



8TH GLOBAL LEAKAGE SUMMIT 2016

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Manager

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As Non-Revenue Water Manager of Ghana Water Company Limited, Michael's role includes formulating strategies for reducing NRW, research into how to effectively reduce NRW in GWCL regions in a cost effective and sustainable ways. His specific responsibilities include reviving non-functioning DMAs, improving on water accountability, getting Regional Managers to develop and implement their own NRW reduction strategies in line with the national strategy, and getting all the various departments in the utility to work towards the goal of NRW reduction.

Michael, as Head Office NRW Manager for Ghana Water, what are your main responsibilities? And how do you delegate NRW reduction activities to the water companies in the regions?

My main responsibilities are to identify the sources of the NRW, formulate strategies to reduce them and aid in the implementation of the strategies.

I work with the Regional management whilst the NRW unit is formed at the Regional and District levels

2. Setting up a leakage management system in Ghana, must present a far greater challenge than doing the same for networks in more developed countries. What do you see as the main barriers to progress?

The main challenge happens to be funds allocation for procurement of

equipment since tariff has been generally inadequate for active maintenance.

Next to this is the condition of the network, here we have most of our valves buried and very difficult to identify even though we have mapped a large percentage of the pipelines

Then intermittent supply of water in some parts of the large cities where major losses occur

3. What do you think are the five (or more!) main essentials for introducing a strategy to reduce leakage and NRW from your experiences at Ghana Water?

Focus and commitment from management, dedicated powerful NRW department, Fund and resources, making organisational policies work, putting in place workable internal controls

4. We know that to be successful, a NRW reduction strategy needs to be sustainable. From your experience of previous NRW reduction programmes in Ghana, what advice would you give delegates on sustainability?

There has to be workable internal controls and a dedicated NRW unit who are properly resourced and allowed to work

5. 'Smart' technologies can be introduced into any water network. But what are the criteria to have in place in the infrastructure to ensure they will work? And does 'appropriate', low cost technology have a place alongside smart technologies in Ghana?

First is to ensure that it would work well in tropical regions, make sure that there is sufficient budget for maintenance and replacement of broken parts, availability of spare parts for easy purchase when need be.

Yes, there is a place for appropriate low cost technology in Ghana, the only challenge is to ensure that it works within

the tropical region and can be serviced and repaired when the need arises. We are actually going on telemetry in our largest region for measurement of production volumes and also in the process of rolling out prepaid domestic water metering in some parts of ATMA.

6. Communication between departments across the company is essential for a successful NRW reduction strategy. In your opinion, what are the key departments at Ghana Water for providing supporting information to implement and sustain the strategy? And how do you ensure their cooperation?

The key Departments providing supporting information to implement and sustain the strategy are Commercial and Distribution.

7. Finally, Michael, you have much to tell delegates about the challenges of your own network – what 'nuggets' of information do you hope to take away from the Summit to help you manage your own department's activities on reducing leakage and commercial losses?

I am interested to understand how to accurately separate commercial losses from physical losses for targeted strategies

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