Summary of Stakeholder Consultation
Singida, Tanzania on 17th Jan 2024

A stakeholder consultation was held on 17th January 2024 in Singida to discuss the clean water system and smart taps. This report summarises the meeting for those who were unable to attend and documents the feedback received.

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1. Agenda
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4. Comments & Feedback
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Date of report: 17th February 2024

1. Agenda

Time	Activity	Session Moderator
10:00am-10:20am	Arrival, registration of attendees	Coordinators (eWATER & SUWASA)
10:20am-10:30am	eWATERservices introduction	Hans Panga (eWATER)
10:30am-11:00am	Summary of Project & Impact • Overview of the project, including scale and duration • Technology - Tap and Tag Explanation/Demonstration • Technology - Top Up Explanation • Impact & Sustainable Development Goals • Explanation of plan for registration day and registration requirements	Hosea Maghimbi/Maiki Ndahani (SUWASA) Hans Panga (eWATER)
11:00am-11:25am	Q&A • General discussion and handout of evaluation forms • How to continue to have an input and raise feedback • Next steps	Hans Panga (eWATER) Maiki Ndahani (SUWASA)
11:25am-11:50am	Break	
11:50am-16:50pm	Registrations • Registrations and initial top-ups for new customers (not previously registered) at Stand Ya Zamani Smart Tap • Further training on Smart Tap usage • Further training on how to top up tag	Hans Panga (eWATER) Patricia Kimath (eWATER) Alfyo Salema (SUWASA)
16:50pm-17:00pm	Closing remarks	Hans Panga (eWATER) Maiki Ndahani (SUWASA)

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2. Project Summary & Impact

Project Summary

eWATERservices ("eWATER") is a private water operator providing 24/7 access to clean water in Sub-Saharan Africa (SSA). Using smart technology and local operational excellence, eWATER installs, operates and maintains water systems serving drinking water to rural communities sustainably.

Only 2 in 10 people living in rural parts of SSA have access to a reliable source of clean water, while 8 in 10 have a mobile phone. Those that can access clean water often walk many kilometres to collect it, they use manual pumps or buckets, and the water is often unclean and untreated, leaving many people boiling the water to avoid getting sick.

The project involves the installation, operation and maintenance of eWATER Smart Water Systems in Kenya, Tanzania and The Gambia. Clean water is accessed through eWATER Smart Taps™ connected to piped water systems and powered by solar energy. People in the community can use their mobile phones to purchase credit and access safe water from nearby eWATER taps. Local residents do not have to worry about the maintenance of the system, as engineers from eWATER detect and rectify any issues as soon as they happen.

The main purpose of the project is to provide clean and safe water for drinking, cleaning and cooking to rural communities in sub-Saharan Africa.

2. Project Summary & Impact

Summary of economic, social and environmental impacts of the project

Since 2015, 838 Smart Taps have tracked and dispensed 1.3 billion litres of water, providing 231,198 people in SSA with safe water. The project aims to serve around a million more people by 2028, through the installation of approximately 4,400 eWATER Smart taps. Each tap, located in Kenya, Tanzania and the Gambia, dispenses roughly 1,500 litres of clean water per day. The project's social, economic and environmental advantages align closely with the sustainable development goals:

SDG 3: Good health and Wellbeing
The installation of smart water taps means that clean water is readily and conveniently available for drinking, cleaning and cooking, meaning the community avoids the risks associated with untreated water consumption such as disease. A village water distribution system ensures water is delivered throughout the village and is convenient for local residents to access.

SDG 5: Gender Equality
By reducing the amount of time spent collecting and treating water, the project benefits women and girls by allowing more time available for attending school and other educational activities. This allows women and girls to achieve a better quality of education and improved employment opportunities. The project activity also provides employment opportunities to local people regardless of gender, who are anticipated to work in diverse roles within the project. eWATER Credit can be purchased in local shops meaning that business managers, which includes women, will profit from the sales.

SDG 6: Clean Water and Sanitation
The clean water systems installed provide an affordable, long-term solution to local residents, allowing them access to a safe supply of water sufficient to meet their daily needs.

SDG 13: Climate Action
Before this project activity, it was common for local residents to manually collect water from untreated natural sources and boil it using wood or charcoal stoves. Through the installation and use of safe and clean water taps, no boiling is required. Therefore, emissions resulting from the use of firewood and charcoal are avoided.

Potential negative impacts
Some water system components, for example materials in the solar panels and batteries, could pose a hazard and must be handled and disposed of with care. At the end of a system life, eWATER commits to dispose them in a safe and environmentally friendly manner. For most parts of the equipment, there commonly are local recycling plants that are apt to receive the materials.

