



Africa Sanitation Dialogue – Beyond Sewers: Empowering Utilities for Non-Sewered Sanitation

DIALOGUE

AFRICA SANITATION DIALOGUES



Africa CWIS Network

- Launched in 2022 as a collaborative platform

AfWASA Meeting – Feb 2025

- Co-hosted by IWA and the Gates Foundation
- Sanitation Dialogues initiative endorsed

What's Ahead!

- Two dialogues planned for 2025
- 1st Dialogue – Innovative Financing (**completed**)
- 2nd Dialogue – Empowering Utilities for NSS

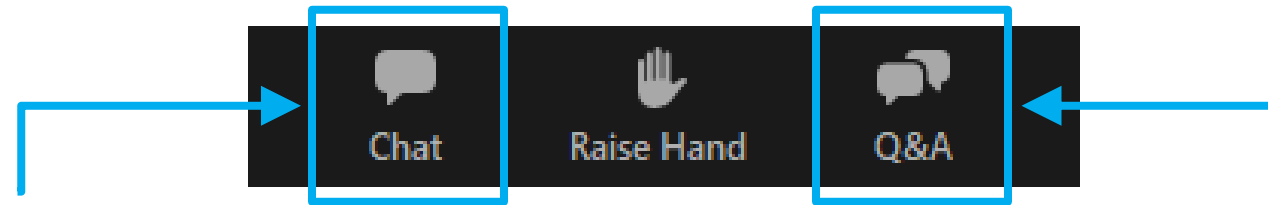


DIALOGUE INFORMATION



- This dialogue will be **recorded and made available “on-demand”** on the [IWA Connect Plus](#) platform and IWA Network website with presentation slides, and other information.
- The **speakers** are responsible for **securing copyright permissions** for any work that they will present of which they are not the legal copyright holder.
- The opinions, hypothesis, conclusions or recommendations contained in the presentations and other materials are the **sole responsibility of the speaker(s)** and do not necessarily reflect IWA opinion.

DIALOGUE INFORMATION



- **'Chat' box:** please use this for general requests and for interactive activities.
- **'Q&A' box:** please use this to send questions to the panelists. (We will answer these during the discussions)

Please Note: Attendees' microphones are muted. We cannot respond to 'Raise Hand'.

MODERATOR & SPEAKERS



Shobana Srinivasan
GWOPA
(Moderator)



Allan Nkurunziza
TA – Hub
(Moderator)



Cecilia Andersson
UN-Habitat
Kenya



Hezekiah Pireh
UN-Habitat
Kenya



Joshua Maviti
UN-Habitat
Kenya



Felix Twinomucunguzi
MWE
Uganda



Yirah Conteh
FEDRUP
Sierra Leone



Kitch Bawa
PASA
Senegal



Sam Drabble
WSUP
UK



Priscillah Oluoch
MAWASCO
Kenya



Pride Kafwembe
LWSC
Zambia



Richard Cheruiyot
WASREB
Kenya



Jay Bhagwan
WRC
South Africa

AGENDA

- Welcome, housekeeping rules, introduction (3 mins)
Florence Laker, IWA
- Welcome Remarks from UN-Habitat (4 mins)
Cecilia Andersson, UN-Habitat
- Poll (5 mins)
Sam Drabble, WSUP
- Dialogue & Q&A – 70 mins
All speakers and moderator
 - Segment 1
 - Framing Presentation – 5 mins
 - Interactive discussion – 30 mins
 - Segment 2
 - Framing Presentation – 5 mins
 - Interactive discussion – 30 mins
- Key messages and Close (8 mins)
François Bernard Brikke, IWA & Cecilia Andersson, UN-Habitat



WELCOME REMARKS



Cecilia Andersson
UN-Habitat
Kenya

POLL

MODERATOR: SAM DRABBLE

SEGMENT 1 – DEFINING UTILITY MANDATE FOR NSS

MODERATOR: SHOBANA SRINIVASAN

FRAMING PRESENTATION



Hezekiah Pireh
UN-Habitat
Kenya

Africa Sanitation Dialogue - Beyond Sewers: Empowering Utilities for Non-Sewered Sanitation Services



Status of Sanitation Management and Mandates for NSS in Africa

FRAMING THE DISCUSSION

Hezekiah Pireh

Water and Sanitation Team Leader

UN-Habitat

inspiring change



Image: Reuters/Darrin Zammit Lupi

ACCESS TO SAFELY MANAGED SANITATION IN SUB-SAHARAN AFRICA HAS IMPROVED BETWEEN 2015 AND 2024



In 2024, three out of five people had safely managed sanitation services, but people living in least developed countries were nearly twice as likely to lack access

