



Luapula Water Supply and Sanitation Company Limited

Performance Improvement Action Plan (PIAP)

Public Disclosure

 **2026 – 2030**

A roadmap for improving water and sanitation services across Luapula Province.

Building a stronger, sustainable and efficient utility for our communities.



What is the PIAP?

The Performance Improvement Action Plan (PIAP) is a strategic plan developed under the Zambia Water Supply and Sanitation Services in Growth Centres (ZwSSGC) Programme for Results.

It sets out the key actions Luapula Water Supply and Sanitation Company Limited (LoWSc) will implement from 2026 to 2030 to strengthen operational performance and improve service delivery to our customers.



Why are we disclosing it?

We are publicly disclosing the PIAP in line with the Project Stakeholder Engagement Plan (SEP), Environmental and Social Commitment Plan (ESFP) and the principles of transparency, accountability and stakeholder participation.

This ensures that all stakeholders have access to information about the project, the planned activities, expected outcomes, environmental and social commitments and opportunities to participate in implementation.



Your feedback is important.

It will help inform implementation and improve the outcomes of the project.



Strategic Focus Areas

The PIAP will be implemented through targeted interventions in the following key areas:



Non-Revenue Water (NRW) Management



Digitalisation



Energy Efficiency Management



Water Supply Coverage



Sanitation Service Coverage



Gender Inclusion



Climate Adaptation and Resilience



Staff Productivity



Customer Engagement and Feedback



Financial Management and Accountability



Leadership, Governance and Accountability



Why it matters

- ✓ Improved water and sanitation services for our communities.
- ✓ Increased operational efficiency and reliability.
- ✓ Better customer service and engagement.
- ✓ Enhanced environmental and social management.
- ✓ Greater transparency, accountability and stakeholder participation.
- ✓ A stronger, financially sustainable utility.



Stakeholder Participation

We encourage the following stakeholders to engage and provide feedback on the PIAP:



Local Communities and customers



Cooperating Partners



Public Institutions and Local Authorities



Traditional Leaders and Community Representatives



Civil Society Organisations



Other Interested Parties



Grievance Redress Mechanism (GRM)

A Grievance Redress Mechanism is in place for all stakeholders to submit complaints, suggestions or feedback related to the project. All concerns will be handled fairly, transparently and timely.

Your voice matters. We are here to listen.



For more information, contact us



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Luapula Water Supply and Sanitation Company Limited

Clean Water Safe Sanitation Better Health