

FEACAL SLUDGE MANAGEMENT; EXPERIENCES IN IMPLEMENTING PERFORMANCE BASED CONTRACTS



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Global South Academic Conclave on WASH and Climate 2026
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Gates Foundation

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presentation outline

1. LWSC overview
2. Sanitation status before implementing PBC
3. Market structure prio to PBC
4. Market assesment
5. City Wide approach
6. Objectives of the contract
7. Risk allocation
8. Mornitoring & verification plans
9. Achievements
10. Lessons learnt

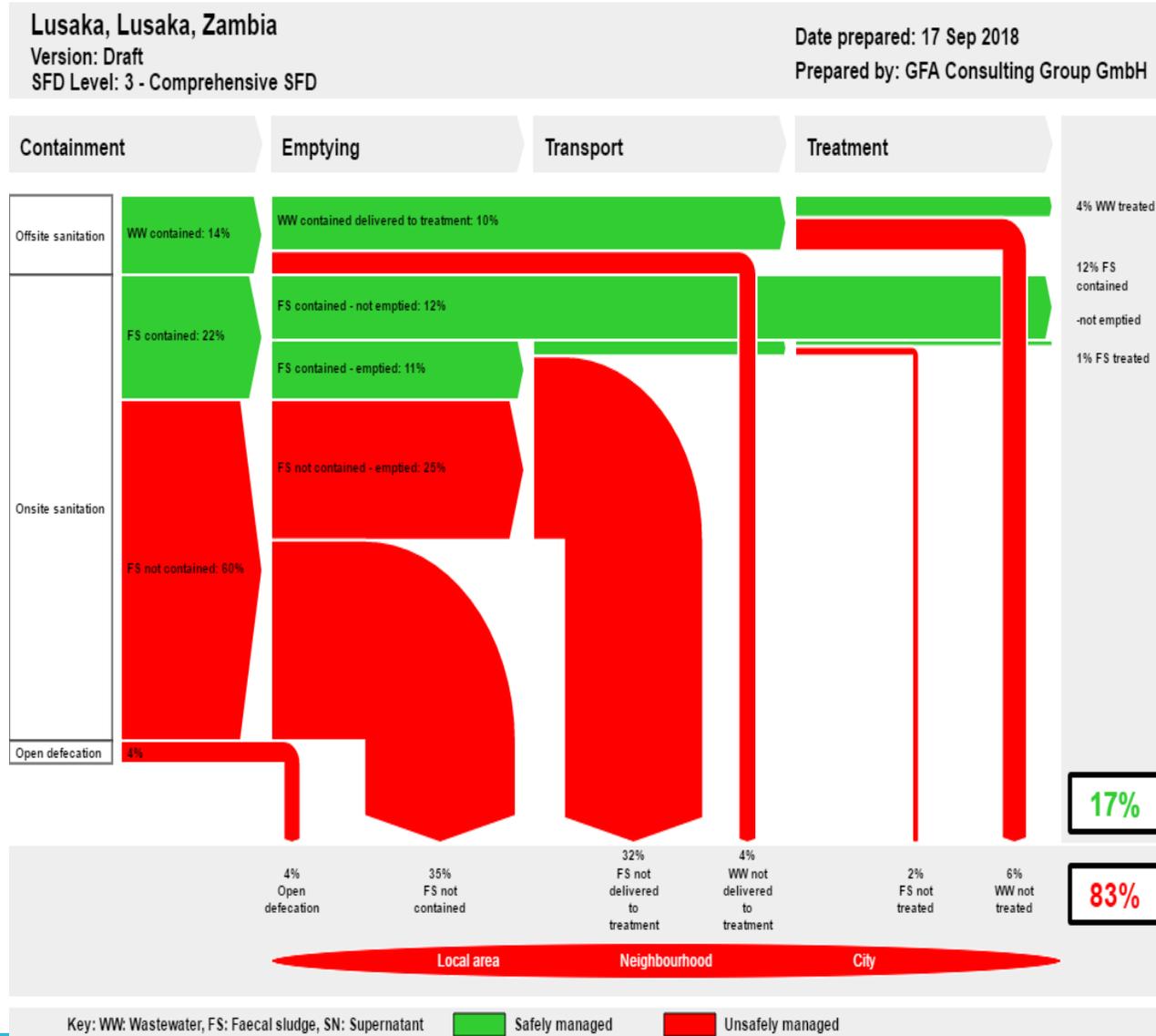


Overview of LWSC

- Lusaka Water has a mandate of Supplying water and sanitation services to Lusaka Province
- Service area population of 3.01 Million people
- Approximately 70% of the population are in Peri urban areas.
- The Company has 11 licensed Water trusts
- Water Supply Coverage is 94.% and Sanitation Coverage of 82%
- Total customer base 142,336



