OUR JOURNEY OF TRANSFORMATION

Africa Water Association
77th Scientific & Tech. Council Meetings
Accra

17 July 2017

Population	28.2M (2016 projected)
Surface area	238,540 sq. km
Pop Density	124 people per sq. km
Pop growth(%)	2.20%
Urban pop growth	3.40%
Improved water access	89%
Gross Domestic Product	USD 42.7Bil.
Internal renewable water resources	1,105 m^3 per capita
Freshwater withdrawals	3.20% per annum

Volta River System

Southwestern River System

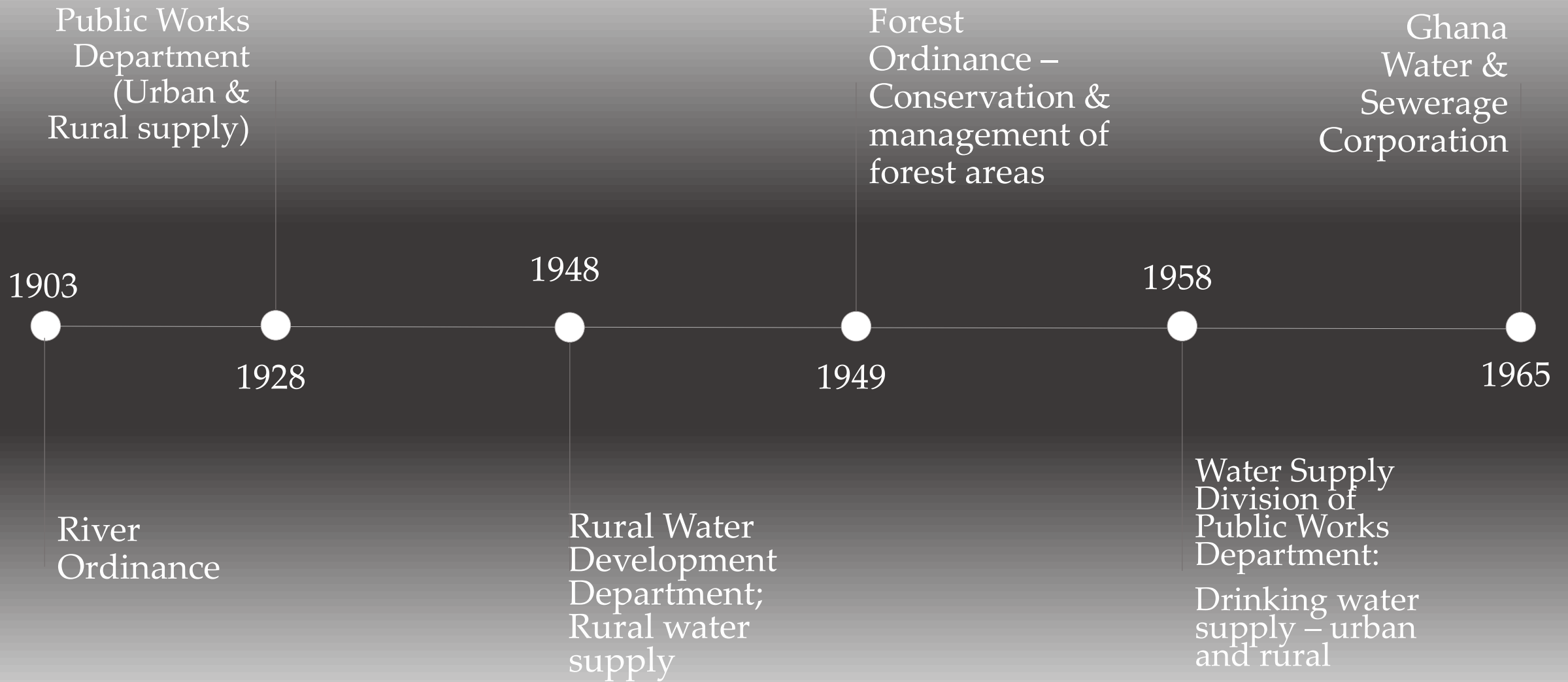Coastal River System
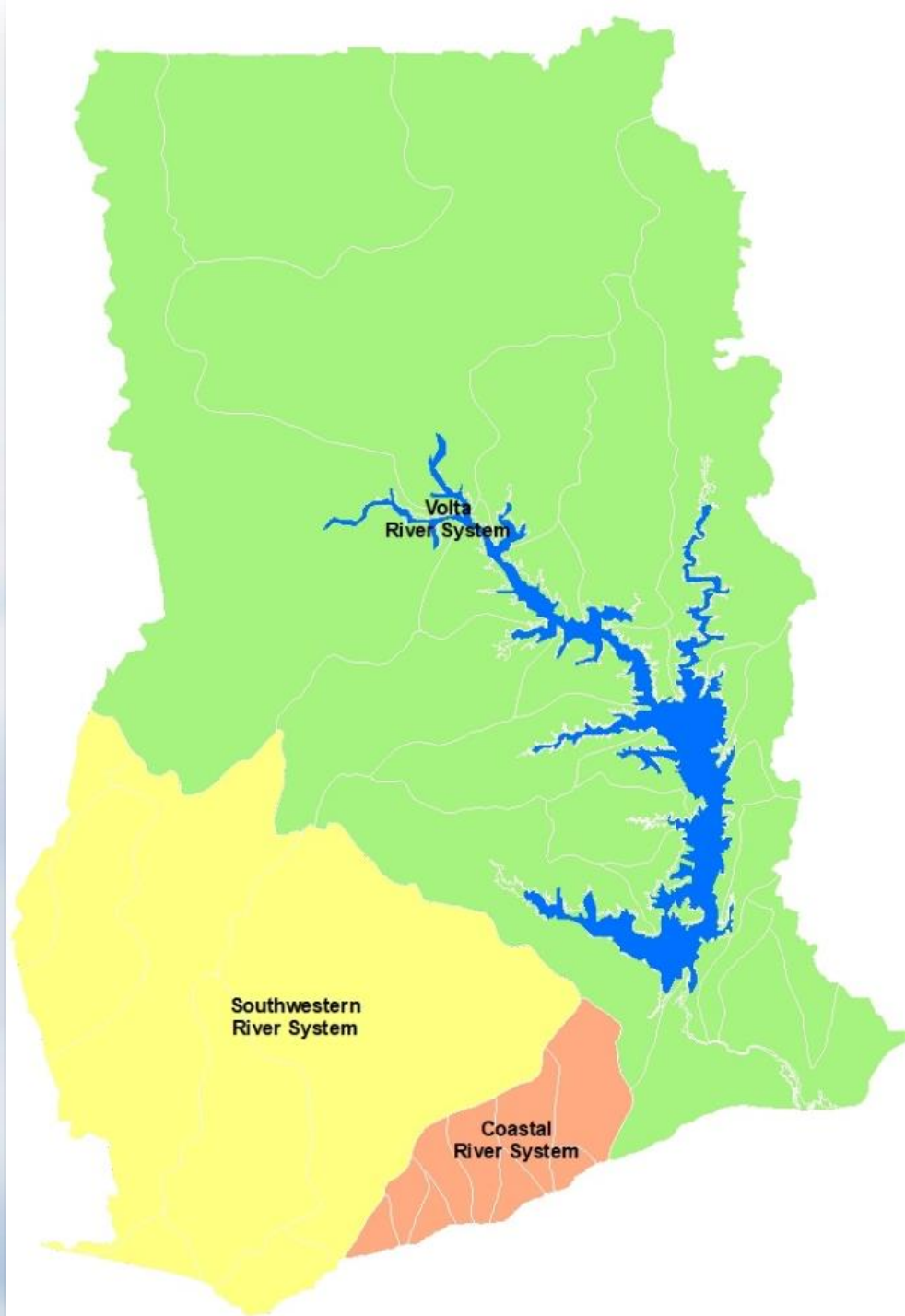
- The Past

