

EFFECTIVE COST RECOVERY SYSTEM – A TOOL FOR SUSTAINABLE SOLID WASTE MANAGEMENT

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A 3-Day Technical Capacity Enhancement Training For
Private Sector Waste Operators in Lagos, Nigeria

Preamble

- Integrated Solid Waste Mgt cannot be complete without an effective cost recovery system.
- A vital tool for sustaining & improving solid waste management.
- In 1996/7 after the Pilot Scheme Project, LASG established the ability off Lagosians to pay for waste services.
- After the restructuring of LAWMA in May 2005 and the transfer of regulations of PSP from LMOE to LAWMA in March 2007 – Cost recovery for waste services has been taken very seriously.
- The recently introduced FRANCHISE method of contracting in solid waste management in Lagos state has further made effective cost recovery a sine qua none in the sustenance of effective and efficient waste service delivery.

Cost Recovery Practices

- What is Cost / Costing
- What is Cost Recovery
- Methods of Cost Recovery
 - Direct – Waste charge, Collection of Tipping fee
 - Indirect – Through Taxes, Tenement rates, Property Tax, a surcharge to Electricity/Water bills etc.
- The choice of the methods of CR is dependent on the following criteria:
 - Is revenue adequate & easily collected?
 - Is it politically accepted?
 - Is the polluter willing to pay (PPP)?
 - Is it enforceable?

Effects of Ineffective CR

- Understanding your organisation's full cost (Cost Management) is critical in strategic decision making and ensures sustainability.

Of course, the reverse of this is suicidal to the continued existence of the organisation.

- Continuous struggle to recover cost will result in inability to RECOUP /SECURE FUNDING for overhead cost, which result in under-investment in:

- Strategic development
- Operations
- Expansion
- Diversification
- Management & Leadership

What can I do?

- This paper highlight vital methodologies required for effective cost recovery system in solid waste Mgt; Vis-à-vis;
 - Data gathering
 - Creation of a Database
 - Choice of a tool/software for:
 - Data management
 - Client Management
 - Bill Generation
 - Payment reconciliation
 - Income Projection
 - Outstanding Projection
 - Report Generation

Other things to be done

- Other steps includes;
 - Bill distribution
 - Recovery Drive
 - Enforcement
- It should be noted that **Public enlightenment /education** and **prompt customer response** will enhance effective cost recovery system.
- Ultimately, Effective Service delivery is the Bedrock of sustainable cost recovery and ISWM

Profile History – Sample 1

WA-MP >Property Setup >Profile History

Logged in as: richbol [Logout](#)

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

Enter Entity Property Code and press the tab key

Property Code:

Contact Person: Mr. Sulaimon

Address: 11 Ohekenu FADEYI SOMOLU LAGOS

Property description(s)

Description	Quantity	Unit Price	Total
ROOM	10	100	1000

Total Due per Month = N 1000

Payment History

Property Code	Amount Due	Amount Paid	Outstanding	Pay Month	Pay Date
R/W1/S18/H6	-4000	4000	0	9/2009	01/09/2009 18:37:27
R/W1/S18/H6	-4000	2220	-1780	11/2009	20/11/2009 19:37:23
R/W1/S18/H6	-1780	1800	20	1/2010	14/01/2010 16:07:48
R/W1/S18/H6	-3980	2960	-1020	4/2010	18/04/2010 14:24:38

Current Outstanding

Property Code	Outstanding	Type	Last Recorded
R/W1/S18/H6	-1020	DB	28/04/2009 22:55:35

Done

Internet | Protected Mode: On

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Profile History – Sample 2

WA-MP >Property Setup >Profile History

Logged in as: richbol [Logout](#)

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

Enter Entity Property Code and press the tab key

Property Code:

Contact Person: Mr. Odushote

Address: 30 Morocco Rd. BASHUA SOMOLU LAGOS

Property description(s)

Description	Quantity	Unit Price	Total
FLAT	4	500	2000

Total Due per Month = N 2000

Payment History

Property Code	Amount Due	Amount Paid	Outstanding	Pay Month	Pay Date
R/W2/S12/H16	-8000	8000	0	6/2009	25/06/2009 21:26:27
R/W2/S12/H16	-16000	16000	0	4/2010	18/04/2010 14:18:51

Current Outstanding

Property Code	Outstanding	Type	Last Recorded
R/W2/S12/H16	0	DB	25/04/2009 03:44:35

Done

Internet | Protected Mode: On

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Profile History – Sample 3

WA-MP >Property Setup >Profile History

Logged in as: richbol [Logout](#)

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

Enter Entity Property Code and press the tab key

Property Code: R/W1/S2/H15

Contact Person: Jacob Adefuye

Address: 15 ADENKAN ST FADEYI SOMOLU LAGOS

Property description(s)

Description	Quantity	Unit Price	Total
ROOM	25	100	2500

Total Due per Month = N 2500

Payment History

Property Code	Amount Due	Amount Paid	Outstanding	Pay Month	Pay Date
R/W1/S2/H15	-30000	6370	-23630	4/2010	18/04/2010 14:36:42

Current Outstanding

Property Code	Outstanding	Type	Last Recorded
R/W1/S2/H15	-23630	DB	27/07/2009 19:22:17

Done

Internet | Protected Mode: On

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Profile History – Sample 4

WA-MP >Property Setup >Profile History

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

Logged in as: richbol [Logout](#)

Enter Entity Property Code and press the tab key

Property Code: R/W2/S5/H32

Contact Person: Mr. Shodiya J.G

Address: 32 Anu - Oluwapo BASHUA SOMOLU LAGOS

Property description(s)

Description	Quantity	Unit Price	Total
ROOM	17	100	1700
SHOP	3	200	600

Total Due per Month = N 2300

Payment History

Property Code	Amount Due	Amount Paid	Outstanding	Pay Month	Pay Date
R/W2/S5/H32	-9200	9200	0	8/2009	27/08/2009 08:05:49
R/W2/S5/H32	-9200	9200	0	11/2009	20/11/2009 17:33:05
R/W2/S5/H32	-9200	9200	0	4/2010	18/04/2010 14:20:07

Current Outstanding

Property Code	Outstanding	Type	Last Recorded
R/W2/S5/H32	0	DB	25/04/2009 02:36:59

Done

Internet | Protected Mode: On

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Comprehensive list of clients

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

WA-MP >Property Setup >View/Update

Logged in as: richbol [Logout](#)

View all Profile details and use the alter link on the Grid to edit

Search

By Property Code:

By Address:

Property Code	Contact Person	Address	Ward	LGA	
R/W1/S1/H1	MR. FOLA RAJI	1, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H2	ALHAJI BISIRIYU	2, ADDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H3	MR. OSHO	3, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H4	MR. SHOLA	4, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H5	S.O OLUBAYO	5, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H6	ALHAJI SANUSI	7, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H7	ALHAMADIYA JAMAT	9, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H8	MR. ABDULLAHI	11, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S1/H9	THE OCCUPANTS	13, ABDULLAHI ST.	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H1	MR. Folami Ganiyu	1 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H10	Mrs. Arinola Alonge	14 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H2	Mr. S. I George	2 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H3	Mr. Fagbenro	3 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H4	Owner / Occupier	4 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H5	Mr. Ligali A. Mumini	6 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H6	Mr. Adenugba	8 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H7	Owner / Occupier	10 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H8	Mr. Afar	12 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S10/H9	Mrs. Fadeyi	13 Fadeyi	FADEYI	SOMOLU	Edit/Update
R/W1/S11/H1	Olaleye Taxi Park	Igbobi College Rd.	FADEYI	SOMOLU	Edit/Update
R/W1/S11/H10	Owner / Occupier	5 Igbobi College Rd.	FADEYI	SOMOLU	Edit/Update
R/W1/S11/H11	Mr. Ariyo Olayinka	5B Igbobi College Rd.	FADEYI	SOMOLU	Edit/Update
R/W1/S11/H12	R.C.C.G	7 Igbobi College Rd.	FADEYI	SOMOLU	Edit/Update

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Property Description & Rates

Home View all Property description, rates and use the alter link on the Grid to edit

User Account

- New Account
- Change Password
- Edit Account

Property Setup

- Create Profile
- Profile History
- View/Update
- Edit Contact Person
- Delete
- Attach Description
- Delete Description

Property Description

- Set Up
- View/Update

Billing

- Individual Bill Setup
- Bill by Street Code
- Bill by Street Name
- Bill by Ward
- Bulk Bill

Payment

- Payment
- Entity Payment History
- General Payment Summary
- Edit Payment
- Edit Outstanding

Income Projection

- By Street
- By Ward

Description	Amount		
	0	Edit	Delete
B/Q	500	Edit	Delete
BANK	10000	Edit	Delete
BOARDING SCHOOL	15000	Edit	Delete
BUNGALOW	1000	Edit	Delete
CHURCH	1000	Edit	Delete
CLUB HOUSE	3000	Edit	Delete
DUPLEX	1000	Edit	Delete
FAMILY HOUSE	2000	Edit	Delete
FILLING STATION	5000	Edit	Delete
FLAT	500	Edit	Delete
HOSPITAL SMALL	2000	Edit	Delete
HOTEL MEDIUM	10000	Edit	Delete
HOTEL SMALL	5000	Edit	Delete
MOSQUE	1000	Edit	Delete
MOTOR PARK	3000	Edit	Delete
OFFICE	500	Edit	Delete
OFFICE (MEDIUM)	1000	Edit	Delete
OFFICE COMPLEX	5000	Edit	Delete
PRINTING PRESS (BIG)	10000	Edit	Delete
PRINTING PRESS (MEDIUM)	5000	Edit	Delete
PRINTING PRESS (SMALL)	2000	Edit	Delete
PRINTING PRESS (MINI-SMALL)	500	Edit	Delete
PRINTING PRESS (SEMI-SMALL)	1000	Edit	Delete
PRINTING PRESS LARGE	30000	Edit	Delete
PRIVATE SCHOOL - 1	1000	Edit	Delete
PRIVATE SCHOOL - 2	2000	Edit	Delete
PRIVATE SCHOOL - 3	5000	Edit	Delete
PUBLIC SCHOOL - 3	10000	Edit	Delete

