



Mobile for Development Utilities Innovation Fund

Grantee portfolio



SANITATION



WATER



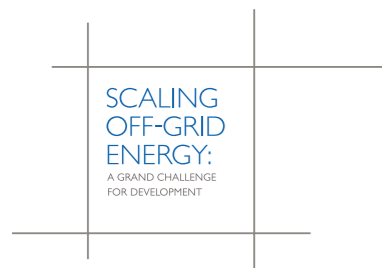
ENERGY



The GSMA represents the interests of mobile operators worldwide, uniting more than 750 operators with almost 400 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors. The GSMA also produces the industry-leading MWC events held annually in Barcelona, Los Angeles and Shanghai, as well as the Mobile 360 Series of regional conferences.

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Scaling Off-Grid Energy (SOGE) Grand Challenge for Development is a global partnership founded by the U.S. Agency for International Development, Power Africa, the U.K. Department for International Development, the African Development Bank, and the independent charity, Shell Foundation. Our aligned partners include Acumen, GSMA, Microsoft, and the UN Foundation. By optimizing the collective resources and expertise of SOGE Partners, we are accelerating the growth of a dynamic, commercial off-grid energy market to provide clean, modern, and affordable energy access to the millions of households and businesses beyond the grid in sub-Saharan Africa.

Mobile for Development Utilities

The Mobile for Development Utilities programme improves access to basic energy, water and sanitation services in underserved communities using mobile technology and infrastructure. Our work encompasses any energy, water and sanitation service provided to a community, which includes a mobile component, whether it is voice, SMS, USSD, Machine-to-Machine, NFC, a mobile operator's agent network or tower infrastructure. We aim to seize the opportunity, leveraging mobile technology and infrastructure to enhance access to affordable and reliable energy, clean and safe water and sanitation services in underserved communities. The GSMA Mobile for Development Utilities programme receives support from the UK Government and Scaling Off-Grid Energy.

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Introduction

Since 2013, the GSMA Mobile for Development Utilities Innovation Fund has supported 50 organisations with a total of £9.4 million in grant funding, benefitting over 2.7 million people directly through the grant activities and a further 27.5 million through the growth of these organisations. Collectively, these organisations have raised more than £223 million in follow-on funding after receiving support from the Fund.

This catalogue presents the Innovation Fund's portfolio of grantees across Africa and Asia Pacific.





Grantees: Sanitation sector

SANITATION

LOOWATT

MOBILE-ENABLED LOGISTICS FOR WATERLESS TOILETS

Loowatt



LOCATION
Madagascar



MOBILE OPERATOR PARTNER
Airtel



USE OF MOBILE CHANNELS
Mobile App / Mobile Money

FIND OUT MORE

[Loowatt: Digitising the container-based sanitation value chain in Madagascar](#)

PROBLEM: Access to basic sanitation services is a major development and public health challenge in Madagascar where only 10 per cent of the population uses basic sanitation services.¹ Providing basic sanitation is particularly challenging in Madagascar's capital, Antananarivo, where high urban density poses significant challenges to waste and faecal sludge management.

SOLUTION: Loowatt has designed and deployed waterless toilets (for both public and household use) that use a film liner to contain waste and odours.

GRANT SUMMARY: In May 2015, Loowatt received a grant from the GSMA M4D Utilities Innovation Fund to develop a mobile app to track its waste collection processes, collect payments with mobile money and communicate better with its customers. In May 2018, Loowatt received a second grant from the Innovation Fund as part of the Container Based Sanitation Alliance (CBSA) to help expand and improve its mobile app and web-based platform to support the efficient delivery of household sanitation services.

IMPACT: The mobile app enabled Loowatt to support the service and maintenance of 100 waterless household toilets. The toilets benefitted female customers in particular, who account for 70 per cent of Loowatt's customer base. Collecting payments through mobile money instead of cash provided greater visibility into customer payment records and reduced operating costs by 15 to 25 per cent. As of August 2018, Loowatt's toilets have been used by over 100,000 customers and 200 tonnes of faecal sludge have been delivered to closed-loop treatment.²

LOOKING AHEAD: In November 2018, Loowatt announced a partnership with Laguna Water, a joint venture of Manila Water and the Laguna Provincial Government in the Philippines, to roll out the Laguna Portable Toilet Solution (PTS), a first-of-its-kind utility business model for providing non-sewered household toilets. Following a [successful pilot](#), Loowatt will support scale-up of the Laguna PTS starting in 2019.