2. Sanitation status before implementing of PBC



- Poor containment facilities
 - Lack of treatment facilities
 - Treatment inadequacies for WWTP
 - indiscriminate disposal of human waste
 - unemptied sludge
 - emptying response too slow due to limited SPs
- NB: Onsite Sanitation (OSS) facilities – 85% -90%**

Market structure prio PBCs

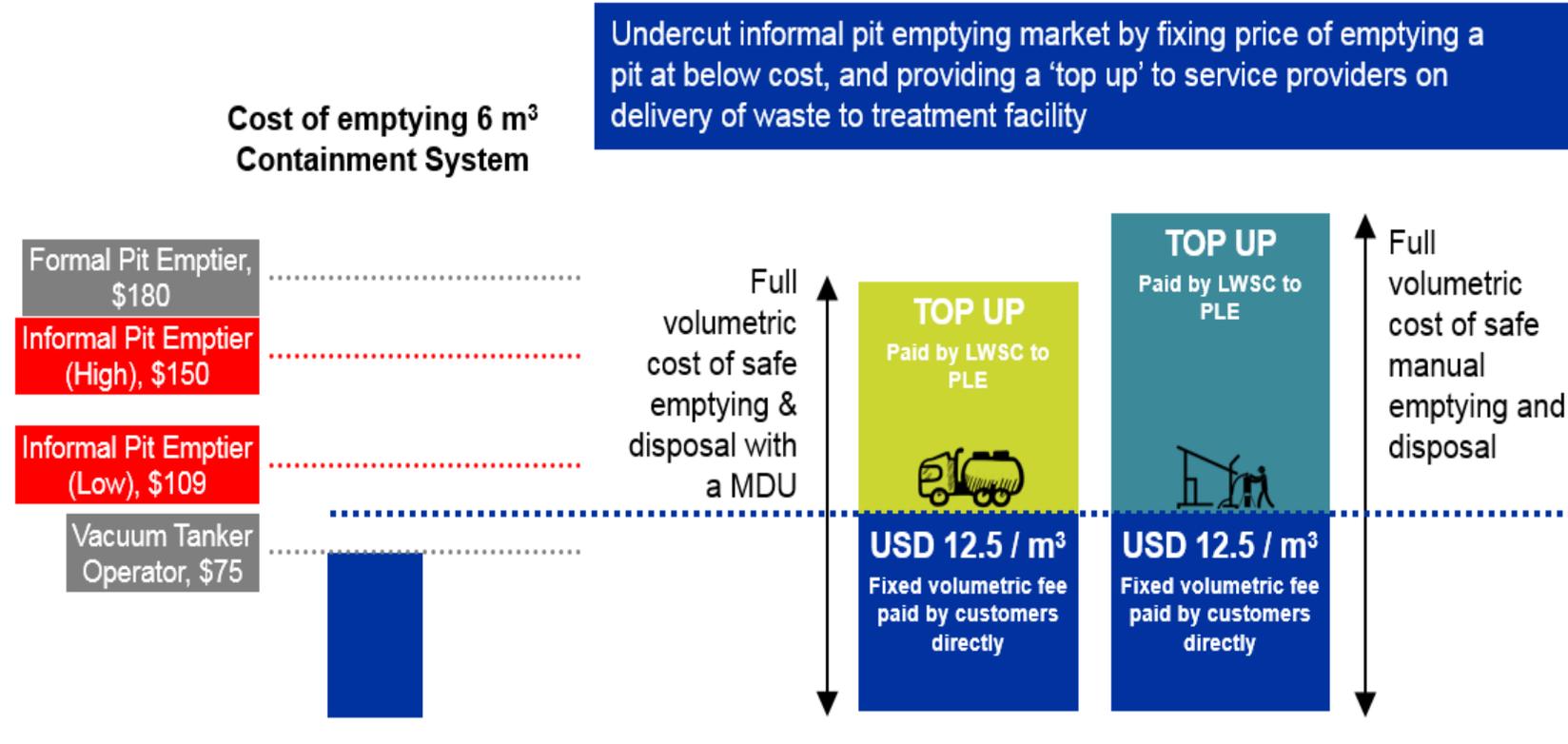
Service Provision

- Septic tank emptying - Free market
- Pit latrine emptying – CBEs – Chazanga/Kanyama and surrounding areas
- CWT/KWT – transended water supply service provision to include FSM
- LWSC provided technical assistance and general oversight through an MoU with the two CBEs
- Pit latrine emptying – Informal and untrained emptiers
- Low-income – pricing by CBEs
- Non-Low-income access free market



