

# Zimbabwe - Harare Water Department (HWD)



## Country

### Harare City Council/Water department (HWD)

The City of Harare is the Capital of Zimbabwe. The City's nighttime population is 1,962,908 with an estimated daytime population of 3,000,000. The City's Water and Sanitation Functions are housed in the Harare Water Department. It is mandated to supply potable water (from 2 water treatment plants) to Harare and the surrounding local authorities of Chitungwiza, Epworth, Ruwa and Norton Town Councils with a combined estimated total population of about 4.5 million people. It also provides sewerage services to Harare Municipality with an estimated total population of about 2.5 million people. In discharging this critical mandate, the City is experiencing greater than ever pressure to improve the quality and reliability of service provision against aged and inadequate infrastructure, ever depreciating raw water quality, poor revenue inflows, insignificant external support, and ever increasing arrears among many high level challenges.

**Robson Manatsa**



## About VEI

Established in 2004 by Dutch water utilities, VEI has developed into an effective organization operating worldwide. VEI implements Water Operator Partnerships (WOPs) with dozens of water operators, aiming at sharing knowledge and skills to make the partner water operators stronger, financially sustainable and more (climate) resilient. VEI creates improved access to water and sanitation services, for approximately 350,000 people every year, mostly in low-income areas in Africa, Asia and Latin-America. Standing side by side as water operators, we strive to continuously increase our impact for people living in poverty, by systemically improving the maturity of working processes of our WOP partners, supported by peer-to-peer collaboration, training, technical assistance and smart investments.

VEI is a full subsidiary of Vitens N.V. and Evides Waterbedrijf N.V. and implements the international Corporate Social Responsibility policy on behalf of seven Dutch drinking water utilities:

- Vitens N.V.
- Evides Waterbedrijf N.V.
- WML
- Waterbedrijf Groningen
- Brabant Water
- WLN
- PWN

### Address

Reactorweg 47  
3542 AD Utrecht  
The Netherlands

Email: [info@vei.nl](mailto:info@vei.nl)  
Phone number: +31 (0) 88 884 79 91

