



**WATER SUPPLY AND SANITATION  
REGULATION TRAINING CENTRE**

# **TRAINING CALENDAR 2025**

## About ESAWAS Regulators Association

The ESAWAS Regulators Association is a network of water supply and sanitation (WSS) regulators, formed in 2009 to enhance the regulatory capacity of members to deliver quality and effective regulation to achieve public policy objectives through cooperation and mutual assistance.



The Association is governed by a constitution and legally registered in Zambia. It currently has fourteen members from Kenya, Tanzania, Rwanda, Zambia, Mozambique, Lesotho, Burundi, Zanzibar, Malawi, Uganda, Angola, South Africa, Ekiti State of Nigeria and Sierra Leone.

### Vision

To be a global leader in promoting effective and innovative regulation of water supply and sanitation services.

### Mission

To facilitate the development of effective regulation of water supply and sanitation services in Africa.

### Objective

ESAWAS has two-fold objectives:

- **Capacity building and information sharing** - Facilitate information sharing and skills training at national, regional and international level to enhance the capacity of members in WSS regulation
- **Regional regulatory cooperation** - identify and encourage the adoption of best practices to improve the effectiveness of WSS regulation in the region

Through cooperation and collaboration, ESAWAS has facilitated knowledge and experience sharing among its members and non-members in various aspects of WSS regulation. This has included regulatory peer-reviews, exchange visits, technical training workshops and webinars. This has accelerated the uptake of applicable practices to enhance the respective regulatory frameworks

## Water Supply and Sanitation Regulation Training Centre



The Water Supply and Sanitation Regulation Training Centre was established to holistically respond to the core objective of ESAWAS on capacity building and enhance the capacity of regulators and other sector actors across Africa and globally to effectively discharge their WSS mandate and improve service delivery.

A 2022 ESAWAS study of the WSS regulation landscape in Africa revealed that WSS regulation has progressed at different levels with many countries initiating efforts to strengthen regulation for both rural and urban areas. Despite this progress, the study identified gaps in the regulatory environment and the need for African WSS Regulators to enhance their knowledge in WSS regulation practices and mechanisms that can be applied to suit the country context with recognition for appropriate policies, institutions, regulation and financing (PIRF) frameworks.

ESAWAS recognises that the skills to regulate must be gained through practice. Despite the difference in context for implementation, the principles and fundamentals of regulation remain the same and can be shared across country contexts.

The dedicated WSS Regulation Training Centre aims to disseminate the knowledge on WSS regulation globally, based on practical know-how with focus on good regulatory practices, to inform decisions about what, whom, and how to regulate in the local context.

The training centre was officially launched on 19<sup>th</sup> March 2024 as a roving centre, hosting trainings in different countries with strong regulatory entities. The courses are delivered by sector practitioners with over 10 years of experience in WSS and sector regulation. So far, over 100 sector actors have been trained from regulators, service providers, government and development partners.



## Areas of training

The courses are designed to address different knowledge and capacity development needs of WSS Regulators and stakeholders. Therefore, the training centre provides both fundamental knowledge and specific knowledge in regulation to bridge diverse gaps as follows:

### Fundamental Knowledge

### Specific Knowledge

#### Basics of Regulation

- Foundation of regulation theory
- Legal & institutional aspects of regulation
- Global & continental perspectives
- WSS regulation models
- Principles of technical regulation
- Principles of economic regulation
- Principles of contractual regulation
- Principles of governance and good regulatory practices
- Principles of governance and standardization

#### Basics of WSS

- Characterization of WSS provision
- Technical aspects
- Legal & institutional aspects
- Financial aspects
- Social aspects
- WSS provision & management
- Water Resources Management instruments and WSS sector
- Sustainability, resilience & Safety Planning of WSS provision

#### Social Fundamentals

- Pro-poor approaches and social inclusion
- Citywide Inclusive Sanitation
- Hygiene and Sanitation promotion
- Gender & youth sensitivity in Water Supply, Sanitation and Hygiene

#### Regulatory Governance

- Regulatory governance
- Regulatory Impact Assessment
- Ombudsman services
- Ethics & social control
- Corporate governance, risks and compliance
- Information, Education and communication
- Alternative dispute resolution methods
- Leadership, strategic and competence management
- Development of guidelines, regulations, rules and standards

#### Technical Regulation

- WSS Regulation
- Compliance monitoring, reporting & enforcement
- Benchmarking & performance indicators
- Regulatory Information Management
- Sunshine regulation
- Water resources regulation
- Urban WSS infrastructure regulation
- Regulation of rural WSS
- Regulation of off-grid WS and NSS
- Planning
- Technology & Innovation

