair of the Ugandan Water and Sanitation Network (UWASNET), Chair of UWASNET's Good Governance group, and Vice-Chair of the Technology group. Whave is active in national government meetings such as the MWE Joint Sector Review, NGO O&M coordination meetings, and meetings focused on operationalization of the national O&M framework. We publish our cost and performance data to help District Water Authorities, MWE Regional Regulators and other pioneer ASPs to develop financially sustainable functional assurance services at affordable tariffs.

How we work

Whave works in two capacities; as a model Area Service Provider and as an advisory body. As a service provider Whave demonstrates and benchmarks preventive maintenance service using a sustainable model financed by tariff revenue collected from consumers. As an advisory body Whave helps local governments to operationalize the national framework for O&M of rural water infrastructure disseminated by the Ministry of Water and Environment. It also works with NGOs and aid programs constructing and restoring boreholes to integrate infrastructure investment workplans with professionalized maintenance agreements in rural communities.



Whave contracts local technicians to prevent breakdowns of rural waterpoints. Maintenance visits occur 4 times each year and are logged by water committees. When pumps show signs of wear, the committees call us toll-free to request immediate attention. We train committees to provide universal access to all families, especially in cases of vulnerable persons without family support.

Management Team and Staff

Whave's work is led by five experienced managers: Faith Tebesigwa in Teso, Joel Mukanga in Busoga, Daniel Twite and Winnie Naula in Central, William Obore in Karamoja. Monitoring is headed by Doreen Anyumel, and Finance is headed by Annitah Atusinguza. Whave's Program coordinator is Joel Mukanga and our General Manager and Senior Engineer is Frédéric Bergeron, holding a Mechanical Engineering degree and bringing several years of management experience from the Canadian aerospace industry. Whave's MD is Dr Adam Harvey who holds a Sociology and Economics MA and Engineering PhD from the UK. Our staff in 2020 numbered 56 Ugandan nationals. See www.whave.org/our-team

Partners and Performance Reviews

Whave's principal partners are the District Local Government Water Authorities who contract us as their Area Service Providers, while we operate under regulation of the Ministry of Water and Environment. We also partner with the rural communities with whom we enter into functionality assurance agreements, and with all WASH organizations and politicians providing rehabilitation and construction support. An increasing portion of our income is collected from community water committees in line with the maintenance tariffs approved by the Water Authorities. Their role in providing enabling services is paramount, as is their financial commitment to assured reliability. We appreciate also the fee-discounting subsidy we receive from our funders UpTime, BMZ, Siemens Foundation, and USAID through Mercy Corps and the University of Colorado at Boulder. We are a founding member of the international consortium UpTime, also of TeamUp in Uganda. Funding partners in previous years included UNICEF, Waterloo in the UK, Osprey Fdn in the USA, the Austrian Development Aid and the UK and Netherlands governments through the Climate and Development Knowledge Network (CKDN).