



EASTERN WATER AND SANITATION CO.LTD

Listening, Responding, Improving

EWSC Q2 Edition 2026 Newsletter

 **EASTERN WATER AND SANITATION CO.LTD**
KIOSK NO.1 KACHOLOLA



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Water is life,
sanitation is dignity,
our commitment is to
serve you better.

Managing Director's Message

See P.3

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Every Drop Counts



Inside this Issue.



Editor's Note.....	2
Message from the Managing Director	3
The People's Corner	4
EWSC Wins Best Water Quality Award - NWASCO.....	6
EWSC Pursues Innovative Solutions at ZAWAFE	7
Listening to the Needs of a Growing City	8
MWDS, PS's Visit - Eng Ramos Kamanga Picture Story.....	9
Infrastructure projects - Summary	10

Editor's Note.

Public Relations Unit



EMMANUEL LUNGU
Assistant Public Relations Officer - EWSC

Welcome to the second quarter edition of Inside **Eastern Water and Sanitation Company Limited (EWSC)** for the 2026 financial year. Our theme, “**Listening, Responding, Improving,**” reflects our commitment to putting our customers at the heart of what we do. Through your feedback, we continue to identify challenges, respond to concerns and find ways to improve our services.

In this edition, we highlight some of the key projects, activities and milestones recorded during the quarter, as well as the dedicated teams working behind the scenes to keep our communities served.

We thank our customers, staff, stakeholders and partners for their continued support and engagement. Together, we remain committed to building stronger, more reliable and sustainable water supply and sanitation services across Eastern Province.

For enquiries, please contact us at pr@ewsc.co.zm

Enjoy the read.

Message from the Managing Director

Listening, Responding, Improving

Dear Colleagues,

It is my pleasure to welcome you to the second quarter edition of Inside EWSC for the 2026 financial year.

Our theme for this edition, “Listening, Responding, Improving,” captures an important part of our journey as a Company. As Eastern Water and Sanitation Company, our responsibility goes beyond supplying water and providing sanitation services. It is about understanding the needs of the communities we serve, responding to the challenges we encounter and continuously finding better ways of delivering on our mandate.

The past quarter has presented us with both opportunities and challenges. We have continued to work towards strengthening our water supply systems, advancing infrastructure development and improving the reliability and efficiency of our operations. At the same time, we have remained attentive to the concerns raised by our customers, recognising that their feedback provides valuable insight into where our efforts must be directed.

Our ongoing infrastructure investments and rehabilitation initiatives across Eastern Province are an important part of this effort. These interventions are aimed not only at addressing immediate service challenges, but also at building stronger and more resilient systems capable of meeting the growing needs of our communities. However, infrastructure alone is not enough. We must also continue strengthening our internal processes, embracing innovation, improving customer engagement and ensuring that our teams have the capacity and commitment required to deliver quality services.

As we move forward, I encourage every member of staff to embrace a culture of accountability, responsiveness and continuous improvement. Every



interaction with a customer is an opportunity to demonstrate who we are as an organisation. Let us listen carefully, respond professionally and use every challenge as an opportunity to improve.

I wish to commend our staff across all ten districts for their continued dedication and resilience. I also extend our appreciation to our customers, Government, cooperating partners and other stakeholders whose support remains essential to our work.

Let us continue working together to strengthen EWSC and deliver water supply and sanitation services that our communities can depend on.

Thank you, and I wish you an enjoyable and informative read.

ENG. AARON MULINDA
Managing Director - EWSC

THE PEOPLE CORNER

Celebrating Our People

At Eastern Water and Sanitation Company Limited, we recognise that the quality of our services is closely connected to the people who deliver them. The period from April to June 2026 provided several opportunities to recognise employee contributions, strengthen capacity and reinforce the importance of professionalism, dedication and continuous improvement across the Company.

Recognising Outstanding Performance

On 1 May 2026, EWSC joined the nation in commemorating Labour Day under the theme, “Securing Zambia’s Future of Work: Protecting Jobs, Skills and Pensions for Decent Work for All.” As part of the celebrations, the Company recognised 44 employees across its operational areas in Eastern Province for outstanding performance and dedication to duty.