Billing – Individual

Logged in as: **richbol** [Logout](#)

WA-MP > Billing > Individual Bill Setup

Bill

Property Code:

No. of Months:

Expiry Date:

Process Bill

Bill Setup

[Get Bill](#)

Update Acc

Clear DB

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

Billing – By street Name

Logged in as: richbol [Logout](#)

WA-MP >Billing >Bill by Street Name

Bill

WA-MP

Home

User Account

New Account

Change Password

Edit Account

Property Setup

Create Profile

Profile History

View/Update

Edit Contact Person

Delete

Attach Description

Delete Description

Property Description

Set Up

View/Update

Billing

Individual Bill Setup

Bill by Street Code

Bill by Street Name

Bill by Ward

Bulk Bill

Payment

Payment

Entity Payment History

General Payment Summary

Edit Payment

Street Name:

No. of Months:

Expiry Date:

Process Bill

Bill Setup

[Get Bill](#)

Update Acc

Clear DB

Sample of standard Waste Bill

LAGOS WASTE MANAGEMENT AUTHORITY

000838

2, Otto Road, Ijora Olopa, Lagos.
Tel: 01-7400795, 8196986, Fax: 01-5844784
E-mail: newlawma@gmail.com
Website: www.lawma.org
Hotlines: 08023180549, 01-8142269

RICHMOND ENVIRONMENTAL SERVICES LTD.

Ward Code
Local Govt. Code
Ward
Local Government
Property Code
Street Code

R/W1/S22/H13

NAME NAME & ADDRESS
ADDRESS Mr. Opanubi
13 Shoyinka FADEYI SOMOLU LAGOS

APPROVED BANK ACCOUNT NUMBER
Pay to:
Intercontinental Bank
Within Somolu
0004001000256572

BILL SUMMARY

Description	Unit	Unit Price	Total
FLAT	3	500	1500

Invoice Month(s)
Jan - Apr 2009

Current Charge N6000
Net Arrears N6000
Total N6000

This bill is issued by LAWMA on behalf of the Lagos State Government by virtue of Section 18 of the Lagos Waste Management Authority Law No 27, Vol 40, Laws of Lagos State 2007, any person who fails or neglects to pay the tariff, fees or charges prescribed by the Lagos Waste Management Authority Commits an offence and is liable on conviction to a fine or imprisonment. 30/Jun/2009

PLEASE PAY YOUR WASTE BILL ON OR BEFORE

Reference Code
Property Code
Mr. Opanubi
13 Shoyinka FADEYI SOMOLU LAGOS

Dear Customer,
Please call the LAWMA Response Centre (LRC) on 07028075893

BANK COPY
Name
Address
Amount Paid
Amount Paid in words
Mr. Opanubi

Property Code
Customer Account Code
Property Class
Amount Due
Invoice Month(s)
N6000
Jan - Apr 2009

LAWMA COPY
Name
Address
Amount Paid
Amount Paid in words

Property Code
Customer Account Code
Property Class
Amount Due
Invoice Month(s)
N6000
Jan - Apr 2009

PLEASE HELP US UPDATE OUR RECORDS
Name
Address

Are you satisfied with our service?
☐ YES
☐ NO
☐ NOT SURE

DATE, SIGNATURE and BANK STAMP

DATE, SIGNATURE and BANK STAMP

DATE, SIGNATURE and BANK STAMP

For Enquiry Contact Somolu Local Government

Bill Info on Plain Paper

Name & Address		Property Code	
Solar Lamp	114C Ikorodu Rd. FADEYI SOMOLU LAGOS	R/W1/S12/H31C	
OFFICE (MEDIUM)	1	1000	1000
			Jan - Apr 2009
		N4000	
		N4000	
			30/Jun/2009
Name & Add		Same P-Code	
Solar Lamp	114C Ikorodu Rd. FADEYI SOMOLU LAGOS	R/W1/S12/H31C	N4000
			Jan - Apr 2009
NAME & ADD		Same P-Code	
Solar Lamp	114C Ikorodu Rd. FADEYI SOMOLU LAGOS	R/W1/S12/H31C	N4000
			Jan - Apr 2009



Thanks for your attention!