



20th AfWA International Congress and Exhibition 2020 Breaking new grounds to accelerate access to water and sanitation for all in Africa

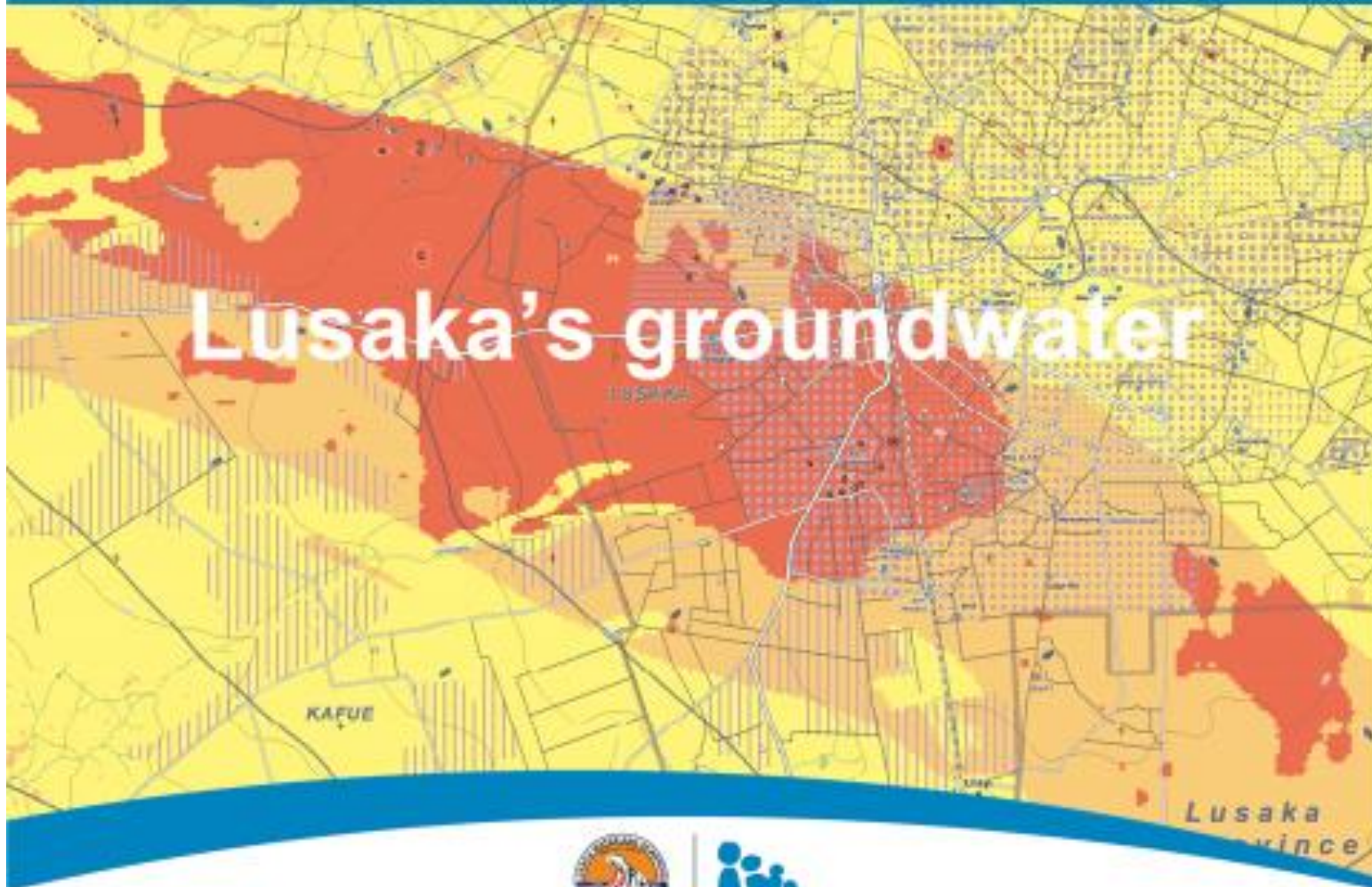
The journey towards FSM as City-Wide Utility Service: A case of Lusaka City, Zambia

