

The Water Voice



Newsletter

Nwasc
NATIONAL WATER SUPPLY SANITATION COUNCIL

OCTOBER - DECEMBER 2021

EMBRACING CITYWIDE INCLUSIVE SANITATION



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ABOUT Nwasco

The National Water Supply and Sanitation Council (Nwasco) was established under the Water Supply and Sanitation (WSS) Act No. 28 of 1997 (as amended by Act No. 10 of 2005); with the core mandate to regulate the provision of WSS services in Zambia

Vision

A world-class Regulator of Water Supply and Sanitation Services

Mission

To effectively regulate the provision of water supply and sanitation that ensure safe, adequate, efficient and sustainable service delivery for all

Core Functions

- Licence providers;
- Advise the Government on water supply and sanitation matters;
- Establish and enforce sector standards and guidelines;
- Advise providers on procedures for handling complaints from consumers; and
- Disseminate information to consumers on water supply and sanitation issues.

Core Values


- Integrity
- Innovation
- Transparency
- Accountability
- Respect
- Gallantry
- Equality
- Teamwork
- Professionalism

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Ensuring better services and fair value

Editor's Note



Welcome to the 4th and final edition of the 2021 Water Voice Newsletter.

As you may be aware, NWASCO is implementing the Regulation of Rural Water Supply and Sanitation, Urban Onsite Sanitation and Faecal Sludge Management (UOSS & FSM) following the development and launch of the frameworks in 2018. With our focus on UOSS & FSM, we shine the spotlight on City Wide Inclusive Sanitation because we are cognizant of the fact that successful city is one where all citizens live productive, healthy and dignified lives in an environment free from faecal contamination.

Human waste must be managed in ways that safeguard the urban environment, including water and food supplies. Despite its importance, this reality is a far-fetched idea for many populations. With limited financial and human resources, changing climate and rapid unplanned urbanization, cities are struggling to cope. 'Business as usual' is not working. However, the Sustainable Development Goals

particularly Number 6, provides new impetus to ensure access to sustainable water and sanitation services, to keep cities safe and resilient, and to ensure citizens' health and well-being.

Citywide inclusive sanitation means that everybody benefits from adequate sanitation service delivery outcomes, human waste is safely managed along the whole sanitation service chain, effective resource recovery and re-use are considered, a diversity of technical solutions is embraced for adaptive, mixed and incremental approaches; and onsite and sewerage solutions are combined, in either centralized or decentralized systems, to better respond to the realities found in developing country cities.

In 'cry of the sector section', we discuss the pollution of our raw water sources, a vice that has a negative impact on service delivery. We also highlight City wide Sanitation from the SNV perspective. And as always, we bring you salient issues from the Inspections carried out in the quarter.

On the gender segment, we highlight the importance of mentorship for young women and also highlight the role of the African Women Sanitation Professionals Network.

Our Guest Author Mr. Webster Malido writes on the 'Importance of Brand Reputation Management'

Enjoy the read!

Mpunga Chipepo Simukwai



Curtis Muleya - Technical Inspector - Water



Lloyd Beensi - Technical Inspector - Sanitation



Ruth Chishimba Mwiinga - Public Relations Officer



Chrispin Lukwanda - Resource Center Information Officer



DIRECTOR'S FOREWORD



Zambia is party to the Sustainable Development Goals (SDGs) with targets set to be achieved by 2030. The SDGs related to sanitation have led to a paradigm shift in how urban sanitation is managed. Targets 6.2 (safely managed sanitation and hygiene services) and 6.3 (reducing the portion of untreated wastewater) now put the focus on managing the entire sanitation chain, encompassing containment, emptying, transportation, treatment, and safe reuse and/or disposal. This has major implications for the urban population in Zambia whose majority rely on onsite sanitation (OSS) systems as a form of excreta disposal. These OSS systems form a major contributor of untreated excreta which creates hotspots for environmental degradation and public health hazards.

Government has been steadfast to increasing access to sanitation services across all clusters of population in Zambia. Having realized the imbalance that existed between sanitation needs

for the urban affluent and poor, NWASCO developed a regulatory framework for the provision and regulation of Urban OSS and Faecal Sludge Management (FSM). The framework was developed and launched in June 2018 and subsequently NWASCO amended the operating licences in December 2018 for water and sanitation utilities to include urban OSS and FSM service provision. Further, NWASCO directed all Utilities to change their names from 'sewerage' to 'sanitation' by 31st July 2019 to reflect their change in the mandate. All these efforts were in support of a novel approach to addressing diverse sanitation needs and supporting the attainment of SDG -6 on sanitation dubbed "Citywide Inclusive Sanitation".

Citywide Inclusive Sanitation (CWIS) has been identified as a novel public service approach to planning and implementing urban OSS service provision to achieve outcomes summarized under SDG - 6. It puts all urban dwellers at the core of accessing equitable services. This means it focuses on service provision and enabling environment and has the following characteristics: (i) Everyone benefits from adequate sanitation service delivery outcomes; (ii) Human waste is safely managed along the entire sanitation service chain; (iii) Effective resource recovery and re-use are considered; (iv) A diversity of technical solutions is embraced for adaptive, mixed and incremental approaches; and (v) Onsite and offsite sanitation solutions are combined to respond to the needs of towns/cities.

CWIS asserts that conventional sewerage and wastewater treatment should not be considered as the only sanitation option but instead a range of solutions for both onsite and offsite systems must be tailored to the realities of growing towns and cities. Further, the approach asserts that this system must demonstrate three

functions: (i) a responsible authority with a clear, inclusive mandate for service delivery; (ii) a mechanism to ensure accountability for performance against this mandate; and (iii) processes for managing and planning resourcing including financing, assets and human resource.

In embracing urban OSS systems as part of the technology mix, finding solutions to safely contain, empty, transport, treat and dispose of or re-use faecal sludge is of significant priority. It is for this reason that NWASCO included Urban OSS and FSM services as new mandates for all water and sanitation utilities so as to promote use of improved sanitation service provision for the urban poor which are safely managed along the entire sanitation service chain.

It is a growing reality that populations living in various towns and cities will be accessing sanitation services using assorted technologies. However, it is in the interest of Government, Cooperating Partners and Service Providers that regardless of the technology used, it has to guarantee the users dignity and safety, not only limited to the users but the environment as well. Sustainable, efficient and equitable sanitation service provision through resource recovery has proved to contribute to the social and economic transformation of communities. Therefore, SDG-6 on sanitation presents an opportunity to not only attaining the targets, but also create jobs and promote a clean, safe and healthy environment.

Kelvin Chitumbo
DIRECTOR



INSPECTION HIGHLIGHTS



Broken water stand pipe at Kaleyia Smallholders

inspection which indicated the need for adjustments in the chlorination system to ensure compliance to the **Zambian Standards for Drinking Water**;

- ☞ Residents of Tuyake, Kaleyia East and Kascol club complained of very low water pressures, contrary to the **Service Level Guarantee**; and
- ☞ Residents did not practice water conservation as water wastages through broken garden taps were noted within the townships.

Zambia Sugar Plc

The annual inspection to Zambia Sugar was conducted on 22nd October 2021 and the following were some of the findings:

- ☞ The Private Scheme demonstrated its commitment to improving water supply and sanitation service provision in its service areas by maintaining water supply at 24 hours in all areas. Further, Zambia Sugar executed major rehabilitation works at all wastewater treatment ponds at Nkabika, Njomona and Kaleyia; and
- ☞ Some of the Schemes' staff did not demonstrate competence in water quality testing particularly for residual chlorine.