Market assessment strategy

Cost of service



Objectives of the contracts

- **Provide emptying and transportation services for pit latrines in the contract area**
- 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 emptying and transportation services.
- Invoice the customers for the household contribution
- **Pay the Contractual Gate Fee at the treatment plant**
- Fill customer information into LWSC's On-Site Sanitation Database
- Ensure all staff are trained appropriately



Risk allocation

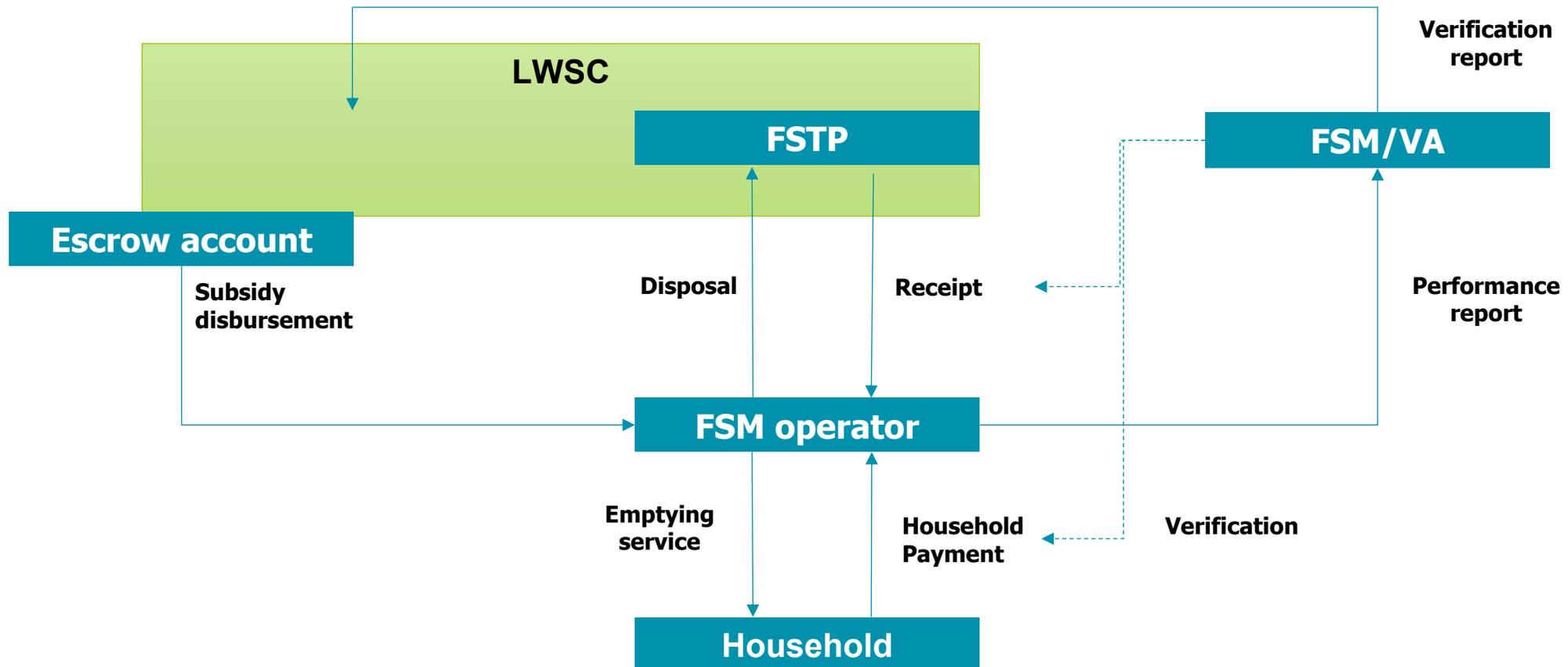
Private Operator/CBE

Risk type	Mitigation
○ Demand Risk	<ul style="list-style-type: none"> ✓ Trained Operators in marketing strategies ✓ Undertook FSM awareness sensitisation meetings
○ Household payment risk	<ul style="list-style-type: none"> ✓ Payment done prior job execution based on assessment by the operator
○ Performance risk	<ul style="list-style-type: none"> ✓ To guarantee performance, operators payments are verified by an independent agent prior to performance subsidy disbursement

LWSC

Risk type	Mitigation
○ Authority payment risk	<ul style="list-style-type: none"> ✓ Specific account for subsidy fund created and ring fenced
○ Availability of designated treatment facilities	<ul style="list-style-type: none"> ✓ Opening of another disposal point at the STP ✓ Two FSTPs under construction