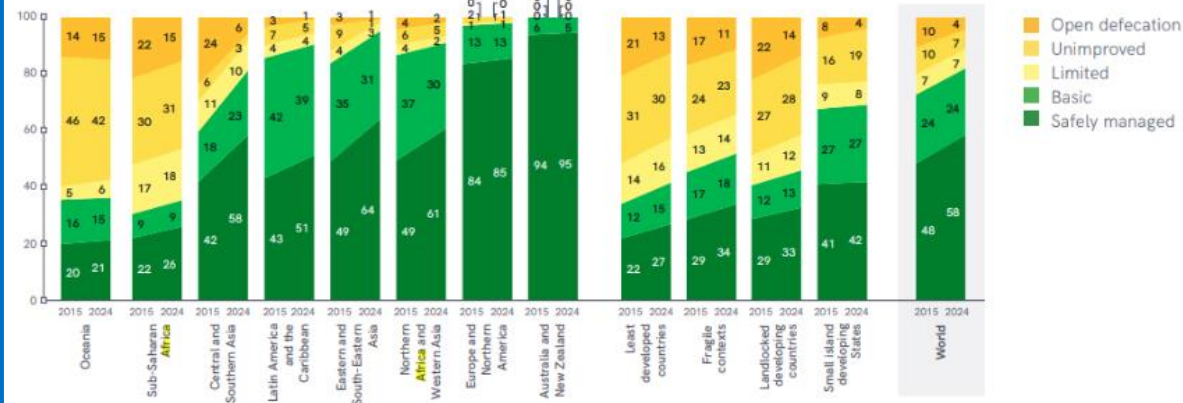


FIGURE 4 Global and regional sanitation coverage, 2015–2024 (%)

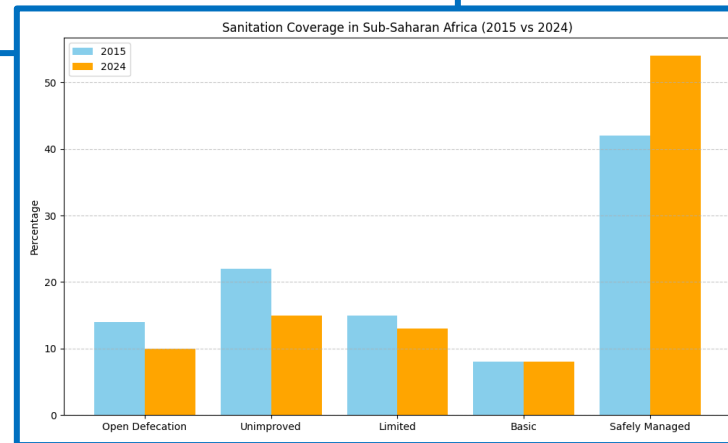
Safely Managed sanitation increased from **42% to 54%**.

Open Defecation decreased from **14% to 10%**

Unimproved Sanitation decreased from **22% to 15%**

Basic Sanitation remained unchanged at **8%**

Limited Services saw a slight decrease from **15% to 13%**



84% of the population in Sub-Saharan Africa relies on non-sewered sanitation systems

SANITATION MANAGEMENT AND MANDATES FOR NSS IN AFRICA - FRAMING THE DISCUSSION



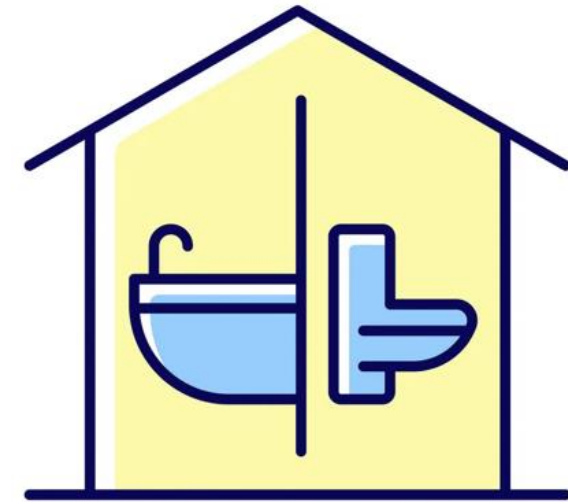
**Mandates and
Policy Frameworks**



**Utility Mandates and
Institutional Shifts**



**Regulation and
Governance of NSS**



**Integrating NSS in
housing, esp. in
informal settlements**

DIALOGUE + Q&A

MODERATOR: SHOBIANA SRINIVASAN

SEGMENT 1 – PANELISTS



Shobana Srinivasan
GWOPA
(Moderator)



Joshua Maviti
UN-Habitat
Kenya



Felix Twinomucunguzi
MWE
Uganda



Yirah Conteh
FEDRUP
Sierra Leone






Kitch Bawa
PASA
Senegal

CHALLENGES & PRACTICAL SOLUTIONS FOR SANITATION IN INFORMAL SETTLEMENTS

Challenges in Integrating Sanitation Services

-  Unclear land tenure
-  High-density, scattered settlements
-  High cost & lack of infrastructure
-  Weak coordination & policy gaps

Overcoming Tenure & Service Challenges

-  Interim or temporary tenure
-  Community engagement + PPP financing
-  Policy & service regulation

Examples

1. RSA – Informal Settlements Upgrading Programme (UISP)
2. Citywide Inclusive Sanitation (CWIS) – Uganda, Kenya, Ghana
3. Kenya – KENSUP – Temporary Occupation Licenses (TOLs)
4. Tanzania – CIUP – Settlement planning allowed in dense areas
5. South Africa – eThekweni – Introduced low-cost sanitation solutions
6. Zambia – NUSS – Policy explicitly mandates utilities to serve informal settlements



Clockwise from top left: Kenya – KENSUP (2004–2014), Tanzania – CIUP (2004–2010), South Africa – eThekweni (2001–), Zambia – NUSS (2017–2030).