Kafue Sugar

Kafue Sugar was inspected on 20th October 2021 and the following were some of the findings:

- ☞ The scheme commendably maintained 24 hours water supply to all the properties within its service area;
- ☞ It was established that the scheme was not reporting to NWASCO all the water quality test results from the tests they conducted, a practice tantamount to misleading the Regulator; and
- ☞ Water leakages due to broken plumbing fittings were found at the institutional houses. This was not in line with environmental best practices as it leads to over-abstraction of the water resource and unnecessary use of energy for pumping.

Following the above inspections, NWASCO engaged the service providers through issuance of directives with strict deadlines on taking of corrective measures. Additionally, follow-up inspections were planned for the first quarter of 2022.

In the fourth quarter of 2021, NWASCO undertook annual inspections on Southern Water and Sanitation Company as well as all the four Private Schemes namely ZESCO (Kafue Gorge, Itzhi Tezhi and Victoria Falls), Zambia Sugar, Kafue Sugar and Kaleyia Smallholders. Below were some of the main findings and the actions taken by NWASCO.

Southern Water and Sanitation Company

The inspection was undertaken in the period 6th to 10th December 2021. Some of the inspection findings were as follows:

- ☞ Delays were noted with making water connections for customers who had paid connection fees. NWASCO requires through the service level guarantees that WSS service providers make a connection within 10 days after a customer pays the full application fees;
- ☞ A review of sampled accounts revealed incidences of wrongful billing of some accounts. For example, some disconnected accounts were still being billed the fixed rate while others who were disconnected but had sewer connections were not being billed for sewerage services
- ☞ Water supply hours were found to be below the Service Level Guarantees in Off Airport Road area of Livingstone (4 hours), Highlands in Mazabuka (5 hours) and the upper part of Bwacha in Kalomo (erratic with low pressure).

- ☞ The CU was still battling with the vandalism vice that worsened in the past year. Water meters were the most affected assets which once removed from customer properties, they were sold as scrap metal. Further, sewer manhole covers were also being stolen, exposing the manholes to being used as dump pits for household waste.

ZESCO

The annual inspections to ZESCO's three stations were conducted in the period 19th and 21st October 2021 and the following were some of the findings:

- ☞ Publication of water quality results at Victoria Falls station in Livingstone was not being done, contrary to the requirements of the water quality monitoring guidelines;
- ☞ Water supply to Block 11 at Kafue Gorge Station was below Service Level Guarantees and pressure was low; and
- ☞ Despite having procured state of the art equipment that was able to do various physio-chemical tests for water quality in Kafue Gorge, the scheme at the time of inspection was still limited to conducting residual chlorine testing as reagents needed for other tests such as pH, Turbidity and Colour were not available;

Kaleyia Smallholders Company Limited

The annual inspection to Kaleyia Smallholders was conducted on 22nd October 2021 and the following were some of the findings:

- ☞ On-site residual chlorine test failures were recorded at the time of the

CRY OF THE SECTOR WATER POLLUTION

Water and Sanitation Companies in Zambia typically abstract their water for treatment for domestic use from ground and surface water sources. In its natural environment, water normally does not meet the requirement for potable use and therefore WSS service providers must treat the water using various methods until it meets the national standards for drinking water. Treatment methods used are determined by a number of factors such as available space for the treatment plant, cost of putting up the plant, and most importantly, the quality of the raw water. At design and decision making stage, WSS service providers consider these factors and for the quality of raw water, a worst case scenario is considered. However, anthropogenic activities have pushed the quality of raw water to limits previously unimaginable. This often leaves WSS service providers with difficult options of using more chemicals in treatment processes or making changes to treatment processes, thereby increasing the cost of treatment. Where the pollution is way higher than what the treatment plant was originally designed to treat, the water source is often abandoned in search for another less polluted source. This also comes at a cost to the WSS service provider in that the investment will be a sunk cost and more resources would be required to develop the new source. Therefore, these catchment and environmental sustainability challenges that the WSS service providers have faced threaten sustainable water supply across the country.

Water Supply and Sanitation service providers in Zambia are facing these challenges more often for a number of reasons. For surface water sources, sources of pollution include industrial activities that result in effluent discharges that do not meet the Zambia Environmental Management Agency effluent standards into open water bodies. Industries that discharge effluent into the environment are required to ensure that measures are in place to protect the environment from pollution and cause adverse changes in ecosystems.

Water bodies in Zambia are usually multipurpose and one critical user of the water resource is the agricultural sector. However, poor farming methods have not only resulted in over-abstrating of water but also in polluting the water with harmful chemicals

such as fertilisers and siltation through soil erosion. Further, animal rearing especially cattle that rely on the same water bodies tend to introduce bacteriological pollutants.

Climate variation and climate change have in recent years increasingly affected water quality adversely for both surface and ground water sources. Prolonged dry seasons are being experienced more frequent than years back in addition to higher temperatures that result in water sources dwindling to very low levels and in some cases WSS service providers have been forced to discontinue abstracting water and subsequently supplying. The reduced amount of water in these water bodies tend to concentrate pollutants to levels that may be unsustainable to treat to potable standard.

For groundwater, the main challenge has been the faecal contamination from poorly constructed On-site Sanitation facilities such as septic tanks and pit latrines. Inadequate enforcement of building standards and the lack of a Zambian standard for OSS are some of the root-causes for this problem. The fast growing population most of whom are using OSS facilities has resulted in an accelerated rate of groundwater contamination.

Evidently, resolving these challenges requires concerted effort from stakeholders as provision of water and sanitation services is multifaceted that includes water resource protection. In order to encourage WSS service providers take steps to ensure their water sources are protected from undue pollution, NWASCO introduced the concept of Water Safety Planning (WSP) in the Water Quality Monitoring Guidelines. Water Safety Plans take into account factors that can introduce contaminants into the water supply system starting from catchment to the customer point and devise remedial measures. For the catchment, WSS service providers must bring on board the concerned stakeholders to identify sources of pollution and the appropriate control measures.

To further assist WSS service providers to shift their focus from water supply alone to an integrated water resources management approach that can help them secure reliable and sustainable water supplies for their business and their clients, NWASCO in collaboration with the Lusaka Water Security Initiative (LuWSI) introduced a Water Utility award in an effort to instil good water stewardship in 2021. The award promotes innovation and regulatory approaches that push CUs to take an interest in the upstream processes as well in a multi-stakeholder fashion.

With NWASCO's shift to include regulation of OSS service provision, it is hoped that sanity will be restored in this area. A number of other initiatives are being undertaken by stakeholders such as the development of National Standards on Onsite Sanitation Systems and Faecal Sludge Management – Code of Practice and the Statutory Instrument on Onsite Sanitation Systems and Faecal Sludge Management.

NWASCO actively participated in the development of the Zambian Standard for Ambient Water Quality specifications and guidelines which were launched in 2021. These standards are being enforced by Water Resources Management Authority (WARMA) and serve multiple purposes including establishing the water quality goals for a specific water catchment and providing the regulatory basis for establishing water quality-based effluent limits.

Protection of our water resources from pollution safeguards the environment, promotes restoration of healthy ecosystems and sustainable water supply and sanitation service provision.