- Current Reforms

- The Future

In the beginning…

"It shall be unlawful to pump, divert or by any means cause water to flow from any river, for purposes of irrigation, mines or factories or to generate power, without a license from the Minister"
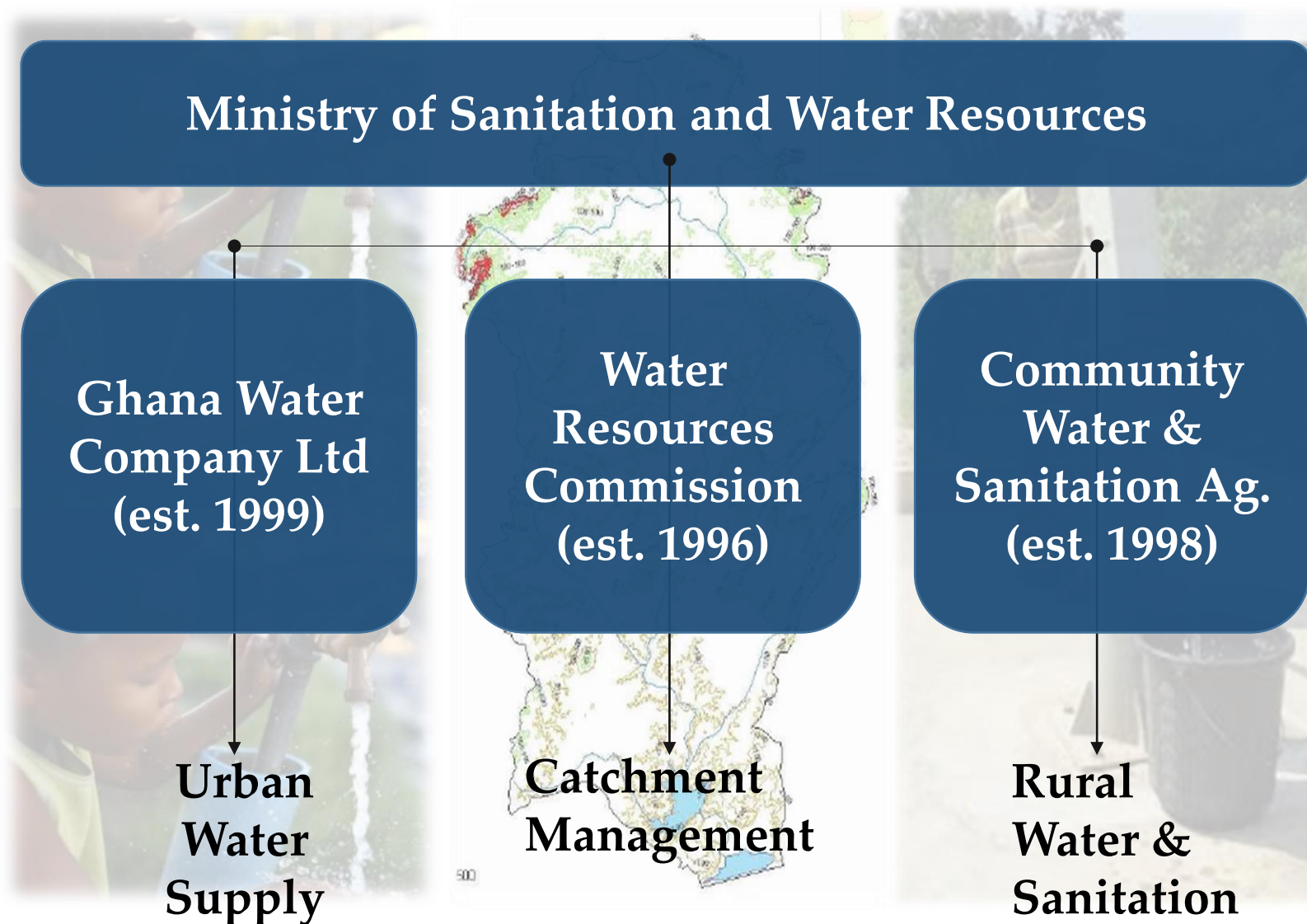
- Rivers Ordinance, 1903

Public Works Department (Urban & Rural supply)

Forest Ordinance – Conservation & management of forest areas

Ghana Water & Sewerage Corporation

1903

1948

1958

1928

1949

1965

River Ordinance

Rural Water Development Department; Rural water supply

Water Supply Division of Public Works Department:

Drinking water supply – urban and rural

6

GWSC…

- Established based on a recommendation by the WHO
- Operated between 1965 and 1999
- Adversely affected by the economic crises of the '70s and '80s
- Severe deprivation of investment in the water sector
- Loss of skilled manpower from GWSC
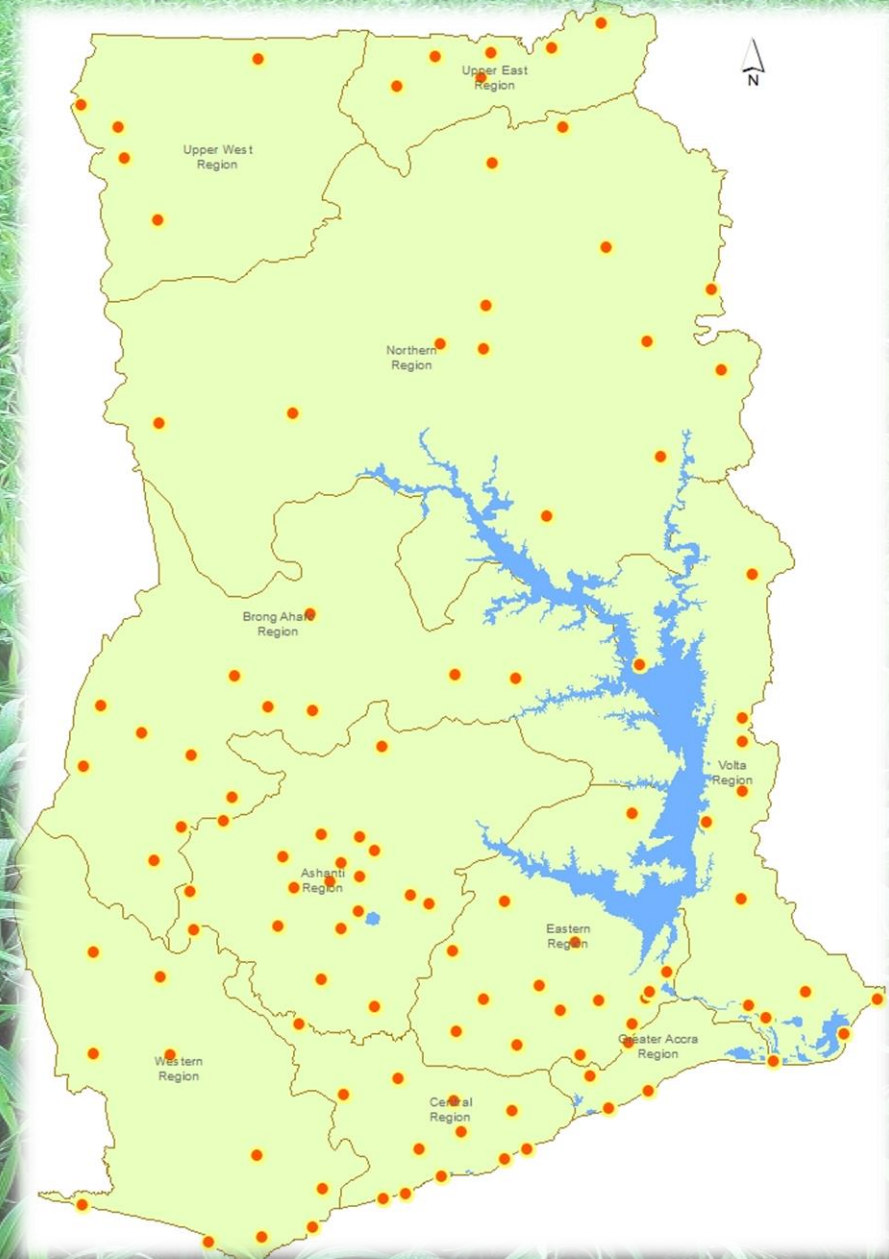- A third (>30%) of systems inoperable in the period

Structural Reforms

Ministry of Sanitation and Water Resources

Ghana Water Company Ltd (est. 1999)

Water Resources Commission (est. 1996)

Community Water & Sanitation Ag. (est. 1998)

PURC (est. 1997)

Urban Water Supply

Catchment Management

Rural Water & Sanitation

Structural Reforms

Aqua Vitens
Rand Ltd
(Operator)

Ghana
Urban Water
Ltd.
(Operator)

Beginning
of new
Reforms

2005

2010

2013

2015

GWCL
(Grantor)

GWCL
(Grantor)

