

WATER
CONNECTION

Infrastructure growth drives up piped water connections

Water connections rise nearly 7 percent as investments, subsidies and stricter metering enforcement improve access.

Utilities.

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Water connections grew by nearly 7 percent in the last financial year, driven by infrastructure investments, subsidy programmes, and stricter enforcement of metering policies, according to the Ministry of Water and Environment.

The growth is highlighted in the 2024/25 Annual Regulator's Report, prepared by the Water Utility Regulation Department, which assesses the performance of utilities across the country.

Water and Environment Minister Beatrice Anywar said the report provides an objective review of regulated utilities, pointing out both progress and areas that require attention.

"Key achievements include growth in new water connections, improvements in metering coverage, and the commissioning of the Water Metre Testing and Calibration Centre in Entebbe," she said.

Growth in connections, metering

The ministry's senior public relations officer, Noel Muhangi, said water connections increased by 73,908 (6.96 percent),

from 1,062,186 in the 2023/24 financial year to 1,136,094 in the 2024/25 financial year. Metering also rose, with an additional 93,674 connections, from 1,019,699 to 1,113,372 over the same period.

Dr Eng Frank Kweronda, acting commissioner for Water Utility Regulation, attributed the growth to a combination of sector interventions.

"This growth is largely driven by infrastructure investments, pro-poor and subsidy programmes, enforcement of metering policies, and utility-led commercial efforts," he said.

Performance improvements

The report notes improvements in several operational areas, although some challenges persist.

Permanent Secretary Alfred Okot Oki-di said the findings show progress in how utilities are fulfilling their contractual obligations.

"The report presents an independent and technocratic evaluation of how the nine utilities adhered to their contractual and regulatory obligations," he said, adding that the findings support the National Development Plan (NDP) IV priorities of strengthening institutional per-



A community piped water source. Water metering has grown from 1,019,699 to 1,113,372, driven by infrastructure investments and stricter metering enforcement. PHOTO / FILE

formance, improving access to safe water, and enhancing efficiency in public service delivery.

Gains and remaining gaps

Dr Kweronda said overall utility performance reflected steady improvement, with growth in customer numbers, better metering coverage, and gains in billed consumption, operational efficiency, and compliance with key benchmarks, among others.

"Many utilities have enhanced continuity of supply, water quality management, and system input controls, indicating a gradual strengthening of operational discipline and organisational capacity," he said.

However, he noted that persistent shortcomings continue to constrain performance, calling for stronger support to utilities and stricter enforcement of contractual obligations to ensure reliable service delivery.

The Water Utility Regulation Department also registered progress in its core functions during the year, including installation of equipment at the Water Metre Testing and Calibration Centre in Entebbe.

Key data

73,908

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