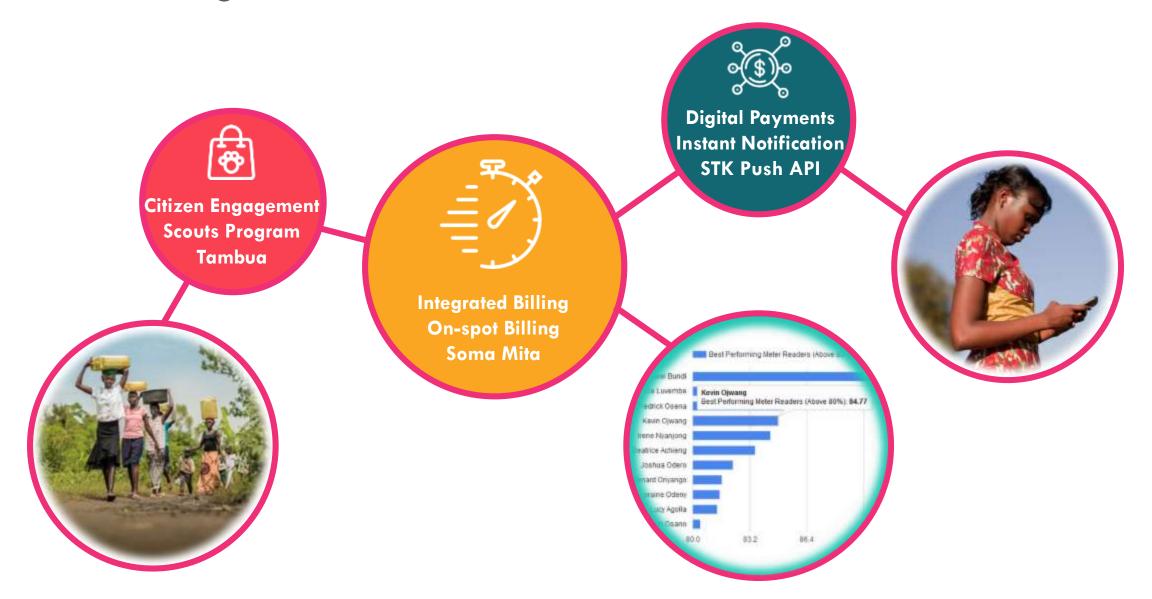
## The Challenge •••••



## The Opportunity • • • • •







## **EFFICIENCY**

29% increase in women hired as meter readers \*KIWASCO

40% reduction in the number of days to read meters in a billing cycle \*MUWASCO

**TRUST** 

Over 1,000,000 complaints received & resolved \*CUMULATIVE

60% reduction in the average complaint resolution time

REVENUE +

8% increase in revenue billed28% increase in revenue collected

71% increase in the number and 50% increase in the value of mobile money transaction \*KIWASCO