

(3) How is LWB dealing with NRW?

① LiSCaP is in progress

Through the Lilongwe Strengthening Capacity Project (LiSCaP), Japan International Cooperation Agency (JICA) is implementing a project aimed at enhancing capacity for NRW reduction and management of LWB.



Catch Every Drop for Our Future

② LWB's management efforts

Establishment of the 24/7 toll free call center, trainings to improve the skills and professionalism of meter readers, introduction of the billing system, meter testing equipment, and holding meetings with residents' (Friends of LWB) etc.



(4) How customers' can take part!



Clear your bills!
You can pay your water bills through



Report illegal water connections, pipe burst or leakage to reduce water loss!

Take actions to save water!
Life depends on water, the reservoir depends on you.

(5) Way forward

Working together to reduce water loss (NRW) will help to achieve the following.

- Increased number of connected customers.
- Reduced water tariffs.
- Future generations will also have adequate water.



Let's Catch Every Drop for Our Future together!

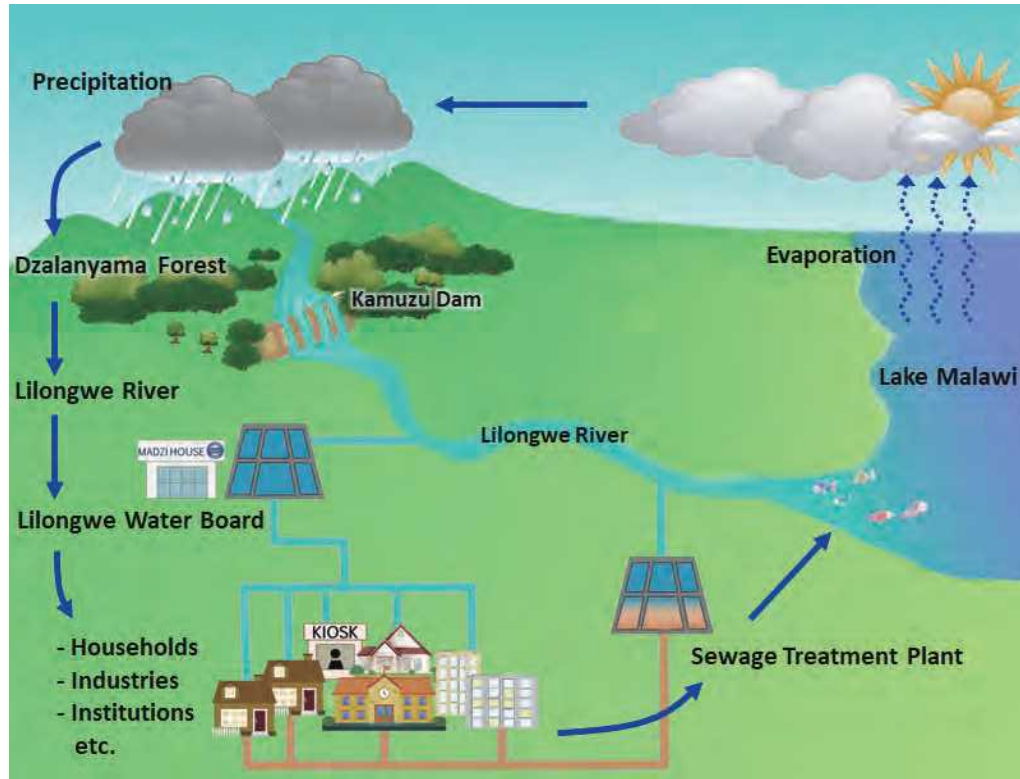
Potable Water All The Time For All

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(1) LWB Waterworks

LWB's catchment conservation, water treatment, production and distribution process.



Through revenue (money) generated from water bills, LWB performs the following functions.

- Catchment conservation
- Management of dams and treatment plants
- Water distribution
- Expansion and rehabilitation of supply network

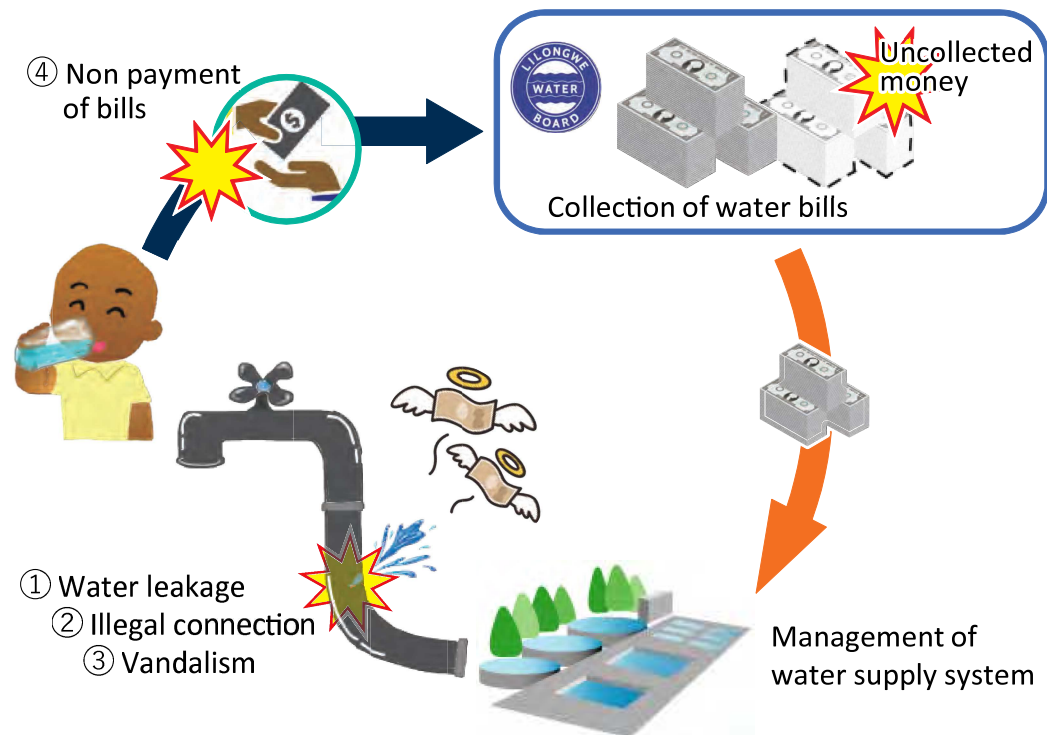


(2) We are losing money (revenue) for effective delivery of water supply services.

Water that is lost through leakages, water theft or damaged meters is called Non-Revenue Water. Water lost is money lost!

★ Causes of Water Loss (NRW)

- ① Water leakage
- ② Illegal connection
- ③ Vandalism
- ④ Non payment of bills



Reducing or eliminating water loss (NRW) will help the following:

- ❖ Improve water supply (reduce water interruptions).
- ❖ Make water production cheaper, leading to cheaper water rate.