



# Newsletter

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This is the official Publication for the Luapula Water Supply and Sanitation Company Limited



*LpWSC is dedicated to supporting the government's Sustainable Development Goal 6, ensuring access to clean water and sanitation for all, through collaboration, skill development, and sustainable water management practices." — Managing Director, Luapula Water Supply and Sanitation Company Limited.*

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## LpWSC Establishes Public Relations Department, Hires Felix Katyetye as Public Relations Officer

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This is in a move aimed at boosting brand visibility and improving client engagement.

The water utility has since appointed Felix Katyetye as its inaugural Public Relations Officer (PRO).

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## Clean Water, Better Health

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# Executive Summary

**Luapula Water Supply and Sanitation Company Limited (LpWSC) has been actively engaged in several initiatives to enhance its corporate governance, service delivery, and community engagement.**

LpWSC earned first prize in the Commercial category at the Mansa District Agricultural and Commercial Show, showcasing its commitment to delivering high-quality water and sanitation services. The company also participated at the Luapula Province Agricultural and Commercial Show, using both events to raise public awareness about water conservation and sanitation.

The participation reinforced LpWSC's proactive approach to community engagement and service excellence. To improve transparency, accountability, and corporate governance, LpWSC's Board approved eight new policies. These policies address key operational areas, including financial reporting, risk management, compliance, and stakeholder engagement. The importance of these policies cannot be over emphasized as they shall ensure long-term operational sustainability and trust with stakeholders.

The Public Relations (PR) Unit was established to boost communication strategies and client engagement between stakeholders and the Commercial Utility. The new Unit will focus on media relations, crisis communication, and digital engagement, aiming to increase brand visibility and strengthen customer relations. These initiatives reflect LpWSC's ongoing commitment to improving water supply and sanitation services while fostering a more transparent and engaged relationship with the public.



**Mr. Mukela Simbuwa**

Luapula Water Supply and Sanitation Company Limited, Managing Director



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# LpWSC Establishes Public Relations Department, Hires Felix Katyetye as PRO



**Luapula Water Supply and Sanitation Company Limited (LpWSC) has taken a significant step in enhancing its communication strategy by creating a Public Relations (PR) department.**

This is in a move aimed at boosting brand visibility and improving client engagement.

The water utility has since appointed Felix Katyetye as its inaugural Public Relations Officer (PRO).

Mr. Katyetye, a seasoned professional with over a decade of experience in the PR and communications field, joins LpWSC with a robust track record of success in various sectors.

His expertise is expected to play a crucial role in strengthening the company's public image and fostering better relationships with consumers and stakeholders.

"We are excited to welcome Mr. Felix Katyetye to our team, his extensive experience and proven skills in public relations will be invaluable as we aim to enhance our communication efforts and build stronger connections with our clients and the community," said Mr. Mukela Simbuwa, Managing Director of LpWSC

The establishment of the PR department is part of LpWSC's broader strategy to improve its service delivery and customer satisfaction.

The department will focus on various initiatives, including media relations, crisis communication, community outreach, and digital engagement.

One of the key objectives of the new PR department is to increase the company's brand visibility.

By leveraging various communication channels, LpWSC also aims at raising awareness about its services, achievements and ongoing projects.

This effort will help the company maintain a positive public image and ensure that customers are well-informed about the initiatives and improvements being undertaken.

Additionally, the PR department will play a pivotal role in engaging with clients.

Through proactive communication

and feedback mechanisms, LpWSC intends to address customer concerns promptly and effectively, the approach which will not only enhance customer satisfaction but also foster a sense of trust and reliability in the company's services.

The PRO, Mr Katyetye said he understood the importance of effective communication in building and maintaining strong relationships with our clients.

"I am thrilled to join LpWSC and look forward to working with the team to create meaningful and impactful communication strategies that resonate with our audience." said Mr Katyetye.

The creation of the PR department aligns with LpWSC's commitment to transparency and accountability. By keeping the public informed and involved, the company aims at building a more inclusive and engaged community.

# Highlights



Our young professionals attending a virtual orientation and mentorship programme organized by Skills Group for Water Supply and Sanitation (SAG-WSS), Africa Women Sanitation Professional Network - Zambia Chapter, and Water for Water(WfW) Zambia.



