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Mobile Money Technology as a convenient option for water Utility bills payment in Uganda

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INTRODUCTION

Map showing NWSC areas of operation



National Water and Sewerage Cooperation (NWSC)

- Established in 1972
- Serves 108 towns
- 77% water coverage
- Serves. 2.6 million people
- 155.3 billions in collections



Challenge

NWSC

- Unreliable water supply
- High expenditures
- Theft
- Low monthly collections
- Lack of trust by the customers

Customer

- Limited access to water
- More time spent
- High costs
- Inconvenience
- Water disconnections
- Lack of trust in the NWSC



Solution

Mobile Money Technology

- Started by MTN in 2009
- Send money
- Receive money
- Pay utility bills
- Buy airtime
- Pay goods and services



NWSC and Mobile money Technology Innovation

- Introduced in 2011.
- Increase access to water
- Phase out NWSC cash offices
- Modern tool for convenience.
- User friendly
- Increased reliability of water supply
- Real time solution to eliminate delays



METHOD

- Deposit money on phone
- Go to menu
- Select pay bill
- Select location
- Customer number
- Enter amount
- Pay your bills



A message showing amount received by NWSC



Value

NWSC

- Improved service delivery.
- Timely water bills payment
- Reduction in operation costs.
- Less threats of theft
- Closer to customers
- Communication made easier
- Improved customer satisfaction
- Increased reliability of water supply to customers.
- No delays in updating customer accounts.
- Enhanced customer care
- Significant increase in payment of water bills by mobile money

CUSTOMERS

- Increased access to water
- Easy method of payment
- No time wasted in queues
- Less costs
- No physical movements
- Trusted
- Convenient
- Efficient
- Less disconnections.
- Effective reconnections
- Accounts are up to date.
- Increased willingness to pay water bills by customers

Lessons learnt

- Limited customer awareness
- Technological constraints
- The uneducated are left out
- Lack of policy

Scale up

- Educate the masses on the use of the technology
- Add local language to cater for the less educated.
- NWSC to work on a policy to cater for issues of integrity, non repudiation and cost of transactions and security.

Reference

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The End

Thank you