Whave Solutions is a Ugandan Non-Profit Social Enterprise specializing in maintenance of rural water sources and their rehabilitation and construction on Build-and-Operate principles. It has 60 full-time employees, of which 57 are Ugandan nationals. Whave Solutions registered in 2012 in Kampala and has formally audited accounts since 2014.

**Modes of operation**

Whave works in two modes:

- As a model Area Service Provider or Rural Water Utility, demonstrating and benchmarking preventive maintenance service delivery on the basis of tariff revenue from community water committees and consumers;
- As a regulatory advisor to local and central government, developing government capacity to issue Public-Provider Partnership (PPP) performance contracts which assure rural communities of consistent and professionalized water service delivery, regulated by government.

**Public-Provider Partnerships**

All publications are available by clicking [www.whave.org/publications](http://www.whave.org/publications)

Examples:

- **Rural Water O&M: Cost Model v1.3.** This is a series of charts and tables which summarize 2018 investment and service cost experience together with revenue collection. A version 2.0 is under preparation to include 2019 evidence [www.whave.org/publications](http://www.whave.org/publications)


Our goal is to solve the functionality crisis in rural water and bring professional jobs to rural areas. This includes communities with hand pumps and those who can upgrade from hand-pumps to piped water for tap-stands.

**Purpose**

Whave’s purpose is to lay a foundation for rural water reliability assurance by regional water utilities. We work with all tiers of government, with rural communities, rural entrepreneurs and stakeholders such as aid agencies and NGOs. We help our partners build a locally financed and sustainable institutional framework for fully reliable safe water supply while also improving hygiene and sanitation conditions in line with SDGs 6.1/2, 6.b.1, and 17.17. Following the MWE national rural water O&M framework, Whave is an Area Service Provider (ASP) pioneer, helping with institutionalization of Public-Provider Partnerships with local governments, and development of Service Areas encompassing groups of neighboring districts, complementing existing gazettes for municipal piped water. We assist with the detailed development of the national framework by cost/performance benchmarking and practical service delivery, reviewed quarterly by government regulators.

**WASH Leadership**

Whave is a Vice-Chair of the Ugandan Water and Sanitation NGO Network (UWASNET), chairs UWASNET’s Good Governance task group, and is Vice-Chair of the Technology task group. Whave takes an active part in national government meetings such as the MWE Joint Sector Review, and the Operation & Maintenance (O&M) NGO Forum. It takes a leading role in collaborative discussions on development of a national O&M framework, and publishes cost and performance data derived from its work as a pilot Area Service Provider. See [www.whave.org/publications](http://www.whave.org/publications)

**History, Revenue, Funding**

Whave’s program started in 2011 with support from the Ministry of Water and Environment (MWE) for Whave’s innovative step in ensuring reliable functionality through performance-payment of local technicians. A Public-Private Partnership structure was developed through multiple collaborative workshops each year. By 2016, the partnerships became formally operationalized through quarterly performance reviews involved district water authorities and MWE.

**Service revenue**

Whave’s income comes from communities’ payments for preventive maintenance service contacts, with temporary subsidy from Investment funders while operations grow to economic scale. Currently this varies between 20% and 25% of service costs including both regional and head office service costs and salaries, with lift to 100% self-sustaining service finance expected by 2023 in some areas, as new tariff regulation systems and economy of scale is achieved together with social normalization of rural water tariffs.

**Investment Funding**

The Karamoja program is funded by USAID in the APOLOU consortium managed by Mercy Corps. The Busoga (Kamuli) and Teso (Kumi) regional programs are funded by UNICEF, USAID WASH systems research and Siemens. The Mityana and central/eastern program is funded by the German Government, BMZ. Previous funders include Austrian Development Aid, and Climate and Development Knowledge Network (CDKN), a UK and Dutch government fund.

**Executive staff**

Whave’s MD Adam Harvey lives in Uganda and holds a Sociology and Economics MA and Engineering PhD. He brings 30 years of experience of Public-Private Partnership advisory role for governments in Africa and Asia, also in results-based development finance in the rural electrification, fuel-efficient cooking and WASH sectors. Adam has authored widely and his publications have been used as practical guides for more than two decades.

Frédéric Bergeron, General Manager, has four years of experience in technical and human resource management in the Canadian aerospace industry, and an advanced degree from University of Montreal in Mechanical Engineering. Whave’s Program Coordinator, Joel Mukanga, has extensive experience in local governance and social work in several districts of Uganda, including Mityana and Kamuli prior to joining Whave’s leadership team in 2013.

**Contacts**

Whave is a Ugandan organization. The registered address is PO Box 72305, Kampala, Uganda. The Headquarter office is in Makindye, Kampala. The branch offices and local area service provider teams are located in Mityana, Kamuli, Kumi, Nakaseke, and Kaabong districts.

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