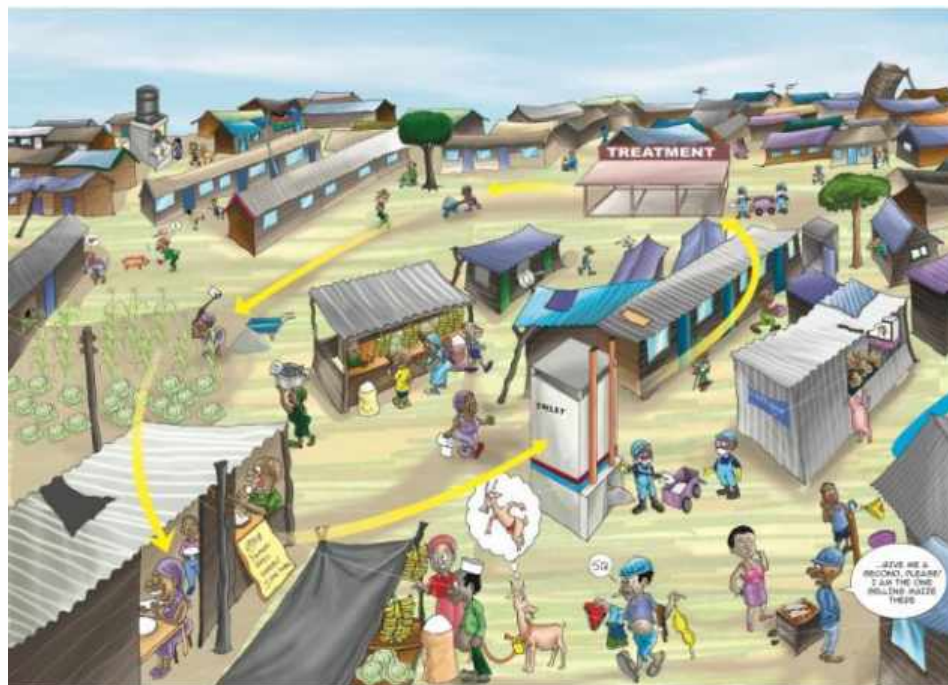


SafiSan Projects: Payments and Incentives for Toilet Emptying, Sludge transport and Treatment

A step-by-step approach for WSPs

Prepared by the UBSUP Team



*people, planning, product, price, payments, incentives, participation, policy, regulations, programs, positioning, emptying, transport, treatment, partnerships, **poo, pee**, sanctions, Sanitation Value Chain*



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Managing sanitation: What is needed?

Ensuring that the **Sanitation Value Chain** is closed requires having a set of:

1. Technical solutions



Improved toilets, improved emptying practices, improved transportation solutions and proper treatment

2. Trained personnel and trained local entrepreneurs



Trained DTF Operators (WSP staff), trained Sanitation Teams, trained staff of the Finance Department, trained Sanitation Unit and informed customers (toilet users)

DTF = Decentralised Treatment Facility



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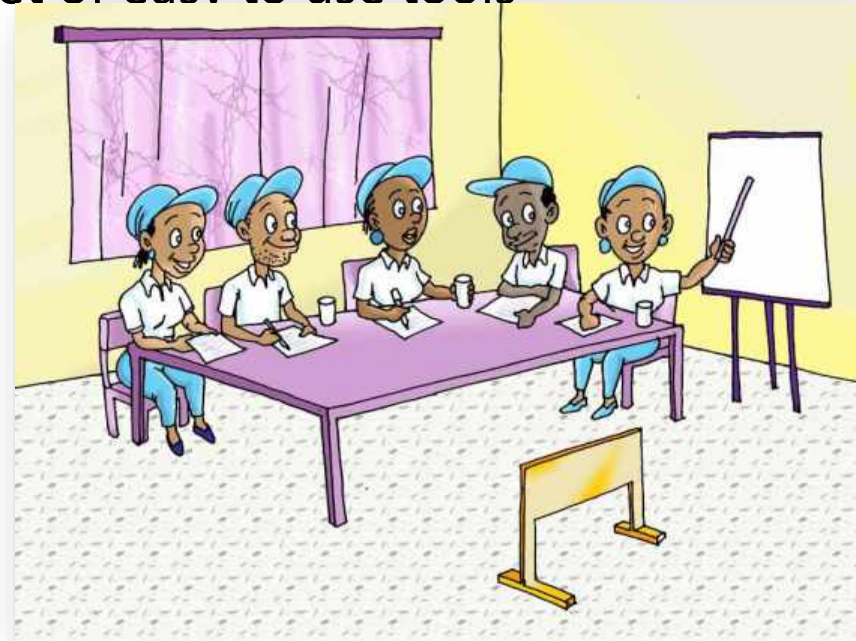
Managing sanitation: **What is needed?** (continued)

Ensuring that the **Sanitation Value Chain** is closed requires:

3. A **sanitation planning procedure** and easy-to-use **tools**



Which enable the WSP to manage sanitation by the Water Service Provider (WSP) using a set of easy to use tools



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Managing sanitation: **WSP** perspective and interests!

