

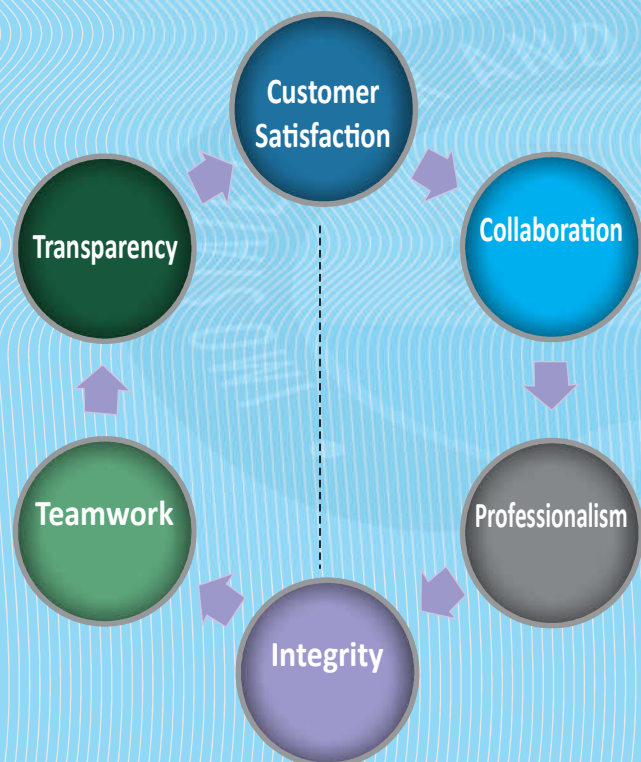
Imo State Water and Sewerage Corporation

NewsLetter

● Monthly Newsletter ● Vol 1 ● February, 2022



Core Values



Vision

**“To be th Most Innovative
Water and Sewerage
Utility in Africa.”**

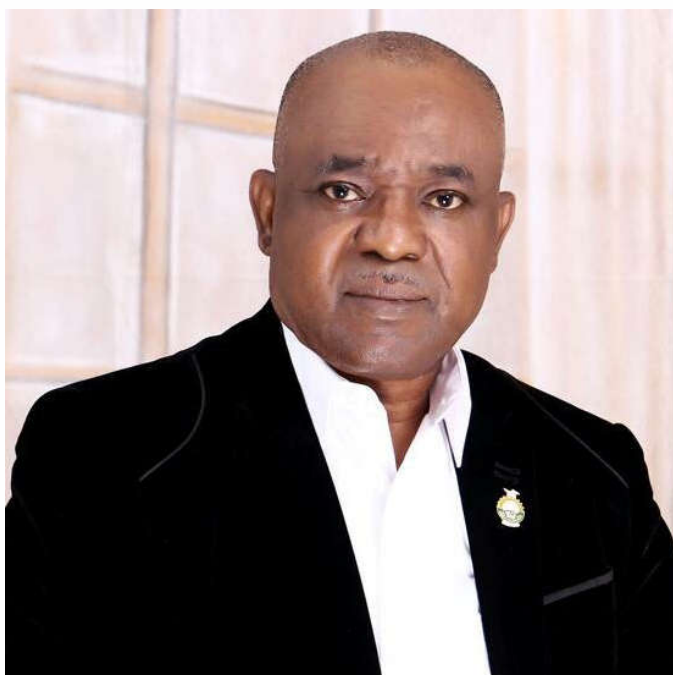
Mission

**“Provision of Sustainable Safely
Managed Water and Sewerage
Services to Residents of
Imo State and its Environs through
the use of Available Environmentally
Friendly Technology.”**

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FROM THE MANAGING DIRECTOR DESK



I am excited to present this Maiden Edition of the Imo State Water & Sewerage Corporation E-newsletter to our Esteemed Customers, Development Partners and Friends.

In 2019 the Corporation effectively started a Reform Program supported by the United States Agency for International Development, (USAID) and the FGN/World Bank 3rd National Urban Water Sector Reform Project (3NUWSRP)

Some of the outcomes of the reform program include the Imo State Water Law No. 42 of 2019 and the first ever Imo State Water, Sanitation and Hygiene (WASH) Policy of 2019 among other outcomes.