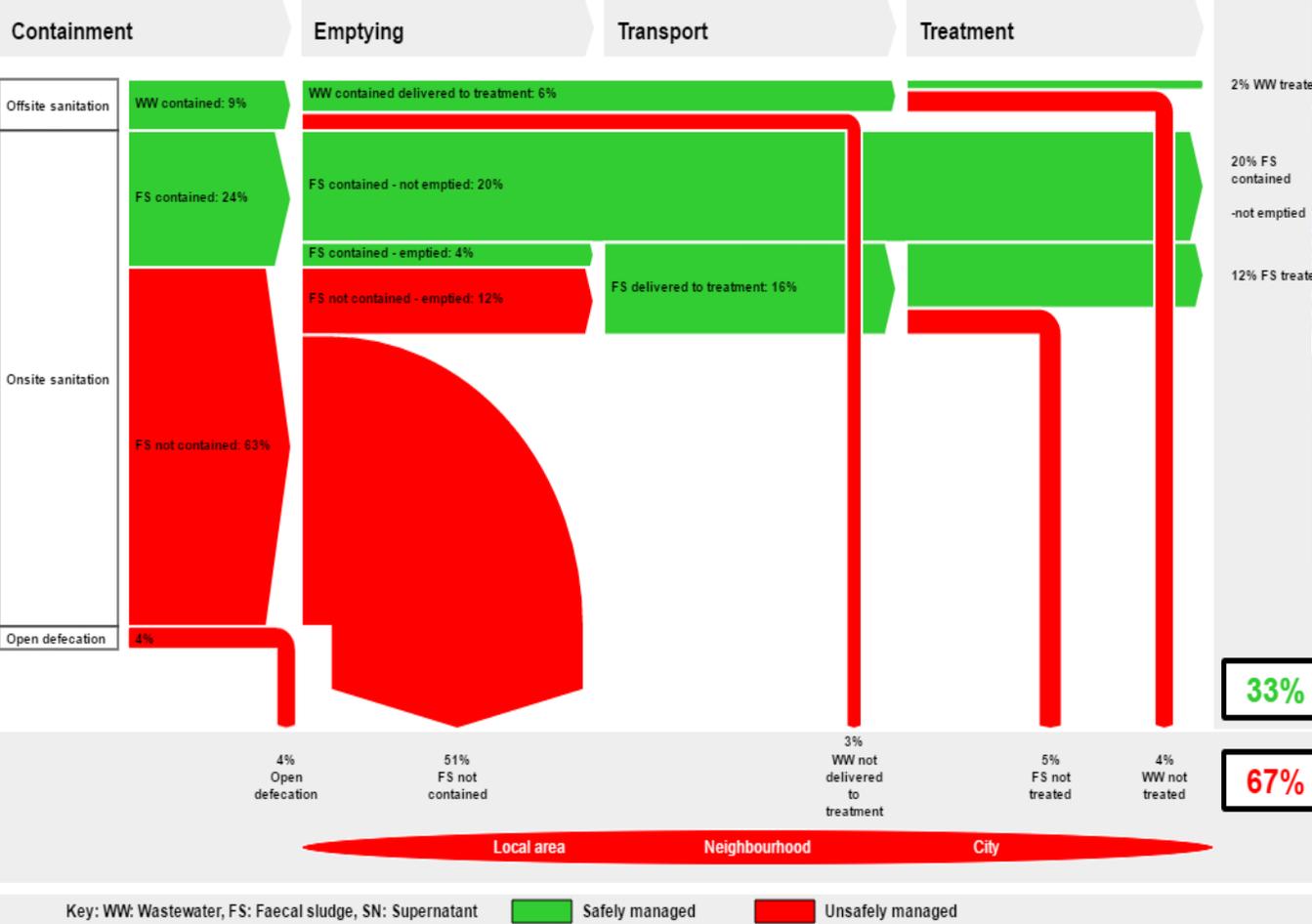
Financial Model- Monitoring and verifications operational plan



ACHIEVEMENTS

Lusaka , Lusaka , Zambia
Version: Draft
SFD Level: 3 - Comprehensive SFD

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Prepared by: LWSC



The SFD Promotion Initiative recommends preparation of a report on the city context, the analysis carried out and data sources used to produce this graphic. Full details on how to create an SFD Report are available at: sfd.susana.org

lessons learnt

- ❑ **Dedicated service areas** brings about efficiency and quality in service delivery
- ❑ **Manual emptying equipment** suitable for emptying pit latrines
- ❑ Continuous engagement with SP & CBEs through **Service providers forums** brings about continuous improvement
- ❑ **Capacity building** is key in the utility and service providers
- ❑ Continuous **community awareness and marketing** essential for uptake of the service
- ❑ **Meaningful revenue potential** for LWSC and the operators from service delivery
- ❑ Besides improving sanitation service delivery, PPP model brings about **empowerment through employment creation**



Thank You

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