The **WSP** has the following interests in ensuring the **Sanitation Value Chain** remains closed:



1. Reduce public health risks within the SPA Service Area
2. Better relationships with the County (owner) and central Government
3. Sustainable sanitation services
4. A steady source of revenue
5. Increasing revenue
6. A motivated workforce



Managing sanitation: **Customer perspective & interests!**

The **customer** has the following interests in ensuring the **Sanitation Value Chain** remains closed:



1. Accessible and affordable emptying & transportation services
2. Toilets are emptied on time by trained Sanitation Teams
3. Clean toilets that do not pose a threat to the health of the users and the other people living in the yard
4. Clean and healthy surroundings (public spaces) without dumping of sludge (the contents of toilets)



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Managing sanitation: Sanitation Team **perspective and interests!**

The **Sanitation Team** has the following interests in ensuring the **Sanitation Value Chain** remains closed:



1. Being able to creating a sizable and stable clientele
2. Being able to charge customers for emptying & transport services
3. Flexible (non-regulated) emptying/transport charges
4. Earning a regular income and making a profit
5. **Having an incentive for delivering sludge to the DTF!!**
6. Being able to develop other income generating activities A safe working environment
7. Being well trained
8. Having a profession which is respected and seen as important (no social stigma)



Managing Sanitation: Looking at payments & incentives

→ **WSPs** should get paid for:

1. All the water and sanitation services the Company provides (mainly through the tariff and other charges)
2. The disposal & treatment services the Company provides to commercial private exhausters who use the DTF or the Sewage Treatment Works
3. Farmers or other entrepreneurs who buy treated and safe bio-solids (etc.) at the DTF or the sewage treatment works

→ **WSPs** should pay for:

1. The operation of the Sanitation Units and all other members of staff working on sanitation
2. **The sludge delivered at the DTF by the licensed Sanitation Teams procedure!!** (*a small fee to prevent indiscriminate dumping*)



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Managing Sanitation: Looking at payments & incentives

→ **Customers** should get paid for:

1. Landlords should be paid the rent

→ **Customers** should pay for:

1. Landlords should pay for emptying and transportation services
2. *Perhaps also tenants should pay for these services?*
3. Tenants should pay rent

Note: Landlords and tenants are of course free to work out their own arrangements



Managing Sanitation: Looking at payments & incentives

Sanitation Teams should get paid for:

1. The emptying and transportation services they provide to residents (landlords and tenants)
2. The contents of toilets (i.e. UDDTs) sludge they deliver at the DTF (provided the content of the SaniGo is according to expectations)

Sanitation Teams should pay for:

1. Required licenses
2. Maintenance and repair of their (safety) equipment
3. Any marketing activities they consider necessary

UDDT = Urine Diverting Dry Toilet



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SafiSan Projects & related costs

The Sector Regulator (WASREB) allows the WSP to include all costs that are incurred for sanitation (off-site and on-site) in the yearly tariff application submitted to Regulator for approval!

The following **costs** - generated by SafiSan Projects - should be considered:



Cost		Frequency	Recovery
WSP Sanitation Unit	Salary	Monthly	Tariff
WSP sanitation unit	Office operation	Monthly	Tariff
DTF operator	Salary	Monthly	Tariff
DTF operation costs	Materials, etc.	Monthly/when required	Tariff
Manual Emptiers	Incentive	Fee per delivery	Tariff



SafiSan Projects and related **revenues**

The following **revenues** that can be generated by SafiSan Projects - should also be considered:



Revenue	Driven by	Remark
Exhausters delivering sludge at DTF	Supply	or... <u>demand</u> for treatment services
Sale of treated sludge	Demand	.. from the agricultural sector
Additional sewer connections	Demand	e.g. sewer-linked pour flush toilets
Other?....		



SafiSan Projects: Monitoring **Costs** & **Revenues**

To achieve transparency and

What is needed (in terms of tools) to monitor variable **costs**

and to monitor **revenue**:



Cost or revenue creators	Monitoring	Supervision required
Manual Emptiers	Signed receipt	To prevent unwarranted payments
Exhausters using DTF	Signed receipt	To prevent revenue theft
Treated sludge customers	Signed receipt	To prevent revenue theft
List of registered Manual Emptiers	Certificates, list	To keep the list updated



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SafiSan Projects: Notes



- Sanitation Teams are free to charge their customers any tariff for toilet emptying services (it's a competitive and unregulated market)
- The amount paid to Manual Emptiers for each delivery should not be too high **but** high enough to motivate them to bring the content of the toilets to the DTFs
- The amount private exhausters have to pay to the WSP for DTF services should be reasonable (not too high). We want to prevent illegal dumping of sludge!!
- Calculations prepared with NAWASSCO (Nakuru) show that adding onsite sanitation only results in an increase of the water tariff of approximately KSh 1.00/m³
- Yes, this means that onsite & pro-poor sanitation is partly paid for by customers who have indoor plumbing and a sewer connection.



Thank You!

Do you have any questions?



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