Students were encouraged to seize this opportunity to gain practical experience and a competitive edge in the WASH sector.

## Highlights

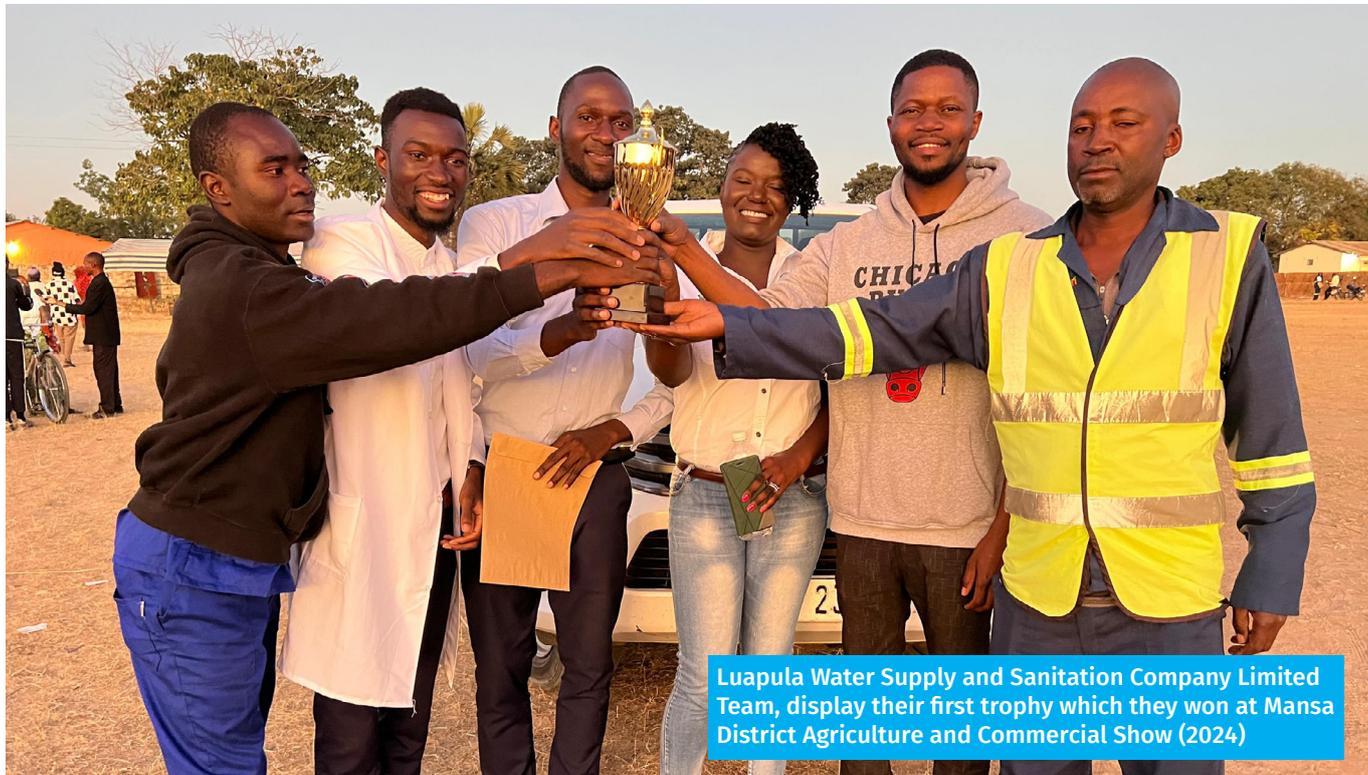


Eng. Angela Kapembwa from the African Women Sanitation Professionals Network - Zambia Chapter motivated the interns to set goals and leverage their networks while maintaining professionalism in their daily tasks.



In addition, WfW Zambia has generously provided young professionals with worksuits as part of their Personal Protective Equipment (PPE).

# LpWSC Wins First Prize at Mansa District Agricultural and Commercial Show



Luapula Water Supply and Sanitation Company Limited Team, display their first trophy which they won at Mansa District Agriculture and Commercial Show (2024)

**Luapula Water Supply and Sanitation Company Limited (LpWSC) showcased its commitment to excellence by winning first prize in the Commercial Category at this year's Mansa District Agricultural and Commercial Show.**

The company's outstanding performance highlighted its dedication to providing quality

water supply and sanitation services to the community.

