



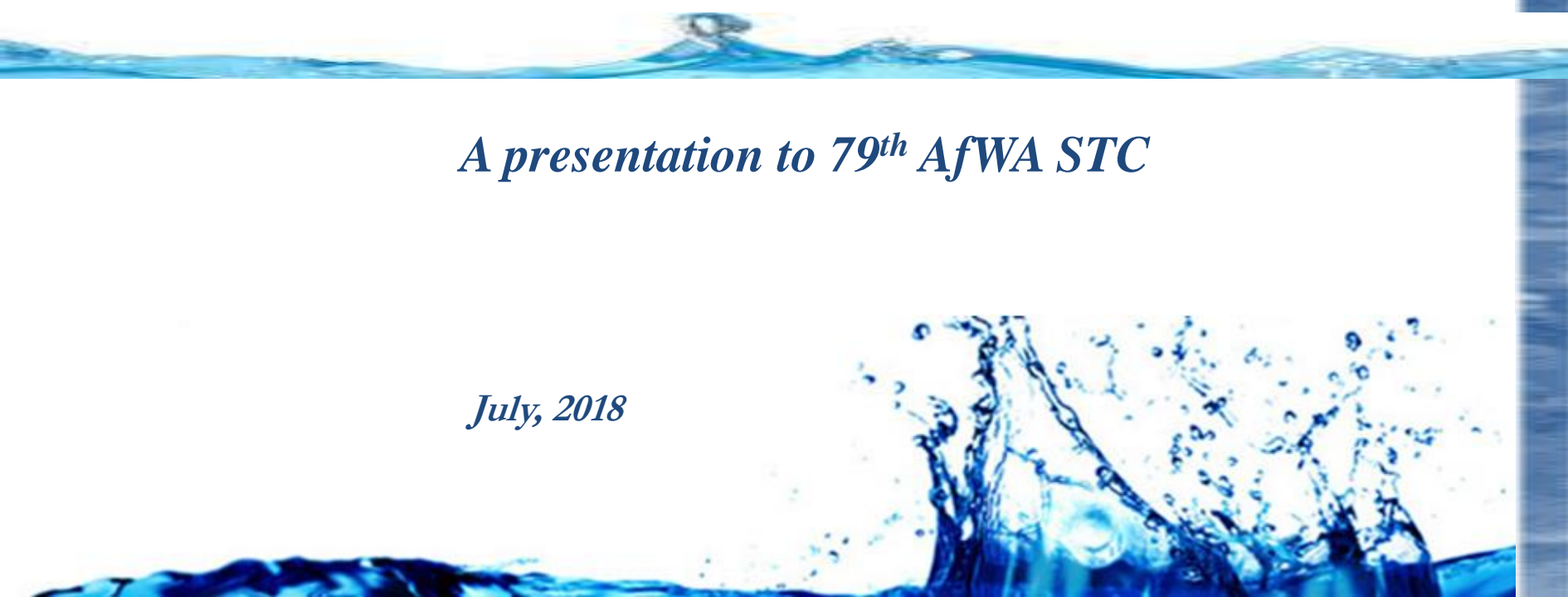
Lilongwe Water Board

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



LILONGWE WATER BOARD AT A GLANCE

Creation:

Established in 1947 and reconstituted by the Act of Parliament 'Water Works Act No. 17 of 1995

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





VISION, MISSION

Our Vision

“To be a leading customer focused, financially viable water utility in Southern Africa”