#### Economic Regulation

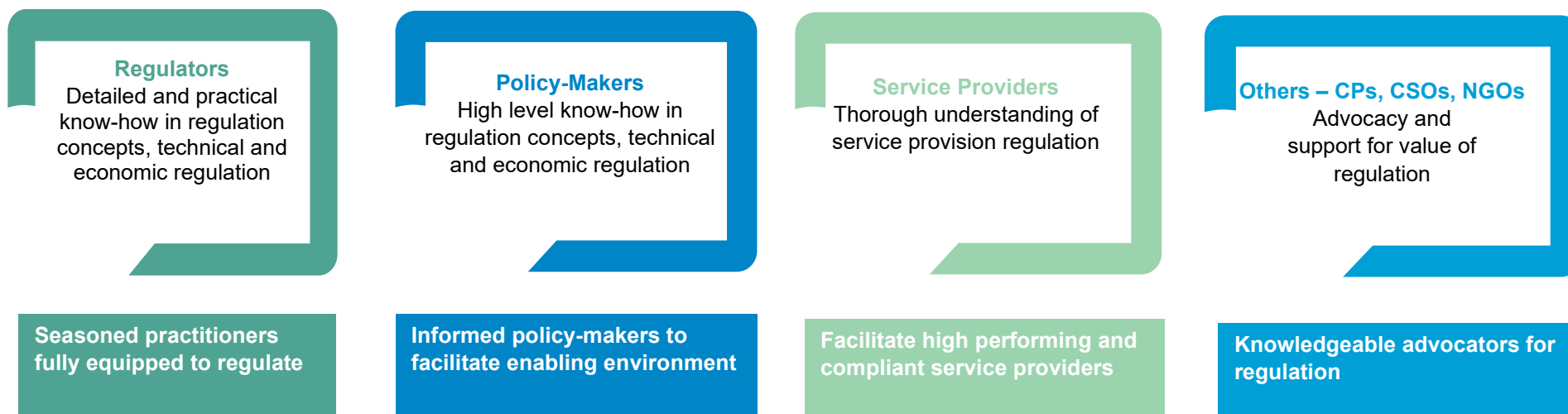
- Economic regulation models
- Regulatory Asset Base
- Regulatory Accounting
- Tariff models, tariff revision & update
- Subsidization models
- Financial structuring & modeling
- Benchmarking methods & evaluation of efficiency & productivity
- Cost of capital
- Sanitation service and value chain system

#### Contractual Regulation

- Legal aspects of contracts
- Hybrid regulation
- Contract design & modeling
- Contract management
- Renegotiation & economic-financial rebalancing of contract
- Risk matrix
- Project finance
- Alternative contractual dispute resolution methods
- Public bidding
- Tender evaluation
- Product/Service development contractual regulation

## Target audience

Effective regulation of WSS service provision requires that regulators work closely with various sector stakeholders. Courses are designed to benefit the following categories of stakeholders for specific purposes.



## Training delivery mode

The WSS Regulation Training Centre employs a blend of delivery mode including in-person, online live, self-paced and hybrid mode of training. The choice of the training delivery mode depends on the topics to be discussed, however, whether in-person or online, the training centre offers full package of knowledge on regulatory principles and practices to deepen the understanding of WSS regulation.

## Choice of trainers and training venues

The courses are delivered by seasoned WSS sector experts with academic qualification and practical experiences in water supply and sanitation as well as regulation thus offering both theoretical and hands-on knowledge to respond to real time and varying challenges of the sector. The training centre is hosted anywhere on the continent with preference given to countries with strong regulatory environment to provide adequate platform for learning.