Highly turbid waters in the Kalomo Dam

Continued on page 7 >>>



Eddy Chikuta

WATER SECURITY: THROUGH THE LENS OF MULTI-STAKEHOLDER COLLABORATION & COPRODUCTION

Lusaka's Water Security Outlook

Lusaka is one of the fastest growing cities in sub-Saharan Africa. A steady and mutually reinforcing rise in economic activity and population numbers is putting pressure on the city's water infrastructure and services, along with the increasingly fragile water resources. Lusaka lies above a productive groundwater aquifer, which continues to provide about 60% of the city's formal water supply. However, shortcomings in land use planning and enforcement of environmental controls, exacerbated by climate change-induced weather patterns, are turning this vital resource into a key vulnerability: on one hand, proliferation of borehole drilling and increased abstraction is accelerating the observed drop in groundwater levels; borehole yields are decreasing and many wells are now dry for several months of the year.¹ The WSS sector regulator NWASCO first raised concerns over the impact of 'climate variability' and anthropogenic activity on water resources and the utilities' ability to safeguard the security of supply in 2013, noting that reservoirs and borehole yields were running low. On the other hand, a high average water table during the wet season and poorly constructed on-site sanitation facilities have become a dangerous combination. Unplanned low-income settlements located in areas of the city that are prone to frequent flooding are disproportionately affected by outbreaks of waterborne diseases. With just a small fraction of households served through the municipal sewerage network in the city, poor sanitation and the indiscriminate dumping of solid waste significantly add to the contaminant load in the underlying groundwater.

Sewered and non-sewered areas in Lusaka

Moreover, economic development, although welcome and necessary, is making its impact felt through 'rampant' levels of industrial pollution² and a surge of investments atop critical groundwater recharge zones. The situation is intrinsically linked with fragmented institutional frameworks to oversee and regulate water-related activities, especially where these have no direct and obvious link to the water sector. But more so, to poor coordination and synchronization of activities and interventions in the water sector by stakeholders and mandated institutions.

Breaking the barrier of silos in the water sector through Lusaka Water Security Initiative

Water insecurity is a threat to all: it affects residents, businesses and the wider economy. Successfully addressing water security risks

¹ NWASCO. 2013. Urban and Peri-Urban Water Supply and Sanitation Sector Report 2013. NWASCO: Lusaka.

² NWASCO. 2016. Strategic Plan 2016-2020.

LUSAKA WATER SECURITY INITIATIVE

therefore requires stakeholders from across the water sector and beyond – water users, service providers, regulators and policymakers – to define and rally behind a shared water security agenda. The trioka of good governance, cooperation and well-coordinated financing then needs to materialise to turn the vision of a water secure future into a reality that delivers individual and collective wellbeing, ecosystem protection and resilience.

Discussions on water security and the multi-stakeholder partnerships started in 2013 and by the end of December 2016, the Lusaka Water Security Initiative (LuWSI) was formally launched. LuWSI is a multi-stakeholder collaboration system that was initiated as a result of the realization that the complexity of issues threatening Lusaka's water security could not be addressed by a single actor, but requires a multi-stakeholder collective action by water managers, water users and those who indirectly influence water. The initiative has been supported by GIZ through the International Water Stewardship Programme (IWaSP) through the Natural Resources Stewardship Programme NatuRES. Currently, the partnership is made up of 30 partners comprising public sector, private sector, civil society and international organizations who have come together to support a common agenda for "water security for all to support a healthy and prosperous city." LuWSI partners are joined through a Memorandum of Understanding (MoU) and are working to deliver a joint mission to 'strengthen multi-stakeholder collaboration to safeguard Lusaka's water resources while enhancing sustainable and timely access to water and sanitation for all'. LuWSI partners collectively engage and lead in dialogue, analysis and knowledge generation, advocacy and awareness raising, planning and project development, and capacity building. Most importantly, partners collaborate in developing and implementing strategic and timely projects which contribute to improving water security for Lusaka's residents and businesses.

LuWSI partners have committed to ten (10) strategic priorities which include: (i) investing and supporting community action, (ii) policy influence, (iii) improving WASH, (iv) sustainable infrastructure and services, (v) integrated land use and water resources catchment planning,

(vi) improving energy security, (vii) safeguarding groundwater, (viii) green city resilience, (ix) disaster risk reduction and management and (x) knowledge and information management. LuWSI has epitomized multi-stakeholder collaboration in the water sector and continues to mobilize partners and resources to champion concerted efforts towards inclusive outcomes.

Through various interventions developed by partners, there is a promotion of cohesive planning, investment in WASH infrastructure and overall management of the system and its governance to address issues of sanitation, waste water and drainage and flood protection within the city. Other strategic interventions include wellfields protection, hygiene promotion, improving water supply and solid waste management services, supporting emergency preparedness amidst the COVID-19 pandemic and community capacity building inter alia.

Since LuWSI's inception in 2016, a partnership approach to the shared, yet complex, concerns and challenges of water security has been emerging in Lusaka. The collaboration system has continued to champion the water security agenda for Lusaka and hopes to leverage more partnerships to galvanize resources for multi-level projects to improve Lusaka's water security status quo.

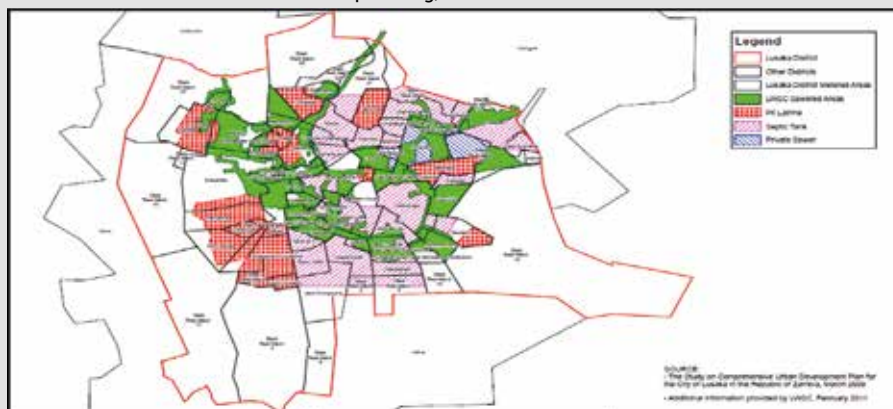
"to maximize the value of water and promote water security, there is an increasing understanding that good management of the technical and non-technical aspects of water security requires the active collaboration of stakeholders".

We believe in Coproduction
– LuWSI Partners –

The Author is the Coordinator of LuWSI

Box 1: Sanitation Profile – FACT FILE

By 2016, just 17% of households in Lusaka were connected to the sewerage network. With as many as 70% of the total city population living in low-income peri-urban areas, the vast majority rely on self-dug pit latrines and informal emptying services – much of the estimated 30,000 tonnes of faecal sludge produced in Lusaka every year is slowly leaching directly into the aquifer, overflowing during heavy rainfall, or illegally dumped in the city environs.



African Development Bank, 2015

EMBRACING CITYWIDE INCLUSIVE SANITATION



Background to Citywide Inclusive Sanitation

After having recognized the urban sanitation crisis, its disproportionate burden on the urban poor, and the limited progress of prevailing approaches in developing countries, a group of organizations met at the 2015 Hanoi FSM3 Conference to discuss the need for an urban “sanitation revolution.” This is because the sector had failed to achieve MDG target for sanitation, but was preparing to commit to even a more ambitious SDG target for “safely managed” sanitation across the service chain. Later on, a larger multi-disciplinary group of practitioners, development partners such as The Bill & Melinda Gates Foundation (BMGF), Emory University, The University of Leeds, WaterAid, World Bank’s Water Global Practice, Plan International, researchers, and others convened in Atlanta, USA in 2016 to identify ways to accelerate progress in providing sanitation services for the urban poor. The Atlanta workshop resulted in the Citywide Inclusive Sanitation (CWIS) concept and “Call to Action” signed by over 70 organizations and individuals. The concept was proposed to address an urgent growing need to focus public and especially government attention on the need to shift priorities from narrow, expensive and limited sanitation infrastructure investments, to focused solutions that took into consideration of diverse sanitation needs for various segments of population.