The WASH Policy provides a coherent guideline to activities in the Sector. One of the lessons learnt from the reform program in the Sector is the importance of a Corporate Brand Strategy in driving Business Sustainability.

The Imo State Water & Sewerage Corporation Brand Strategy effectively aligns our new brand identity with our Corporate Philosophy and overall Organizational Mission, Vision and Core Values.

Hopefully this E-newsletter series will provide insight into the Corporation's activities and determination to improve WASH Service delivery in Imo State. Your Feedback will be appreciated and will always be acknowledged.

Finally, I want to sincerely on behalf of the Management and the Staff of Imo State Water & Sewerage Corporation thank our Governor, Sen. Hope Uzodimma for his support and determination to revitalize the WASH Sector in Imo State.

Thank You.

Engr. Emeka C. Ugoanyanwu, FNSE,
FNIWE, NPOM, FOSHA, KSJI
Managing Director/CEO



FROM THE EDITOR'S DESK



In this first volume Newsletter, we bring you events which have made the organization to stand taller in the WASH sector ranging from the Introduction of the Imo State Water and Sewerage Corporation to the Profile of key Management staff.

Also captured in this issue are some of our achievements through our segment on "The Journey so Far" and the exceptional Imo State Water and Sewage Laboratory which has been upgraded to become a state-of-the-art laboratory in Nigeria.

Read to find out more as we strive with every issue to satisfy your expectation.

Have a pleasurable reading

INTRODUCTION OF IMO STATE WATER & SEWERAGE CORPORATION



INTRODUCTION

The ISWSC Newsletter is a quarterly E-Newsletter or Bimonthly introducing corporation and customers experience by educating readers on ways to be more efficient in their service delivery and educate the water sectors participants on relevant/valuable information about the corporation's Activities, products and services.

As a corporation committed to integrity and excellence, our ability to remain customer-centric is top priority. Our ability at creating quality interactions at all times is a key for retention and utmost loyalty.

ABOUT IMO STATE WATER AND SEWERAGE CORPORATION

The ISWSC is a customer-friendly oriented corporation which is focused on proving and sustaining the efficient water distribution in the state. It is bent on improving customer experience by adapting to latest

innovations across the globe. It's partnership with international communities such as the World Bank and USAID E-WASH has facilitated a customer friendly environment for the people of Imo State.

OUR COMMITMENT STANDARD

The ISWSC shall provide regular, safely managed and affordable water and sewerage management services to Imo residents. We shall ensure that the water we provide meets all regulatory standards and equitable distribution.

We are proactive in undertaking our duties and responsibilities by providing timely and relevant information to our customers, maintain open-door policy to every individual and bodies in need of our services, and create integrative customer-friendly platforms for all customers.

ESTABLISHMENT OF IMO STATE WATER AND SEWERAGE CORPORATION

The Imo State water and Sewerage corporation was establish in 1976 with a mandate of supplying safely managed treated water to people living in Urban and sub-urban areas of Imo State. The corporation utilizes both surface and ground water sources which makes easy for the water schemes to operate.

There are two existing surface water intakes which includes the Otamiri Treatment Plant which is located at the Otamiri and the Okigwe Water Scheme. While the Otamiri treatment plant draws its source from the River Otamiri, the Okigwe Water Scheme draws its source from Imo River. However, most Local Government also have Semi-Urban Schemes located at their Local Government Headquarters.

With a combined capacity of 100,000m³/day from the two schemes,

the Otamiri WTP supplies about 60,000m³/day to the residents of Owerri Metropolis.

ISWSC CORPORATE PHILOSOPHY

Imo State Water And Sewerage Corporation is among the six (6) states selected in Nigeria benefiting from USAID E-WASH Program and also benefiting from the 3rd National Urban Water Sector Reform World Bank Project.