24th – 27th February 2020, Kampala, Uganda

MWANSA NACHULA & PRIDE KAFWEMBE



GROUND WATER VULNERABILITY MAP





MANDATE EXPANSION



Sewerage to Sanitation

ON-SITE SANITATION STRATEGY BRIEF AND REVISED LICENCISING CONDITIONS



- **LWSC recognizes that some areas of the city that will not be sewered in the medium to long-term due to technical and socio-economic considerations and has therefore integrated OSS and FSM within its overall business strategy following Board approval of the OSS Strategy on June 8 , 2017**
- **Change in the conditions of the licensing agreement in April 2019 by NWASCO**

CHALLENGES



- New, very different line of business for LWSC
- Developing and strengthening a dedicated unit
- New line of regulation for NWASCO
- Informal businesses
- Low-income customers
- Unknown containment context/baseline
- Unknown revenue potential
- Nervous city after cholera outbreaks

12 EMPTYING TEAMS (PRIVATE OPERATORS AND WATER TRUSTS)



Vacuum Tankers



Mechanical De-sludging Units



Manual Emptying Units



The Contracts Lots

(Performance Based)



Area North

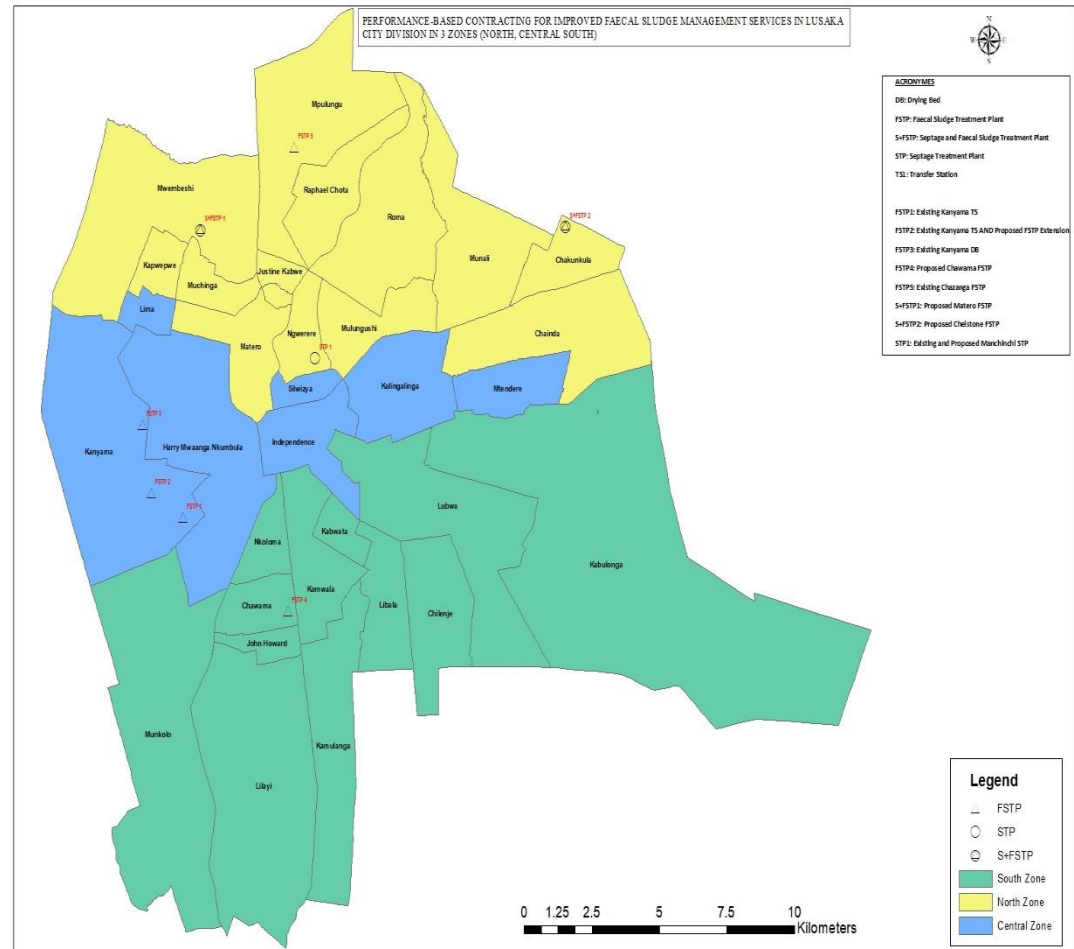
1. Technology neutral contract North 1
2. Technology neutral contract North 2
3. Labor intensive contract North 1
4. Labour intensive contract North 2