CWIS: promoting business as unusual

Business as usual in urban sanitation service provision is where Government and Cooperating Partners consider conventional sewerage and wastewater treatment as the only blue-print solution to sanitation service provision. This approach been used overtime in Zambia but will not get us to universal access to safely managed sanitation as espoused under SDG No. 6 as the majority of urban population rely on OSS facilities that are not even safely managed. CWIS therefore provides a shift to the urban sanitation paradigm, aiming to ensure everyone has access to safely managed sanitation by promoting a range of sanitation solutions, that is, both onsite and offsite systems. CWIS means focusing on service provision and its enabling environment and has the following characteristics:

- 1) Everyone benefits from adequate sanitation service delivery outcomes;
- 2) Human waste is safely managed along the entire sanitation service chain;
- 3) Effective resource recovery and re-use are considered;
- 4) A diversity of technical solutions is embraced for adaptive, mixed and incremental approaches; and
- 5) Onsite and offsite sanitation solutions are combined to respond to the needs of towns/cities.

Rapid urban population growth dramatically outpaces gains in access to sanitation, worse still, safely managed sanitation. As Zambia and the world at large continues to urbanize, the challenges of sanitation will continue to grow. Rapid urban population growth will continue to occur in developing countries, where urban populations have already doubled in the last 15 years UNICEF (2019b). In Zambia, for example, it is estimated that population growth in urban areas will be growing at a rate of 4.1% annually (World Bank). This means that by the year 2030, urban population in Zambia would have grown to 10, 296, 478 compared to 7, 570, 940 (NWASCO, 2020 Sector Report). Although there has been some positive gains in urban sanitation coverage from 2006 to 2020, that is, 34% and 69.6% respectively (NWASCO Sector Reports), over 30% of urban and peri-urban population still lack access to safely managed sanitation services and rely on other forms of Onsite Sanitation (OSS) technologies which if not properly constructed do not guarantee users safety, health, privacy and are a risk to contaminating the environment and groundwater sources. However, based on the Sustainable Development Goals No. 6 (SDGs), urban sanitation services should yield safe, equitable and sustained sanitation outcomes for everyone, prioritizing poor or marginalized groups.

Since water sector reforms of the 1990’s, sanitation service provision was slow and uneven in Zambia when compared to progress achieved on water supply. Part of the reason was that the focus of government investment in sanitation was mostly skewed towards incremental expansion of centralized sewers that only benefitted small, non-poor segments of the urban population. Very little attention was paid to reaching the rapidly growing poor population in peri-urban areas.

Moving from Millennium Development Goals to Sustainable Development Goals

Zambia was party to the Millennium Development Goals (MDGs 2005-2015) and had committed itself to halving the number of households having access to a toilet facility. The MDG target on sanitation was more focused on households having access to a toilet facility. However, at the close of their tenure, Zambia had failed to attain the MDG target on sanitation, and as such subscribed to the new Sustainable Development Goals (SDGs). This new commitment drastically changed the focus from access to a household toilet facility as was prioritized under the MDGs to consideration of the entire sanitation service chain.

Sanitation Service Chain

The Sanitation service chain includes containment, emptying, transportation, treatment, disposal and end use of faecal sludge.

Therefore, in order to attain this SDG 6 and to continue supporting safe, healthy urban living environments, sanitation services must be reorganized into public service systems that address sanitation needs for both the urban elite and the poor. Moreover, the majority poor population living in developing countries, and Zambia in particular are accessing sanitation services using OSS facilities which are not safely managed. Therefore, there is still a long way to meet the new SDG target on safely managed sanitation services for all. With this new chapter, Government, Service providers, Regulators and Cooperating Partners (CPs) need to rethink and re-strategize their approach and ensure that concerted and coordinated efforts are put in place to ensure that both onsite and offsite sanitation services are efficiently and affordably provided along the entire sanitation service chain.

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The call to action highlighted the need for long-term planning, technical innovation, institutional reforms, and financial mobilization, as well as political will and technical and managerial leadership for systems change. It outlined four CWIS building blocks:

- 1) Prioritization of the right for all to sanitation, with inclusive strategies reaching informal settlements and vulnerable populations;
- 2) Delivery of “safe management” of human excreta along the entire sanitation service chain by focusing on service outcomes rather than technologies and by embracing innovation and incrementalism;
- 3) Recognition of sanitation’s contribution to a thriving urban economy by integrating sanitation into urban planning, reforming regulatory policies and embracing resource recovery and reuse; and
- 4) Commitment to work in partnership across sectors and stakeholders to make progress through clear institutions with accountability, embedding sanitation within urban governance systems.

After a series of regional consultative workshops with ministerial, municipal and utility leaders, regulators, engineering firms and development partners from over 40 countries, the CWIS building blocks and objectives, were refined into an SDG No. 6 aligned definition:

“A public service approach to planning and implementing urban sanitation systems to achieve outcomes summarized by SDG 6: safe, adequate, equitable, and sustainable sanitation for everyone in an urban area, paying special attention to the needs of the poor, the marginalized, and of women and girls, and a comprehensive set of seven CWIS principles”.

CWIS principles;

- 1) Everyone in urban areas, including the urban poor, benefit from equitable safe sanitation;
- 2) Gender and Social Equity should be ensured in the design and delivery of city sanitation;
- 3) Human waste is safely managed along the entire sanitation service chain;
- 4) Systems enable resource recovery and reuse;
- 5) Authorities deliver safe, equitable and inclusive services with an integrated portfolio of business models and technologies, i.e. sewerage and non – sewerage solutions;
- 6) Comprehensive long-term planning processes foster innovation and are informed by needs, services and resource management at a city scale; and
- 7) Political will and accountability systems positively reinforce service authorities’ improvements in planning, capacity, and leadership.

This shift in paradigm to CWIS requires a shift in regulatory frameworks, mandates and policies of various players in the delivery of sanitation services. Consulting firms need to think differently, and not simply replicate approaches found in developed countries. Engineering and trade curricula qualifications should include the design and management of OSS systems and should explore opportunities for leapfrogging to solutions that take full account of the public health and environmental imperatives of urban sanitation. We should rethink the way sanitation infrastructure is funded and challenge approaches that subsidize sewers but not OSS, that do not embrace innovation and do not consider running costs. CWIS, or business as unusual, requires awareness

raising and capacity building, capturing best practices, working in coordination with complementary city services, and the development and use of tools that help better design and implement sustainable urban sanitation services for all.

In order to respond to the above emerging sector issues, NWASCO’s response to the ‘call to action’ and support to the fundamental building blocks of CWIS has been on a positive trajectory with support from Government. As part of response to the ‘call to action’ NWASCO developed and subsequently launched the regulatory frameworks for the provision and regulation of urban OSS and FSM in June 2018. This was followed by the change of Commercial Utilities (CUs) licences to include urban OSS and FSM services. These two developments were a stepping stone to promoting inclusive and safely managed urban sanitation services for all. The new extended mandate now compels CUs, Community Based Organisations (CBOs) and Private Operators to provide citywide sanitation services to both urban and peri-urban areas through available provisions in the regulatory frameworks. As part of multiple efforts being implemented by Government to attaining SDG No. 6 on sanitation, NWASCO and CPs have started implementing the CWIS approach in Lusaka, and Kabwe, Kasama and Mpulungu Towns through construction of safely managed OSS toilets, promotion of emptying services and construction of Faecal Sludge Treatment Plants (FSTPs). Further, NWASCO and CPs are implementing OSS and FSM capacity building programmes to both CU staff and Private Operators. Sanitation mapping surveys of OSS facilities in various cities/towns across the country are currently underway in an effort to provide baseline information that can be used for CWIS planning and development of associated OSS business models.