I know exactly that the barrel went from the pit emptier, to this customer. I know as well that this customer still has some full barrels. [The pit emptier] will scan the QR code and bring them back to the site, then I will enter them in the system. I know specifically what load of work we have done today.

FEEDBACK ON MOBILE APP BY
TOJONIAINA ANDRIAMBOLOLONA,
LOOWATT STAFF, MADAGASCAR



SANITATION

SANERGY

TESTING MOBILE SENSORS FOR MORE EFFICIENT WASTE COLLECTION



LOCATION
Kenya



USE OF MOBILE CHANNELS
M2M

FIND OUT MORE

Exploring the use of mobile-enabled sensors to optimise sanitation waste collection in Kenya

PROBLEM: Only 30 per cent of Kenya's population has access to basic sanitation services. Most Kenyan households are not connected to the sewerage system and require pit-emptying services. Sanitation services are particularly challenging in densely populated informal settlements like Kibera in Nairobi where the majority do not have household toilets and rely on public pay-per-use toilets.

SOLUTION: Sanergy designs, manufactures and sells low-cost, high-quality sanitation facilities called Fresh Life Toilets in Nairobi, Kenya. FLTs are owned and operated by Fresh Life Operators, residents of informal settlements who run them as a business or value-added service. As part of its franchise agreement, Sanergy provides training, ongoing marketing, business and maintenance support, and collection, transport and treatment services, thereby empowering Fresh Life Operators to provide clean and safe toilets to the residents of informal settlements.

GRANT SUMMARY: In May 2015, Sanergy received a grant from the GSMA M4D Utilities Innovation Fund to test how mobile-enabled sensors (provided by SweetSense Inc.)

could optimise the waste collection process. These sensors would provide information on exactly when a toilet was full and needed to be serviced.

IMPACT: Sanergy tested different methods of using sensors to measure different indicators of toilet filling, ultimately settling on one that measured the number of users. However, Sanergy found that this data was not valuable for predicting emptying schedules given the cost of the sensors (including maintenance) and variables like day of the week, historical fill rates and location of the toilet. Sanergy found that the sensors could be useful for future planning in new areas, but not for regular route planning.

LOOKING AHEAD: As of May 2018, Sanergy has 1,800 Fresh Life Toilets in operation serving 60,000 people a day in 11 informal housing communities in Kenya. Sanergy's expansion throughout Nairobi has created 220 direct jobs (and a total of 1,250 direct and indirect jobs), while toilets were franchised to over 1,000 operators. By 2020, Sanergy aims to provide sanitation to 300,000 users and expand its operations to Zambia and Ghana.



I prefer the sensor method [because] it saves time, cost and it is easier to monitor the toilet.

FRESH LIFE OPERATOR,
KENYA



SANITATION

SVADHA

A MOBILE PLATFORM TO CONNECT SANITATION MICROENTREPRENEURS WITH PRODUCT MANUFACTURERS



LOCATION
India



USE OF MOBILE CHANNELS
Mobile App

FIND OUT MORE

Svadha: Developing a digitally enabled sanitation ecosystem in Odisha, India

PROBLEM: In October 2014, the Prime Minister of India launched an ambitious national sanitation programme that aims to eliminate open defecation by 2019. The Swachh Bharat Mission (SBM) has received unprecedented political support and mobilised \$25 billion from government, the private sector and civil society.³ However, pit emptiers and sanitation entrepreneurs, who are critical to achieving the SBM's goals, often lack technical and material support.

SOLUTION: Svadha is a social enterprise in Odisha, a state in India, that builds better rural sanitation markets through aggregation of quality sanitation products and services. It has developed a mobile app to optimise the fragmented value chain between product manufacturers and microentrepreneurs who sell and install toilet products.

GRANT SUMMARY: In October 2017, Svadha received a grant from the GSMA M4D Utilities Innovation Fund to develop and launch SaniMark, a platform that integrates and enhances the sanitation ecosystem through e-commerce

and provides customised, data-driven business support for entrepreneurs.

IMPACT: As of November 2018, 315 microentrepreneurs in the sanitation sector have signed up to Svadha's mobile app, 60 per cent of which are classified as active users.