Full
responsibility
reverted to
GWCL

GWCL Now…

- 88 Systems

- $300 Mm^3$ of water produced annually

- >8,000 km of Network

- 600,000 Connections

- 76% Coverage

- 12.7M est. population served

- 15 Supply Regions +3 Specialised Units

- 3,700 Staff

Transforming GWCL Together

First the vision…

- Coverage 100%

- NRW < 15%

- Collection 100% consistently

- Excellent Customer Service

- Excellent Ambience

- Well Remunerated and Motivated Staff

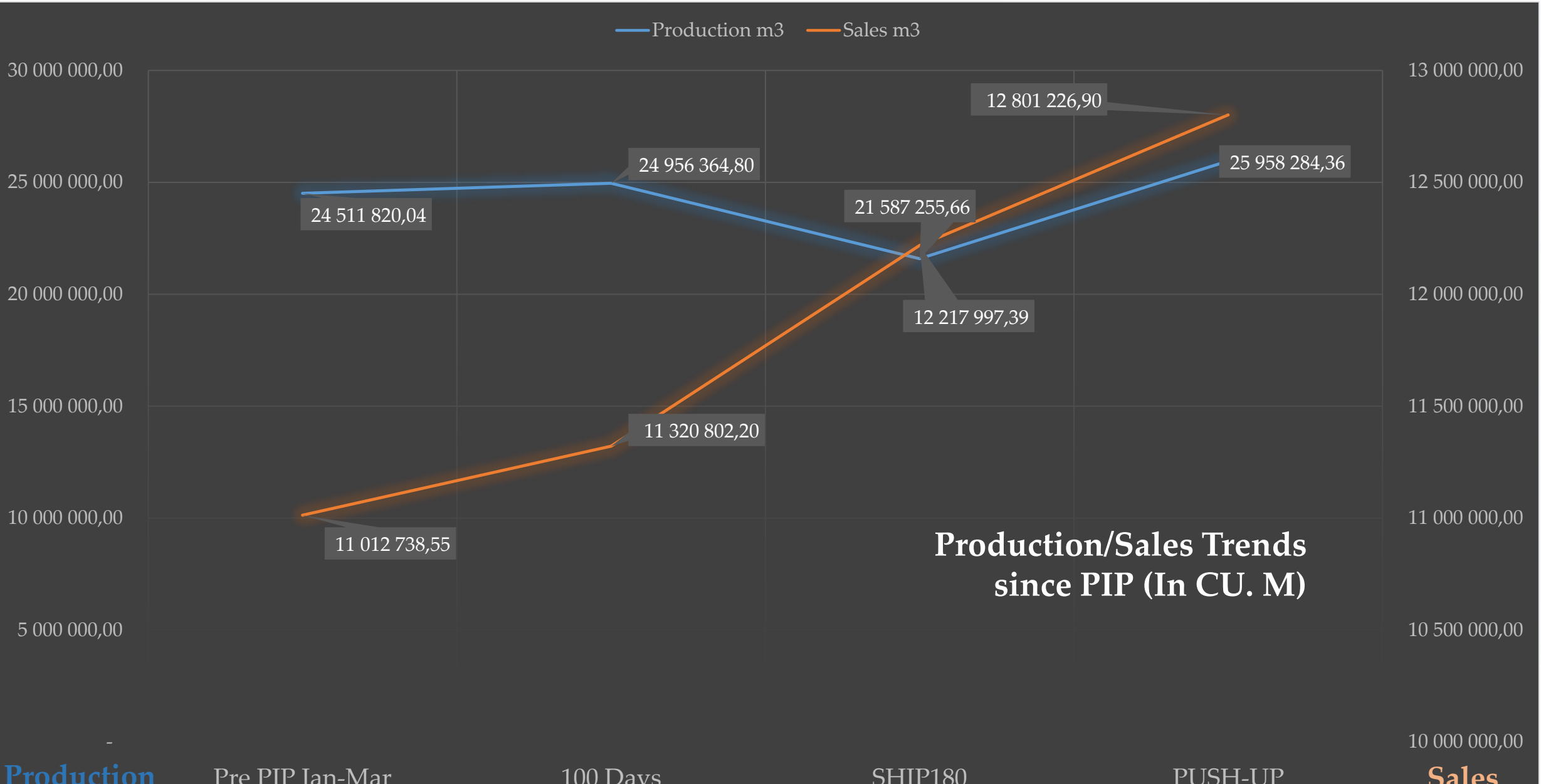- Financially Sustainable (Borrow on our own, Pay dividend to Shareholder)