EWSC employees at the 2026 labour day at David Kaunda Stadium in Eastern Province

The recognition was an important reminder that behind every successful service intervention, every customer assisted and every operational achievement are employees who give their time, skills and commitment to the work. By celebrating outstanding performance, EWSC continues to encourage a culture in which hard work, discipline, accountability and excellence are valued.



“Our employees are at the heart of our success. Let us continue working hard, maintaining discipline and serving our customers with commitment.”

Eng. December Banda
Director Engineering - EWSC



Mrs Charity Phiri
Human Resource Manager - EWSC

Building a High-Performance Culture

The recognition of the 44 employees also reinforces the Company's commitment to developing a high-performance culture. Employees perform at their best when their efforts are recognised and when they understand how their individual responsibilities contribute to the wider objectives of the organisation.

The message from Director Engineering, Eng. December Banda, during the Labour Day recognition was clear: dedication matters, and employees are encouraged to continue working hard while maintaining discipline. This is a responsibility shared across all levels of the organisation, from the field to the office and from frontline customer service to technical operations.

The importance of employee competence and commitment was further demonstrated when EWSC was recognised on 27 April 2026 as the Best Performing Utility in the Water Quality category at the launch of the 2025 National Water Supply and Sanitation Sector Report by the National Water Supply and Sanitation Council (NWASCO).

While the recognition is awarded to the Company, it represents the collective contribution of employees involved in water treatment, quality

monitoring, plant operations, technical services and other functions that support the provision of safe and reliable water. It is a reflection of what can be achieved when people work with a shared commitment to quality.

Strengthening the Organisation

The Company's 2026 Annual General Meeting held on 8 May 2026 also provided an opportunity to reflect on EWSC's performance and strategic direction, including the need to strengthen institutional capacity and improve operational efficiency.



EWSC Board members, stakeholders and staff at the 2026 AGM in Chipata District, Eastern Province

During the quarter, staff promotions also reflected the Company's approach to recognising professional growth and merit. Employees were promoted based on a combination of performance, experience and qualifications, providing opportunities for career progression while ensuring that advancement is linked to demonstrated competence and suitability for increased responsibility.



EWSC, stakeholder and Commercial Manager at the 2026 AGM in Chipata District, Eastern Province

For Human Resources, institutional capacity is not only about systems and structures. It is also about ensuring that employees have the skills, support and working environment required to perform their responsibilities effectively. This calls for continued attention to staff development, performance, teamwork, accountability and professional growth.

Looking Ahead

As we move into the next quarter, Human Resources will continue to support efforts that place employees at the centre of organisational improvement. The recognition of 44 outstanding employees and the promotion of staff based on performance, experience and qualifications demonstrate that commitment, competence and good performance can create opportunities for growth within the Company.

The theme of this newsletter, "Listening, Responding, Improving," also speaks to our people. Listening to employees helps us understand their experiences and needs; responding enables us to address areas requiring attention; and improving allows us to build a stronger and more capable workforce.

Every employee has a role to play in this journey. Through professionalism, discipline, teamwork, continuous learning and commitment to our customers, we can continue to strengthen EWSC and contribute to sustainable water and sanitation service delivery across Eastern Province.



EWSC Wins Best Water Quality Award at 2025 Sector Report Launch - NWASCO



EWSC AT ZAWAFE 2026: EWSC representatives join water sector leaders and partners to strengthen water security, climate resilience and sustainable service delivery in Zambia.

Eastern Water and Sanitation Company was recognized as the Best Performer in Water Quality at the 2025 National Water Supply and Sanitation Sector Report Launch.

The event was officiated by the Minister of Water Development and Sanitation, Eng. Collins Nzovu.

The Minister reassured various stakeholders on Governments collective commitment to transparency, accountability, and continuous improvement in the sector.

He further stated that he is confident that the findings of the 2025 sector report will further drive commercial utilities towards enhanced service delivery and operation.

Speaking at the same event, Minister of Local Government and Rural Development, Hon Gift Sialubayo highlighted the need to invest in resilient infrastructure and strengthen systems for managing water supply and sanitation services.

NWASCO's Director, Eng Chitumbo gave a brief background of the sector report launch that has been published annually for the past 24years. He also reminded stakeholders that the report is a critical tool that represents the status quo for water and Sanitation services in the country.

He thanked cooperating partners who have continued to support the sector sighting the Germany Development Bank and GIZ.

The Utility is delighted to have been part of a well organized event that saw us walk away with an award as the Best Performing Utility amongst all 11 utilities in the Water Quality category. This award is testament of our commitment to ensuring that the people of Eastern Province are supplied with clean, safe and reliable water.

The event was held at Mulungushi International Center on 27th April 2026.

EWSC Pursues Innovative Solutions at ZAWAFE



EWSC AT ZAWAFE 2026: EWSC representatives join water sector leaders and partners to strengthen water security, climate resilience and sustainable service delivery in Zambia.

Eastern Water and Sanitation Company Limited (EWSC) participated in the 14th Zambia Water Forum and Exhibition (ZAWAFE), held at the Mulungushi International Conference Centre in Lusaka under the theme, “From Commitment to Action: Accelerating Integrated Resilience Solutions for Vision 2030 and the Sustainable Development Goals (SDGs).”

EWSC was represented by Board Chairperson Mr Anderson Zulu and Director of Engineering Eng. December Banda. The forum provided an opportunity for the Company to engage with key water sector stakeholders, explore emerging technologies and exchange ideas on approaches that could strengthen water supply and sanitation services across Eastern Province.

The engagement also allowed EWSC to learn from other sector players, technology providers and development partners while exploring potential partnerships aimed at improving operational efficiency, water security and the reliability of services provided to customers.

Officially opening the forum, Vice President of the Republic of Zambia Mrs W.K. Mutale Nalumango called on stakeholders to move beyond commitments and focus on practical, measurable solutions that build resilience in communities, ecosystems and institutions. She noted that access to safe drinking water and sanitation remained a challenge despite progress made in the sector, requiring continued investment and action.

Permanent Secretary in the Ministry of Water Development and Sanitation, Eng. Romas Kamanga, also emphasised the need for collaboration, noting that the challenges facing the water and sanitation sector could not be addressed by individual institutions acting alone.

For EWSC, participation in ZAWAFE 2026 provided a platform to listen, learn and connect with stakeholders while identifying practical approaches that can contribute to stronger, more sustainable and customer focused water and sanitation services in Eastern Province.

Listening to the Needs of a Growing City...

The Chipata Urban Water Supply and Sanitation Project recorded 30% overall physical progress by the end of the second quarter of 2026, against 37% of the contractual period elapsed. Despite a schedule variance, the project remains within its original completion date of 7 October 2027, with continued monitoring and corrective action required to keep implementation on track.



Eng. Yotam Mbewe - Infrastructure Planning & Development Manager- EWSC at the project site

Approximately 15,008 metres, equivalent to 15.01 kilometres, of pipelines had been installed, including works along Malawi Road in DMA 4 and Lusaka Road and other sections of DMA 1. These works form part of the wider effort to improve the hydraulic performance, reliability and coverage of Chipata's water supply network.

The project also recorded substantial completion of the contractor's campsite, with fencing, gate installation, toilets and site lighting completed, leaving only the permanent ZESCO electricity connection outstanding.

Funded through a EUR 10 million KfW Development Bank grant, the project is being implemented by Eastern Water and Sanitation Company Limited (EWSC) to improve water availability and reliability in Chipata. Its scope includes the rehabilitation and extension of approximately 92 kilometres of the water distribution network, refurbishment of pressure reducing valves, installation of consumer and bulk meters, establishment of District Metered Areas and upgrading of Nabvutika Spring. The project is expected to benefit more than 13,982 households.

Responding Through Action

During the quarter, pipeline installation remained the main construction activity, with works continuing across several District Metered Areas.



Worker pauses for the PS - MWDS Eng. Romas Kamanga as he tours the project

Chipata Urban Project at 30%

Improving Through Corrective Action

The quarter was not without challenges. Construction was temporarily stopped from 19 to 29 June 2026, while delayed mobilisation, procurement constraints, outstanding technical submissions and third party interfaces also affected the pace of implementation. In response, the project report calls for increased productivity, an effective recovery programme, strengthened resources, expedited procurement and close coordination among EWSC, the Contractor and the Engineer.

This reflects the spirit of EWSC's theme, "Listening, Responding, Improving." The project is not only about laying new pipelines, but about identifying challenges, responding to them and continuously improving implementation to ensure that the intended benefits reach the people of Chipata.

