

The logo for PAYGO, featuring the word "PAYGO" in a bold, blue, sans-serif font. Below the text are two horizontal bars: a black one on the left and a blue one on the right. The entire logo is enclosed in a blue rectangular border.A circular inset photograph showing a group of five men standing outdoors. One man in the center is holding a smartphone and looking at it, while the others look on. They are dressed in casual to semi-formal attire. The background appears to be a paved area with some greenery.

**ENHANCING WATER SUSTAINABILITY
AND REVENUE COLLECTION IN LOW
INCOME AREAS IN MALINDI**

**PRE-PAID SMART WATER METERING
PAY-AS-YOU-GO (PAYGO)**



**MALINDI WATER &
SEWERAGE CO. LTD**

**ELISHA KARISA
WATAMU DMA HEAD, MAWASCO
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PROJECT RATIONALE: WHY SMART METERS?

Cash flow & Revenue

- ❑ Low revenue collection efficiency hence accumulation of debt that lead to water disconnections denying services to wananchi

Meter Reading & Operational costs

- ❑ Cost incurred in meter reading and billing inefficiencies associated with meter reading errors and frauds.

Non-Revenue Water Management

- ❑ Inability of non smart meters to detect inaccuracies in metering leading to commercial water loses



THE PILOT PROJECT PARTNERS

Client

MAWASCO
(Host and Beneficiary)

CITYTAPS
(NRW & Debt Management)

UNTAPPED
(Finance mobilization)

Technology

Finances



POSITIVE ASPECTS OF THE TECHNOLOGY/ PROJECT

ACCEPTANCE	CHANGE OF WAYS OF WORKING	SUBSCRIBERS SELF MANAGEMENT	SMART METERS FIELD STATUS REPORT
<ul style="list-style-type: none">• External and Internal stakeholders acceptance.	<ul style="list-style-type: none">• From meter reading and debt collection to data management.	<ul style="list-style-type: none">• Smart meters allow subscribers to self manage their accounts through their mobile phones.	<ul style="list-style-type: none">• System Alerts give field status report.



Cont.- **POSITIVE ASPECTS OF THE TECHNOLOGY/ PROJECT**

DATA AVAILABILITY

- Data is available through SMS for leakage detection and balance alerts.

DISCONNECTION & RECONNECTION

- The smart meters have smart valves that allow for disconnection and reconnection.

COLLECTION OF ARREARS (DEBTS)

- The Cloud system integrates customer debts into the regular water payments.



CHALLENGES & MITIGATIONS

LACK OF CAPITAL

- Source for funding
- Seek for partnership agreement with financing institutions and the system developer

COST OF SMART METERS

- Seek for subsidy

METER SECURITY

- Relocate meters to safer places
- Use of recommended covers and chambers for securing meters



"Save Water"

THANK YOU



www.malindiwater.co.ke