“CITY WIDE INCLUSIVE SANITATION-THE EXPERIENCE OF SNV ZAMBIA”

The concept of City Wide Sanitation invites a shift from a sewerage driven approach to a service provision mindset as it puts the spotlight on the populations reliant on onsite sanitation systems, that constitute the majority in middle and low income cities, and without which “City Wide” sanitation cannot be achieved. Further, “city wide” highlights how public health gains are dependent on the acknowledgement and management of the inter - connectedness between the different types of users and socio-economic realities within a city: if a peri-urban area is upgrading and safely emptying their sanitation facilities, but just nearby a sewer pipe that services a better off neighborhood is overflowing, public health is compromised for both.

Furthermore, the term “inclusive” requires the recognition that sanitation infrastructure and service are not provided in similar terms

to everyone. Historically, public investment has been used almost exclusively for off-site systems, with users required to pay a small monthly fee that hardly reflects its set-up and maintenance costs. On the other hand, on site sanitation users are required to pay for everything – infrastructure and service wise and most commonly, upfront. These different demands are often at odds with existing financial capacities, with wealthier communities in planned and well serviced areas ending up paying less than the poorer in peri-urban communities with unsafe and/or hardly accessible sanitation services.

Through the Dutch Government, SNV has been supporting Zambia’s National and Local Governments, the sector’s Regulator, Commercial Utilities and private sector to develop and implement a CWIS approach. Currently SNV is funding Chambeshi and Lukanga WSCs in the area of sanitation. At the onset of the project (2017), a baseline

was conducted that revealed that the vast majority of the project’s 5 towns (Kabwe, Kasama, Mbala, Mpulungu, Nakonde), about 91% of the population was reliant on pits and septic tanks. However, Utilities were framed at the time as Water Supply and Sewerage Companies, lacking the mandate, the capacity and the resources to service those on onsite sanitation systems and therefore unable to provide city wide sanitation services. Through the leadership of NWASCO, and with the support of the Cooperating Partners, in December 2018 the mandate of the Utilities was expanded to include onsite sanitation services to be called Water Supply and Sanitation Companies – that is covering both off site and onsite sanitation services, additional challenges followed.

In 2020, SNV supported its two partner Utilities, Chambeshi and Lukanga WSCs to prepare for their expanded scope

Continued on page 10 >>>

of responsibilities by assisting them in developing their 2021-2025 Strategic Plans, which included clear activities and targets for onsite sanitation systems alongside the sewerage and water supply ones. Still in 2020, both Utilities were provided with the necessary equipment to service toilet pits and hard to reach septic tanks, with all 5 towns receiving small transport trucks and EVACs. At the same time, a structured dialogue between the private emptiers and the Utilities was facilitated, and Delegated Management Agreements that set the roles and responsibilities for both were established. SNV further provided the emptiers with training on the use of the

EVAC and on Occupational Health and Safety (OHS). Through these Agreements, private emptiers were legally permitted to conduct emptying services under the supervision of the Utilities, while these saw their outreach expand to include chronically under or unsafely serviced households.

In 2021, the two Utilities further sharpened their ability to service the entire city through the development of dedicated onsite sanitation & faecal sludge management strategies, that in addition to specific measures to increase gender and social inclusion, include adaptation to climate change, a third and most pressing concept is

being added to CWIS, that of resilience.

At the national level, other key steps are being taken. Under the leadership of NwascO, and equally supported by SNV, Statutory Instruments for Onsite Sanitation that will provide the necessary regulatory framework for all steps of the sanitation chain, are being developed. NwascO Climate Risk Screening Guidelines are also underway, with both Lukanga and Chambeshi WSCs stepping up to pilot them. With these key documents, the gains at the cities' level will materialize further, with more and more urban households serviced by the Utilities and Resilient CWIS becoming a reality for many cities in Zambia.

LUSAKA WATER AND SANITATION COMPANY LAUNCHES CALL CENTER



Nshamba Muzungu

As part of the digital transformation to serve customers better, Lusaka Water Supply and Sanitation Company (LWSC) officially launched its Call Centre on 31st August 2021. Customers can now Call 5957 on all networks for queries and complaints. Additionally, the Call Centre will also register queries and complaints made via LWSC social media platforms.

The Call Centre is aimed at offering better communication and engagement services with its customers.

“In a modern day world, the importance of call centers revolves around the availability that can be offered to the client, that is, 24 hours a day, 7 days a week and 365 days a year. Which means, always, even when your company is closed for holidays. The main objective is to answer customer questions, assist them in any problem or inconvenience and provide them with optimal solutions,” Board Chairperson, Mr. Chapa Chikamba said.

The utility also introduced a mobile application that can be downloaded from Google Play Store and Apple App Store that enables customers to;

- 1) Pay for their water and/or sanitation bills online;
- 2) Locate nearest LWSC offices/Pay-points;
- 3) Take meter readings;
- 4) Check their water usage; and
- 5) Check statements and report faults and log complaints.

LWSC also launched the Real Time Metering system. The Real Time Metering system is a system whereby the metering is done in the field, updated in the billing system immediately and therefore removing the aspect of manual input by meter readers. It is aimed at improving the current inefficiencies in the meter reading, expedite the billing process and in return customers will benefit from the increased billing accuracy thereby reducing billing complaints.

Digital transformations in the sanitation sector deliver advantages over analog solutions. They do not only benefit centralized water and wastewater systems but enable technologies for innovative water and sanitation treatment technologies as well. For example, smartphone applications facilitate a direct connection to consumers (for bill payments and reporting faults etc.).

Speaking at the launch event held at LWSC Head Quarters, Company Board Chairperson, Mr. Chapa Chikamba expressed happiness that the call centre was finally launched as it speaks to the strategic direction of the company in its efforts to improve service delivery and customer service.

Mr. Chikamba also recounted some of the innovations that the company introduced since it embarked on its digital transformation agenda.

“In the year 2018, the company transitioned from delivering paper bills to paperless billing --- Meaning that we moved away from the old

fashioned way of delivering paper bill slips to using phone text messages and emails. We have also introduced a number of e-payment platforms. Customers can now pay bills using all the three mobile service providers - Airtel, MTN and ZAMTEL and the Kazang platform”, Mr. Chikamba said.

He further said that the company would also continue to grow its partnerships with the banking sector to allow more customers to make payments using the e-commerce platforms from their banks with the latest inclusion being Atlas Mara Bank.

Digital technologies offer unlimited potential to transform the world's water and sanitation systems, helping utilities become more resilient, innovative, and efficient, and in turn helping them build a stronger and more economically viable foundation for the future. Exploiting the value of data, automation, and artificial intelligence allows water utilities to extend water services, reduce non-revenue water, expand infrastructure life cycles, provide the basis for financial security, and many other more.

The author is the Public Relation Officer at LWSC



GUEST AUTHOR

WHY BRAND REPUTATION MANAGEMENT IS IMPORTANT FOR SERVICE ORGANISATIONS



By Webster Malido

“It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you’ll do things differently,” so says American billionaire businessman, Warren Buffet. One cannot agree more with Mr. Buffet.

Whether for an individual or a corporate, maintaining a good image is critical on several fronts. And there are factors that contribute to or take away from a good image – or a good reputation.

Put simply, brand reputation is more about how outsiders – or the public – view or perceive an individual or an organisation. For the purpose of this article, we will focus on organisations.

It is important to state from the outset that what informs how the outside world views an organisation can range from several factors but is usually more about how the external world experiences a particular organisation, be it through product quality or service delivery standards.

For organisations or businesses in the service industry, the outside world’s perception of their brand is largely informed by service delivery standards. However, because service providers ultimately offer a form of product in their services, the importance of product quality as it relates to brand reputation for service providers becomes more than just the need to have a positive image in the eyes of the public but rather to build trust and confidence for customers in terms of the quality of the supplied product.