## Training Calendar 2025

### Training overview

Training title	Description	Content	Audience	Timeline				Delivery mode	Course fee
				Q1	Q2	Q3	Q4		
<b>Performance Benchmarking of WSS Service Providers</b>	<i>Comparative analysis of the performance WSS Service providers including performance indicators frameworks, tools and systems for data collection and management and benchmarking methodologies.</i>	<ul style="list-style-type: none"> <li>Introduction – Quality of service regulation, purpose of performance evaluation and benchmarking in WSS</li> <li>Performance Indicators</li> <li>Data collection &amp; management</li> <li>Performance benchmarking of WSS service providers</li> </ul>	Regulators	25-28 March				In-person	\$620
<b>Tariff setting and financing mechanisms for WSS Services (Part 1)</b>	<i>Tariff setting principles, considerations, structure, sector financing mechanisms, commercial orientation for service provision and the role of regulator in attracting finances to WSS sector to ensure sustainability and affordability of services.</i>	<ul style="list-style-type: none"> <li>Overview of economic regulation</li> <li>Tariff design</li> <li>Innovative financing mechanisms</li> <li>Regulatory mechanisms to enhance access to WSS financing</li> </ul>	Regulators, Service Providers and Policy Makers		28 May – 25 June			Virtual	\$160
<b>Basics of Water supply and Sanitation Regulation</b>	<i>Basic notions of regulation, water supply and sanitation provision and social consideration to non-regulator, WSS sector stakeholders for advocacy and strengthened regulation of WSS services</i>	<ul style="list-style-type: none"> <li>Basics of Water Supply and Sanitation Services - Characteristics of networked and off-grid WSS and WSS service delivery models</li> <li>Basics of Regulation - Objectives &amp; role of regulation and regulatory governance</li> </ul>	Non-regulators, newly recruited staff of regulator			22-24 July		Virtual	\$160
<b>Regulatory Compliance Monitoring, Reporting &amp; Enforcement</b>	<i>Regulatory mechanisms for monitoring and reporting on WSS service provision ensuring compliance with quality-of-service standards, sustainability of service provision and regulatory directives in case of non-compliance</i>	<ul style="list-style-type: none"> <li>Overview of WSS services provision</li> <li>Overview of WSS regulation</li> <li>Compliance monitoring, reporting and enforcement</li> </ul>	Regulators			11-15 August		In-person	\$620
<b>Development of guidelines, regulations, rules and standards + Tariff setting (Part 2)</b>	<i>Fundamental knowledge and skills for tariff setting, development, interpretation and implementation of guidelines, regulations rules and standards required for WSS service delivery.</i>	<ul style="list-style-type: none"> <li>Definition, characteristics, interconnections and distinctions</li> <li>Development of guidelines, regulations, rules and standards</li> <li>WSS sector guidelines, regulations, rules and standards</li> <li>Tariff setting principles, structure and design considerations</li> </ul>	Regulators			17-21 November		In-person	\$620

## Training details

Training 1: Performance Benchmarking of WSS Service Providers			
<b>Description</b>	Comparative analysis of the performance WSS Service providers including performance indicators frameworks, tools and systems for data collection and management and benchmarking methodologies.		
<b>Content</b>	<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>Quality of Service Regulation</li> <li>Sunshine Regulation</li> <li>Performance evaluation of WSS service provision</li> <li>Purpose of performance benchmarking</li> </ul> <p><b>Performance Indicators</b></p> <ul style="list-style-type: none"> <li>Definition and classification of Key Performance Indicators (KPIs)</li> <li>Formulation and analysis of KPIs</li> </ul> <p><b>Data collection &amp; management</b></p> <ul style="list-style-type: none"> <li>Data requirements in WSS service provision</li> <li>Data collection, analysis and reporting (tools and systems)</li> <li>Regulatory Information Management Systems</li> </ul> <p><b>Performance benchmarking of WSS service providers</b></p> <ul style="list-style-type: none"> <li>Performance benchmarking methodologies</li> <li>Composite indicators and ranking</li> <li>Analysis and interpretation of performance (<i>practical application</i>)</li> </ul>		
<b>Audience</b>	Regulators		
<b>Date:</b> 25-28 March 2025	<b>Format:</b> In - person	<b>Venue:</b> Nairobi, Kenya	<b>Course fee:</b> \$ 620

Training 2: Tariff setting and Financing mechanisms for WSS services (Part 1)		
<b>Description</b>	Tariff setting principles, considerations, structure, sector financing mechanisms, commercial orientation for service provision and the role of regulator in attracting finances to WSS sector to ensure sustainability and affordability of services.	
<b>Content</b>	<p><b>Overview of Economic Regulation</b></p> <ul style="list-style-type: none"> <li>Business orientation of WSS service provision</li> <li>Fundamentals of Economic regulation</li> <li>WSS sector financing – 4Ts</li> <li>The WSS financing gaps and challenges</li> </ul> <p><b>Tariff design - overview</b></p> <ul style="list-style-type: none"> <li>Tariff structure and models</li> <li>Water supply service tariff approaches (including off-grid)</li> <li>Sanitation service tariff approaches (including non-sewered)</li> <li>Social and special tariffs</li> <li>Tariff review and update</li> </ul> <p><b>Innovative financing mechanisms</b></p> <ul style="list-style-type: none"> <li>User's ability and willingness to pay</li> <li>Subsidy models</li> <li>Cross-subsidy</li> <li>Climate Finance</li> <li>Commercial Lending</li> </ul> <p><b>Regulatory mechanisms to enhance access to WSS financing</b></p> <ul style="list-style-type: none"> <li>Shadow Creditworthiness Rating Index</li> </ul>	
<b>Audience</b>	Regulators, Service Providers and Policy Makers	
<b>Date:</b> Over 4 weeks from 28 May 2025	<b>Format:</b> Virtual	<b>Course fee:</b> \$ 160