The Mansa District Agricultural and Commercial Show, an annual event that draws participants from various sectors, serves as a platform for companies to exhibit their products, services and innovations.

Luapula WSSC's participation underscored its active role in the community and its efforts to enhance public

awareness about the importance of water and sanitation services.

The Managing Director Mukela Simbuwa said LpWSC was thrilled to have received this recognition.

"Winning first prize in the commercial category is a testament to the hard work and dedication of our team. It also reflects our commitment to providing high-quality services to the residents of Luapula Province," he said.

In addition to this success LpWSC also participated in the Luapula Province Agricultural and Commercial Show



*We believe that by educating the public and demonstrating our commitment to service excellence, we can build stronger relationships with our customers and stakeholders*



which provided another opportunity for the company to engage with a wider audience and showcase its initiatives aimed at improving water supply and sanitation in the region.

At both events, the water utility set up informative booths where show

goers could learn about the company's services, ongoing projects and future plans.

The company's representatives also provided educational materials on water conservation and sanitation practices, emphasizing the importance

of these issues for public health and environmental sustainability.

LpWSC Public Relations Officer Felix Katyetye said the company's participation in these shows was part of the broader strategy to engage with the community and promote awareness about water and sanitation.

"We believe that by educating the public and demonstrating our commitment to service excellence, we can build stronger relationships with our customers and stakeholders," he said.

The company's success at the Mansa District Agricultural and Commercial Show and its participation in the Luapula Province Agricultural and Commercial Show highlighted its proactive approach to community engagement and its ongoing efforts to improve service delivery across the region.

## LpWSC Board Approves Eight New Policies to Enhance Corporate Governance



Bristol Ntebeka- LpWSC Board Chairperson

**In a bid to strengthen its corporate governance framework, Luapula Water Supply and Sanitation Company Limited (LpWSC) Board has approved eight new policies.**

The policies are designed to improve transparency, accountability and overall corporate governance within the organization.

The newly approved policies cover a range of areas crucial for the company's operations and governance.

They include enhanced financial re-

porting procedures, stricter compliance measures, robust risk management frameworks, and comprehensive stakeholder engagement strategies.

The LpWSC Managing Director Mukela Simbuwa said the water utility was committed to maintaining the highest standards of corporate governance,

"These new policies will ensure that we operate with greater transparency and accountability, which are essential for building trust with our stakeholders and ensuring the long-term sustainability of our operations," Mr Simbuwa said.



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## About Luapula Water Supply and Sanitation Company Limited (LpWSC)

**Luapula Water Supply and Sanitation Company Limited (LpWSC) was incorporated under the Companies Act Cap 388 of the Laws of Zambia as a limited liability company in December 2008 to provide water supply and sanitation services to all the people in Luapula Province.**

It is wholly owned by the Twelve (12) Local Authorities in Luapula province. LpWSC commenced operations in September 2009 and is currently operating in five districts out of the twelve districts in the province and the currently serviced districts include Mansa (i.e., Provincial Capital of Luapula Province), Samfya, Mwense, Kawambwa, and Nchelenge.

The Company is yet to commence operations in the other Seven (7) districts of Mwanabombwe, Milenge, Chipili, Chembe, Lunga, Chifunabuli, and Chiengi. LpWSC has the legal mandate to supply water and provide sanitation services to all the people in the entire 50,567 km<sup>2</sup> Luapula Province (urban and rural areas) and serve a total population of approximately 1,514,011 (re: 2022 Census, Zambia Statistical Agency).

**Did you know that you can have access to clean and safe drinking water? LpWSC has a dedicated team, a work force that you can work hand in hand with to ensure that the production of water runs smoothly.**



The process begins with LpWSC extracting water from its natural source. The raw water is then channeled into production filters, where it undergoes filtration. Afterward, the water is tested, chlorinated, and finally distributed.

Making the water you receive Clean, Safe and fit for human consumption.

How can you have access to this Clean, Safe and Pure Water? Simply walk to our offices dotted around Luapula Province, Get the New connection form, sign and have your water at your doorstep!!! Chapwafye!!!

**#LpWSC**

**#CleanWater,Betterhealth**

**#Newconnection**

**#qualitywater**

## Contact Us



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