|  |  |
| --- | --- |
| General information |  |
| Region | **Southern Africa** |
| Surface area | **752,927 km2** |
| 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)\*\*** |

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

**Zambia**

**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 |
| * Licensing service providers
* Preparing guidelines
* Advising government and utilities
 | * Establishing and enforcing standards
* Monitoring the performance
* Dissemination of information regarding WSS
 |
| Best practices: 1. Strong Regulatory Arrangements |
| 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.  |
| 2. Sanitation surcharge as a financial incentive |
| 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. |
|  \*[Source](https://www.zamstats.gov.zm/population-size-by-sex-and-rural-urban-zambia-2022/) \*\*[Source](https://www.nwasco.org.zm/index.php/media-center/publications/annual-reports?task=download.send&id=83&catid=6&m=0) For more information on NWASCO, click [here](https://www.nwasco.org.zm/) |