OUR VISION

To be the most innovative Water and Sewerage services to Imolities through the use of available environmentally friendly technology

OUR CORE VALUES

Customer satisfaction, collaboration, professionalizing, Integrity, Teamwork, and Transparency.



PROFILE OF SOME MANAGEMENT STAFF

ENGR. EMEKA UGOANYAWU *FNSE FNIWE NPOM KSJIFOSHA*

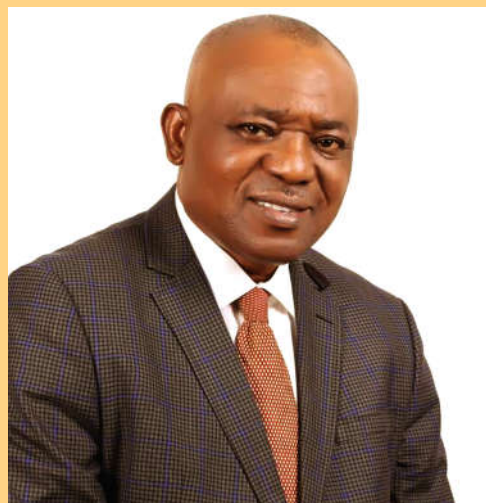
Engr. Emeka Ugoanyanwu is the current Managing Director/CEO of the Imo State Water & Sewerage Corporation. For 13 years he was the General Manager//CEO of the Imo State water Department Agency (IWADA) from 2001 – 2014.

Engr. Ugoanyanwu is a distinguished fellow of the Nigerian Society of Engineer, COREN Registered engineer and a fellow of the Nigerian Institution of Water Engineers.

He's also a member/fellow of the several other professional associations including, International Water Services Association, Nigerian Water Service Association, Nigerian Institution of Production Engineers, American Society of Mechanical Engineers, Project Management Institute USA, Associate Nigerian Institute of management, Foundry Association of Nigeria, Fellow Chartered institute of Administrators, Fellow Occupational Safety and Health Association among other professional bodies.

He's a First Class graduate of Federal University of Technology Owerri, holds in addition M.Eng, MBA degrees from same University and a graduate Diploma/Certificates from the United State of America.

Engr. Ugoanyanwu is a member of National Technical Committee and National Council on Water Resources. Engr. Ugoanyanwu is a recipient of the National Productivity award for National Productivity, a Christian of the Catholic dominion and Knight of St. John International. He has been in the WASH sector for more than 35years and widely travelled. He is married with children. He is married with four (4) Children.



ONYEJI BONIFACE CHUKWUDI ***HOD Engineering Department***

Onyeji Boniface Chukwudi is the current Head of Engineering Department at the Imo State Water and Sewerage Corporation. He is a water production Engineer expert in pump installation and panels, maintenance of pumps and high voltage panels, system operation manager and over 15 years of water production management.

Onyeji is a graduate of Electrical Electronic Engineering. He has worked in Imo state broadcasting corporation as Transmission Engineer, and has also been the resident engineer/ production manager at the Otamiri Headworks. He is registered with Council for the Regulation of Engineering in Nigeria COREN. He is married with beautiful children. He plays lawn Tennis, reading and writing.

ENGR. ADIRUO OLUCHUKWU HENRY***Head of Water Services Department***

Engr. Adiruo Henry Oluchukwu (MNSE, MNAHS) currently heads the Water Services Department at corporation and doubles as State Project Liaison Officer: 3rd National Urban Water Sector Reform Project (World Bank Assisted Project)

Engr. Henry Adiruo has over 18years experience in the water service sector. He is Non-Revenue Water Management expert, a reform champions and has a robust experience in Urban WASH. He holds a B.Eng. in Agricultural Engineering from the Federal University of Technology Owerri and pursuing a M.ENG Civil Engineering (Water Resources Engineering) from the same institution.

Engr. Adiruo have attended trainings both locally and internationally amongst which are training in: Non-Revenue Water Management-Nagoya City Japan, Non-Revenue Water Reduction in Tokyo Japan, Project Cycle management – participatory planning Glim Institute Japan, Japanese Language Course in Nagoya City Japan 2015, Borehole Rehabilitation and Hand pump operation and maintenance - NWRI Kaduna, Operation and maintenance of Water supply and Network facilities - NWRI Kaduna, Computer Data Processing, Kwara State .

