Benchmarking and key performance indicators: session 1 structure

- Benchmarking and KPIs are a key regulatory tool for improving service provider operational standards
- If service providers are to be incentivised to serve the most vulnerable, regulators need to be asking them the right questions
- How can regulators encourage compliance and accurate self-reporting among service providers?

Benchmarking and key performance indicators: setting the scene

Show of hands

1. Who here undertakes a benchmarking process of utilities/service providers?

Show of hands

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2. If you benchmark, are the indicators/KPIs split equally between water and sanitation?

Benchmarking and key performance indicators: Annual benchmarking, Zambia

- Kasenga Hara, NWASCO (Zambia)

Benchmarking and key performance indicators: Annual benchmarking, Zambia

– Kasenga Hara, NWASCO (Zambia)

Discussion:

– *How effective are benchmarking processes at improving service delivery, especially for the most vulnerable?*

Show of hands

1. Do any indicators in existing benchmarking activities just focus on water and/or sanitation services in low-income urban areas?

Benchmarking and key performance indicators: KPI 10, Kenya

– Peter Njaggah, WASREB (Kenya)

Benchmarking and key performance indicators: KPI 10, Kenya

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Discussion:

– *Is available data to you/service providers disaggregated into urban/rural and slum/non-slum? If not, how can this be changed?*

Discussion

Group 1: Regulators

- How can/do regulators translate benchmarking/monitoring into compliance and improved services for all?
- What do regulators need to have in place in order to improve effects of benchmarking services in low-income areas?

Group 2: Service providers

- What do service providers gain from existing benchmarking/KPI processes?
- What do service providers need to do/have in order to report better? Can regulators help here, who else needs to be involved?

TEA BREAK!

Public finance: sanitation surcharges on water bills: session 2 structure

How can regulation/regulators help to cover the finance gap for on-site sanitation **equitably**

Introducing a new surcharge is a long process, going to look at 2 key aspects:

1. **Gaining support for a new charge: engaging stakeholders and winning them round**
2. **Enforcing pro-poor expenditure**

Public finance: gaining support for a new surcharge

2 case studies

- **Nakuru (NAWASSCO, Nakuru, Kenya)**
  - Sanitation surcharge
- **Maputo (AURA IP, Maputo, Mozambique)**
  - Sanitation tariff

Public finance: gaining support for a new surcharge

2 case studies

- **Nakuru (NAWASSCO, Nakuru, Kenya)**
  - Sanitation surcharge
- **Maputo (AURA IP, Maputo, Mozambique)**
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- *How would this work in your country/context?*

Public finance: enforcing pro-poor expenditure

Pro-poor spending: case study

- **NWASCO (Zambia)**
  - Sanitation levy in Lusaka

Public finance: enforcing pro-poor expenditure

Pro-poor spending: case study

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- *How could/does this work in your context/country? Any similar experiences from Tanzania, Rwanda, Angola, Mozambique?*