Therefore, the need for assurance around

service standards and product quality should come in naturally for service-oriented organisations in putting brand reputation management at the top of their goals and objectives.

In most cases, organisations and businesses make service standard and product quality related commitments through their purpose, vision, mission statements or indeed values or ethos. How organisations position themselves through these is usually an indicator of their commitment to building confidence with their consumers on the service standards and product quality that they (consumers) can always expect from them.

As far as brand reputation management is concerned, service organisations can build or better manage their image to the public not only by committing to a list of service delivery standards or product quality, but actually by demonstrating in the manner that customers or consumers experience their services and products. The main point of experience for an organisation’s brand is usually through services and/or products.

For example, if water utility companies are regularly cutting supply to consumers for a variety of reasons including infrastructure or technology malfunction, they can be sure that consumers will not hold them in positive light as far as service quality is concerned. The same would be the case if water utility

companies were supplying what may be considered either unclear or unsafe water to their consumers.

Then there is the aspect of organisational values. Most organisations adopt a long list of values most of which tend to be universally standard or universally acceptable. They can range from service, honesty, integrity, transparency to respect, professionalism or responsibility. A breach of any of these values will more likely than not take away from an organisation’s brand and reputation. Which means that when organisations stick their core values on company notice boards or any other platforms, they should actually ‘walk the talk’, failure which they risk a potential reputational backlash.

Reputation is ultimately about trust – and that comes from how organisations conduct themselves throughout their product or service value chain or ecosystem.

Because sources of brand reputational risk reside mostly in areas such as organisational processes, service and product quality, and as Warren Buffet advises, organisations or businesses in service industries are encouraged to “do things differently” in the broader interest of maintaining a good brand reputation in the eyes of the outside world.

The author is the Managing Partner at South Africa’s marketing leading strategic communications firm, Aprio



ZAMBIA COMMEMORATES WORLD AIDS DAY



Justine Mwiinga

Scepticism is growing on whether Zambia will achieve the target of ending AIDS as a public health threat by 2030 just eight years from now.

Instead of declining, annual HIV infections are rising with 2020 closing with 51,000 new cases, up from 45,000 in the previous two years. With low rates of adherence to treatment, the dream of ending AIDS is becoming more and bleaker as new cases are being recorded.

This scenario is worrying the new government. Minister of Health Sylvia Masebo says unless this trend is addressed, it poses a challenge of reversing the many gains so far made in the national multi-sectoral HIV response.

The Minister made this observation in Lusaka during the commemoration of this year's World AIDS Day on December 1 under the theme; End Inequalities. End AIDS. End Pandemics.

"In 2020, Zambia recorded at least 51,000 new HIV infections. This development if not curbed has the potential of reversing the gains that we have made in the HIV response," she said.

The existence of inequalities among different sub populations in accessing HIV and other health services also poses a threat against the

country from ending AIDS.

Lying behind inequalities are the two twin vices of stigma and discrimination which Zambia has been grappling with since the first cases of HIV were reported nearly 40 years ago.

The net effect of stigma and discrimination is a disproportionate impact of HIV and AIDS on minority populations further fuelling the epidemic on these groups with a spill over effect on the general population. This trend creates a vicious cycle.

The proof of HIV and AIDS affecting mostly minority groups can be seen in the high numbers of HIV infections occurring in these groups running above the national HIV prevalence rate of 11.1 % in the adult population from 15-49 years.

For example, a Prison Assessment Study 2021 conducted by the National HIV/AIDS/STI/TB Council in conjunction with the Ministry of Health, Joint United Nations Programme on HIV and AIDS (UNAIDS) and United Nations Organisation on Drugs and crime (UNODC) shows that HIV prevalence

among inmates is at 20.9 % showing a slight decline from 27.4 % in 2009.

Others who suffer the brunt of the epidemic are adolescents and young people from 10-24 years with girls having an HIV prevalence rate four times higher than their male counterparts in the same age bracket.

Sexual and Gender Based violence (SGBV) is another factor that could derail Zambia's achievement of its goal of ending AIDS by 2030.

Sexual and Gender Based violence disposes girls and women of their negotiation skills for safer sex significantly raising their risk to HIV and other sexually transmitted infections.

Stigma, discrimination, SGBV and other social practices act as barriers to universal access to HIV and other health services by minority groups who fear condemnation and rejection by society.

Government has put in place a wide range of programmes to stop and mitigate the spread of HIV such as free Ant-Retroviral Drugs, free HIV testing, Pre-Exposure Prophylaxis (PrEP), Post Exposure Prophylaxis (PEP), HIV self-testing kits and Multi-Month Dispensation of ARVs to minimise hospital visits for drug replenishments.

All the above innovations will be in vain unless social factors breeding inequalities cited above are decisively dealt with.

The Author, is a Public Relations Manager at National AIDS Council.



All women affair; From left to right Lusaka Mayor Chilando Chitangala, Minister of Health Sylvia Masebo, Lusaka Province Minister Sheal Mulyata, National AIDS Council Director General Dr Connie Osborne and American Embassy Charge d' Affaires Sheryl Stumbras at Matero Stadium during commemoration of World AIDS Day in December, 2021 under the theme Stop Inequalities. Stop AIDS. Stop Pandemics

GENDER TALK



Sumbi Mukumba Shimwambwa

The African Women Sanitation Professionals Network – Zambia Chapter (AWSPN-ZC) was founded in the year 2020 with the intent to create a platform to equip and advance the numbers and prominence of women in the sanitation sector in Zambia, thereby enabling them to assume strategic roles beyond just being users of sanitation services.

Undeniably, women and girls remain under-represented in key decision-making positions and generally any other positions in the sector yet they are most affected by poor sanitation. This platform therefore aims to ensure that women actively work towards being adequately represented and are represented in matters that concern them.

The Zambia Chapter is one of other similar Chapters in Africa and operates under the framework of the African Water Association (AFWA) which is guided by the African Council of Ministers on Water (AMCOW) process. Its membership drawn from diverse professional and entrepreneurial including medical, engineering, planning, accounting, public health and many other more continues to grow. Membership is open to individuals and corporates.

The objectives of the Chapter are to facilitate networking, coordinate and mobilization of women in the sector; to function

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AWSPN-ZC at the 2021 Menstrual Hygiene day

as a resource reservoir for potential professional sector-based opportunities and as a liaison through which various stakeholders can consult on sanitation matters relating to women; to identify capacity building and mentorship opportunities for professional women in WASH, with a focus on sanitation within and beyond Zambia, e.g. attachments,

scholarships, on the job training and individual mentoring (career guidance and support); and finally empower and encourage women at the community level to participate in sanitation, including in business opportunities along the sanitation service chain.

Over the past year of existence, the Chapter has met some notable milestones towards achievement of its objectives and ultimately its goal. Key milestones include selection of an interim or caretaker committee, establishment of a Secretariat Office housed and supported by the National Water Supply and Sanitation Council (NWASCO). The Chapter has also developed a two year activity plan for which it is receiving implementation support from the German Development Cooperation (GIZ) under its Reform of the Water Sector Program (RWSII). The Chapter has also participated in international and local fora including the Zambia Water and Exhibition Forum (ZAWAFE), the Menstrual Hygiene

Day and the Stockholm World Water Week. Alongside ZAWAFE, the Chapter through its Chairperson Dr. Barbara Kazimbaya Senkwe and co-founding members Ms. Diana Makwaba and Ms. Ennie Muchelemba provided its first mentorship sessions for students from Evelyn Hone and the University of Zambia. This activity was supported by GIZ.