He is a member of the Nigerian Association of Hydrological Science (MNAHS), Registered Engineer with Council for Regulation of Engineering in Nigeria (COREN) and Nigeria Society of Engineers (MNSE). He is happily married with Children and having hobbies in Football, Writing and Reading

**ASSUMPTA OGOCHUKWU OKORIE (MRS.)*****HOD Administration/HR***

Assumpta Ogochukwu Okorie (Mrs) is the Head of Department for Administration of Imo State Water and Sewerage Corporation. She is also the outgoing Public Relations Officer PRO for the Corporation.. She is an associate member of the Nigerian Institute of Public Relations and a graduate of Enugu State University of Science and Technology.

She holds a Post Graduate Diploma in Journalism from international institute of Journalism Abuja (University of Maiduguri affiliate), MSC (In view) from Georgetown University Mc Donough School of Business Executive Education,

Washington DC United States of America, studying Gender Equality Executive Leadership Program (GEELP). Assumpta has been in the Urban WASH Sector for more than fifteen years and widely trained by Development Partners. She is a practical Christian and member of society of St Vincent de Paul, a charitable NGO in the Catholic Faith. Assumpta is married with Children

**OKONKWO, EZERIBE CHRISTIAN*****HOD Planning Department***

Dr Ezeribe is the Head of Planning at the Imo State Water and Sewerage Corporation, He holds a B.Sc in Marketing from the Abia State University, Uturu, a PGDE from the National Teachers Institute Kaduna, MBA in Marketing and has a Ph.D in Marketing from the Imo State University Owerri. He is a member of the Nigeria Institute of Marketing (Chartered). He is happily married with Children



MRS. CHARITY OBINNA***HOD of Commercial Department***

Mrs. Charity Obinna is the Head of Commercial Department of Imo State Water and Sewerage Corporation. She has several years of experience in Commercial Marketing and Business Development in Several Organizations in Nigeria. She is a graduate of Nnamdi Azikiwe University, with B.Sc (Hons) Economics, holds additional MBA, International Business Management from Lagos State University. She has attended several Management Trainings in Commercial Marketing and Customer Service in different parts of the Country. She is married with Children.

**ELIZABETH CHIDINMA EGBUKICHI*****HOD for Procurement Unit.***

Elizabeth Chidinma Egbukichi is the Head of Procurement Unit in Imo State Water and Sewerage Corporation. She is currently a Senior staff of Imo State Water and Sewerage Corporation in-charge of Procurement. She doubles as the Gender Equality and Social Inclusion champion of the organization.

Ms. Elizabeth holds a master's degree and a bachelor's degree in Marketing from the renowned Imo State University, Owerri, Nigeria. She is a certified procurement specialist with proficiency in Supply Chain Management. Member Chartered institute of Purchasing and Supply Management of Nigeria (CIPSMN). She is presently undertaking Gender Equity Executive Leadership Program (GEELP) of Georgetown University's McDonough School of Business USA.

Elizabeth joined the services of Imo State Water Corporation in 2007 and rose through the rank and file of the Utility including working as Procurement Officer in the procurement unit. In the course of her work, she has been Customer relationship desk officer, Field and Revenue Supervisor, HOD Procurement Unit, Field worker billing unit, Zonal manager, etc. Elizabeth is indeed an astute GESI Champion

MRS. OGBONNA OBIAGERI VICTORIA***HOD of Accounts Department***

Ogbonna Obiageri Victoria (ACA) is the Head of Accounts Department at the Imo State Water and Sewerage Corporation. She has been the Internal Auditor of Imo State Water & Sewerage Corporation.

A highly motivated Accountant with over 13 years of experience in the accounting and financial profession and over 19 years experience in the water sector.

She possesses strong analytical and problem-solving skills to effectively make sound decisions with less supervision.

Mrs Ogbonna is an Associate member of the Institute Of Chartered Accountants of Nigeria(ICAN). She holds a B.SC degree in Accountancy, Diplomas In Secretarial Administration and Data Processing Operations,



respectively. She also holds a Post Graduate Diploma In Education(PGDE). She has published many Journals and Seminars on Financial & Tax Matters. She has attended many conferences & seminars within Nigeria. These include but not limited to the following; Financial Management, Internal Control/ Internal Audit, Enterprise Resource Planning(ERP) Software, Standard Operating Procedures(SOPs), Change Management, Effective Auditing, etc. She is married with children.

**OLEDINMALILIAN***HOD for Sanitation Department*

OLedinma Lillian is the current Head of Sanitation Department. She graduated from University of Nigerian Nsukka (UNN) with a bachelor's degree (BSc)Hons in Health Education. She has undergone several trainings in sanitation reform.

The MD/CEO ISWSC Engr. Emeke, Celestine Ugoanyanwu *FNSE FNIWE NPOM FOSHA KSJI* was appointed as the Managing Director and Chief Executive Officer of IMO STATE WATER CORPORATION (The name then) before it was changed to the IMO STATE WATER and SEWERAGE CORPORATION by the Imo Water Law signed into Action in 2019.

The Corporation Virtually started from ground Zero because as at July 2019, there was no provision for Public Water Supply in Imo State. Most of the water infrastructures were dilapidated and abandoned. All the water Schemes were in a state of despair, there was high cannibalism at the station which included Orlu, Mgbidi and Amaraku Water Schemes, as the 450KVA generator was also destroyed.

The Owerri regional Water Scheme was not left out, the Orji Multi Million booster station was totally cannibalized and all pumps were carted away. The state of the Imo State Water Sector was highly deplorable, and thus the corporation had to start from ground zero.

In addition, the Otamiri Treatment Plant was overgrown with weeds and looking deserted. The perfection seemed impossible to achieve, but after a staff meeting, there was an agreement to get this water sector running again, as it was our pride. So in togetherness, the MD/CEO and the staff rolled up sleeves and began the working process in togetherness.

In agitation, the first clean-up of the facility was done by the staff as everyone came out to get the place working again. Before this time, the USAID Funded E-WASH Program was in the state, and part of their conditions was that the Otamiri Treatment Plant be made operational before they can know the capacity at which they can assist. They actually wanted to see if the OTP can be restored again with a time frame of just two months to achieve this. Luckily, by August 28th 2019 the Otamiri Treatment Plant was restored

THE JOURNEY SO FAR



to a functional state and the first water was released from Otamiri.

By this achievement, Imo State was able to exit the Emergency Action Plan as requested by USAID Funded E-WASH program and the program now properly started.

The resultant effects of an abandoned treatment plant immediately started, as challenges sprung from different crannies. The major problems included:-

- Aging infrastructure
- Destruction of the pipe networks all through the city
- Cannibalization of installed machineries

Not minding the increasing challenges, the corporation started work with USAID from ground zero through the assistance and active comment of the state government and thus this have been able to achieve the milestones as recorded today.

Between 2019 and 2021, the Imo State Water and Sewerage Corporation has moved from ground zero to become one of the 7 states selected by the World Bank to participate in the Sustainable Urban and Rural Water Sanitation and Hygiene Program SURWASH Program that will soon kick-start, a \$ 750 Million USD program involving 7 states in Nigeria.

So it wasn't a small feat, and this was made possible because of the kind of Governor we have, His

Excellency Distinguished Senator Hope Uzodimma, the Executive Governor of Imo State who is committed to reposition and restore the WASH sector of Imo State.

The Imo State Water Law signed in 2019 gave birth to the Imo State Water and Sewerage Corporation. In abinitio, it was known as Imo State Water Corporation, but the 2019 Imo Water Law added Sewerage to the Institution because it became clear that achieving a coordinated water sector without adding sanitation will not proffer the desired result in the WASH sector.

MILESTONES ACHIEVED UNDER THE FGN / WORLD BANK SUPPORTED 3RD NATIONAL URBAN WATER SECTOR REFORM PROJECT IN PARTNERSHIP WITH THE IMO STATE GOVERNMENT.

