Lilongwe Water Board
Potable water all the time for all

Lilongwe Water Board Profile

A presentation to 79th AfWA STC

July, 2018
OUTLINE OF PRESENTATION

1. Lilongwe Water Board at a Glance
2. Vision, Mission
3. LWB Strategic Framework
4. Organizational Structure
5. Operational Zones
6. Customer Base
7. Customer Orientation
8. Challenges & Interventions
Creation:

Mandate:
Supply of potable water to the City of Lilongwe and its surrounding areas designated as supply area.

Water Sources:
Lilongwe River, Kamuzu Dam 1 & II in Maligunde
LILONGWE WATER BOARD AT A GLANCE

- **Ownership:** State Owned Parastatal Organization.
- Production capacity of **125,000 m³ per day** (2016)
- Serving **800,000 residents** (coverage 75%);
- Urban demand not met and still rising
- Connections: **70,000**
- Employees: **482**
- Pipe network: **1800km**
- Water source: **Lilongwe River** with Kamuzu Dams I & II
Our Vision
“To be a leading customer focused, financially viable water utility in Southern Africa”

Our Mission
“Provide adequate water supply services in a sustainable, efficient and customer responsive manner”

Our Moto
Potable water all the time for all
LWB STRATEGIC FRAMEWORK

Service Delivery

- Reliable Water Supply
- Cust Rela
- Fin for Infra Dev
- Instit Cap Build

This Dept is Headed by CEO
OPERATIONAL ZONES

Operations Decentralized in 2005 into Central, Southern & Northern Zones offering following services

Operation & Maintenance
• Water distribution
• Service and Repairs
• Leak detection

Customer Services:
• New water Connection
• Customer query and complaints handling
• Bill enquiry and payment

Revenue Collection
• Meter Reading
• Bill delivery
• Disconnection for non-payment of bills and reconnections
CUSTOMER ORIENTATION

Elevated our customer orientation status by;

• Decentralized operations
• Introducing caretaker principle
• Introducing Friends of Lilongwe Water Board
• Mobile Bill Payment Van
• Onsite mobile billing solutions
• Toll free line and 253 mini call center
• Prepaid metering
• Developed charters and service level agreements
• Undertakes CSR activities
• Implementing an ERP System
Challenges

- High Non-Revenue Water: currently at 35%
- Production capacity can not meet rising demand
- Fast population growth and urbanization
- Climate change effects (water rationing experienced in 2015/2016 and part of 2016/2017)
- Aged distribution network needs rehabilitation and capacity extension
- Power Supply Interruptions
- Environmental Degradation
<table>
<thead>
<tr>
<th>ITEM</th>
<th>CHALLENGES</th>
<th>INTERVENTIONS</th>
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<tbody>
<tr>
<td>1</td>
<td>High Non Revenue Water; currently at 35%</td>
<td>Implemented a number of NRW reduction programs which in the short term will reduce NRW to 28% and long term 25%</td>
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<td>2</td>
<td>Production capacity cannot meet rising demand</td>
<td>Procured mobile treatment Plant, Introduced Water Demand Management, Procuring Sediment Trap, increasing water storage</td>
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<td>3</td>
<td>Fast population growth and urbanisation</td>
<td>Increasing service coverage by laying pipes in new areas</td>
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<td>4</td>
<td>Aged distribution network</td>
<td>Pipe Replacement Programs</td>
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<td>5</td>
<td>Unreliable power supply</td>
<td>Peak Hour Demand management strategies, Exploring other power options i.e solar, diesel generators</td>
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<td>6</td>
<td>Environment Degradation</td>
<td>Catchment Rehabilitation Programs</td>
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Thank you for your attention!