3. Meeting Minutes

Singida Consultation Minutes, 17ᵗʰ January 2024

Meeting Opening:

The meeting was opened by Hans Panga. He greeted everyone present and expressed gratitude for their attendance. Following the introduction, he welcomed and acknowledged the presence of all eWATERservices and SUWASA staff in attendance, allowing them to introduce themselves.

eWATERservices Introduction:

Hans proceeded to give a comprehensive overview of eWATER services, emphasizing its mission to provide 24/7 access to clean water in sub-Saharan Africa. He highlighted the use of smart technology and local operational excellence to install and maintain water systems sustainably.

Key points included:

- eWATER's establishment in 2015 in the Gambia
- The original product, the eWATER Smart Tap, and its features
- This Smart Tap allows people to top up using a card (by reseller or mobile money) and customers are only charged for the water they choose to dispense
- There is also a communication device within the Tap which sends alerts to eWATER and our partner organisations, such as SUWASA, if there are any power issues, water supply issues, leakages or vandalism.
- Allows 100% efficient revenue collection - this can be spent on spare parts, technicians, water treatment etc.
- Systems in the Gambia fully run by eWATER have now been running for over 8 years and still have 95% clean, affordable water availability
- In 2017, eWATER launched their Tanzania company
- Over 5 years later, we have over 650 Smart Taps in over 75 villages here in Tanzania.
- In Tanzania, our model is slightly different. eWATER installs and maintains only the Smart Tap element of the system - the rest (borehole/pump/tanks/pipes) are run and maintained by local authorities
- We have recently launched the next phase of the eWATER business in Kenya, where eWATER will focus on both installing and maintaining the full system, including the Smart Taps. This will allow eWATER to have full control over ensuring water supply availability 24/7.
- This is the approach we hope to continue with going forward.

Summary of Project and Impact:

A detailed introduction to the collaborative project between eWATER and SUWASA was presented. Key points included:

- eWATER and SUWASA started this project together in 2021 and have since installed over 130 Smart Taps
- There are 130 live Smart Taps in use all over Singida Municipal
- Over 200 million litres have been dispensed so far in this project to over 32 thousand people.
- In this partnership, eWATER were responsible for the Smart Tap installation and continue to support SUWASA, who are responsible for the water supply, maintenance of the Taps and ongoing water treatment.
- We hope that in the future, we will be able to work together to improve and expand the current project
- Each Smart Tap dispenses roughly 1500 litres of clean water per day.
- The alignment of project benefits with Sustainable Development Goals (SDGs)

Mr. Hosea Maghimbi addressed the audience, explaining the challenges faced by SUWASA before adopting the eWATER system. He highlighted the success of the trial in 2019 and the subsequent installation of 130 Smart Taps in 2021. Mr. Maghimbi also addressed current challenges in water supply (a SUWASA responsibility) and encouraged citizen participation in meetings and registration events. He welcomed suggestions and questions from the citizens. Following the Q&A session, no further questions or suggestions were raised. Hans thanked everyone for their participation and officially welcomed people for the registration event as well as collecting feedback about the meeting and the project in general, which took place from 01:00 pm to 05:50 pm.

The remainder of the day was spent registering new customers or re-registering previous customers who had lost their original tag. Hans Panga, Patricia Kimath, Zamzam Omari and Alfayo Salema led this exercise and signed up 291 customers. During this process, customers were re-trained on how to top up their tag and how to use the Smart Taps.

Closing Remarks and Meeting Adjournment:

The meeting and registration were adjourned at 05:50 pm, with thanks given to all those in attendance by Hans Panga.

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4. Comments & Feedback

Thank you to everyone who participated in the day, completed an evaluation form or got in touch with feedback about the project. We held a Q&A session and received 10 written responses to the evaluation form, the majority very positive. Here are our answers to the questions and feedback we received:

Held on: **17th Jan 2024**
At: **Singida**
Attendance: **75 people**

"Why can't I collect water from a tap close to me?"
Answer: Historically, we have advised people during registration to register at the taps that are close to their home so as to avoid this issue. If you tell a technician or call our customer care number, we can easily switch which Tap you are registered to. However, we have now improved our system so that a customer can register at any Smart Tap and they will be able to collect their Top Up from their favourite/most used Tap.

"**I can't collect water from my local tap**"
Answer: SUWASA technicians are responsible for the maintenance of these Taps. eWATER will support SUWASA to investigate the tap, ensure any issues are fixed (if re   quired) and communicated.

5. Contact

Telephone: +255 734 200 550

Email: info@ewater.services

In person: Speak to us in person when we visit the community or when one of our technicians is in the community performing maintenance (roughly once per week). If you have a question you can also speak to a member of the local county government, any eWATER representative, or ask one of our resellers.