

The Copperbelt Water Operator Partnership. Developing Capacity for Replicating Best Practices on serving Low-Income Communities and Reducing Non-Revenue Water in the Zambian Water Sector

The action develops capacity for replicating Best Practices in the Zambian Water and Sanitation sector through a pilot at 3 operators from the Copperbelt Province and subsequent up-scaling and embedding across the water and sanitation sector in Zambia.

Copperbelt Province Kitwe, Chingola, Ndola



Zambia

Project objectives

To contribute to better governance and management in the Zambian water and sanitation sector and to the sustainable development and maintenance of water infrastructure. The action specifically aims to develop capacity for replicating Best Practices on serving Low-Income Communities and reducing Non-Revenue Water through a pilot at 3 operators from the Copperbelt Province, and subsequent sector-wide up-scaling and embedding.

Main Project activities

- 1 Document and make accessible (a) Best Practices in both Zambia and Mozambique, and (b) replication processes at the 3 Copperbelt utilities;
- 2 Prepare Training Material and Training-of-Trainers on the topics of Low Income service provision and Non Revenue Water reduction;

- 3 Organise 4 annual BP Zambia-wide seminars: featuring the 4 pre-selected Best Practices; voluntarily submitted Best Practices Zambia-wide; featuring 3 replication processes at the Copperbelt; and featuring replication plans Zambia-wide;
- 4 Training of relevant staff all over the Zambian water sector on Low Income Community service provision and Non Revenue Water reduction;
- 5 Draft replication Plans at the 3 Copperbelt utilities, and at all 11 Zambian operators.
- 6 Implement the Replication Plans at the 3 Copperbelt utilities.



Expected results

- Significant and convincing improved service provision to 10,000 inhabitants of Low Income Communities in the Copperbelt;
- Significant reduction of Non Revenue Water from average of 43% to 35% in the Copperbelt;
- Minimum reduction of vandalism by 25%;
- Minimum increased metering coverage by 10%;
- At least 24 Best Practices and 3 replication processes made accessible through publishing and presentation;



- 300 capacitated staff on serving Low Income Communities and reducing Non Revenue Water;
- Guidelines and training material on serving Low Income Communities and reducing Non Revenue Water;
- Tailored Replication Plans for all 11 Zambian Water operators;
- 4 Zambia-wide annual recurrent seminars on replicating BPs with each approximately 100 attendants;
- Dedicated Best Practices website.

Financing

European Union Water Facility 75%, VEI financing 11%, WSUP 2%, Local 11%.

Type of contract

Technical Assistance.

Contract value

€ 1,319,200.

Duration of the contract

2011 - 2014

Available funds

Vitens and Evides Waterbedrijf, the Netherlands two largest water utilities make € 3 million available for international projects each year. This internal budget is leveraged by contracting public-private partnerships and deploying the financing opportunities of the various parties, such as the Netherlands' Ministry of Development Cooperation and Economic Affairs, the World Bank, the European Bank for Reconstruction and Development (EBRD) and the Asian Development Bank. Vitens and Evides have also formed the independent charity foundation Water for Life, which enables clients to contribute to international water projects via their water bills.

Population

Zambian water operators	Start of operations	Connections	Total population in service area	Towns served	Staff	Water coverage	Sanitation coverage	NRW%
Nkana WSC	2000	43,805	685,420	3	347	88%	52%	42%
Kafubu WSC	2000	48,365	633,656	3	356	86%	59%	45%
Mulonga WSC	2000	41,600	436,249	3	307	89%	71%	42%
Total Copperbelt utilities		133,770	1,755,325	9	1.010	88%	61%	43%

Vitens Evides International

Vitens Evides International supports water companies in developing countries by helping them improve their business processes in a sustainable way. We do this by sharing the extensive and prolonged experience of the two largest privately run public operators in the Netherlands: Vitens and Evides Water Company. Through technical, operational and management support, we enable local utilities to make progress in such areas as Water Quality and Safety, Non-Revenue Water, Asset Management and Financial Planning & Control. By teaming up for better performance, we aim to generate the investments required to improve and expand water services in the world's most rapidly developing urban areas. This means that more people will enjoy reliable and safe drinking water and sanitary facilities, now and in the future. With its activities, Vitens Evides International contributes to achieving the Millennium Development Goals set by the United Nations. Over the past ten years, Vitens Evides International has already helped improve water services to more than twenty million people in Asia, Africa and Latin America.

Millennium Development Goals

The Dutch government actively supports the UN target to halve the number of people without safe drinking water and sanitary facilities (1.0 billion and 2.5 billion people respectively) by 2015. In this context, Vitens and Evides are doing all they can to share their expertise and experience in the operation and maintenance of water supply and sewerage with water companies in developing countries. Through their international alliance, Vitens and Evides are involved in providing safe drinking water to over 20 million people in parts of the world where reliable water services are not readily available.

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