To be relevant to the wider community, the Chapter is also providing support to young girls to encourage them to enter the sanitation space as well as support to female sanitation entrepreneurs. As it continues its work, the Chapter is looking to engage many more locally based organizations to partner in empowering Zambian women professionals. For more information, on the Chapter please contact secretariat on nyembezi.ncube@gmail.com or call +260 978 476685.

The Author is the Interim Treasurer for the AWSPN-ZC.

MENTORSHIP OF YOUNG WOMEN AND GIRLS – WHY BOTHER?



Lady Norena M Chiteba

Mentorship has somewhat become such a buzzword in the recent past and one would almost feel left out if they are not using the word mentor or mentee.

In a world that has become extremely competitive and almost uncertain, young women and girls need help in steering their way through life's many challenges and complexities. They are generally looking for hope and encouragement from someone who has already made it to the other side and is still standing and smiling. They need a helping hand, a pat on the back and a constant voice of reason speaking to them. They need to see possibility. They need assurance.

There is also a mandate in the word of God that sums up the job for older women being instructed to look out for the younger ones. Therefore, mentorship ceases to be just another fancy term or buzzword, but an integral and intentional component for our young women and girls today.



Mentorship can be summed up as;- Guidance, Influence, Directing and Correcting.

The importance of mentorship can never be over emphasized and here are a few reasons;-

Every young person has potential: We have all heard the saying: 'In every caterpillar, there is a butterfly waiting to spread its wings, flourish and soar to greatness.' Much like a butterfly, in every young person exists greatness waiting to be unleashed. Mentors can serve as a source of guidance and support to help reach this greatness by assisting in goal setting and providing inspiration.

Mentoring becomes a relationship: We are relational beings and young people are dependent on relationships to develop their ideas and perceptions of the world. These perceptions are mostly influenced by their interaction with social media, peers and adults. Mentors can challenge and correct certain perceptions and opinions from a more mature perspective and bring about an inquisitiveness, passion and a more informed opinion through dialogue and active engagement.

All young people are unique and different: "Everybody is a genius, but if you judge a fish by its ability to climb a tree, it will go through its life feeling like it is not smart". Young people often feel pressured to fit in and expected to conform to limited ideas of success introduced to them through social media and the world's standards. A mentor will help a young person realise her own unique abilities, talents and strengths. If they

are a 'fish' they may not be able to climb trees, but they could certainly swim!

Staying grounded while dreaming big: It's good to dream big! But sometimes a young person's ambitions can be rooted in fantasy. A mentor helps in grounding and guiding them practically through some of the realistic challenges they may face. A mentor helps to bridge the gap between how a young person may see the way forward and what is realistically the best way in order to avoid or minimize making mistakes.

With the right mentor, a young person can gain professional socialization skills and receive personal support to facilitate long-lasting success.

To the Mentee;-For you to access the great and get more out of the mentorship, which has become a relationship, position yourself as a "protégé". A protégé makes it her own to pursue the mentor and works with "what can I put into this relationship for me to be able to benefit more and not just what can I take?"

To the Mentor;- Remember that the true meaning of life is to plant trees whose shade you do not expect to sit.

Our young women and girls need us and we desperately need them. Watching their eyes being opened and their disappointments replaced with hope is one of the greatest joys we can experience on earth.

So yes, Mentorship truly matters and we should definitely bother.

The Author, is the Founder of the KUPES Young Womens Network

SECTOR UPDATES

Minister of Water Development and Sanitation appoints Boards of Director for NWASCO and Five Water Utilities

The Minister of Water Development and Sanitation Hon. Mike Mposha MP appointed new Boards of Directors for NWASCO, and 5 of the 11 water utility companies namely, Lusaka Water and Sanitation Company, Kafubu Water and Sanitation Company, Mulonga Water and Sanitation Company, Lukanga Water and Sanitation Company, Eastern Water and Sanitation Company on the 5th January 2022, The appointment of the new Boards follows the dissolution of the previous Boards in October and November 2021.



The NWASCO Board has a total of seven Members who are drawn from a cross section of institutions in line with the Water Supply and Sanitation Act No. 28 of 1997 as follows:

1. **Mr. Numeral Banda** representing Ministry Of Local Government and Rural Development;
2. **Eng. Oswell Katooka** representing Ministry of Water Development and Sanitation,
3. **Mr. Silvester Hanguwa Hibajene** representing Chamber of Commerce,
4. **Ms. Malama G. Kasalwe** representing the Water and Sanitation Association of Zambia (WASAZA);
5. **Ms. Naomi Banda Nguni** representing Competition and Consumer Protection Commission, (CCPC);
6. **Mr. Mwenda Hamanyati** representing Attorney General);
7. **Dr. Lillian Mambwe Mutesu** representing Zambia Institute of Environmental Health.

The members appointed to the NWASCO and Water Utility Boards of Directors will provide strategic leadership to the Institutions to

ensure increased and improved service delivery for Water, Sanitation and Hygiene in line with the aspirations of the country in attaining the targets in Zambia Vision 2030 and the Sustainable Development Goals (SDGs).

Events

The National Water Supply and Sanitation Council (NWASCO) utilizes various platforms to disseminate information about the water supply and sanitation (WSS) sector which in turn creates visibility for the brand as enshrined in the 2021-2025 Strategic Plan. The events are also an opportunity for NWASCO to showcase its work as a regulator in the WSS sector. During the fourth quarter of 2021, NWASCO participated in a number of national events among them are the following:

Global Hand Washing Day



NWASCO joined the rest of the world in commemorating the Global Hand Washing Day which was held under the theme 'Our Future is at Hand-Let's Move Forward Together'. The commemoration which was held at Chawama Primary School in Lusaka was hosted by Mr. Mabvuto Sakala, the then Permanent Secretary, Ministry of Water Development and Sanitation. During the commemoration, NWASCO exhibited various publications which were distributed to the participants. Global Hand Washing Day is held annually on 15th October.

World Toilet Day

NWASCO joined the rest of the world in commemorating the World Toilet Day, which was held on 19th November, 2021 under the theme 'Valuing Toilets'. The celebration was held at Kapwelyomba Primary School in Munali Constituency of Lusaka and was



graced by the Minister of Water Development and Sanitation Hon. Mike Mposha. In his remarks, Hon. Mposha said that Government working with stakeholders had made strides in providing water, sanitation and hygiene services through various programmes. He cited the Lusaka Sanitation Project as among the key projects that Government and its stakeholders are implementing to improve sanitation service delivery, enhance hygiene and protect ground water.

At the event, SAG in collaboration with NWASCO showcased the pit emptying challenge.

During the commemoration, NWASCO exhibited publication materials on its regulatory activities and distributed them to the participants. Further, a press statement was issued in which the NWASCO Director Mr. Kelvin Chitumbo in interpreting the theme of 'Valuing Toilets', said that a toilet is very important as it promotes public health and dignity in people's lives especially women and children. He noted that the way toilets are kept should demonstrate their value, as such, issues of hygiene and comfort cannot be over emphasized. He added that the importance of this closet must be valued.

World Toilet day is held annually on 19th November.





Chipimo Chisanga

Being a person living with diabetes is like having a full-time job except you don't get paid, go on leave or quit. You have to be focused and determined, which means you have to watch what you eat, stay hydrated and stay in shape. The simple rules of diabetes management are a healthy diet, taking the prescribed dosage of medication and the right amount of exercise. Of course, doing all these things with basic diabetes education. From my personal experience, you can manage

of energy and joy. Additionally, I am not a Doctor, but a person living with type-one diabetes sharing my experiences through diabetes education. I am a mentor of the Young Leader in Diabetes Programme, which is under the International Diabetes Federation and a recent graduate of the University of Zambia.