Our Mission

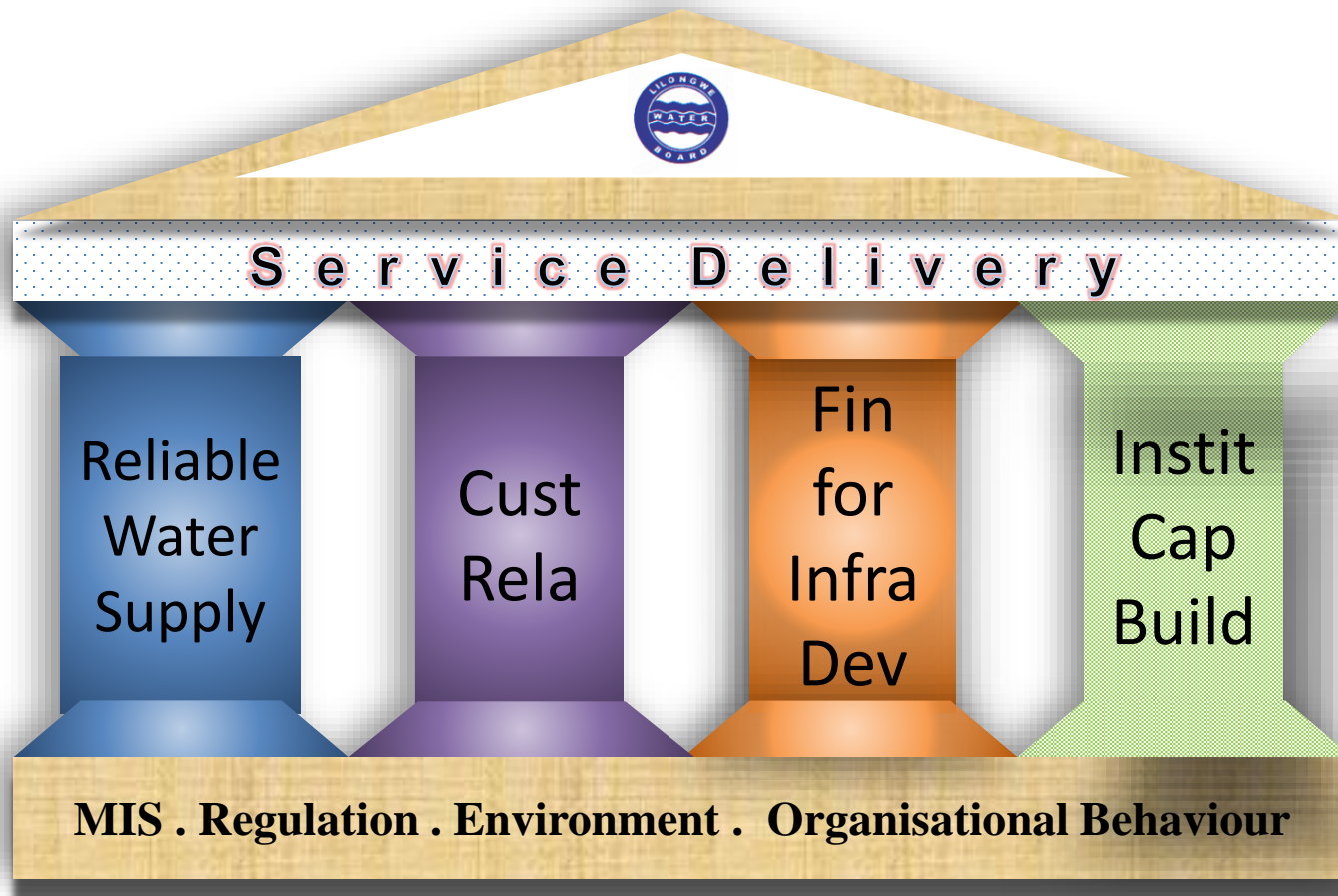
“Provide adequate water supply services in a sustainable, efficient and customer responsive manner”

