

2023



IMPACT REVIEW

PIT VIDURA



WE MAKE SANITATION SERVICES ACCESSIBLE FOR ALL.

Pit Vidura had a successful year solving the sanitation crisis! Check out our impact and key learning from 2023.

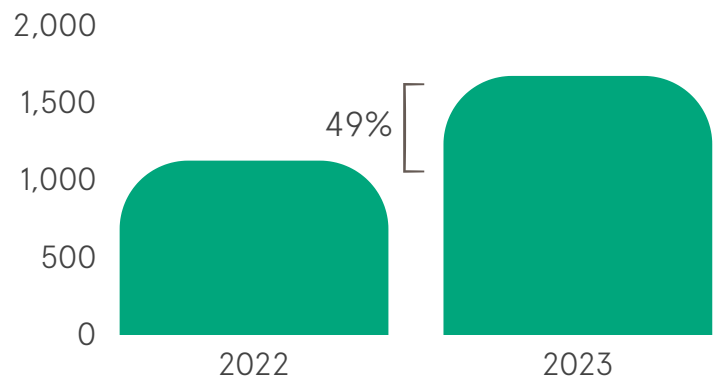
40%

more houses served annually

We're growing our footprint

This year, we served 1,092 households, making up 66% of our customer base, with the rest being corporate clients.

Customers Served



99%

satisfied

Our customers recommend us

99% of our customers are satisfied with our services and recommend us to their friends. 62% of our customers are repeats or from referrals.

24

staff

Our team is getting bigger

We have 24 employees, including 4 former manual emptiers in Kigali. We hired 5 new field staff to meet service requests.



Stronger local research team capacity

Our team is learning every day

Our research team has been busy. In 2023, we wrote 3 papers (1 published, 2 under final review) and produced several blog posts and conference presentations.

We have discounts for clustered houses

We started a new demand approach in November, starting with clustering 31 low-income households into 5 groups in Kacyiru.

50% OFF

We've learned a lot in 2023.

In 2024, we commit to you that we'll:

1. **Build even more and closer collaborations** with other sanitation colleagues in Rwanda to make our services accessible to all.
2. **Increase our reach to low-income households** through social marketing strategies and affordable clustering services.
3. **Expand our services for low-income households** to an additional city in Rwanda.
4. **Upgrade our old fleet** to reduce operational costs and increase work efficiency, supporting our cross-subsidy model and providing better services.
5. **Test more innovative pit-emptying solutions** while refining our data systems through our research and development efforts.

Thank you for being with us in 2023! We are excited to serve you in 2024.