



REPORT ON

EASTERN AND SOUTHERN AFRICA

WATER AND SANITATION REGULATORS ASSOCIATION

5TH ANNUAL GENERAL MEETING



Hosted by the National Water Supply and Sanitation Council (NWASCO)

Pamodzi Hotel, Lusaka, Zambia

3rd – 5th August 2011

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Annex: 5th AGM Programme

1. INTRODUCTION

The fifth Annual General Meeting for the Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association was held in Lusaka, Zambia from 3rd to 5th August 2011. The meeting was hosted by the National Water Supply and Sanitation Council (NWASCO).

The meeting brought together about 39 participants including journalists to cover the event. There was representation from the 5 member regulators (NWASCO of Zambia, CRA of Mozambique, WASREB of Kenya, EWURA of Tanzania and RURA of RWANDA), Lesotho Electricity (and Water) Authority who attended as observers, two local WSS providers, the Water and Sanitation Association of Zambia, GIZ and ADB.

Four other regulators had been invited to attend as observers but were unable to make it. The Departments of Water Affairs from both Uganda and South Africa had confirmed participation but were unable to attend at the last minute due delays in obtaining approval to travel. There was no response received to the invitations sent to REGIDESO of Burundi and MWERA of Malawi and efforts to contact them by telephone proved futile.



2. OBJECTIVES

The meeting was structured around the theme ‘Beyond Conventional Regulation’ as a build-on to the theme of the 4th AGM which was ‘Responding to the Changing Environment’.

The meeting also sought to adopt the Strategic Plan for the period 2011-2013, adopt amendments to the Constitution and adopt new rules of operation for the Association.

3. PROGRAMME OUTLINE

- Day one of the programme focussed on the topics of
 - Regulating Sanitation
 - Regulation versus the human right to water
 - Prepaid metering and implication on regulation
 - New regulatory instruments for CRA
- Day two focussed on updates from all regulators present and internal issues for the Association.
- Day three was combined with activities related to NWASCO's launch of the 2010/11 WSS Sector Report.

3.1 DAY ONE

3.1.1 OFFICIAL OPENING

The meeting was officiated by the Permanent Secretary in the Ministry of Energy and Water Development (MEWD) which is the ministry in charge of water in Zambia. The meeting was begun at 09:00 hours with opening remarks from the Director of NWASCO followed by introductions of each participant. The Vice Chairman of the NWASCO Board gave welcoming remarks and invited the Permanent Secretary to officially open the meeting.

In the remarks made by Mr Levi Zulu, the Vice Chairman of the NWASCO Board, he highlighted the progress the Association has made since its first meeting in 2007 up to the signing of the Constitution in 2010. The Vice Chairman also pointed out the appropriateness of the theme given that the environment is changing and continues to change and thus regulation cannot continue to rely on conventional methods in response to changes. The remarks highlighted the topics to be discussed with emphasis on establishing better approaches to regulation in light of the persistent low sanitation coverage, the UN declaration of water as a human right and changing technologies in WSS service provision. The Vice Board Chair ended his remarks with an assurance to stakeholders that with a Strategic Plan now in place, the Association is not only adopting but also inventing modern regulation to respond to changes and thereby making a difference in service delivery.

In the opening speech given by Teddy Kasonso, the Permanent Secretary of MEWD, he commended the regulators for coming together to share experiences and knowledge on how to address challenges that are common in the region and adopt best practices where applicable. He also reiterated the fact that in a dynamic world, we cannot afford to sit back and assume that the policies, instruments or tools that we develop today will

be applicable tomorrow. The P.S. challenged the regulators to drive the direction of service provision and advise Government as per their mandate where there are lapses in the legal/institutional frameworks to discharge regulatory functions. He also emphasised the need to ensure commitment to good governance principles in the sector, as well as to develop methods to adequately inform and consult the consumer. The P.S. further urged the regulators to institute guidelines and measures to regulate small systems and independent suppliers/individuals with own supply to safeguard the quality of underground water. In closing his speech and declaring the meeting officially opened, the P.S. cautioned the regulators against meeting for endless discussions but rather to ensure that there are concrete outcomes that will change the face of regulation for the better.

3.1.2 REGULATING SANITATION

This session focused on how sanitation could be regulated given that it seemed largely unclear to most regulators on how and what to regulate.

Presentation- Oswald Chanda, External Expert

Mr O Chanda from the African Development Bank was invited as an external expert to make a presentation on how to regulate sanitation. The presentation focussed on:

- Tracing sanitation development
- Key Challenges to address in sanitation
- Creating an environment for sanitation regulation
- Absolute minimums to regulate sanitation
- Discussion points
 - What do you include in Sanitation Definition?
 - What are the workable Minimum Service Levels for various areas?
 - What level of levy is appropriate?
 - What shall be your marketing strategy?

Presentation- Anita Gaju, RURA

RURA which has a Directorate of Sanitation gave its experience in regulating sanitation. The content of the presentation was as follows:

- Introduction
- Definitions
- Mandate and structure
- Legal and regulatory framework
- Market structure and players
 - Service ownership and management

- Type of operators
- ❑ Conduct regulation
 - Tariff Setting
 - Quality of Service
 - Protection of users interests
 - Operators Sustainability
 - Environment and safety
- ❑ Challenges
- ❑ Conclusion

Lessons from Countries

WASREB- Kenya

The focus on sanitation in the past has been inadequate compared to water and promotion of onsite systems not fully exploited. Access to urban sanitation is estimated at 76% and access to rural sanitation estimated at 57%, both still below the acceptable sector benchmark of 80%. Of the 112 WSPs, only 23 have sewerage systems with sewerage coverage in urban areas estimated at a low of 15- 19%. The majority of the population use onsite sanitation. The Ministry of Water and Irrigation (MWI) formulated a Sanitation Implementation Plan in 2009 to help give sanitation priority. The plan concentrates on water sector institutions but does not intend to determine the roles of institutions in other sectors. It offers strategy for the sector institutions to contribute to off- and on-site sanitation infrastructure development, and indicates targets and strategic actions as well as the required budget and enforcement mechanisms. The mandate of WASREB in regulating sanitation includes enforcement of water sector sanitation concept through regulation at WSBs and WSPs; elaboration and enforcement of standards issued by the different ministries (MoPHS, MWI, Environment, etc.) through guidelines for WSBs and WSP; provision of incentives for WSPs; monitoring development of sanitation through WARIS information system.

NWASCO-Zambia

The WSS Act limits sanitation to waste water and human excreta only. The Legal and institutional framework is in place with a number of institutions involved in sanitation. The challenge is on how to coordinate among Local Authorities, Zambia Environment and Management Agency and NWASCO. The Town and Country planning Act also has lapses. The appreciation and general management of society in sanitation is poor. Marketing to politicians is needed to attract investment e.g. using demonstrated cases of reduction of cholera due to provision of piped water supply.

EWURA-Tanzania

It is only recent policies that have taken both water supply and sanitation into consideration. Sanitation was only taken as sewerage because it was easier to manage by CUs. The WSS Act of 2009 defines sanitation as safe disposal of human excreta, faeces, urine and industrial waste. Solid waste is not covered. The policy on sanitation is still being worked on. In the absence of a policy, sanitation needs to be fragmented in order to regulate it properly. The aspects of human excreta & faeces, urine, industrial waste and solid waste must be well separated and defined. Regulation can only go up to defining minimum service levels, technology to be used and promotion of sanitation. Enforcement should be left to Local Authorities (LAs) for latrines as the regulator may be overburdened.

CRA-Mozambique

Mozambique is not very different. Sanitation is still a fragmented responsibility, with institutions involved being the Ministry of Health, Ministry of Public Works (which is also fragmented to drainage under LAs, sewage-partly with LAs, partly Central Government). Recently a strategy was put in place to deal with both water supply and sanitation with emphasis on sanitation, and to put in place a Board and entity to deal with sanitation. CRA's mandate was also recently extended to include sanitation though not yet implemented as it is not yet clear what/how to regulate. Definitions that will guide how to proceed are in progress.

LE(W)A-Lesotho

Lesotho has a WSS Policy of 2007 and Act. Piped sewage systems are in place for urban areas, VIPS under Rural water to be taken care of under Health department. The private businesses focus on septic tanks. The regulatory challenge is on VIPs. There are initiatives underway by Worldbank to expand the sewage system in Maseru and other peri-urban areas.

Discussion

The plenary discussion highlighted the following issues:

- Country/town planning needs to have component of sanitation development. Construction of facilities, such as hotels for example, needs to specify how they will manage waste.
- We need to be careful about choice of technology that will suit the situation.
- Ecosan toilet in Kenya is a success although when tried in LA setup it failed yet under PRSP it worked. So there is need to consider under what setup technology is applied.

- The Question that needs to be answered is why sanitation is neglected? Is it because of tradition/culture- then market it appropriately, or is it because of cost-find investment, or is it technology? When the answer is found then issues can be dealt with in order to get attention.
- Create incentives in regulatory processes. Some countries charge same amount for both water and solid waste whereas in Zambia, the sewerage charge is applied as a proportion of water.
- Marketing sanitation is important. Treatment and waste must ensure environment is not polluted. The question is how do we mobilise resources and ensure everyone pays for services?
- Lesotho is implementing a DEWATS system of advanced technology which perhaps other countries could learn from.

3.1.3 REGULATION VERSUS THE HUMAN RIGHT TO WATER

This session focussed on the implication to regulation of the declaration of water as a human right by the UN.

Presentation- Mutaekulwa Mutegeki, EWURA

EWURA gave a presentation on the case of Tanzania with a focus on water tariffs versus the human right to water. The presentation content was as follows:

- Introduction
 - Why Human Right to Water?
 - Evaluation Criteria of the Right to Water
 - Affordability of Water Services
 - Water Pricing and Affordability
- Water tariff and human right to water: Interventions by Tanzania
 - National Water Policy (2002)
 - National Water Sector Strategy and Legislation
 - EWURA Act
 - Economic Interventions
 - Technical Interventions
 - Institutional Interventions
- Conclusion

Discussion

The plenary discussion highlighted the following issues:

- The unconnected customers tend to pay more than those connected which is remarkable and not unique to Tanzania.

- The focus should be more on access to service. Affordability can come later.
- Affordability should be secondary to access and the questions to ask are how can this be achieved? What will operating cost look like? Will access not become unaffordable?
- Differentiation must be made between willingness and affordability to pay. The ‘poor’ may be able to pay but not willing. Willingness is also related to quality of service. There are still questions as to who are the poor? What definition should we use? The priority is to have access; those that can’t pay can be dealt with using other strategies.
- For Rwanda, public standposts/kiosks are not being promoted but rather individual connections to network. The concept of free water to low-income areas is a good lesson for Rwanda because the poor are not considered in the aspect of urban but rather rural context only.
- It is important to note that with respect to the quality of water, not all water is meant for human consumption which may require different levels of treatment thus affecting the cost of operation.
- How do we balance social and economic objectives in light of human right? Cost of production should be equal to marginal cost. The challenge is to ensure that the urban poor place more emphasis on water service. There are balances to strike in service delivery such as O&M, cost recovery etc
- With respect to the life-line block, you need access to benefit from this yet most poor people have shared connections hence they tend to consume beyond life-line block. How can the life-line be provided? The rising-block tariff can disadvantage the poor if they are using a shared connection. In Zambia, the metered tariff for kiosks and public standposts is a single-block life-line tariff.
- Who pays for free water? That has to be taken care of in the design of the tariff.
- How does the LA identify the poor of the poor and how is this enforced by EWURA? Utilities give coupons to poor households identified by LAs to obtain water even from the neighbour.
- How is ring-fencing factored in for extending services to unconnected when the tariff model focuses on covering O&M costs first? Sustainability of service is related to cost recovery. If only O&M is covered, who is covering the gap? Utilities must be helped to move towards cost recovery.

3.1.4 PREPAID METERING AND IMPLICATION ON REGULATION

This session focussed on changing technology in service delivery and the impact on regulation.

Presentation- Webster Chola, Lusaka Water and Sewerage Company

A local WSS provider, Lusaka WSC, was invited to make a presentation on prepaid metering which it had been piloting for some time and its impact on service delivery. The content of presentation was as follows:

- Introduction
- Some challenges facing the company
- Lusaka Water and Sewerage Pre - paid Metering
- Prepaid metering benefits to customers
- Prepaid metering benefits to company
- Pre-payment revenue collection
- Customer Management/Perception
- Collections and arrears recovery
- Hours of supply
- Communal pre-paid meters
- Operations and Sustainability

Presentation- Kasenga Hara, NWASCO

The implication of pre-paid metering on regulation was highlighted in a presentation by NWASCO as follows:

- Some advantages of pre-paid metering
- Some disadvantages of pre-paid metering
- Regulation – requisite guidelines

Discussion

The plenary discussion highlighted the following issues:

- Can pro-poor pricing be addressed through pre-paid metering? What is the effect on the customer of pre-paid metering?
- From benefits to both customer and company pre-paid metering seems to be attractive. Prepaid meters came into being 5-7yrs ago. The questions to ponder are why don't developed countries have prepaid meters? How do these customers get benefits that seemingly come from prepaid meters? Developed countries don't have meter readers for example but leave room for interaction. We must be hesitant to promote pre-paid metering as a universal technology. Instead it should be selective e.g. for institutions. Lesson can be learnt from kiosk implementation which is designed for social consideration. The human right to water must also not be hampered. Thorough studies must be carried out

to assess applicability of pre-paid meters for specific customers e.g. poor payers or institutions.

- Prepaid metering is a good answer for CUs to issues of non-payment. One can take leaf from mobile companies which make colossal amounts because it is prepaid.
- How are the consumer's interests protected? Compare cost of conventional metering with cost of pre-paid. Are there other strategies that can be used to address the same problem that are less costly to the customer?
- What is the level of failure of pre-paid? Who bears the cost of replacement?
- What is the implication of pre-paid meters on accessibility (vis-à-vis resorting to shallow wells), is it resolving the problem or creating a new one?
- Kenya has implemented pre-paid metering successfully to sustain connections by reducing replacement costs (stop-corks, borehole broken down).
- Explore other strategies for increasing collection efficiency than to rush for technology that does the job for provider.
- Regulators need to control how prepaid metering should be done- it may not be applicable in every situation. The human right is also affected. There is a need for regulators to establish guidelines for applicability of pre-paid metering given that certain basic conditions must be met, e.g. consistency of water supply hours, accessibility to pay points, reliability of suppliers etc
- Regulators must realise that pre-paid metering is here to stay and must ensure it is embedded in the regulatory regime.

3.1.5 NEW REGULATING INSTRUMENTS IN MOZAMBIQUE

This session highlighted new instruments for regulation recently introduced in Mozambique.

Presentation- Miguel Magalhaes, CRA

The presentation content was as follows:

- Fundamental Functions: Differentiated and Decentralised
- The delegated management framework: a milestone on water sector reform
- Regulation regimes
- Revised CRA's decree- what is new?
- Regulation as a function of service provider
- Standard regulatory agreement

Discussion

The plenary discussion highlighted the following issues:

- The number of providers (1st level 70, 2nd level-130) makes it complex to implement regulation effectively. In Zambia, LAs formed joint ventures to take advantage of economies of scale. Perhaps Mozambique government could make decisions in this line.
- In Rwanda, for rural WSS, service can only be delegated for effective management. However, some systems don't attract the private and are run through the community. New policy will be to cluster systems and get a single operator to manage, then regulation can come in.
- In Kenya, regulation is delegated to WSB. Regulator focuses on bigger towns.
- How far can regulation by a regulator go? What is cost effective?

3.2 DAY TWO

3.2.1 UPDATES FROM COUNTRIES

Each regulator was asked to give a short presentation on developments since the last annual general meeting.

RURA – RWANDA

The Rwanda Utilities Regulatory Agency (RURA) is a multi-sector regulator for water, transport and ICT. The presentation highlighted the following:

- *Country Overview*
Rwanda is a small mountainous country located in Central-East Africa with a population estimated at about 11 million, 14% of which is urban.
- *Status of Water Service*
The National targets for access to drinking water as underlined by the EDPRS and Vision 2020 are 86% by 2012, 92% by 2015 and 100% by 2020. Urban WSS has one public utility under EWSA operating in 15 urban centres. Rural WSS currently has 847 water systems which are mainly gravity systems. About 30% are under private management and there is limited regulation intervention.

Key performance Indicators-Urban:

- Urban drinking water coverage : 90%
- Metering ratio: 98%
- UfW: 32%
- Collection rate: 82%

- *Challenges*
 - Private sector involvement very limited at present
 - Lack of a strong legal and regulatory framework,
 - Water quality control remains an ultimate challenge in rural areas,
 - Most private operators in rural areas are still not yet professional,
 - Failure to obtain information from operators: Reporting requirement is still to be improved,
 - Water tariffs in rural areas tend to be relatively high, in particular where pumping is involved

NWASCO - ZAMBIA

The National Water Supply and Sanitation Council regulates service provision for urban areas only. The presentation highlighted the following:

- *Country Overview*
Zambia is located in Southern Africa with a population estimated at about 13 million, 39% of which is urban.
- *Status of Water Service*
NWASCO is regulating 11 Commercial Water Utilities and 7 private schemes.
Key performance Indicators-Urban:
 - Water Service Coverage – 77.5%
 - Sanitation Service Coverage- 54.1%
 - Metering ratio – 58%
 - UfW – 46%
 - Hours of Supply – 16
 - Collection Efficiency – 84%
 - O&M Cost Coverage – 105%
- *Developments*
Strategic plan for 2010-2012 in place; 5 Guidelines revised (Tariff Setting, Water Quality Monitoring, Minimum Service Level, Accounting, Annual Reporting); New guidelines under development (Sanitation, Non-revenue water); Mechanism for assessing CU Boards developed; Regulation by Incentives 4th Cycle completed with 100% CU funds; Roving Consumer Forum per province introduced; Ring-fencing concept being developed (Fixed meter charge – for metering, Sanitation Surcharge- for sanitation); Optimum Cost Structure for CUs under development

EWURA – TANZANIA

The Energy and Water Utilities Regulatory Authority (EWURA) is a multi-sectoral regulator for water and sewerage services, electricity, petroleum and gas. The presentation highlighted the following:

- *Country overview*
The United Republic of Tanzania is a union of two sovereign states namely Tanganyika and Zanzibar. With a population estimated at about 34,443,603, 23.1% of which is urban.
- *Water sector overview*
EWURA regulates 129 autonomous Water Supply and Sanitation Authorities (WSSAs) which include Regional, District and Small Towns Water Supply and Sewerage Authorities (DWSSAs) located in regional, district and small towns capitals, respectively.

Overview of the water sector performance for 2009/10:

- Out of 109 utilities, only 79 submitted their annual reports
 - Since the accuracy of most of the reported data could not be ascertained, few indicators have been selected which give a general view of the performance of District, Small Town WSSAs and the National Water Projects.
 - The average hours of service for Districts, Small Towns and the National Water Projects WSSAs was 10 hours for 2009/2010
 - The average metering ratio was 47% in 2009/2010
 - The average staff per 1,000 connections was 35 for 2009/2010
 - On average, water production can only satisfy about 55% of water demand.
- *Challenges and Way forward*
 - There is relatively high cost for regulating district and small water utilities. The Authority is working closely with the Ministry of Water in order to establish Clustered water utilities which will eventually reduce cost of regulation.
 - Utilities have difficulties in accessing commercial loans which make them dependent on tariff to finance their investments. The Authority is working on guidelines which will assist utilities obtain guarantee from the government and ultimately access commercial loans.
 - District and small water utilities lack required skilled manpower. The Authority has introduced a tariff methodology which gives automatic tariff adjustments to district and small water utilities based on tariff indexation.

WASREB – KENYA

The Water Services Regulatory Board was established in March 2003 to oversee the implementation of policies and strategies relating to the provision of water and sewerage services. The presentation highlighted the following:

- *Water Sector Overview*

In August 2010, Kenya signed into law a new constitution enshrining **the Human Right** to water. The 2010 Constitution provides for a two-tier governance framework: National Government (NG)-public investments and County Government (CG)- provision of water and sanitation services. This presents a good opportunity for reviewing sector structures for effectiveness and efficiency.

- *Developments*

- Proportion of WSPs complying with data submission continue to show positive trend.
- Improvements in Water and Sanitation Coverage
- 63% of WSPs within Very Large & Large Category achieve over 100% O&M cost recovery. Only 25% of Small WSPs fulfill the criteria for O&M cost recovery. This firmly establishes the case for clustering for commercial viability
- Wasreb has approved 37 Regular Tariff Adjustments (RTAs) covering mainly the large WSPs
- WSB's performance remains wanting-largely due to inadequate execution of core activities such as investment, monitoring and financing plans in line with their responsibility.

- *Challenges*

- Resistance by some WSPs to comply with Wasreb's corporate governance guidelines.
- Delays in finalizing the transfer plan -has implications on governance and productivity.
- Continued subsidies to unviable WSPs by the MWI undermines the reform agenda
- Opposition to clustering for economies of scale, sustainability and viability of WSPs.
- Insufficient planning for investments and financing leads to ineffective investments and less value for money
- Communication disconnect between WSBs and WSPs
- Data quality, completeness and timeliness of reporting.
- Pending gazettelement of water rules
- Need to align the Water Act 2002 to the Constitution

CRA – MOZAMBIQUE

The Water Regulatory Council (CRA) regulates the water sector in Mozambique.

Developments:

CRA's Legal Decree was recently revised to give CRA power for setting rules and to issue norms, that bind all water providers; Definition of regulatory framework and agreement, as the key regulatory tool; To set & apply sanctions; Charge a regulatory levy of 2% of gross annual revenue; Ability to delegate the powers to local agents.