Our Moto

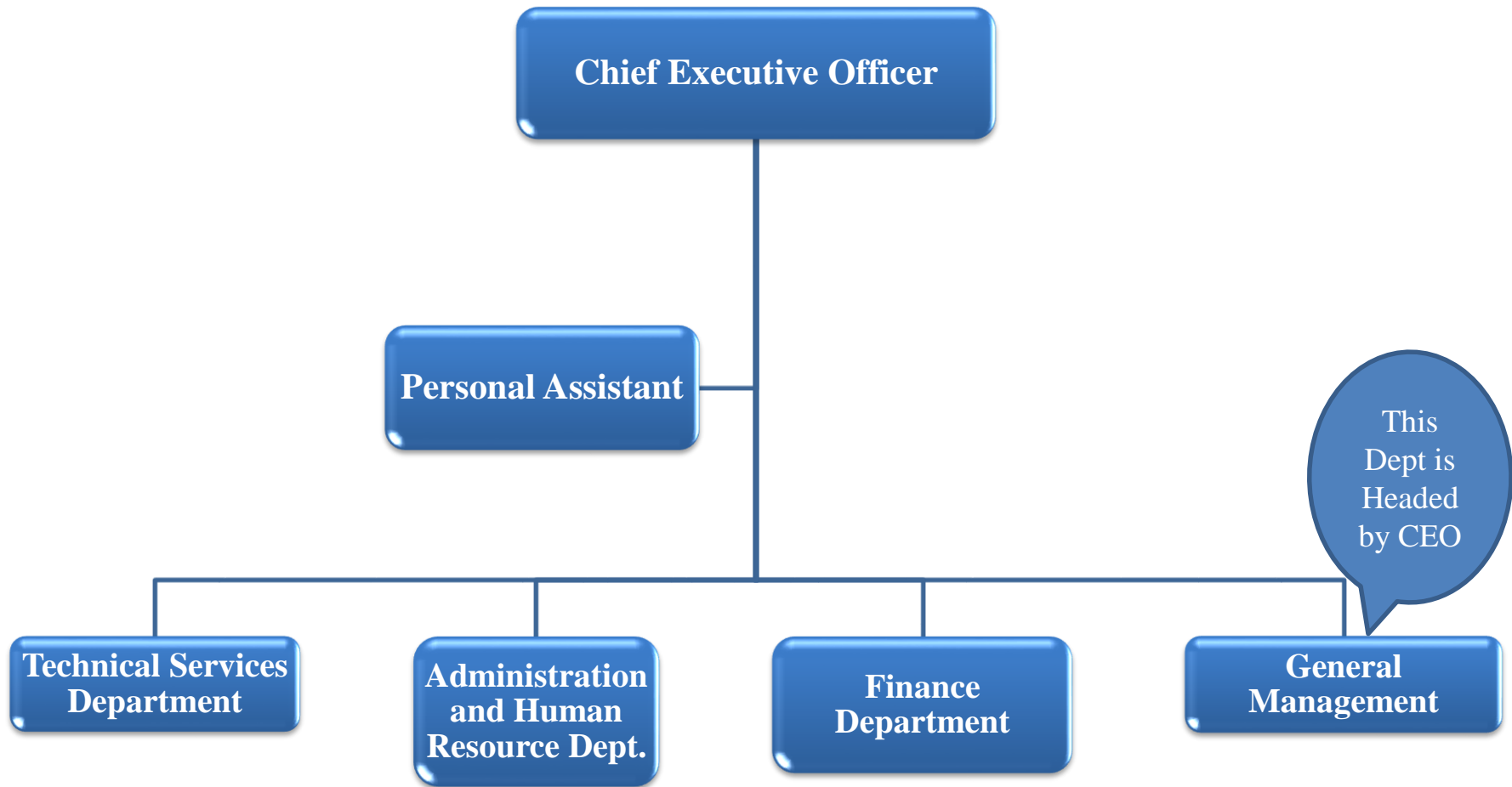
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LWB STRATEGIC FRAMEWORK



ORGANISATIONAL STRUCTURE



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



PLANNED INTERVENTIONS

ITEM	CHALLENGES	INTERVENTIONS
1	High Non Revenue Water; currently at 35%	Implemented a number of NRW reduction programs which in the short term will reduce NRW to 28% and long term 25%
2	Production capacity cannot meet rising demand	Procured mobile treatment Plant, Introduced Water Demand Management, Procuring Sediment Trap, increasing water storage
3	Fast population growth and urbanisation	Increasing service coverage by laying pipes in new areas
4	Aged distribution network	Pipe Replacement Programs
5	Unreliable power supply	Peak Hour Demand management strategies, Exploring other power options i.e solar, diesel generators
6	Environment Degradation	Catchment Rehabilitation Programs





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*Thank you for your
attention!*