FRAMEWORK FOR MANAGING NSS – UGANDA EXPERIENCE



WHAT ARE THE MOST URGENT SANITATION NEEDS OF INFORMAL SETTLEMENT RESIDENTS THAT PUBLIC AUTHORITIES OFTEN OVERLOOK?

Situation in Sierra Leone:

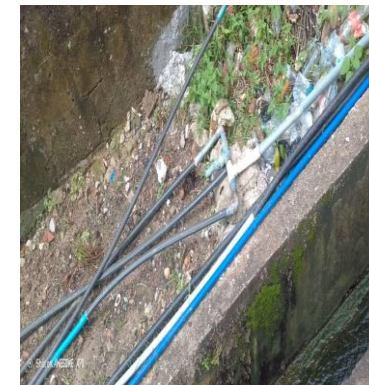
- **LACK OF SECURE LAND TENURE – 80%** - No land rights to informal settlers, so can't invest in sanitation
- **POOR INFRASTRUCTURE – 90%** - Road, drainage, and water pipes are often stolen or broken
- **TOPOGRAPHY & ENVIRONMENT – 75%** - sloppy areas , flood-prone areas
- **SHARED SANITATION FACILITIES – 80%** - many households do share latrines, hygiene and safety issues
- **LIMITED FUNDING 85%** - not enough money to extend formal sanitation to these areas
- **LACK OF POLICY SUPPORT -70%** - No plans specifically for upgrading the informal settlement.



Broken Pipes

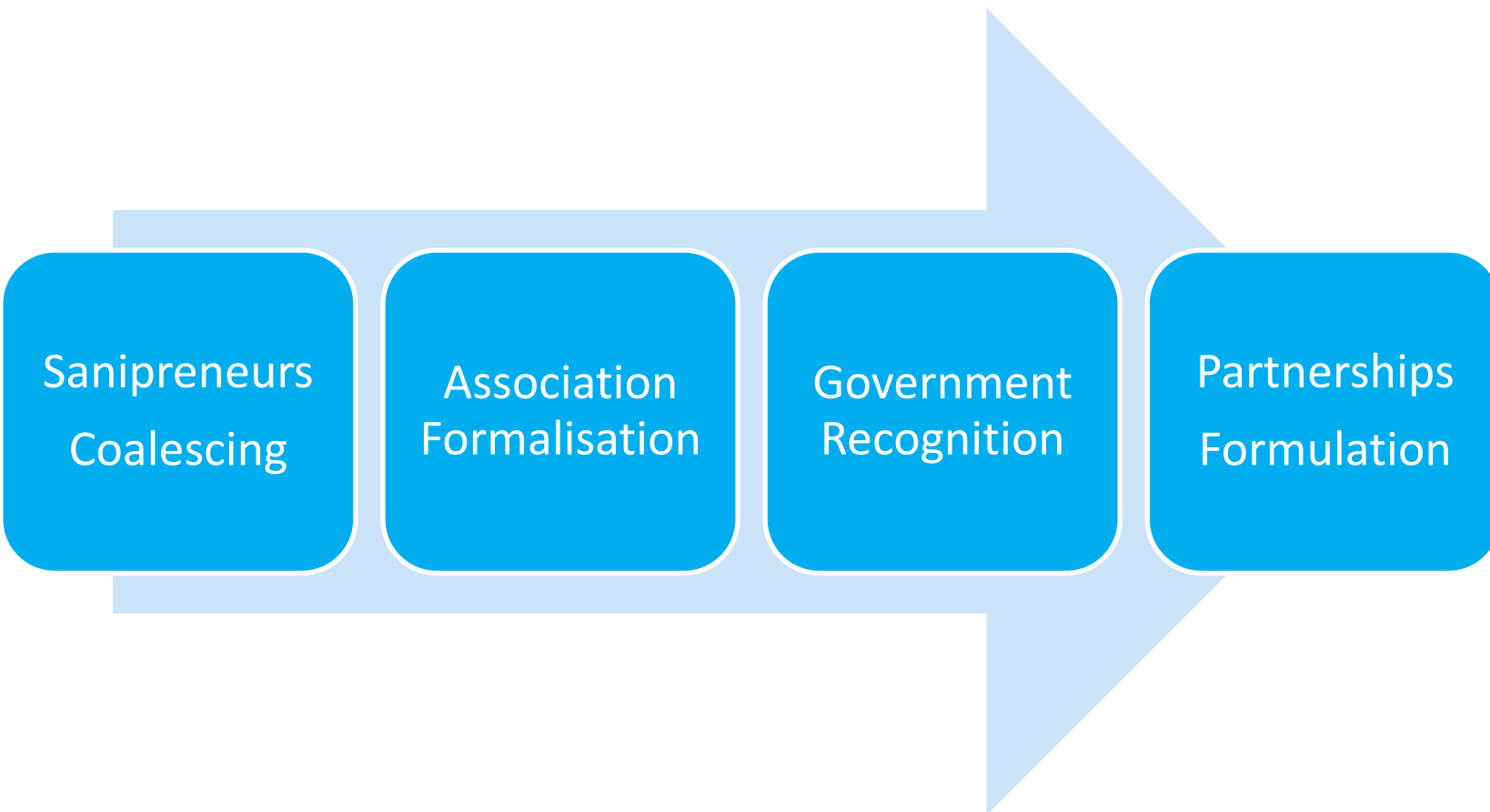
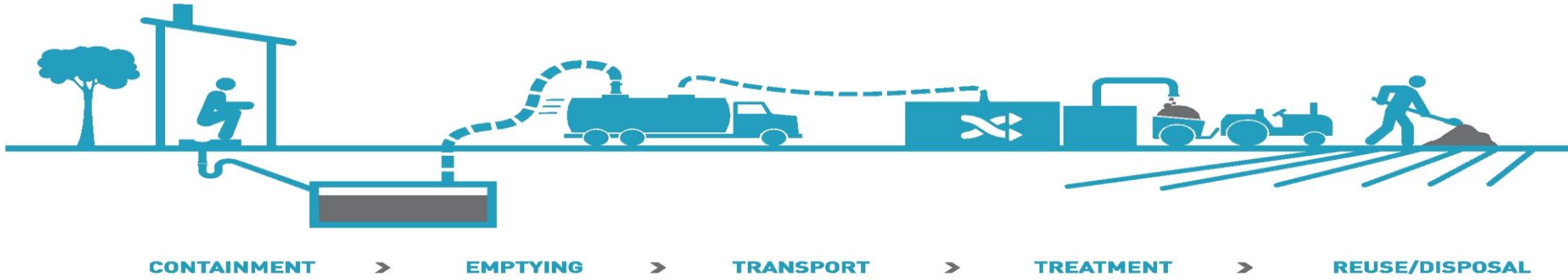


