



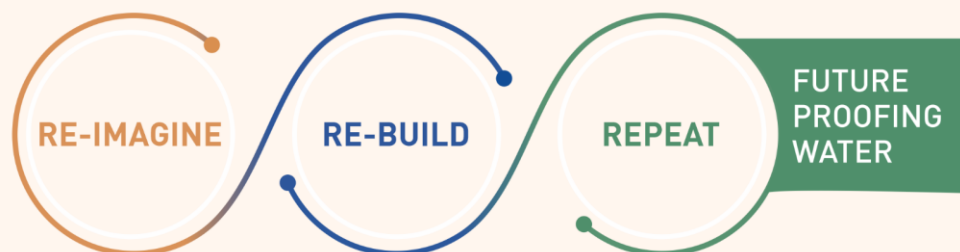
## USER-PAID SANITATION SERVICES IN INFORMAL SETTLEMENTS IN SOUTH AFRICA

Tuesday, 21 September 2021 | 11:00-13:00 (CAT)

In South Africa, government-provided free basic sanitation in the form of communal facilities such as ablution blocks and chemical toilets is the main source of sanitation for informal settlements. With a few exceptions, household sanitation consists of owner-provided buckets or informal pit latrines. Residents of informal settlements have expected the government to provide sanitation services, and a few technological choices suitable for household-level sanitation in these settings have been developed to date. A transition to offering user-paid domestic sanitation services (in addition to the government's free basic community services) would be an entirely new concept for informal settlements. Municipalities are facing increasing difficulty in covering the cost and logistics of providing free basic services to growing informal settlements, necessitating new approaches to service provision. Paid household sanitation services also need to be tested in the light of new non-sewered sanitation services entering the market. While these technologies will provide more viable sanitation technology choices, particularly for dense informal settlements, they are also likely to require new service models, and some may only be financially viable if a user-paid servicing programme is instituted.

The WRC completed an initial pilot study that aimed to examine the viability of user-paid sanitation services in South African informal settlements in terms of end-user take-up, political acceptability, and financial sustainability. The study relied on the findings of a modest pilot project in two South African informal areas using a container-based sanitation technology that showed high potential for application in user-paid sanitation services. A pilot project was undertaken in eThekweni Municipality, South Africa for three months. Four Loowatt toilets were installed at informal settlement households, and free toilet servicing and waste disposal was provided for the duration of the pilot. The technology's social and political acceptability were evaluated, as well as users' potential willingness to pay for monthly servicing of the toilet. Operational data was also gathered, and the system's financial sustainability was assessed using business modelling of the servicing and waste processing operations.

This research has added to the body of knowledge about the potential for user-paid services in South Africa and specifically about the viability of Loowatt as a sanitation solution for local informal settlement contexts.



Participants in this session will include representatives from public organisations (preferably from water and sanitation ministries), relevant policy makers, academia, private companies, and NGOs involved in the research, development, management and implementation of water and sanitation programmes.

The objectives of this workshop will be to:

1. Disseminate the findings of the pilot projects in eThekweni Municipality
2. Map a way forward for encouraging users to pay for sanitation services
3. Introduce next steps in user-paid sanitation services.

At the end of the session, attendees would have gained an insight into the outcome of the short pilot of a privately managed sanitation service and the proposed next phase of the project to upscale the service to 500 households in an informal settlement and test the viability of user-paid sanitation services. The session will also provide an overview of the Loowatt sanitation system.

**Chair: Ednah Mamakoa, WRC**

11:00	Introduction – Need for a paradigm shift in addressing sanitation in informal settlements	Akin Akinsete
11:30	Overview of the Loowatt Toilet and lesson learnt from Madagascar and the Philippines.	Ursula Braun
12:00	Feedback on the Pilot of the Loowatt Toilet Management System in eThekweni Municipality	Ruth Cottingham
12:15	Proposed way forward with a larger pilot for user paid services	All
12:30 – 13:0	Discussion	All