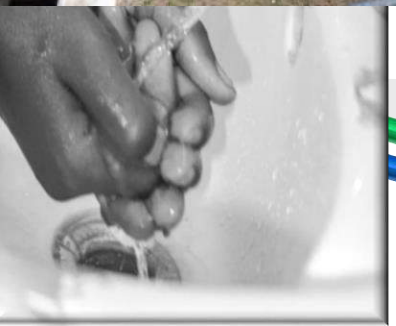
Zambian-German Water Partnership Day

NATIONAL WATER SUPPLY AND SANITATION COUNCIL

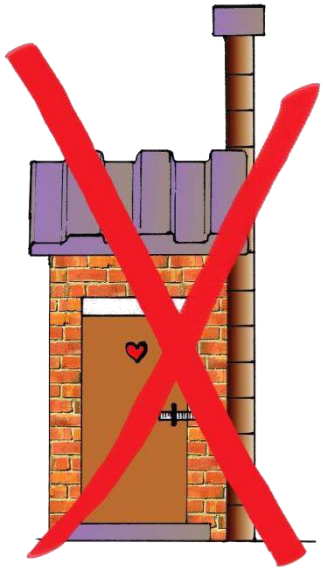
Municipal Water and Waste Water



11th October 2018

Ensuring Better Services and Fair Value

Water supply and sanitation in Zambian towns



39%

61%

46%

60% low income area

22.5%

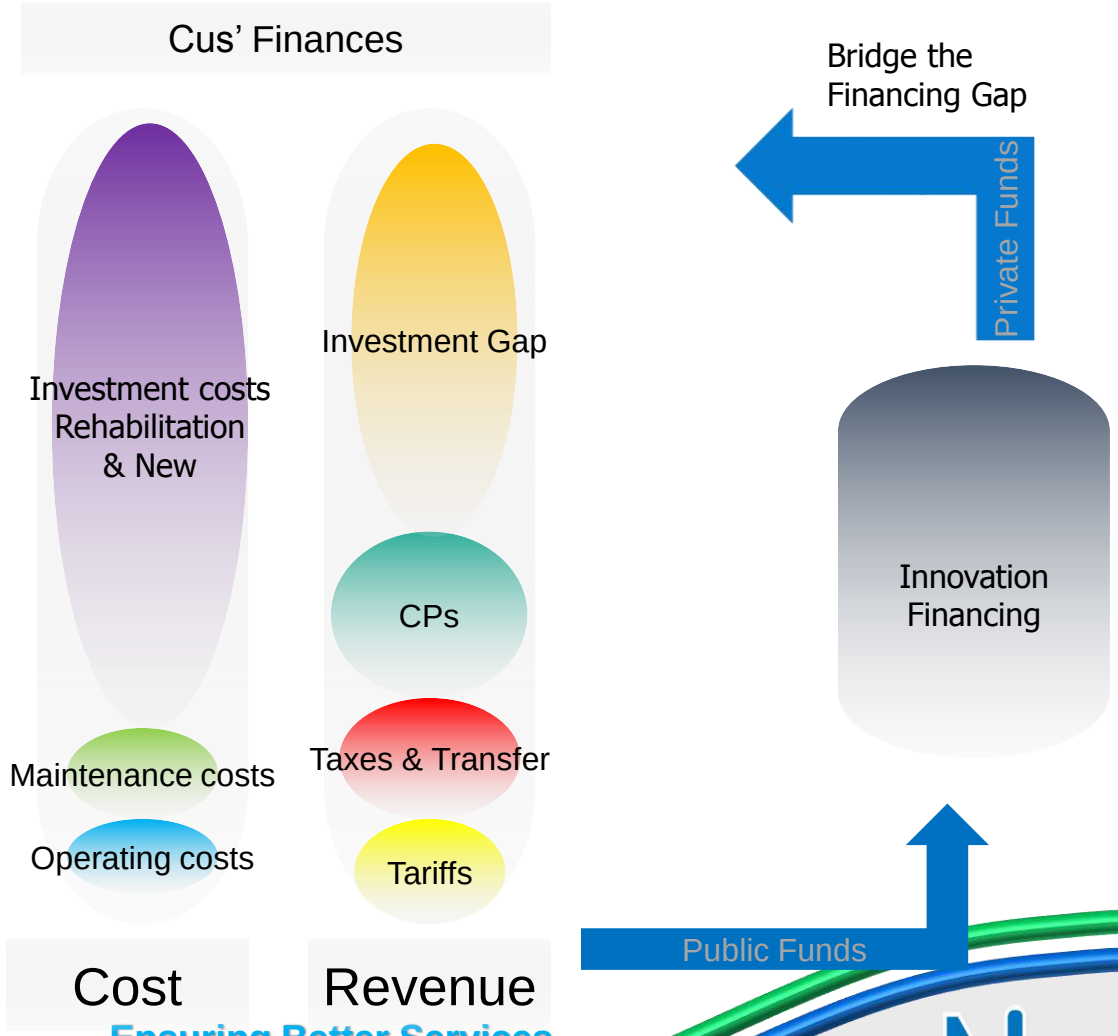
MAJOR CHALLENGES

- ✓ Operational efficiency
  - ✓ Energy usage
  - ✓ Asset management
  - ✓ High Production Costs
  - ✓ Use of technology
- ✓ High Levels of Unaccounted For Water
  - *Low metering coverage / Management of meters*
  - *Run down water distribution pipes*
  - *Vandalism of infrastructure*
  - *Illegal connections*

MAJOR CHALLENGES – Cont'd

- ✓ Overloaded Sewerage System
  - ✓ Onsite sanitation as an option
  - ✓ Technology & Management
  - ✓ Sewerage sludge treatment / disposal
- ✓ Pollution & Contamination of Raw Water Sources
- ✓ Human resource / capacity building
  - ✓ The foot soldiers
  - ✓ Know-how transfer
- ✓ Inadequate capital investment in the water sector

Costs Vs Revenues



Ensuring Better Services and Fair Value

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Know and Understand Change Drivers

1. Infrastructure:

- Need for improvement.
- Pipes buried underground, condition unknown-greatest need
- Raise capital to fund infrastructure needs
- Needs larger to be borne by consumers

2. Drinking Water Regulations:

- Numerous contaminants in water
- New chemical contaminants vs treatment facilities
- Require new technology & new employee skills – financial

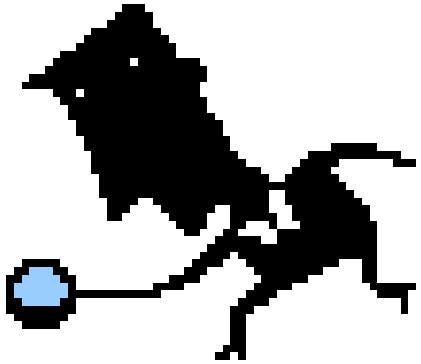
3. Environmental Regulation

- Stricter control of release of chlorine to environment
- New chemicals and paradigm shift

4. Sustainable Community Initiative