No proper roads for FSM



Poor quality pipe connections

Sanitation Value Chain



SEGMENT 2 – OPERATIONALIZING THE MANDATE FOR NSS

MODERATOR: ALLAN NKURUNZIZA

FRAMING PRESENTATION



Sam Drabble
WSUP
UK

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What does delivering the utility's mandate for NSS involve in practice?

FRAMING PRESENTATION FOR PART TWO: OPERATIONALIZING THE MANDATE

Sam Drabble


Director of Research & Evaluation

Water & Sanitation for Urban Populations (WSUP)

inspiring change



CONTEXT: A TRANSFORMATIONAL SHIFT IN RESPONSIBILITIES FOR NON-SEWERED SANITATION

- **Shift in Eastern and Southern Africa** from split mandates (SS / NSS) to placing responsibility for all service outcomes with the utility (e.g. Kenya, Zambia, Tanzania, Rwanda)
- Consideration of an integrated approach **recommended in the African Sanitation Policy Guidelines** and in the **ESAWAS Regulation Strategy and Framework for Inclusive Urban Sanitation Service Provision**
- Recent research has outlined **increasing support** for this approach 



CITYWIDE INCLUSIVE SANITATION SERIES
Responsibilities Accountability Resourcing

**Citywide Inclusive Sanitation:
Who is responsible?**



In collaboration with: **WSUP** | Water & Sanitation for the Urban Poor | **BLUECHAIN** CONSULTING | **URBAN RESEARCH**

