



Wonderkid Multimedia Ltd.

6 CLEAN WATER
AND SANITATION



GSMA Mobile for Development Utilities Utility Partnership Grant 2015-2016.
Using mobile to digitally transform water utilities in Kenya.

USE OF MOBILE



Mobile Payments
Mobile Money



Mobile Services
SMS / Mobile App

Wonderkid developed and deployed a suite of **mobile tools for water utilities** to improve the quality of their customer care and billing services. This included mobile apps for meter reading, operation and maintenance as well as a means for customers to log complaints and query bill amounts by SMS.

Wonderkid worked with **4** water utilities across Kenya improving quality of service for over **500,000** people.

PROJECT OUTCOMES



28% increase in revenue collected and **8%** increase in revenue billed*.



71% increase in the number and **50%** increase in value of mobile money transactions*.



The technology solution was further deployed with a commercial model in **6** new utilities, transitioning from a subsidised model under the grant.

KEY PROJECT LESSONS



Mobile enabled services can improve operational efficiency (such as complaint resolution time, billing efficiency, bill collections etc.) of the water utility, as well as performance of their staff.



Awareness and convenience can initiate a first trial of consumer services, but mobile enabled services need to deliver reliably for sustained adoption by consumers.



Using standard hardware such as mobile handsets as well as mobile money networks makes it easier to replicate the technology solution.

*Based on data from Kisumu Water and Sewerage Company (KIWASCO) from August 2015 to December 2016.