Diabetes management focuses on three key elements. The first element is that people with diabetes need to know what to eat, when to eat and how much to eat. It helps them regulate their blood sugar levels. People with diabetes have to watch what they eat and control their lifestyle, and consistently maintain their blood sugar levels, they need to strive to be in the target range which is (4-8 mmol/l or 72-144mg/dl). Please note that there is no such a thing as a diabetic diet, only a healthy diet that involves healthy foods that need to be eaten in moderation. This means that food should be taken in smaller amounts and at regular intervals. You need to learn about carbohydrate counting and carbohydrate exchange, as this helps with diet control. You need a diet plan.

The second element being, diabetes medication. This has to be taken as prescribed or according to the food taken (carbohydrate counting). There are several medications for people with diabetes, but the sad truth is that diabetes has no cure, yet. The most common problem we have in Zambia is that people have come up with several herbal remedies and all kinds of medications claiming that they cure or treat diabetes, those may help in some

way but they don't treat or cure diabetes. Always consult with your doctor before taking such decisions. The only treatment that works and is scientifically proven is Insulin and Anti Diabetics. This means you should always follow your treatment plan, and it will save your life. The dosages of these medicines are always different, so what works for me won't always work for you. So, stick to your dosage. Don't compare your diabetes to another person.

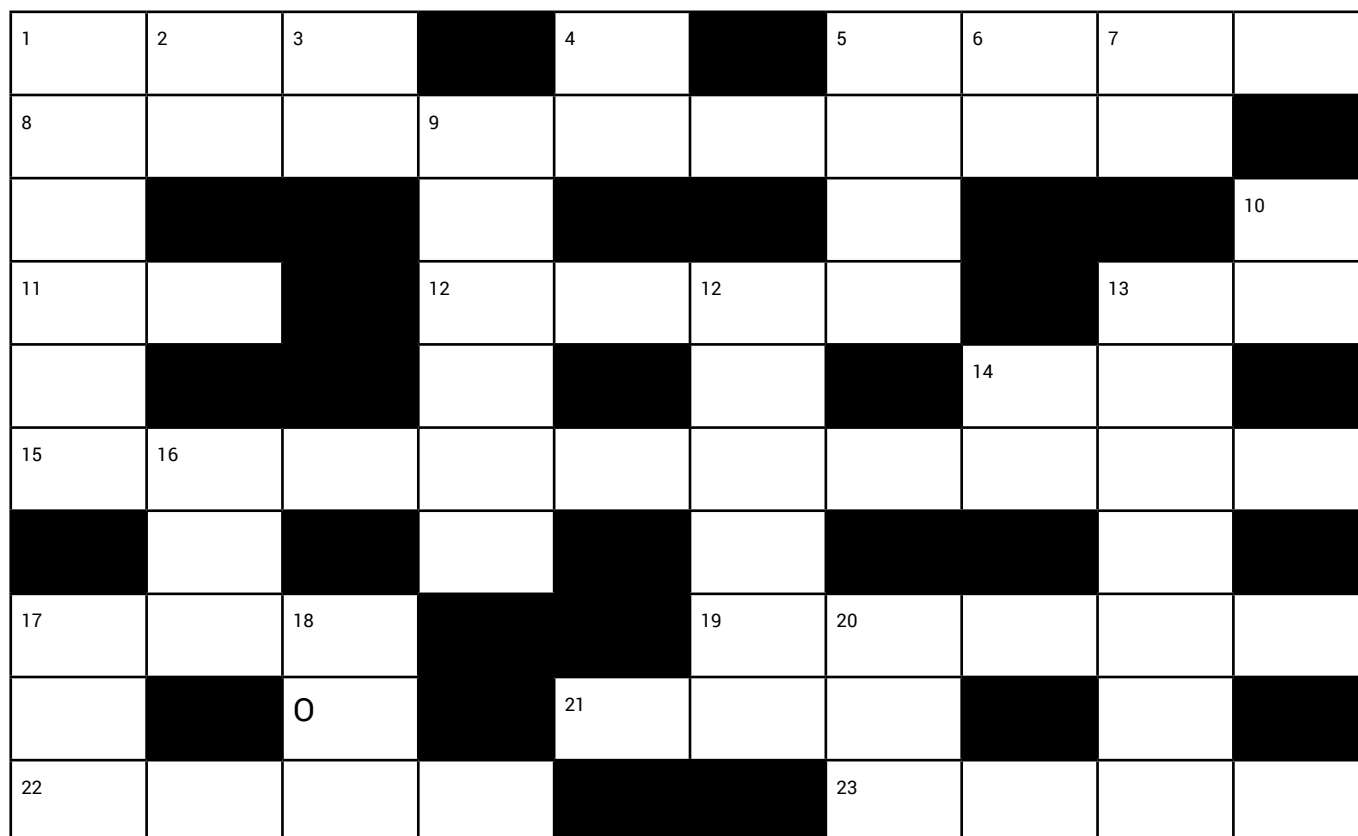
The third element being exercise. You should know that a healthy diet involves a scheduled exercise routine, and you have to burn more than you're taking in. A person living with diabetes has to exercise regularly because it improves insulin sensitivity and circulation among other things. Due to exercise, the absorption of glucose (sugar) in the body is faster and better. Managing your diabetes without exercise is very hard because you will have a lot of challenges. There is one key thing to consider, as a person living with diabetes. You have to know when to exercise, how much exercise and what kind of exercise (Your Doctor will advise). As for myself, I am an athlete, I exercise about 4 to 5 times a week on a normal schedule, so I jog. You also have to be mindful of how much exercise you take, because too much of it isn't very good. Otherwise, you can do any type of exercise like swimming, playing tennis or your favourite sport.

Once you have all the three elements blended, your numbers will be closer to normal, and that means everything will go according to plan, and normal life like anyone else. You have to be consistent with your treatment plan, get enough rest, hydrate, be happy because you can achieve anything, and diabetes does not define a person. All this needs to be supported with basic diabetes education, of course. Therefore, society and people living with diabetes must understand these things. I know my condition well, that is why I manage it better, but I have my days. Many things may affect your blood sugar, so make sure to ask your doctor the right questions, research more, follow your treatment plan.

The Author is a mentor of the Young Leaders in Diabetes Programme



CROSSWORD PUZZLE



ACROSS

- Food and Agriculture Organization of the United Nations (3)
- Tiny (4)
- Difficult economic conditions created by government measures to reduce public expenditure (9)
- Copper element (2)
- Shout at length in an angry and impassioned way (4)
- Curriculum vitae (2)
- Measure of acidity or alkalinity (2)
- Public health conditions related to clean drinking water, treatment and disposal of human excreta and sewage (10)
- Unit of measurement equivalent to 1,000 kilograms (3)
- Move slowly in an order to avoid being detected (5)
- A toilet (3)
- Ministry responsible for Water Development and Sanitation in Zambia, acronym (4)
- Group of inanimate objects aiming at achieving common goal (4)

DOWN

- Human waste excrement (6)
- African continental organization (2)
- System software that manages computer hardware and software resources, acronym (2)
- Chemical element, atomic number 34 (2)
- Cause to move in a sloping position (4)
- Information Technology (2)
- American City, acronym (2)
- Lethargic (6)
- Television (2)
- Regulator for Water Supply and Sanitation in Zambia, acronym (6)
- Waterborne disease (7)
- Ratio of circumference of any circle to the diameter of that circle (2)
- Before the present (3)
- Male cat (3)
- Lower and raise ones head in acknowledgement (3)
- Decay (3)

FEEL FREE TO COMPLETE THE PUZZLE AND SEND TO Nwasco OFFICES AND STAND A CHANCE TO WIN ASSORTED ITEMS!!

Fill in the puzzle and send your solution to mails@nwasco.org.zm and stand a chance to win Nwasco branded materials.