Area Centre

5. Technology neutral contract Centre 1
6. Technology neutral contract Centre 2
7. Labor intensive contract Centre 1
8. Labor intensive contract Centre 2

Area South

9. Technology neutral contract South 1
10. Technology neutral contract South 2
11. Labor intensive contract South 1
12. Labor intensive contract South 2

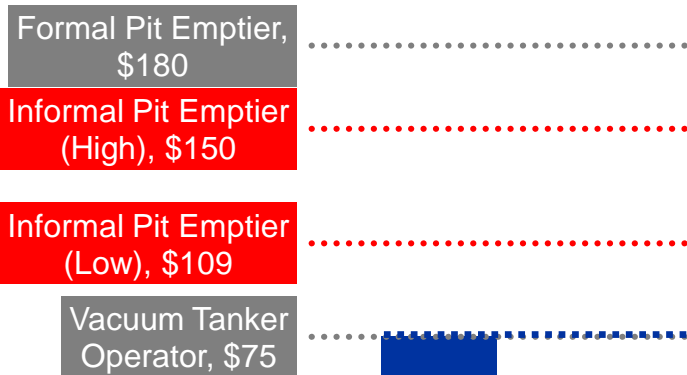


Business Plan [2019-2022]

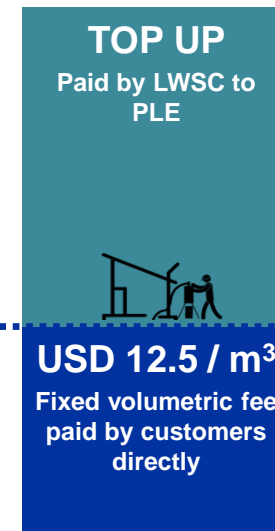


Undercut informal pit emptying market by fixing price of emptying a pit at below cost, and providing a 'top up' to service providers on delivery of waste to treatment facility