The FGN/WORLD BANK support 3rd National Urban Water Sector Reform Project started on 12th February 2015 with three states of Bauchi Ekiti, and Rivers State. Imo State joined the program in July 2019 as one of the tier 2 states. The project kick started in Imo State after His Excellency Senator Hope Uzodimma the Executive Governor of Imo State Paid the counterpart fund of Sixty-one Million Naira (N61,000,000) in July 2020.

The aims and objectives of the 3

NUWSRP was:-

- To improve infrastructure and increase access to quality piped water work in Urban Area Nationwide.
- To improve service reliability, professional competence and commercial viability of state water agencies
- To create an enabling environment and encourage Public Private Partnership (PPP)
- Ensure active legislative framework for water Utilities, Regulation, and operations
- To drive state Urban water Agencies to be effectively Autonomous
- To give considerable attention to environment and social safeguards
- To increase the investment planning capacity of participating states.

PROJECTS EXECUTED AND ACHIEVED

1. Renovation of Imo State Water and Sewerage Corporation Headquarters and construction of Water fountain with Logo, Supply and Installation of Perkins Generator Set.
2. Supply of two (2) number Hilux Project Vehicles
3. Consultancy Services for customer Enumeration, Pipe network mapping
4. Consultancy services for Development of Billing system software and tariff studies including supply of hardware
5. Capacity building on occupational Health and Safety including supply of personal protective equipment (PPE)
6. Consultancy services for Development of water supply and sanitation investment/master plan for Imo State.
7. Supply of Twenty-one (21) Number of motorcycles.
8. Supply and installation of Energy

Power Equipment (Solar systems)

9. Engineering Assessment and supervision of construction activities in Orlu and Ekenguru Water Schemes.
10. Supply of POS machines and development of financial management system
11. Rehabilitation of Moribund Water Scheme
 - i. Ekenguru Water Scheme
 - ii. Eluama Orlu Water Scheme
 - iii. Oleme Orlu Water Scheme

EKENGURU WATER SCHEME (ABOH MBAISE)

With a capacity of producing 2 million litres of safe water per day, the following milestones were achieved at the Ekenguru water Scheme located at Aboh Mbaise.

- ❖ Redevelopment of two number boreholes
- ❖ Procurement of installation of 2 nos 60HP
- ❖ Submersible Pump and accessories
- ❖ Construction of brand new treatment system for line and chlorine injection to make the water safe.
- ❖ Rehabilitation of the 100,000 gallon elevated water tank
- ❖ Construction of office blocks and renovation of all existing buildings
- ❖ Installation of brand new 300/11KVA transformer substation
- ❖ Complete overhauling of 180KVA and 187KVA generator set and installation of control panels and all electrical works.
- ❖ Laying of 6km high pressure UPVC reticulation Pipe network
- ❖ Installation of Solar lights.
- ❖ Rehabilitation of existing double tank treatment plant with new dosing pumps reinstalled

BEFORE





ELUAMA ORLU AND OLEME ORLU WATER PROJECTS

Orlu town is serviced by three water schemes located in Eluama, Oleme, and Owerre Ebeiri. The raw water is from underground water resources extracted via borehole.

Eluama and Oleme Orlu water projects are rehabilitated under this program while Owerre Ebeiri is captured in the upcoming SURWASH that is billed to commence soon.

The following were achieved:- ACHIEVEMENT AT ELUAMA ORLU

- ❖ Redevelopment of two number boreholes
- ❖ Procurement and installation of two number 40HP submersible pumps and accessories
- ❖ Construction/installation of new water treatment system for lime and chlorine injection to make the water safe
- ❖ Rehabilitation of 100,000 gallon elevated water tank
- ❖ Construction of office block, and rehabilitation of staff quarters, generator house, security house etc.
- ❖ Installation of brand new 300 KVA transformers substation
- ❖ Complete overhaul of generator set, installation of control panels and electrical works
- ❖ Laying of 5KM high pressure UPVC reticulation Pipe network
- ❖ Construction/rehabilitation of block perimeter fence installation of solar lights and bulk meter

