
Certificate of successful completion and satisfaction

Artificial Intelligence Training Programme
National Water and Sewerage Corporation (NWSC) – Uganda

Issued by	SUEZ – acting on behalf of NWSC (Uganda)
Beneficiary	Sparkoper
Scope of mission	Artificial Intelligence Training Programme for NWSC
Location	Kampala, Uganda – NWSC International Resource Centre (IREC)
Dates of delivery	8 to 11 December 2025 (4 days)
Participants	~50 top executives, senior managers and operational managers of NWSC

1. scope of the mission

Sparkoper designed and delivered, in partnership with SUEZ and hosted by the NWSC International Resource Centre, a four-day Artificial Intelligence training programme combining a strategic session for top management and three operational sessions dedicated to field operations, supervision, and customer service teams.

CONTENT DELIVERED

- Day 1 – AI for Water Utility Leaders: a 3-hour strategic session for top managers and C-level executives, covering the evolution of software toward generative AI, implications for public water utilities, sector-specific use cases, and leadership responsibilities.
- Day 2 – AI for Field Operations: a practical session for operational managers, team leaders and zone supervisors, covering AI-enhanced diagnosis and intervention documentation, voice-to-text ticketing, image analysis, and hands-on simulations using real intervention datasets.

- Day 3 – AI for Supervision: a practical session for performance managers, quality officers and GIS/data teams, covering dataset cleaning and structuring, automated summaries, dashboards and KPI generation, validation of AI outputs, and the design of an AI-powered reporting prototype.
- Day 4 – AI for Customer Service: a practical session for customer service and virtual agency teams, covering AI classification of complaints, drafting consistent responses using LLMs, summarisation of complex cases, and the design of an AI-enhanced complaints workflow.

USE OF NWSC REAL DATA

Beyond the prepared Sparkoper use cases, several NWSC datasets were integrated into the sessions to generate NWSC-specific insights and operational improvement paths:

- Customer complaints by category – reclassification, pattern detection, prioritisation and identification of quick wins.
- Meter tracking data – anomaly detection (inactive meters, inconsistent readings), lost-revenue recovery, and scenario modelling for performance reporting.
- Cesspool (sewage truck) data – operational efficiency of truck routes, fraud detection indicators, and new KPIs for the sanitation division.

2. acknowledgement of completion and satisfaction

We, the undersigned, acting on behalf of NWSC within the framework of the SUEZ–NWSC partnership, hereby certify that Sparkoper has delivered the mission described above:

- In full compliance with the programme defined in the Sparkoper–SUEZ training memo.
- Within the agreed timeframe, from 8 to 11 December 2025.
- With a high level of engagement and participation from NWSC teams.
- Using real NWSC datasets to produce directly actionable use cases.
- With highly satisfactory evaluation results in the assessments conducted on 9, 10 and 11 December.

OBSERVED OUTCOMES

Participants demonstrated a strong understanding of AI concepts, the ability to connect AI tools to NWSC operational challenges, and practical capacity to use AI for cleaning data, generating insights and designing workflows. Many managers proposed concrete pilot ideas aligned with NWSC priorities, particularly regarding additional revenue generation, improved customer experience and resource optimisation.

3. declaration of satisfaction

Consequently, SUEZ, acting on behalf of NWSC, expressly declares:

– that the mission has been delivered in accordance with expectations, respecting the agreed scope, schedule and level of quality.

- that the level of expertise, professionalism and pedagogical quality demonstrated by Sparkoper have fully met NWSC's needs.
- that this introductory phase provides a solid foundation for the continuation of NWSC's AI capacity-building journey, and that a principle of agreement has been reached between Sparkoper, SUEZ and the NWSC-IRC for a second phase (training-of-trainers, ~50 participants), tentatively scheduled for May 2026.

This certificate is issued to serve and take effect wherever appropriate, and may be used by Sparkoper for commercial, institutional and contractual reference purposes.

Done at Kampala, on April 30th, 2026.

For SUEZ – acting on behalf of NWSC

Name: **Juan Mateos**

Position: Suez Consulting - KW-LV WATSON Project - P66
Date: April 30th, 2026 Team leader.

Signature and stamp:

