

Water Supply and Sanitation (WSS) Regulators in Africa – Country Profile Zambia

General information	
Region	Southern Africa
Surface area	752,927 km ²
Total Population	19,610,769 (Zambia Statistics Agency, 2022)*
Urban pop.	39.8%
Rural pop.	60.2%
Water coverage	88.5% (NWASCO, 2021)**
Sanitation coverage	71% (NWASCO, 2021)**



WSS Regulatory Status

	Urban		Rural	
	Water Supply	Sanitation	Water Supply	Sanitation
Type of Regulation	Regulation by Agency			
Name of Regulator	National Water Supply and Sanitation Council (NWASCO)			
Year of establishment	2000			
Policy	National Water Supply and Sanitation Policy, 2020			
Legal instrument	Water Supply and Sanitation Act No 28 of 1997			
Area of Jurisdiction	National			
Number of regulated service providers	11 Public Commercial Utilities			
Type of service providers	Regional			
Key functions				
<ul style="list-style-type: none"> Licensing service providers Preparing guidelines Advising government and utilities 		<ul style="list-style-type: none"> Establishing and enforcing standards Monitoring the performance Dissemination of information regarding WSS 		
Best practices: 1. Strong Regulatory Arrangements				
<p>Zambia has a well-developed regulatory arrangement for WSS service provision. The existence of NWASCO as a dedicated and autonomous regulatory actor solely focused on WSS has helped to ensure that WSS regulation receives the required attention to facilitate its effective application. NWASCO has developed and applies an impressive set of regulatory mechanisms that span standards and guidelines, monitoring and performance reporting, regulation by incentives, and sanctions and enforcement.</p>				
2. Sanitation surcharge as a financial incentive				
<p>In 2008, NWASCO advanced its regulatory regime by introducing financial incentives to stimulate better performance and innovation amongst Zambia's 11 commercial utilities and to induce efficiency gains. The sanitation surcharge is the formal financial incentive utilised by NWASCO. It is a levy of up to 5% on all a commercial utility customers' monthly water bill. Commercial utilities apply for the right to utilise the sanitation surcharge on a case-by-case basis, and this is generally approved if they have achieved at least 100% O&M cost coverage. As of 2020, over ZMW 87 million (equivalent to roughly US\$5 million) has been collected through the sanitation surcharge, providing commercial utilities with a significant source of additional revenue specifically dedicated for sanitation extension projects.</p>				
*Source	**Source	For more information on NWASCO, click here		