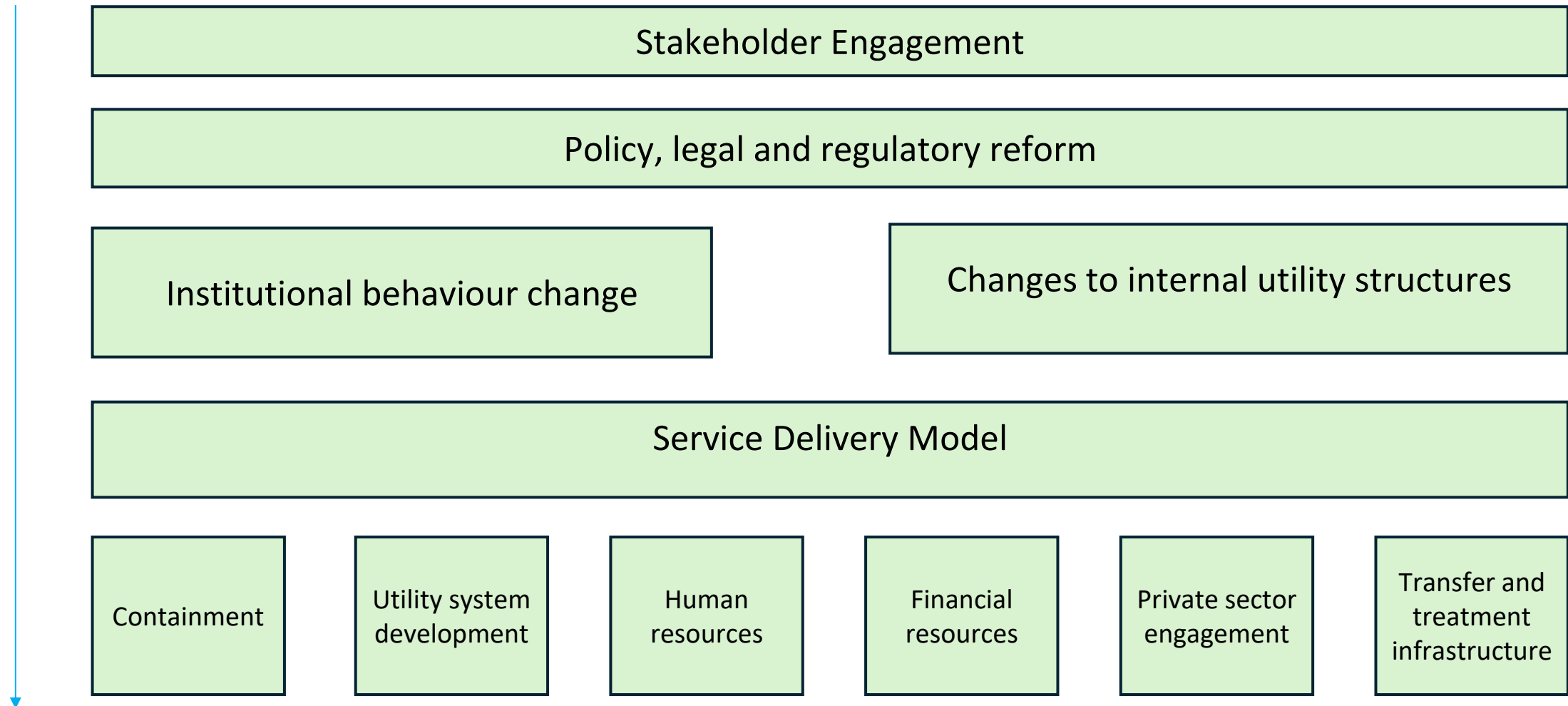
THE CASE FOR INTEGRATING SEWERED AND NON-SEWERED SANITATION WITH THE UTILITY

- ✓ **Mitigates risks** of disproportionate resource allocation to SS and inattention to NSS relative to other municipal services
- ✓ Supports **clarity of public understanding** on who is responsible for what
- ✓ Supports adoption of **customer-oriented mindset** required to coordinate high-quality sanitation service provision
- ✓ Enables **FS treatment** to be combined with existing responsibility for WW treatment
- ✓ Assists the formation of **effective regulatory structures**
- ✓ **Facilitates cross-subsidies** from SS to NSS



Photo: NAWASSCO call center in Nakuru, Kenya.

WHAT IS REQUIRED FOR UTILITIES TO ADOPT RESPONSIBILITY FOR NSS?



DEDICATED ORGANISATIONAL STRUCTURES AND / OR STAFFING MUST BE CREATED, SUPPORTED BY CROSS-ORGANISATIONAL RESOURCING



- Appropriate structure will depend on (e.g.) size of utility catchment, relative weight of NSS / SS
- Dedicated NSS departments may help increase the visibility and status of the service, facilitate access to funding, overcome behavioural barriers within the utility
- Within a department, specialised roles may address (e.g.) customer engagement, M&E
- Operational staff across the utility must also be engaged (e.g. regional managers, billing officers)

	Predominantly NSS	Predominantly sewered
Capital city	Standalone department. Director reporting to the MD.	Unit within W&S department – or Low-income consumer unit if NSS is limited to low-income areas. Led by a Sanitation manager reporting to the Department head.
Secondary city	Standalone department. Director reporting to the MD.	Unit within W&S department – or Low-income consumer unit if OSS is limited to low-income areas. Led by a Sanitation manager reporting to the Department head.
Tertiary	Unit within W&S department – or Low-income consumer unit if OSS is limited to low-income areas. Led by a Sanitation manager reporting to the Department head.	Onsite Sanitation officer (covering technical and social aspects) reporting to Department head

Table: Potential internal structures for coordinating NSS services in utilities. Draft guidance presented in ESAWAS & WSUP, forthcoming.

NSS STRATEGIC PLANS AND BUSINESS MODELS MUST BE DEVELOPED, INCLUDING THE EXTENT AND FORM OF PRIVATE SECTOR INVOLVEMENT



- Choice of three main service models for FSM: direct delivery, private sector contracting, permitting / licensing
- Choice of service model should be based on a comprehensive market assessment
- Aim is for utilities to professionalise, strengthen and extend sanitation services without causing undue disruption to the existing market

Stage	Containment	Emptying and transport	Treatment	Reuse / recovery
Utility role	Technical advice	- Direct delivery - Contracted service - Permitting / licensing	- Direct delivery - Private sector (rare)	- Direct delivery (rare) - Private sector

FSM Service Delivery Option	When is it relevant?
Direct service delivery	- Well-performing utility with capacity to invest in the infrastructure/equipment needs of a new business line - No or under-developed formal private sector participation in sanitation market
Contracting (<i>service contract / delegated management / leasing / concession</i>)	- Well performing utility with capacity to elaborate, manage and monitor service provision contracts - Well-established formal private sector already operating in the service area
Permitting / licensing	- Utility with limited resources and/or previous knowledge and experience of FSM services provided in its designated service area - Well established private sector with mix of formal and informal service providers

Tables: Options for utility engagement across the non-sewered sanitation service chain, as considered in ESAWAS & WSUP, forthcoming.