LOOKING AHEAD: With a solid customer base in place, Svadha is now focusing on increasing app usage rather than downloads, as the true value of the solution will only be realised through increased business and transactions on the app. Svadha also recognised that a B2B app would not be complete without a link to the wider sanitation ecosystem, so is developing a customer-facing app that will allow customers to identify sanitation entrepreneurs in their area, while also providing access to masons and plumbers for installation and after-sales support. By 2020, Svadha aims to expand into other Indian states and explore partnerships in international markets to create a global virtual sanitation platform.



Svadha helped me learn all of the technical aspects of sanitation and, with the help of credit, I started my own business — due to which I am completely financially strong now. Good quality material from Svadha also increased my demand and credibility among the community members.

MR. GIRI,
SVADHA ENTREPRENEUR, INDIA



SANITATION

KCCA

USING MOBILE TECHNOLOGY TO IMPROVE SANITATION SERVICE DELIVERY IN KAMPALA



LOCATION
Uganda

USE OF MOBILE CHANNELS
Mobile Services / Mobile Payment

PROBLEM

In Kampala, Uganda's capital, over 60% of the population lives in informal housing, while only 10% to 15% of the city is connected to formal sewerage.⁴ In this context, pit latrines and septic tanks are often emptied haphazardly by independent pit emptiers who may dump waste illegally into the environment.

SOLUTION / PROJECT

Kampala Capital City Authority (KCCA) recently unveiled a sanitation strategy with a Geographic Information System (GIS) tracking system that allows customers to request services through a call centre that sources the jobs to independent pit emptiers. The pit emptiers use an app to record collection, transport and dumping at the treatment plants. In November 2017, KCCA received a grant from the GSMA M4D Utilities Innovation Fund to upgrade the pilot GIS tracking system, build capacity and promote pit emptying businesses. They are also working with MTN to promote mobile money as a tool for the pit emptiers to collect payments.

LOOKING AHEAD

As of November 2018, 45 pit emptiers have connected to KCCA's mobile app. 20 pit emptiers are also using MTN's mobile money service. 85% of pit emptier clients expressed a willingness to pay via mobile money.

CONTAINER BASED SANITATION ALLIANCE (CBSA)

USING MOBILE TO STREAMLINE THE DELIVERY OF HOUSEHOLD SANITATION SERVICES IN MULTIPLE COUNTRIES



LOCATION
Madagascar, Haiti, Kenya, Peru

USE OF MOBILE CHANNELS
Mobile Services

PROBLEM

A rising global population and rapidly growing urban areas are making it even more challenging to meet Sustainable Development Goal 6: Ensure availability and sustainable management of water and sanitation services for all.

SOLUTION / PROJECT

Since 2010, container-based sanitation (CBS) solutions have been emerging as a viable low-cost option for sanitation service delivery, particularly in low-income urban settlements where demand for sanitation services is high and on-site sanitation and sewerage are not feasible or cost effective. Founded in 2016, the **Container Based Sanitation Alliance (CBSA)** is a coalition that seeks to help CBS services reach scale and have a sustainable impact in urban areas around the world.

In May 2018, the CBSA received a grant from the GSMA M4D Utilities Innovation Fund to develop a mobile app and web-based platform to support the efficient delivery of household sanitation services in multiple countries.

LOOKING AHEAD

In November 2018, Loowatt, a CBSA member, announced a partnership with Laguna Water, a joint venture of Manila Water and the Laguna Provincial Government in the Philippines, to roll out the Laguna Portable Toilet Solution.

PRACTICAL ACTION

UTILITY SERVICES PLATFORM TO REQUEST MUNICIPAL SERVICES AND PAY USING MOBILE PHONES



LOCATION
Bangladesh

USE OF MOBILE CHANNELS
Mobile Services / Mobile Payment

PROBLEM

50%⁵ of Bangladesh's population still does not have access to basic sanitation services. 80%⁶ of Dhaka's rapidly growing population, around 12 million people, lack access to sewered toilets and must use on-site sanitation instead.

SOLUTION / PROJECT

Practical Action is a UK-based development NGO with operations in Latin America, East Africa, Southern Africa and South Asia. In these regions, Practical Action works with poor communities to develop appropriate technologies for renewable energy, food production, agro-processing, water, sanitation, small enterprise development, building and shelter, climate change adaptation and disaster risk reduction.