CRA has also been in the process of presenting tariff adjustments to Government for the next 3yrs.

LE(W)A-LESOTHO

- *Country Overview*

Lesotho is a small landlocked country and enclave, surrounded by the Republic of South Africa with a population of approximately 1.8million of which 25% is urban.

- *Water Sector Overview*

Water Resources Management Policy 1999 recommended the implementation of institutional change undertaken within the Ministry of Natural Resources. The Water and Sanitation Policy of 2007 established the Multi-sector Regulator – LEWA.

Issues concerning the sector

- Low access to potable water (now 55%, target is 75% by 2015)
- Frequent supply cuts
- Lack of financial resources (for increased access, system expansion).
- Services to the poor (Implementation of 30litres/capita for the poor & pro-poor tariffs)

- *Developments:*

- LEA Act established in 2002
- Electricity Regulation started 2005
- Lesotho Water and Sanitation Policy 2007
- LEA (Amendment) Act 2011 - LEWA
- WASA transformed (Vesting and Established) Act of 2010 and registered as a company and Regulatory function removed
- Currently operationalising the Water Regulation Department
- Establishment of the Model for analysing water and electricity tariffs
- Procurement of the consultant for Developing Regulatory Instruments

6th AGM

The 6th AGM will be hosted by RURA of Rwanda

Secretariat would inform members of the date of the AGM with tentative timeframe given by RURA of between July and August.

4. CLOSING REMARKS

The meeting was closed by the Director of NWASCO who thanked everyone for their active participation and reiterated the institutions' commitment to realising the objectives of the Association as Secretariat.



EASTERN AND SOUTHERN AFRICA WATER AND SANITATION REGULATORS ASSOCIATION

5TH ANNUAL GENERAL MEETING

Theme: “Beyond Conventional Regulation”

3-5th August, 2011, Lusaka, Zambia

PROGRAMME

Day 1: 3rd August 2011

TIME	ACTIVITY	RESPONSIBLE
08:30	Registration of Participants	
09:00	Arrival of the Permanent Secretary - Ministry of Energy and Water Development	
09:05	Opening Remarks & Introduction of Participants	Director, NWASCO
09:10	Welcoming Remarks by the Board Chairman, NWASCO	
09:20	Opening Speech by the Permanent Secretary from the Ministry of Energy and Water Development	
09:30	Regulating Sanitation	Expert Presentation
10:15	Tea Break	
10:45	Regulating Sanitation-Lessons from other Countries & Plenary Discussion	WASREB
11:30	Regulation versus the human right to water	EWURA
12:00	Plenary discussion	RURA
13:00	Lunch Break	
14:00	Prepaid metering and implication on regulation	Lusaka WSC & NWASCO
14:30	Plenary discussion	NWASCO
15:30	Legal Decree and Regulatory Agreement to regulating small and medium-sized utilities	CRA
16:00	Plenary discussion	EWURA
16:30	Tea Break	

END OF DAY 1

Day 2: 4th August

TIME	ACTIVITY	RESPONSIBLE
09:00	Overview from Countries (10mins each)	
	Mozambique	CRA
	Tanzania	EWURA
	Kenya	WASREB
	Rwanda	RURA
	Zambia	NWASCO
	Overview from Observer Countries (10mins each)	
	LEA -Lesotho	Representative
	DWAF-South Africa	Representative
	Directorate of Water Development-Uganda	Representative
10:30	<i>Tea Break</i>	
11:00	ESAWAS Regulators Association-Internal issues	
	Adoption of Strategic Plan 2011-13	WASREB
	Adoption of amended Constitution	EWURA
13:00	<i>Lunch Break</i>	
14:00	Adoption of rules for the Association	NWASCO
15:00	Adoption of Logo for the Association	RURA
15:30	Ratification of amended Constitution, new members 6 th AGM, Selection of Coordinator	Secretariat
16:00	Closing remarks	NWASCO
16:30	<i>Tea Break</i>	

END OF DAY 2**Day 3: 5th August**

TIME	ACTIVITY	RESPONSIBLE
09:00	NWASCO 2010/11 WSS Sector Report Pre-Launch Meeting with Providers	All
<i>11:30</i>	<i>Free</i>	
13:00	<i>Lunch at Pamodzi</i>	
18:00	NWASCO 2010/11 WSS Sector Report Launch and Dinner	All

END OF DAY 3