- Population growth: Water resources constrained
- Focus on water conservation, financial incentive for replacing old fixtures with efficient ones
- Operation opportunities to reduce energy cost

5. Public Relations and Communication



- Confidence in CU diminish as tariffs increase and public perceive water as unsafe
- CU no longer unnoticed monopolies
- As Consumers are better informed they demand involvement in decision-making process

MAY BE ONE OF MOST CRITICAL TOOLS

6. Watershed Management

- Need for continued quality & quantity of water surface/ground
- Need for CU to take leadership role as major user

7. Application of Information Technology

- CU using IT more effectively in business and improved efficiency and customer service
- Increase automation of traditional labour intensive activities – treatment plant, pumping station
- Need organisational strategy to optimise benefits of these improvements

8. Training and partnerships

- New skill sets required with greater influence from non-technical (finance, legal, customer relations etc)
- Skilled technical personnel
- Transfer enhanced skills and link with learning institutions

9. Economic Pressure

- Need to demonstrate operational efficiency
- Getting public resources-demand for greater efficiency
- Shift from risk avoidance to risk management

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Bottom-line ….more entrepreneurial thinking!

Zambia serviced by 11 commercial utility companies

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Thank you

Water Supply

Sanitation

Balancing commercial and consumer interests

"For tomorrow belongs to the people who prepare for it today"
<u>African Proverb</u>

Ensuring Better Services
and Fair Value

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