In October 2017, Practical Action received a grant from the GSMA M4D Utilities Innovation Fund to launch 1Service, a water and sanitation services platform through which customers can request and pay for services and give feedback.

LOOKING AHEAD

Once the 1Service platform successfully connects users to utility services, Practical Action aims to use the platform to help municipalities collect housing taxes. Depending on the success of 1Service in the three municipalities where the platform is being trialed, Practical Action may replicate the model in another 300 municipalities.





Grantees: Water sector

WATER

WONDERKID

MOBILE-ENABLED CUSTOMER CARE AND BILLING FOR WATER UTILITIES



LOCATION
Kenya



MOBILE OPERATOR PARTNER
Safaricom



USE OF MOBILE CHANNELS
SMS / Mobile Apps / Mobile Money

FIND OUT MORE

Wonderkid Multimedia LTD.: Digitising water utilities in Kenya

PROBLEM: The National Development Plan of Kenya seeks to make basic water and sanitation available to all by 2030. Currently, just over 50 per cent⁷ of Kenyans have access to improved water sources.⁸ Kenyan water utilities lose 30 to 85 per cent of their revenues due to commercial or infrastructure problems.⁹

SOLUTION: Wonderkid offers software-as-a-service solutions, such as billing, customer management and revenue management, for public- and private-sector enterprises to gain real-time insights into their operations. In 2012, Wonderkid developed a customer complaint management system, MajiVoice, which received support from Kenya's Water Services Regulatory Board.

GRANT SUMMARY: In May 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to Wonderkid to help it develop a suite of mobile tools for four water utilities in Kenya. The grant supported a complaint management and tracking system that allows customers to report maintenance and upkeep issues. It also offered a mobile app for meter

readers that allows meters to be photographed, helping to address disputes and verify meter readers' activities in real time. A self-meter reading and payment system allows users to send their own meter reading via SMS and receive a preliminary bill with instructions for paying via mobile money using Safaricom's M-Pesa.

IMPACT: KIWASCO, one of four utilities supported by the project, recorded a 28 per cent increase in revenue collected and an eight per cent increase in revenue billed. The average complaint resolution time dropped from more than 15 days to six days. During the project, the number of mobile money transactions to pay water bills increased by 71 per cent and there was a 50 per cent increase in the value of transactions.

LOOKING AHEAD: Using the tools developed and improved during the project, as of December 2018, Wonderkid is serving over 22 water utilities across Africa, providing services that are accessible to over four million customers using mobile platforms.



Previously, logbooks were used and a lot of documentation and filing [was done; these were then] dispatched to different offices [and field zones]. It was quite a process compared to now — complaints are logged first on the computer then passed on to the right person for action [via computer or mobile phone], which is fast and direct.

KIWASCO CUSTOMER CARE STAFF,
KISUMU, KENYA



WATER

CITYTAPS

SMART PREPAID WATER METERS FOR URBAN HOUSEHOLDS



LOCATION
Niger

MOBILE OPERATOR PARTNER
Orange Niger



USE OF MOBILE CHANNELS
Mobile Money / M2M Connectivity (LoRa)

FIND OUT MORE
Bringing water to every urban home with the power of mobile: An update on our grantee, CityTaps

PROBLEM: Water supply disconnections due to non-payment is a common issue for urban residents of Niamey, Niger.¹⁰ Meanwhile, Niger's national water utility faces challenges serving the poor with affordable and clean running water, while also reducing the physical and commercial losses it needs to remain financially sustainable.

SOLUTION: CityTaps has developed a water utility subscriber management solution that includes a smart prepaid water meter that uses Orange mobile money and M2M technologies. The solution allows households to make micro-prepayments for their water at any time using mobile money. CityTaps also provides a software management system and a subscriber management dashboard to monitor usage and performance of the meters remotely.

GRANT SUMMARY: In September 2015, the GSMA M4D Utilities Innovation Fund awarded CityTaps a grant to launch 250 smart prepaid water meters in Niamey, Niger, in partnership with the local water utility, Société d'Exploitation des Eaux du Niger (SEEN) and Orange Niger. In April 2018,

CityTaps received another GSMA grant to continue scaling this service.