TRUST MUST BE BUILT WITH PRIVATE SERVICE PROVIDERS INCLUDING THE INFORMAL SECTOR

- To deliver NSS, utilities will have to engage with the informal sector, with the support of national regulators
- This involves the **progressive formalisation of pit emptying services**, transitioning from informal to formal under a regulated framework
- Responsive mode of **building compliance** is recommended over ‘command and control’ approach

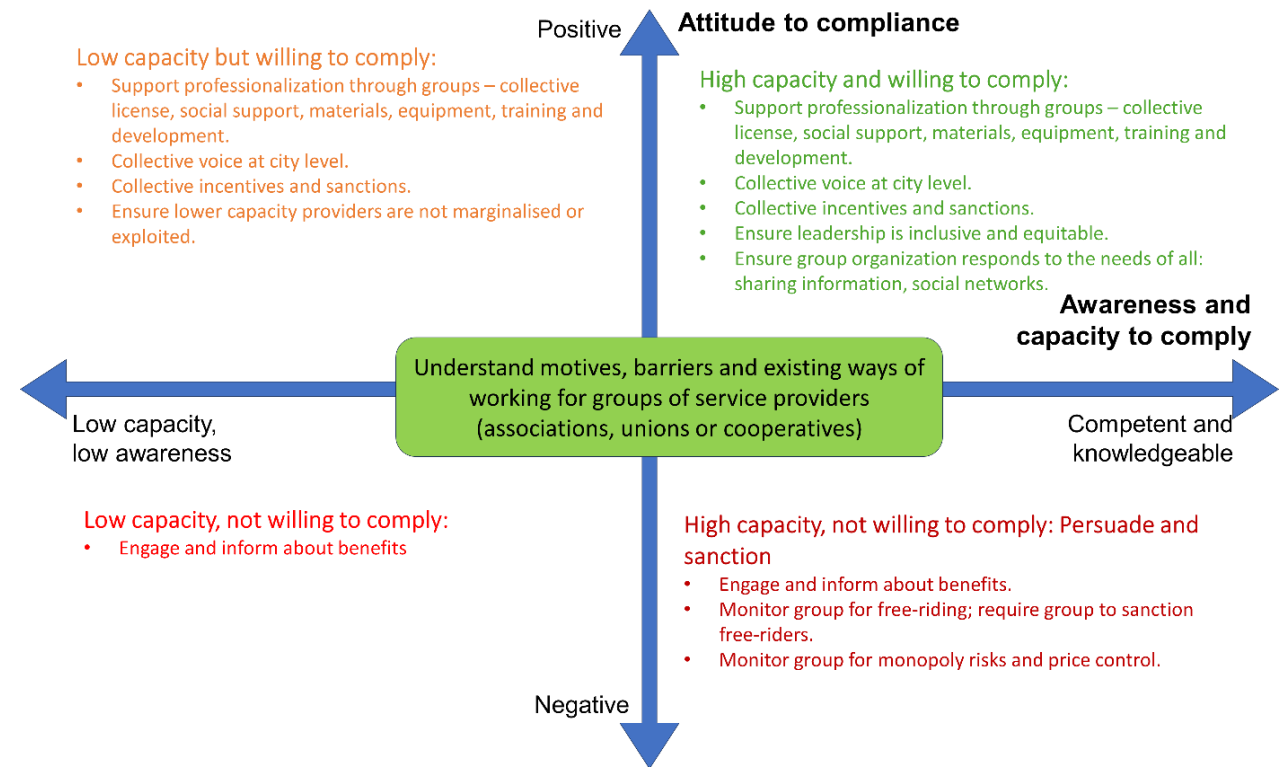



Figure: Typology of service providers and recommended approach for each group. Draft guidance presented in ESAWAS & WSUP, forthcoming.


SUSTAINABLE FINANCING BEGINS WITH THE BUSINESS MODEL. A RANGE OF FINANCING OPTIONS MUST THEN BE LEVERAGED TO EXTEND SERVICES CITYWIDE

- End goal for utility to fully fund their plans for service extension and recover O&M costs
- First step is to include NSS services in the utility's strategic plan and develop a sanitation business model
- Potential financing sources may include tariffs, cross-subsidies from water supply, tipping fees, revenue from waste products, commercial finance, grant funding

FACTURA



AdRM
 Av. Eduardo Mondlane, nº 1352 - 5º andar
 Caixa Postal nº 2952, Maputo
 Telef. +258 21302432/325160 Fax. +258 21324675
 NUIT: 401337891
 Capital Social: 30.000.000 MZN



Mês/Ano	Valor da Factura	Saldo
12.2024	522,78	522,78
11.2024	651,27	651,27
10.2024	299,76	299,76
09.2024	267,46	267,46
Saldo Total		2.953,61

LIZETE CEZARINA DAVID
 12.125 AVENIDA SAMORA MACHEL
 286/B
 MATOLA C

FACTURA 31010282760	DATA DE EMISSÃO 27.12.2024
PERÍODO DE CONSUMO 27.11.24 / 23.12.24	PRAZO DE PAGAMENTO 26.01.2025

Local do Abastecimento
 12.125 AVENIDA SAMORA MACHEL 286/B - MATOLA C
 UNIDADE DE LEITURA - 16A82296