BEFORE



AFTER



ACHIEVEMENTS AT OLEME ORLU

- ❖ Redevelopment of two number boreholes
- ❖ Procurement and installation of 2nos of 20HP and 40HP submersible pumps and accessories
- ❖ Construction of brand new treatment system for lime and chlorine injection to make the water safe
- ❖ Rehabilitation of the 150,000 gallon elevated water tank
- ❖ Construction of security house and renovation of all existing buildings
- ❖ Complete overhaul of 150KVA generator set and installation of control panels and all electrical works
- ❖ Laying of 2KM high pressure UPVC reticulation pipe network
- ❖ Rehabilitation of block perimeter fence, installation of solar lights

IMO STATE WATER AND SEWERAGE LABORATORY

WATER QUALITY CONTROL LABORATORY, OTAMIRI HEADWORKS

ONWUASOR NGOZI MARYROSE

Scientific Officer / Water Quality Control ISWSC

Quality control laboratory has long been a place where the water produced at the Otamiri Headworks of Imo State Water and Sewerage Corporation Owerri and few household borehole are being tested and analyzed. Then the staff strength runs like a downtrend curve; from four staff to three, two, and one. Then in-between comes the USAID-E WASH intervention that started as a joke but then turned out to be a very big reality, (giving birth to the Corporation being upgraded to Imo State Water and Sewerage Corporation Owerri) a huge success to the Quality Control Laboratory in particular and Imo State Water and Sewerage Corporation Owerri in general. With the intervention of the USAID-E WASH, the dilapidated laboratory with analogue equipment has been transformed; after our able Governor supported the MD/CEO ISWSC and met the milestone (Tiled floor, Uninterrupted power via Solar-power, Dedicated generator in addition to EEDC power, Separation of bacteriological Laboratory from physio- chemical laboratory, addition of Air-condition to both laboratories including the sample store) given to the Corporation to meet by the USAID E-Wash before they could step in to assist.

Anyone that visited the laboratory before 2019 could hardly believe so great a transformation that had taken place both physically, operationally, and in terms of human resources: for instance the laboratory staff Strength has increased from one staff to seven staff which reverses the downward curve to uptrend. These in-turn makes the Laboratory functions like water treatment chemical applications, Water test & analysis,



water quality monitoring and surveillance, technical data entry on the Monitoring and Evaluation module of the ERP, and dashboard data generation) easier, faster, producing more accurate and credible results to protect human health and for the management quick decision in case of non-compliance in-order to implement remediation plan to maintain (good health of consumers and sound community health status). Though the operational level has increased from testing few parameters to testing 26 parameters, this time not for the plant and few household borehole only but for the plant and multiple borehole users who has recognized the need to ascertain the status of their borehole having had the awareness that all the boreholes are acidic, and some contain hazardous elements that are very



detriment to health.

We equally ensure that the water produced at Otamiri Headworks for the residents of Imo State and the environs undergoes all the treatment processes using process control measures to deliver Safely Managed Water (E.Coli free and within NIS-554- 2015 Standard) to our esteemed customers at their doorstep by the use of our mobile test kit.

However, we have not yet arrived as I still look forward to the time Quality Control Laboratory will be able to carry out all the forty-six parameters without taking the work to any other laboratory outside the state or country and at the same time meeting all the water quality compliance.

Please don't marvel yet, because I have confidence in our amiable Governor His Excellency Distinguished Senator Hope Uzodimma and our hardworking MD/CEO, and our great motivators (USAID E-WASH and World Bank Assisted partners). So it is possible.

Thank you very much our able Governor who recognized that Water Is Life and Sanitation is dignity and Safely Managed Water is Non-Negotiable





IMO STATE WATER AND SEWERAGE CORPORATION

📍 Ugwu Orji, Okigwe Road PMB 1146, Owerri

🌐 www.iswsc.org.ng || www.imoconnectwithwash.com || info@imosewg.org

☎ 08033410762, 07039314281, 09086310798

... Our Water, Our Pride!!!