Building Towards Better Service

With 30% of the physical works completed and 15.01 kilometres of pipeline already installed, the project has made tangible progress towards its objective of improving water supply in Chipata. Going forward, sustained productivity, close monitoring and timely corrective action will remain important in recovering lost time and ensuring completion within the contractual timeframe.

MWDS, PS's Visit - Eng Ramos Kamanga Picture Stoey



EWSC Board Chairperson wearing a cap, moments before accompanying the PS to the Chipata Urban Project Site.



Contractor Representative - showing the PS and EWSC staff the materials being used in the project.



EWSC MD, Eng Aaron Mulinda explaining the Water Distribution Network to the PS at the Sawa campsite for SAWA.



Ministry team and EWSC staff gather as they get an update on the works in Moth area.



A picture of the Water Distribution Network for Chipata District being explained by the MD



Contractor Representative - explaining the works at the site in moth and what would follow.



Director Engineering, Eng. December Banda showing the areas in which the pipes are being laid, represented by different coloured lines in the system.



EWSC MD - Takes part in the MWDS 60 dams documentary.

Infrastructure projects continue to advance across Eastern Province - Summary



Eastern Water and Sanitation Company Limited (EWSC) recorded steady progress on several infrastructure projects during the second quarter of 2026, advancing efforts to improve water security, expand access and strengthen the reliability of water supply services across Eastern Province.

Chipata Urban Water Supply and Sanitation Project

The KfW funded project reached **30%** physical progress, with approximately 15 kilometres of pipelines installed. Once completed, it is expected to reduce Non Revenue Water by 15% and improve access to safe drinking water for about 160,000 people.

Drought Response Borehole Drilling Project

The project reached **75%** progress, with 15 of the planned 20 boreholes drilled across Chipata, Petauke, Nyimba, Lumezi, Lundazi and Chama. The remaining five boreholes were under construction at the end of the quarter.

Chipata CDF Water Project, Lot 1

The Magazine Township project reached **65%** progress. Two production boreholes have been drilled, while construction of the elevated storage tank foundation and water distribution network is underway. The project is expected to benefit 2,500 to 3,000 residents in Kabulaga A and B.

Chipata CDF Water Project, Lot 2

The Mchini and Chimwemwe project reached **50%** progress, with borehole equipping and construction of public water kiosks among the activities undertaken during the quarter.

Lusangazi Water Supply Scheme

With support from GIZ, the Lusangazi Water Supply Scheme reached **75%** physical progress, with major construction activities substantially completed. The remaining works are expected to be completed in the third quarter.

Petauke and Lutembwe Dam II Water Supply Improvements

The feasibility study and detailed engineering designs for improving the Petauke Water Supply System and expanding the Lutembwe Dam II Water Treatment Plant reached **20%** progress. The inception phase has been completed, with field investigations, data collection and technical studies underway.

NEWZA: Renewable Energy and Pump Upgrades

Under the Nexus Energy and Water Programme for Zambia, EWSC finalised priority interventions focused on solar photovoltaic installations and pump replacement works in Chipata, Lundazi, Petauke and Chama. The investments are expected to improve energy efficiency, reduce operational costs and strengthen water supply reliability.

Despite challenges involving procurement, land acquisition and project schedules, EWSC continued strengthening project supervision, monitoring and contract management to support timely delivery.

About EWSC

Eastern Water and Sanitation Company Limited (EWSC) is an award winning water and sanitation utility company dedicated to providing reliable and sustainable water and sanitation services in the Eastern Province of Zambia. The Utility Company was established under the Company's Act CAP 388 of the Laws of Zambia in 2008 and began its operation in 2009. EWSC has emerged as a trusted water supply and sanitation service provider, meeting the diverse needs of residential, commercial, and industrial customers for water and sanitation services.

EWSC Vision

To be a Model of Excellence in Delivering Water Supply and Sanitation Services in Zambia. We are committed to the continuous innovation of our systems and processes to ensure that we meet our desire of being first class water supply and sanitation service provider

EWSC Vision

To effectively and efficiently provide safe, adequate and affordable water supply and sanitation services for the well being of customers and the environment in Eastern Province.

In order to achieve this mission, we have an experienced team that is committed to ensuring the provision of high-quality, safe, and affordable water and sanitation services to improve the quality of life for the communities we serve. We strive to maintain excellence in service delivery, environmental stewardship, and customer satisfaction.

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