

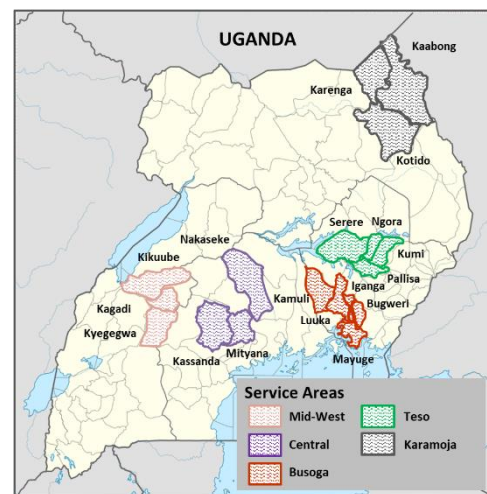
About Whave

In Uganda more than a third of rural water sources are non-functional for prolonged periods, 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. While aid is provided for capital expense in construction and restoration of waterpoints, and communities have often successfully collected savings, the absence of a professional maintenance structure has perpetuated rural poverty. Waterpoint breakdowns are common and prolonged, forcing 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 a maintenance company contracted by district local governments, under central government regulation, accountable through community service agreements for professionalized reliability assurance in rural areas in respect of isolated solar pumps and hand-pumps. Whave contracts local technicians, providing training and supervision in preventive maintenance and hardware quality control. Waterpoints maintained by Whave consistently exceed 98% functionality with a minimized number of breakdowns and immediate repair. Currently Whave services over 1,000 communities guaranteeing reliable water access to more than 320,000 people; this number is growing as professional maintenance become normal, and as we provide services in more districts.

Service Areas

The map shows the five 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 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



Wash Leadership

Whave is a Board member of the Ugandan Water and Sanitation Network (UWASNET), Vice-Chair of UWASNET's Good Governance group, and Vice-Chair of the Technology group and Assistant Regional Coordinator for Central Region. Whave is active in national government meetings such as the Annual Program 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 large-scale 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. We took a key role in helping government develop this framework, and we now work to help government and NGOs implement it, also leading an association of emerging professional maintenance utilities.



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 on toll-free to request immediate attention. We promote election of women into senior committee positions, and 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 Ugandan managers: Faith Tebesigwa in Teso, Simon Sengooba in Busoga, Daniel Twite and Winnie Naula in Central and Mid-West, William Obore in Karamoja. Monitoring is headed by Doreen Anyumel, and Finance by Annitah Atusinguza. 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 Adam Harvey who holds a Sociology and Economics MA and Engineering PhD from the UK, and has worked internationally as a government adviser on PPP for rural development in various sectors. Our staff are 56 Ugandan nationals, and our directors are 75% 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, under regulation of the Ministry of Water and Environment. We sign service agreements with rural communities, and we partner with WASH organizations and politicians providing rehabilitation and construction of waterpoints. Our key financial support is in the revenue collected from community water committees in line with approved maintenance tariffs. This revenue is supplemented by discount finance received on a results basis from funders such as UpTime and Siemens Foundation. The Hilton Foundation and BMZ are major funders, and we been assisted in the past by USAID, UNICEF, Waterloo and Osprey Foundations, and Austrian Development Aid. We are seeking Results-Based funding.