Detalhes da Instalação
 LIZETE CEZARINA DAVID

Parc.Neg. 1000325487	Cont.Contrato 1000310220	Instalação 2000334011	Categoria Domésticos - Geral	NUIT 100299652	Contador nº 2024-220403963-015
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Leituras		Estimada	
Data	Anterior	Data	Actual
			Consumo 6 m3

Descrição	Quantidade	Valor Unitário	Valor Total
Consumo Agua - 1º Escalão	5	37,73	188,65
Consumo Agua - 2º Escalão	1	55,55	55,55
Disponibilidade de Serviço	1	99,00	99,00
Taxa de Saneamento (15 %)	1	0,00	36,63

SUB-TOTAL 379,83
 MULTA 101,76
 IVA (79%*16%) 41,19
 TOTAL DA FACTURA 522,78
 MULTA POR ATRASO DE PAGAMENTO DA FACTURA 31010079125 de 26.11.2024 101,76
SALDO TOTAL A PAGAR 2.953,61

Pagamentos de facturas realizadas por transferência bancária de conta para conta em ATM, Internet ou Banco, são sujeitas a apresentação do respectivo comprovativo físico. A data limite de pagamento em ATM 2025.01.23.



Caro cliente,
 A produção, Transporte e Distribuição de água possui custos elevados. Contribua para continuidade do serviço de fornecimento de água pagando a sua Factura de água em qualquer loja da AdRM ou por Meios Electrónicos.







Se desejar pode comunicar-nos a sua leitura até ao dia 2025.01.23 pela linha do cliente 82/84/0700600, email: teleatendimento@adrm.co.mz. Indicando o código da conta contrato -1000310220.



Pagamentos por canais Electrónicos	
Entidade	50100
Referência	33 861 051 434
Montante	522,78

As reclamações sobre o valor da factura, deverão ser apresentadas no prazo máximo de 15 (quinze) dias antes do prazo de pagamento. Em caso de atraso de pagamentos, será acrescido uma multa de 20% do valor da factura.

Instrução Bancária - Titular: Águas da Região Metropolitana de Maputo, SA		
INSTITUIÇÃO BANCÁRIA	Conta	NIB
MOZA BANCO	2424397910001	003400002424397910105
ABSA	0038102002392	000200383810200239223
BCI	12359158110001	00080002359158110195
BIM	82805994	00010000008280599457
STANDARD BANK	1086991741009	000301080699174100947

THANK YOU!

SEGMENT 2 – PANELISTS



Allan Nkurunziza
TA – Hub
(Moderator)



Priscillah Oluoch
MAWASCO
Kenya



Pride Kafwembe
LWSC
Zambia



Richard Cheruiyot
WASREB
Kenya



Jay Bhagwan
WRC
South Africa

SANITATION RESTRUCTURING AND SKILLSETS

- **Strengthened institutional arrangements** for sustained, multi-level service delivery.
- Creation of a **Dedicated Sanitation Department** within the Utility - ensuring **accountability, visibility, and resource allocation**
- Sanitation **Key Result Area** as a stand alone in the Strategic Plan
- The sanitation business has been integrated into the larger Utility, with all staff being **sensitized** to own the mandate.
- MAWASCO marks **SANITATION DAY** in continued effort to create a greater understanding of the Sanitation mandate across the larger Utility



Skill sets brought into the dept

- Technical (FSM, OSS, treatment)
- Data & planning (evidence-based decisions)
- Social engagement (households, emptiers, operators)
- Business & finance (service models, tariffs, partnerships)
- Public health & hygiene promotion



FSM service delivery models



2013 – 2018

Delegated Service Model

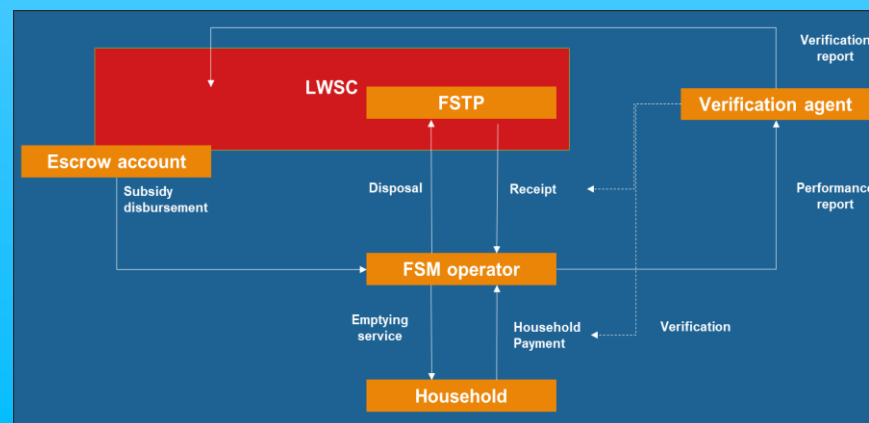
- Delegation of entire sanitation service chain
- Stage:** pilot interventions
- Coverage:** 2 peri urban areas
- Service providers:** Community-Based Enterprises (CBEs)
- LWSC provided technical support



2019 – 2023

Performance Based Contracts with Subsidy Model

- Service zoning and contracting through tendering
- Stage:** Service expansion
- Coverage:** All 35 peri urban areas
- Service providers:** Contracted private operators & CBEs
- Subsidized service fees for pit latrine owners
- Payments to service providers linked to performance of the operator
- LWSC monitored desludging operations and verified payment claims



2024 & beyond

Permitting Model

- LWSC issues operational permits for E&T
- Stage:** Service maturity
- Coverage:** Citywide
- Service providers:** Permitted service providers
- Strengthening service delivery through scheduled desludging
- LWSC monitors desludging operations



The Potential

Dedicated Revenue Stream for sanitation financing

Cross-subsidized financing for sanitation

Catalyst for WSP involvement in NSS

Leverage for Co-financing e.g., climate finance

Improvement on Public Health/Environment (cleaner)

Pathway to Universal Sanitation (SDG 6.2)

Challenges

Limited Awareness

Why is SDF an option?

Equity Concerns

I'm not connected to sewer'

Weak internal systems

Ring-fencing, appropriation

High Sanitation Capital costs

SDF a drop in the ocean?

Consumer Resistance - "extra tax" on water, service quality

Upscaling SDF - Delayed uptake. Political pushback?

Closing the Gaps

✓ **Tariff Review Process** ensures stakeholder consultations

✓ **Consumer awareness campaigns** – WASREB & WSPs

✓ **Gradual Implementation** – Urban then Peri-Urban

✓ **Regulatory Oversight;** ring-fence - approval to expense

Water Efficient Sanitation Solutions



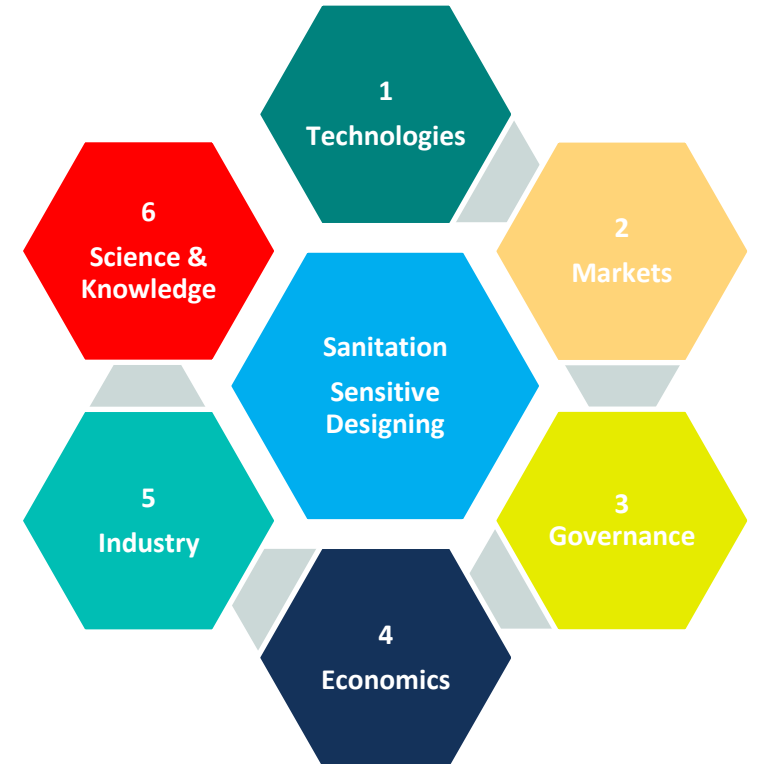
Municipal Managed

Public driven model



Municipal Enabled

Industry driven model



WRAP-UP

KEY MESSAGES & CLOSING REMARKS

6th Global Water Operators' Partnerships Congress



- Scheduled as part of 'Urban October'
- Hybrid with interpretation services
- Targeting at least 500 participants from public utilities, development banks, regulators, utility associations, local and national government officials, int. organization and platforms, UN agencies, Academia, city networks
- Bonn World Conference Center

With support from:



Federal Ministry
for Economic Cooperation
and Development



Federal Foreign Office

6th Global Water Operators' Partnerships Congress

Congress Themes & Thematic Focus

Solidarity in Action: Stronger Utilities for Thriving Cities

Climate
Action &
Resilience

Innovation in
Water &
Sanitation

Human right to
Water &
Sanitation

WOPs for
Impact

Enabling WOPs &
Operators



GWOPA
UN-HABITAT

Federal Ministry
for Economic Cooperation
and Development

Federal Foreign Office

SAVE THE DATE!

**27-30 Oct.
2025**
in Bonn,
Germany

**6TH GLOBAL
WATER OPERATORS'
PARTNERSHIPS
CONGRESS**

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UPCOMING IWA WEBINARS & EVENTS



WEBINAR

**The Power of Policy:
Creating the conditions to scale
nature-based solutions for water
security**

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Live translation available in Spanish and Portuguese

 **1 October 2025**
15:00 BST

REGISTER NOW
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Co-organiser



WEBINAR

**How Can We Support the
Contributions of Women in the
Water Industry?
Middle East Region perspectives**

 **16 October 2025**
12:00 AM GMT

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