



PRESS RELEASE

(For Immediate Release)

LWSC ANNOUNCES PROVINCIAL METERING INSTALLATION EXERCISE

Lusaka, February 24, 2025 – The Lusaka Water Supply and Sanitation Company (LWSC) is launching a citywide metering exercise to improve water accountability, ensure accurate billing, and promote responsible consumption.

For years, some of our customers have been billed at a fixed charge, which often did not reflect their actual water consumption, leading to disputed charges and water wastage. To provide a more accurate billing system, LWSC is scaling up on metered billing, ensuring that customers are charged only for the water they use, and empowering them to manage their consumption efficiently.

The project involves installing 64,415 water meters across Lusaka Province. The installation will begin in March 2025 and be phased over 12 months, with 60,415 postpaid meters and 4,000 prepaid meters to be installed in barracks and police camps.

The initiative includes installing meters on unmetered customer connections, replacing faulty meters, and upgrading outdated and inefficient meters. By implementing this project, LWSC aims to provide customers with more reliable billing, improved service delivery, and greater control over their water consumption, ensuring a transparent system that benefits all.

In a public notice, LWSC Managing Director Engineer Jilly Chiyombwe called the initiative a game-changer for the Customer Billing System. "For too long, some of our customers have been billed at a flat rate and sometimes estimates, regardless of actual consumption. This project ensures accuracy and sustainability. With meters, customers will pay only for what they use," he stated.

The Managing Director emphasized that the initiative is designed to empower customers with better service, improved billing accuracy, and greater control over their water consumption. "Water is a precious resource. Metering ensures that customers only pay for what they use, helping them manage their water consumption efficiently while promoting responsible usage," he added.

Meter installation is mandatory for effective water management. This ensures an accurate, consumption-based billing system and empowers customers to control their water usage. Before installation, customers are urged to fix leakages on their premises to avoid the risk of high bills and water loss.

The metering exercise will be rolled out in phases, covering residential, commercial, and industrial areas, including high-density areas such as Chawama, Kanyama, Matero, Chelstone, and Mtendere; medium-density areas like Kamwala South, Avondale, Kabulonga, and Woodlands; and commercial and industrial hubs including Cairo Road, Kamwala Trading Area, Manda Hill Business District, Chinika Industrial Area, Lusaka South Multi-Facility Economic Zone (MFEZ), and Makeni Industrial Area.

The customer engagement campaign includes public awareness to inform and ensure inclusivity, media outreach on radio, TV, newspapers, and social media for regular updates, door-to-door sensitization to educate customers on the benefits of using their meters, and a dedicated call centre for real-time support.

Further, LWSC has urged customers to take responsibility for protecting their meters, as any damage will attract a penalty in accordance with the law. The initiative includes penalties and enforcement measures to deter vandalism and meter theft, critical in water management. LWSC is committed to safeguarding public assets and ensuring meters remain secure.

LWSC urges residents, businesses, and institutions to support this initiative by cooperating during installation, fixing leakages, using water responsibly, and reporting anomalies. "This initiative is not just about accurate billing; it empowers customers to control water usage."

Issued by: Ruth Mulenga Mukuwa

Position: Manager Public Relations