IMPACT: As of October 2018, CityTaps has installed 460 of its CTMeters. An initial survey revealed that 62 per cent of CityTaps customers are first-time mobile money users, and 88 per cent of surveyed users felt that their water spending had decreased since the project began. Ninety per cent of women using the service felt that they spent less time obtaining water.

LOOKING AHEAD: Building on the project funded by the GSMA M4D Utilities Innovation Fund, CityTaps plans to reach 200,000 people by the end of 2019 and more than two million by the end of 2022. The company has also been selected to participate in the OrangeFab France program, which will provide support to integrate and deploy its solution in other Orange-footprint countries, such as Senegal and Côte d'Ivoire. In October 2018, CityTaps raised one million euros and has received an order for 10,000 meters from SEEN to scale its service.¹¹



I can do what I want with my money, because I don't need to wait until the end of the month to know how much I need to pay for water.

CITYTAPS USER,
NIGER



WATER

SAFE WATER NETWORK

IMPROVING WATER DELIVERY THROUGH MOBILE MONEY AND M2M TECHNOLOGIES



LOCATION
Ghana

MOBILE OPERATOR PARTNER
MTN Ghana



USE OF MOBILE CHANNELS
Mobile Apps / Mobile Money / M2M Connectivity

FIND OUT MORE
Reducing water station operational costs through mobile monitoring

PROBLEM: Nearly 18 per cent of the population in Ghana relies on an unprotected well/spring or surface water to meet their daily needs. An additional 17 per cent has access to an improved water source, but the supply is extremely limited.¹²

SOLUTION: Safe Water Network (SWN) builds and owns water treatment and distribution stations and has worked alongside communities in Ghana since 2009 to provide training and support to ensure the stations can be locally managed and operated.

GRANT SUMMARY: In September 2015, SWN received a grant from the GSMA M4D Utilities Innovation Fund to develop an app to digitise its manual water station data reporting systems for 37 water stations. In May 2018, SWN received another grant from our Innovation Fund to trial mobile

money services and M2M connectivity for water ATMs and prepaid household meters in partnership with MTN Ghana.

IMPACT: The 2015 project reduced station monitoring costs by 50 per cent and helped to reduce maintenance response time per station by four hours per month. SWN has converted over 100 households in two communities from postpaid meters and cash-only transactions to prepaid meters with the option to use mobile money instead of cash.

LOOKING AHEAD: The current mobile monitoring tool captures financial and operational metrics, but development is underway to track consumer parameters, which builds on the current system. This additional functionality will allow SWN to measure how volume purchased is affected by customer demographics and seasonality, and how customer activation campaigns affect household participation.



We are now at the forefront of technology; hence ways of reporting issues have greatly improved. I don't need to travel for miles just for collection of data.

SWN STAFF,
GHANA



WATER

DRINKWELL



MOBILE-ENABLED WATER ATMS TO PROVIDE CLEAN WATER TO LOW-INCOME HOUSEHOLDS IN DHAKA

LOCATION
Bangladesh

MOBILE OPERATOR PARTNER
Robi Axiata



USE OF MOBILE CHANNELS
Mobile Apps / Mobile Money / M2M

PROBLEM: 41 per cent of all improved water sources in Bangladesh are contaminated with E. coli bacteria, which suggests a high prevalence of faecal contamination. About 13 per cent of the country's water sources also contain arsenic levels above Bangladesh's legal limit.¹⁵

SOLUTION: Drinkwell, a US-based company with subsidiaries in India and Bangladesh, has developed a sensor-based water treatment solution for purifying water and distributing it through water ATMs.

GRANT SUMMARY: In October 2017, the GSMA M4D Utilities Innovation Fund awarded a grant to Drinkwell, in partnership with Dhaka Water Supply & Sewerage Authority (DWASA) and mobile operator Robi Axiata, to operate water ATMs in Dhaka fitted with remote monitoring technology to ensure a safe and reliable water supply.

IMPACT: 96 per cent of Drinkwell customers at six water ATMs found their current water supply extremely or mostly

safe and clean. As of December 2018, Drinkwell has installed over 80 M2M-enabled water treatment and distribution points. It has so far delivered over one million litres of water to over 200 systems across India, Bangladesh, Laos, Cambodia and Nepal, giving over 250,000 people safe water by partnering with organisations including WaterAid, USAID, Dhaka Ahsania Mission, GIZ, DWASA, India's Department of Science & Technology and Tata Trusts.