Performance Improvement Programme

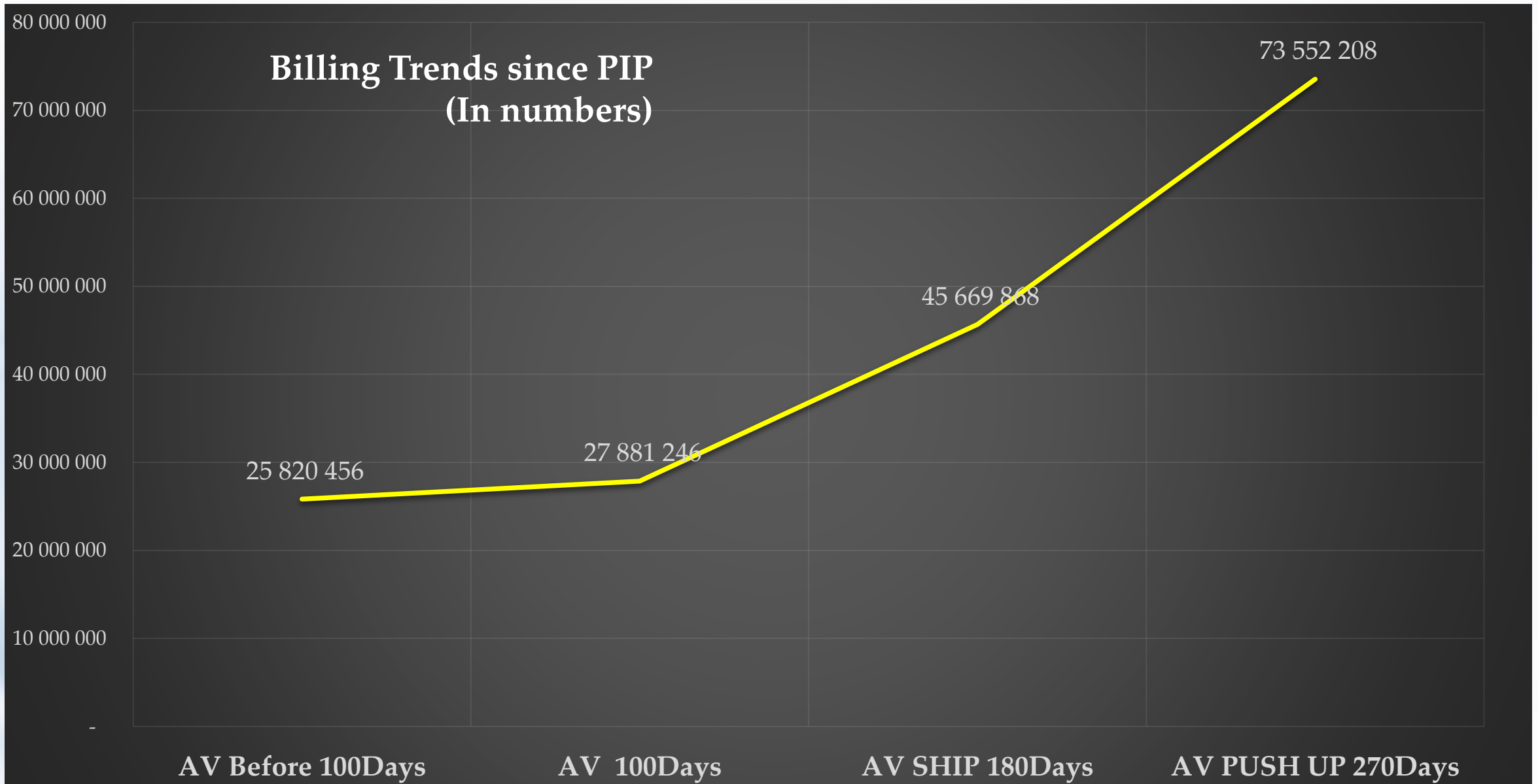Incentive based performance contracts – signed by staff at all levels of management