Cost of emptying 6 m³ Containment System

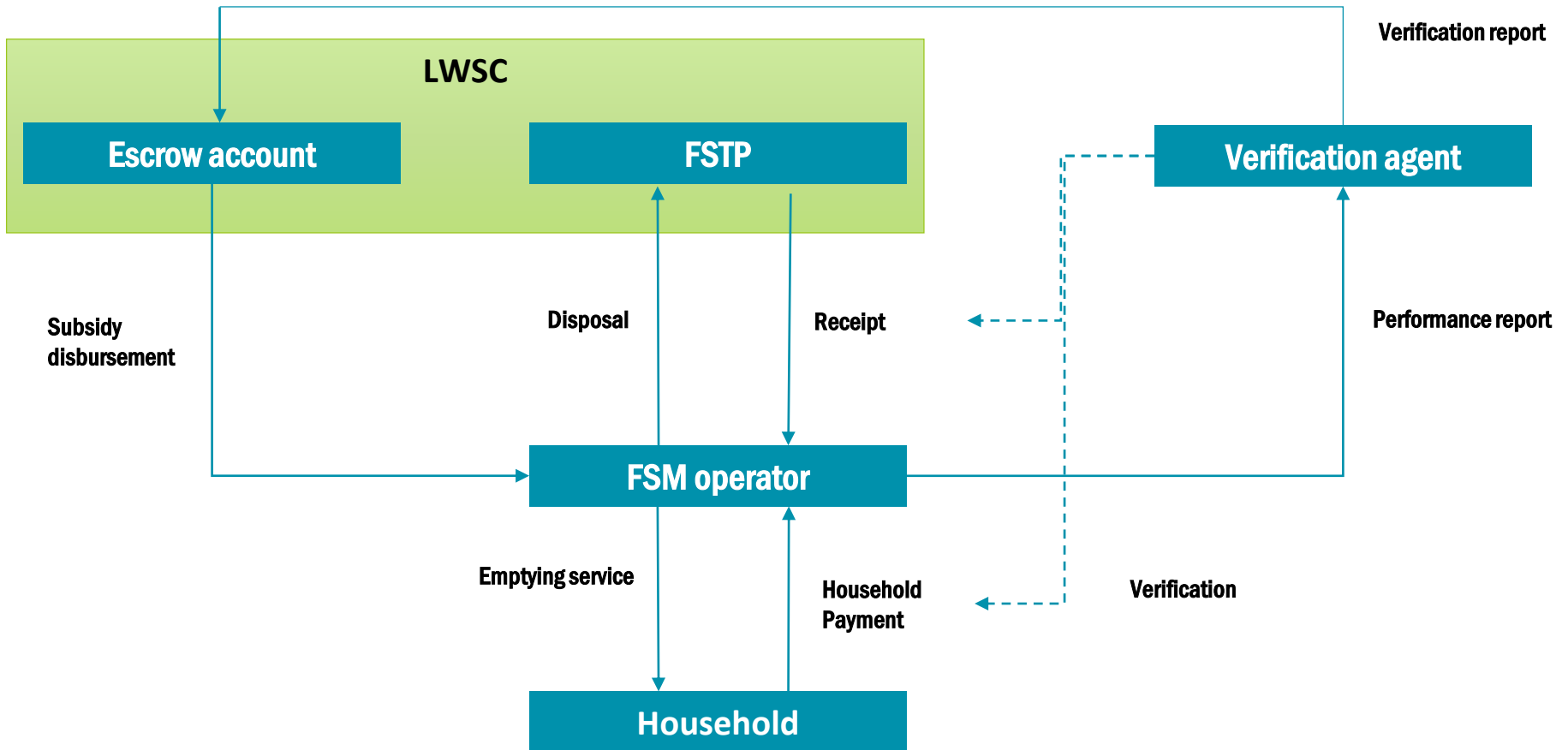


Full volumetric cost of safe emptying & disposal with a MDU



Full volumetric cost of safe manual emptying and disposal

SUMMARY OF CONTRACT STRUCTURE



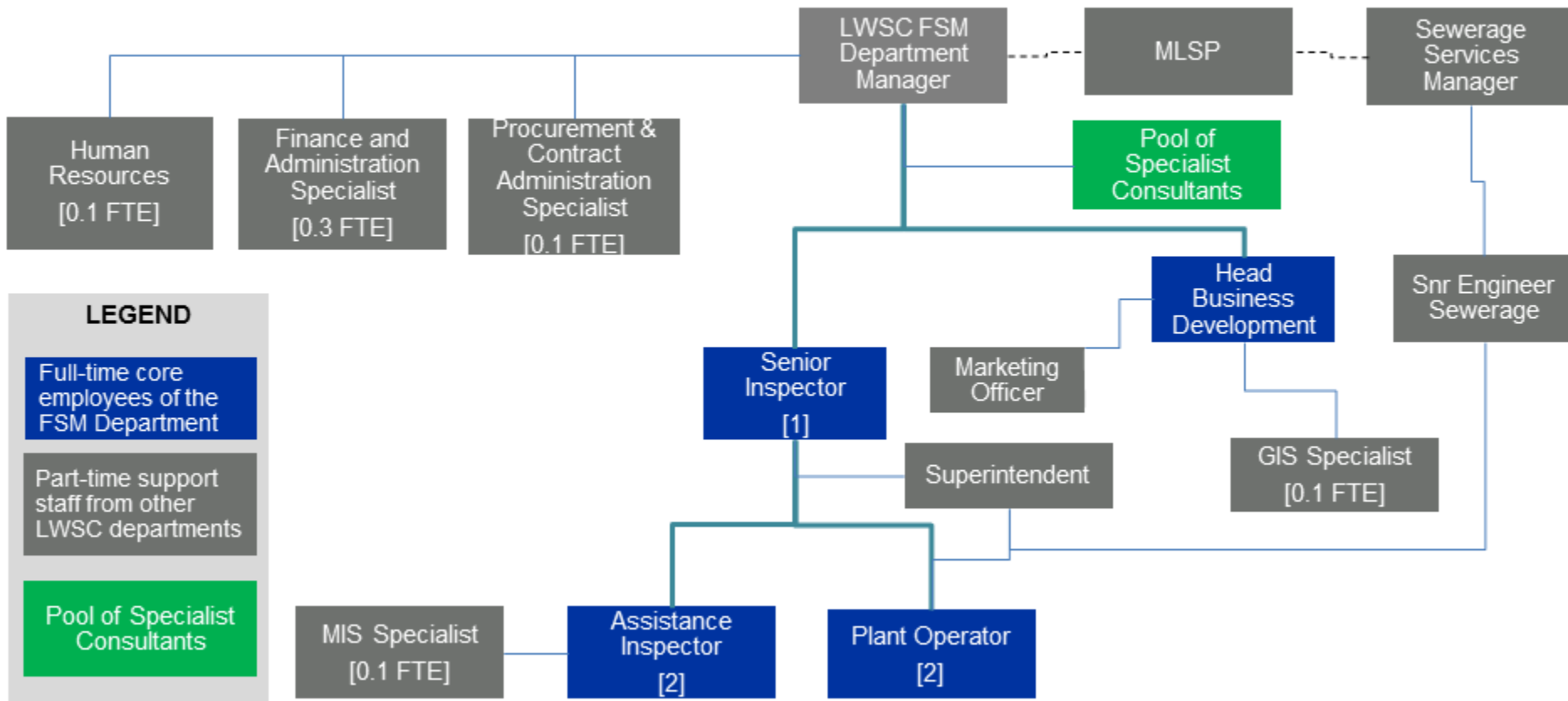
Objective of the Contracts



- Provide FSM services for pit latrines in the contract area and comply with the General Performance Standards for Services.
- Liaise directly with potential customers in the contract area
- Work jointly with LWSC to increase the knowledge of safe FSM services.
- Deliver collected pit latrine sludge at the Designated Treatment Facility.
- Comply with the requirements of ZEMA and LWSC in relation to performance of FSM services.
- Invoice the customers for the household contribution and pay the Contractual Gate Fee based on weighbridge or other similar entry registration records
- Provide the required documentation on service performance together with each invoice to LWSC, collect and fill customer information into LWSC's On-Site Sanitation Database
- Ensure that all personnel employed hold relevant qualifications and appropriate training.
- It is expected that up to 15,000 m³/per year of faecal sludge (40 m³/day) will be collected and safely disposed equivalent to 12,800 OSS facilities emptied, and around 230,000 persons benefiting from affordable and safe FSM services under the transitional period.



FSM UNIT & SUPPORT STAFF FOR LWSC



Lessons:



- Partnerships with regulator & local authorities more effective and avoids conflicts
- Improved accounting, service baselines, and mapping/monitoring tools improve decisions and use of resources
- Change takes a lot of time
- Providing services/products to the low income requires subsidies
- Ideal solutions may require intermediate steps (e.g. scheduled desludging contracts vs delegated zones)
- Building capacity within the utility is essential for utility to adopt new norms and programs
- Revenue potential from good service delivery is meaningful
- Equitable investments and services have to be actively kept in focus



THANKYOU