Training 3: Basics of Water Supply and Sanitation Regulation for Non-Regulators		
<b>Description</b>	<i>Basic notions of regulation, water supply and sanitation provision and social consideration to non-regulator, WSS sector stakeholders for advocacy and strengthened regulation of WSS services</i>	
<b>Content</b>	<p><b>Basics of Water Supply and Sanitation Services</b></p> <ul style="list-style-type: none"> <li>• Water Supply and Sanitation Service Provision</li> <li>• Characteristics of networked water supply infrastructure and off-grid solutions</li> <li>• Characteristics of sewerage and non-sewered sanitation systems</li> <li>• WSS Service delivery models: business and technical models</li> <li>• Pro-poor approaches and social inclusion</li> </ul> <p><b>Basics of Regulation</b></p> <ul style="list-style-type: none"> <li>• Definition, objective and role of regulation</li> <li>• Types of regulation: technical, economic, contractual, environmental, social regulation</li> <li>• Enabling environment for regulation – PIR framework</li> <li>• Legal and institutional aspects of regulation</li> <li>• Regulatory governance and good regulatory practices</li> <li>• Models of WSS regulation in Africa</li> <li>• Private sector engagement and role of regulator in contract management</li> </ul>	
<b>Audience</b>	Non-regulators (Policy makers, service providers, cooperating partners, CBOs, NGOs, etc) Newly recruited staff of regulatory institutions	
<b>Date:</b> 22-24 July 2025	<b>Format:</b> Virtual	<b>Course fee:</b> \$ 160

Training 4: Regulatory Compliance Monitoring, Reporting & Enforcement			
<b>Description</b>	<i>Regulatory mechanisms for monitoring and reporting on WSS service provision ensuring compliance with quality-of-service standards, sustainability of service provision and regulatory directives in case of non-compliance</i>		
<b>Content</b>	<p><b>Overview of WSS services provision</b></p> <ul style="list-style-type: none"> <li>• Understanding Water Supply and Sanitation Service Provision</li> <li>• Characteristics and infrastructures of network water supply, sewerage sanitation, off-grid water solutions, non-sewered sanitation solutions</li> </ul> <p><b>Overview of WSS regulation</b></p> <ul style="list-style-type: none"> <li>• Definition, objective and types of regulation</li> <li>• Models of WSS regulation in Africa</li> <li>• The role of regulator as a legal entity and relationship with other types of regulators</li> <li>• Competencies, powers and functions of regulators</li> </ul> <p><b>Compliance monitoring, reporting and enforcement</b></p> <ul style="list-style-type: none"> <li>• Process of compliance monitoring, reporting and enforcement</li> <li>• Technical inspections</li> <li>• Commercial inspections</li> <li>• Financial and Human Resources inspections</li> <li>• Enforcement procedure</li> <li>• Field work – visit to service provider for practical application of inspections checklists</li> </ul>		
<b>Audience</b>	Regulators		
<b>Date:</b> 11-15 August 2025	<b>Format:</b> In-person	<b>Venue:</b> Lusaka, Zambia	<b>Course fee:</b> \$ 620



Training 5: Development of guidelines, regulations, rules and standards + Tariff setting (Part 2)			
<b>Description</b>	<i>Fundamental knowledge and skills for tariff setting, development, interpretation and implementation of guidelines, regulations rules and standards required for WSS service delivery</i>		
<b>Content</b>	<p><b>Definition, characteristics, interconnections and distinctions</b></p> <ul style="list-style-type: none"> <li>• Guidelines</li> <li>• Regulations</li> <li>• Rules</li> <li>• Standards</li> </ul> <p><b>Development of guidelines, regulations, rules and standards</b></p> <ul style="list-style-type: none"> <li>• Planning stage</li> <li>• Evidence retrieval, synthesis and assessment</li> <li>• Developing recommendations</li> <li>• Stakeholders' consultation and public hearing</li> <li>• Publication</li> <li>• Implementation, evaluation and review</li> </ul> <p><b>WSS sector guidelines, regulations, rules and standards</b></p> <ul style="list-style-type: none"> <li>• Networked water supply services</li> <li>• Off-grid water supply services</li> <li>• Sewered sanitation services</li> <li>• Non-sewered sanitation services</li> <li>• Rural WSS service provision</li> <li>• Small water supplies</li> </ul> <p><b>Tariff design</b></p> <ul style="list-style-type: none"> <li>• Tariff structure and models</li> <li>• Water supply service tariff approaches (including off-grid)</li> <li>• Sanitation service tariff approaches (including non-sewered)</li> <li>• Social and special tariffs</li> <li>• Tariff review and update</li> </ul>		
<b>Audience</b>	Regulators		
<b>Date:</b> 17-21 November 2025	<b>Format:</b> In-person	<b>Venue:</b> Kigali, Rwanda	<b>Course fee:</b> \$ 620