



AN ADVENTURE WITH PREPAID METERS



GWCL Now

Vision

To be a world class utility

Mission

Committed to meeting the increasing demand of our customers for better service delivery through efficient management of our core business of potable water supply

320 Mm³ of water produced annually

>9,000 km of Network

650,000 Connections

63% Coverage

12.7m est. population served

15 Supply Regions +3 Specialised Units



History of Prepaid meters

- Piloted in year 2000 for domestic consumers in Tema
- The objective was to deliver demand-driven, customer-friendly, cost effective, and efficient service and;
- Enhance billing and revenue collection and financial viability of GWCL



- Based on a build-operate and transfer model with a private investor
- Private Investor pre-financed the procurement and installation, operated, maintained and managed the system in addition to collecting revenues

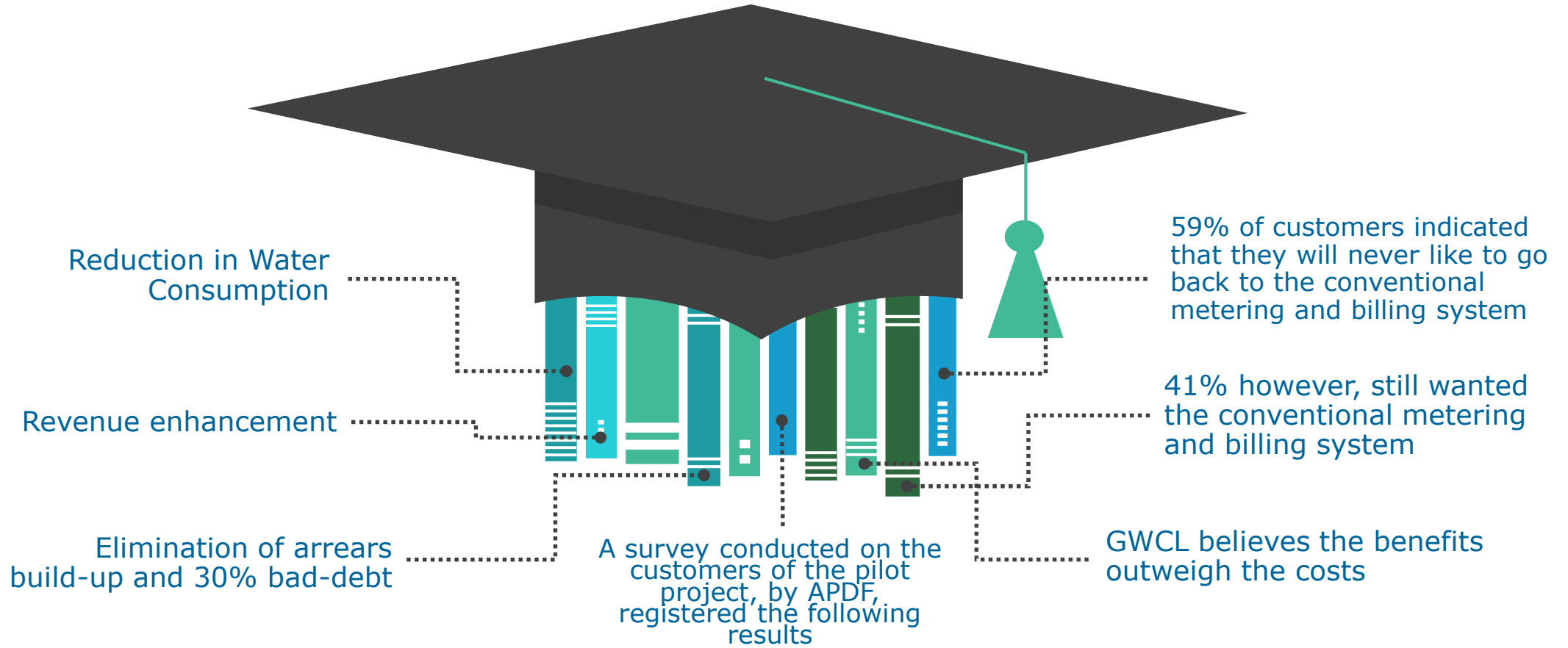
Main Observable Outcomes

The optimism and promises offered by GWCL before implementation did not materialize



- 1** Flawed Management Contract
- 2** Challenges relating to lack of back-up arrangements
- 3** Unreliable meters that could not cope with the operating environment
- 4** Lack of emphasis on monitoring and evaluation

Successes



Moving Forward – Revise Strategy

- Ensure due diligence in developing a new pilot
- Being clear about the target group – for unserved or poorly served areas
- Strategic partnerships
- Infusing a green streak



