# Zambia - Lukanga Water Supply and Sanitation company (LgWSC)

**Country**

Lukanga Water Supply and Sanitation company (LgWSC) started its operations in 2006 upon parliament approving the National Water Supply and Sanitation Act No. 28 of 1997.

LgWSC is a private limited company incorporated under the Companies Act Cap 388 of the Laws of Zambia. It is regulated by National Water Supply and Sanitation Council (NWASCO), the water sector regulator. NWSC is mandated and licensed to provide water and sewerage services in the Central province of Zambia on behalf of all the districts in the province.

Vision: A dependable, innovative and commercially viable utility company that provides quality water and sanitation services to all customers in Central province in an equitable manner.

Mission: To provide customers in central province with reliable, affordable and cost reflective water supply and sanitation services in a sustainable, equitable and resilient manner.

Key objectives strategic plan: (1) To enhance good corporate governance, self-regulatory standards and leadership development to ensure accountability, transparency, equality, efficiency, responsiveness, sustainability, and maintain high levels of integrity by 2025; (2) To develop reliable, secure, and efficient information management systems and infrastructure that maximizes staff potential to foster innovation, customer care and decision making by December 2025; (3) To mobilise financial resources and to enhance collection efficiency to 100% in order to facilitate for investment, business growth and achieve viability by 2025; (4) To attract, develop and retain highly qualified, skilled, innovative, committed and motivated staff in order to improve staff efficiency from 0.67 to 0.55 by 2025; (5) To reduce Non Revenue Water from 50% to 40% by 2025; (6) To achieve and maintain 98% water quality compliance at an average of 20 hours water supply per day by 2025; (7) To increase water coverage from 84% to 90% by 2025; (8) To increase access to safely managed sanitation and sanitation coverage from 55% to 85% by 2025; (9) To achieve and maintain a high level standard of customer care and stakeholder satisfaction by 2025.

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## About VEI

Established in 2004 by Dutch water utilities, VEI has developed into an effective organization operating worldwide. VEI implements Water Operator Partnerships (WOPs) with dozens of water operators, aiming at sharing knowledge and skills to make the partner water operators stronger, financially sustainable and more (climate) resilient. VEI creates improved access to water and sanitation services, for approximately 350,000 people every year, mostly in low-income areas in Africa, Asia and Latin-America. Standing side by side as water operators, we strive to continuously increase our impact for people living in poverty, by systemically improving the maturity of working processes of our WOP partners, supported by peer-to-peer collaboration, training, technical assistance and smart investments.

VEI is a full subsidiary of Vitens N.V. and Evides Waterbedrijf N.V. and implements the international Corporate Social Responsibility policy on behalf of seven Dutch drinking water utilities:

- Vitens N.V.
- Evides Waterbedrijf N.V.
- WML
- Waterbedrijf Groningen
- Brabant Water
- WLN
- PWN

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