1. **PIP 100 Days** (February 2015)

2. **SHIP 180D** (August 2015)

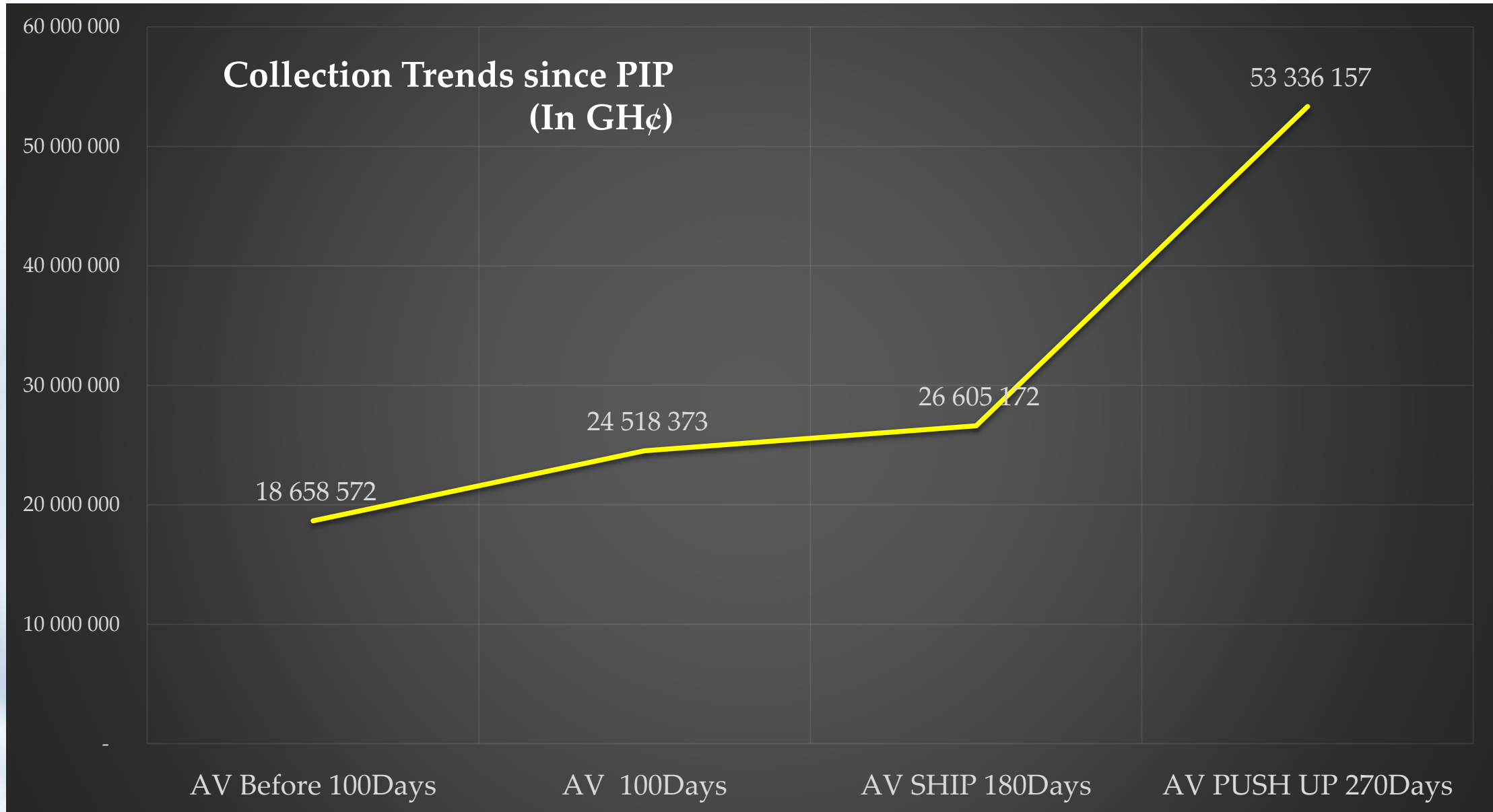3. **PUSH-UP 270D** (April 2016)

4. **STEP-UP 300D** (March 2017)

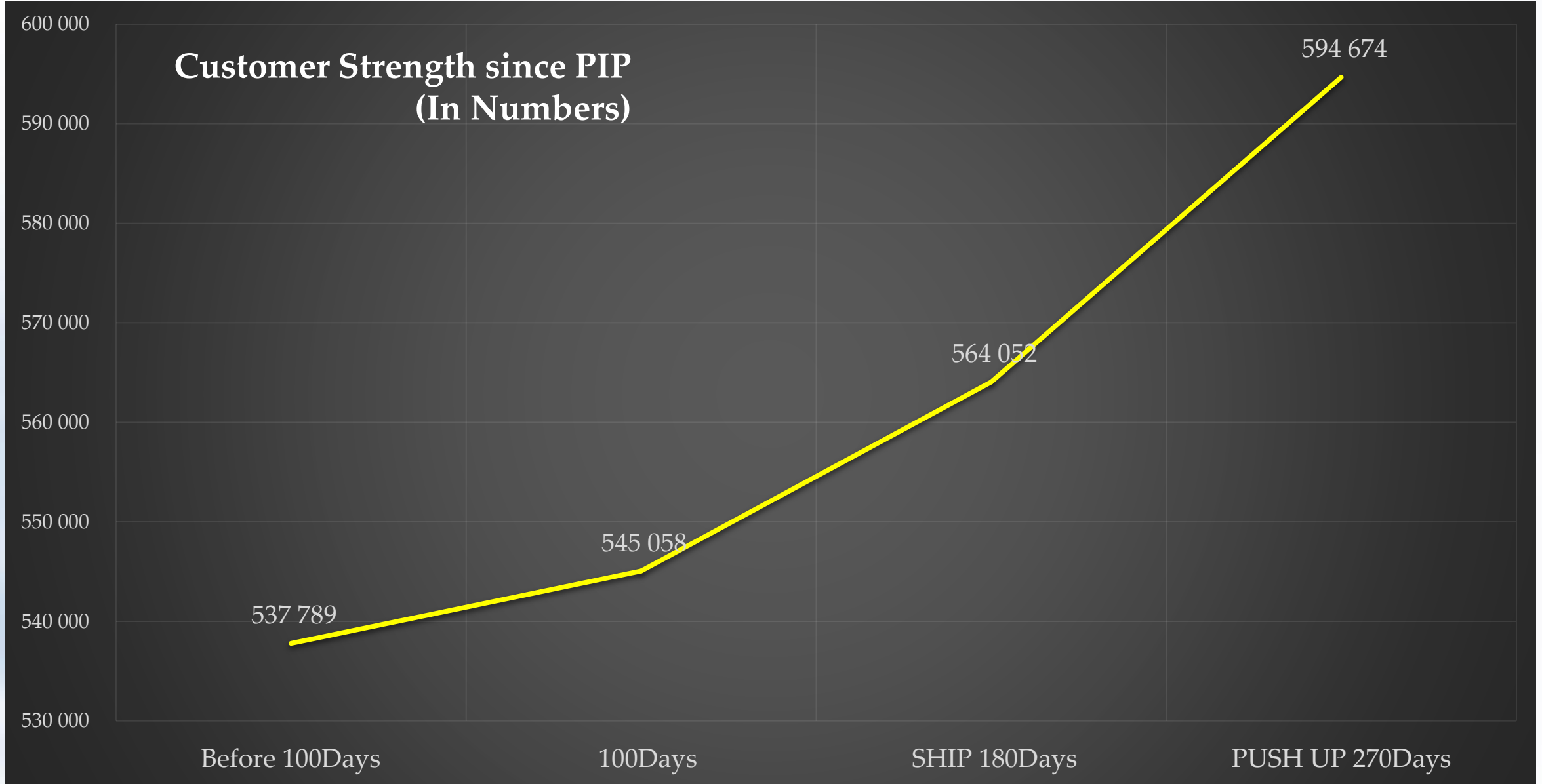# PIP – Key Results

Production/Sales Trends since PIP (In CU. M)

PIP – Key Results

Billing Trends since PIP (In numbers)

- AV Before 100Days: 25 820 456
- AV 100Days: 27 881 246
- AV SHIP 180Days: 45 669 868
- AV PUSH UP 270Days: 73 552 208

PIP – Key Results

Collection Trends since PIP (In GH¢)

- 53 336 157
- 26 605 172
- 24 518 373
- 18 658 572

60 000 000
50 000 000
40 000 000
30 000 000
20 000 000
10 000 000
-

AV Before 100Days | AV 100Days | AV SHIP 180Days | AV PUSH UP 270Days

PIP – Key Results

Customer Strength since PIP (In Numbers)

	Before 100Days	100Days	SHIP 180Days	PUSH UP 270Days
Customer Strength	537 789	545 058	564 052	594 674

Performance Improvement Programme

- Branding and Ambience, Housekeeping

- Togetherness, morale, teamwork, Industrial Harmony

- Revenue improvement, leading to meeting operational , capital requests, personnel emoluments

- The "Can Do Spirit" is being manifested

- Incentives

- Punctuality of Staff improved

- Innovation Galore

- Healthy competition

Performance Improvement Programme

- NRW is still high (47%)

- Some logistic challenges

- Arrears is still increasing

Electronic Billing

- Software as a Service

- Cloud based billing system (SMS and Emails)

- Mobile applications (Meter reading, Customer/User, New service, etc.)

- Call centre management system

- Point of sale application

Electronic Billing

- Drastically reduce the time between customer meter reading and customer billing;

- Eliminate 'arm-chair' meter reading;

- Remove all human errors that are inherent in the current billing system;

- Link customer billing to customer location;

- Ensure Instant reconciliation for all payments made, and same updated in the customer database;

- Payment of bills can be made for any customer in any part of the world

Smart Metering

- Introduction of ultrasonic meters for billing

- Meters are read using 'Drive-by' radio Tech. (1km away)

Smart Metering

- Accurate

- Removes human errors

- Apparent losses are reduced

- No need to enter customer premises

- Improves monitoring

- Saves time and Money

SCADA

- Complete metering of water treatment plants

- Meters use electromagnetic principle and have telemetric functionality

- Remote measurements are transmitted to the clouds for storage and data retrieval

SCADA

- Easily accessible flow/pressure data

- Improved management of the system

- Remote operation of network

The Future

- Universal Coverage by 2025

- Capacity expansion - Increase water production to 350Mm^3 annually

- Targeted production down time – 24hrs/month

- Maintenance schedule compliance – 100%

The Future

Guaranteed Reliability and Quality of our coveted resource

- Implement Water Safety Plans

- Improved water treatment processes

- Reduce production losses to 3%

The Future

Ensure Financial Sustainability

- Increase metering from 60% to 100%

- Make service application policy more customer friendly

- 100% collection consistently

- Implement prepaid metering in Gated communities

- Reduce power consumption

- Optimize the use of chemicals

The Future

Great Customer service and branding

- Improve training in customer complaint handling

- Effectively drive user friendly communication models to educate the public and project the GWCL brand

- Modernize call center operations

The road to success is always under construction

THANK YOU !!!