LOOKING AHEAD: In addition to Bangladesh, Drinkwell also operates in India, Nepal, Laos and Cambodia. Drinkwell is now preparing to test mobile payments, which would no longer require ATM caretakers to transfer funds to the DWASA. In May 2018, Drinkwell secured a contract with the DWASA to expand its services to 300 water ATMs in Dhaka, and another contract from the Water Supply & Sewerage Authority to pilot three water ATMs in Chittagong, Bangladesh. Drinkwell's vision is to reach five million people by 2020 and one billion by 2030 by expanding to markets in China and Africa.



“Drinkwell is good even if you have to pay for it, because the water is good.”

DRINKWELL USER, DHAKA

WATER

NEXTDROP

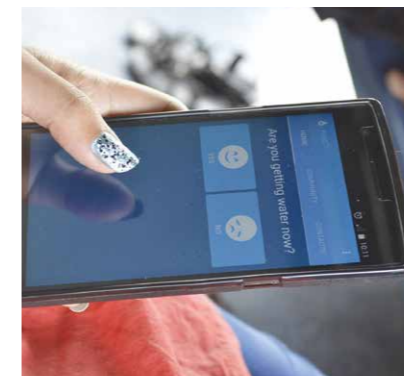
USING MOBILE PHONES TO OPTIMISE REAL-TIME WATER DELIVERY INFORMATION



LOCATION
Bangalore, India

USE OF MOBILE CHANNELS
SMS / Mobile App

FIND OUT MORE
NextDrop: Water.Simplified



PROBLEM: Due to scarcity, water distribution in Bangalore is managed by about 400 “valvemen” who manually turn on and off 8,000 valves around the city. This creates delays and has a

significant impact on end users as the process and information flows are not conducted in real time.

SOLUTION: The NextDrop solution bridged this gap by gathering information from valvemen and giving consumers 30 to 60 minutes notice of when their water would be turned on, helping consumers to manage their daily routines. Most importantly, NextDrop provided near real-time visibility into ground-level information to Bangalore Water Supply and Sewerage Board (BWSSB), leading to data-driven decisions that should result in better service.

GRANT SUMMARY: In January 2014, the GSMA M4D Utilities Innovation Fund awarded NextDrop a grant to build and trial a water information system (WIS) for the BWSSB to track, monitor and validate water distribution timing, frequency and duration in real time for 40 per cent (over three million) of Bangalore residents. By enabling two-way communication

between the BWSSB and city residents, the solution tested whether the water supply would be more reliable if supply information was available in real time.

LOOKING AHEAD: NextDrop collaborated with the non-profit Foundation for Environmental Monitoring to develop Mira, a mobile phone solution to test the water quality in Bengaluru, India. The solution is due to launch in early 2019.¹⁴

“Whenever the messages come, I go and check our tap and am really happy that the messages are accurate. Keep up the good work!”

NEXTDROP USER, BANGALORE, INDIA

eWATERPAY

PAY-AS-YOU-GO WATER IN AFRICA



LOCATION
The Gambia

USE OF MOBILE CHANNELS
Mobile Money / M2M

FIND OUT MORE
Using IoT to monitor and introduce pre-payment for remote water stands in The Gambia



PROBLEM: 35 per cent of the rural population in The Gambia relies on surface water or has extremely limited access to clean water.¹⁵ Communal water points are managed, often

informally, by village water committees that collect fees manually and maintain the taps. However, there is little accountability with the collection and spending of maintenance fees.

SOLUTION: eWATERpay has designed GSM-monitored water taps that dispense water when users present their NFC¹⁶ tag, which accesses prepaid water credit stored on the cloud. In each village, at least one water retailer has a \$130 smartphone loaned to them by eWaterPay. Credit is added either when the customer pays an agent in cash, who then uses an app on their smartphone with NFC to top up their balance, or when customers pay for it themselves using mobile money to top up their account.

GRANT SUMMARY: In April 2016, the GSMA M4D Utilities Innovation Fund awarded eWATERpay a grant to install eWATERtaps in three villages of The Gambia.

IMPACT: By June 2017, 100 taps had been installed across the Gambia. Improving services for over 9,000 people. As of December 2018, eWATERpay is operating in two more countries, Tanzania and Ghana, serving over 51,000 people. eWATERpay estimates that three times more revenue is collected through its solution than when payments are collected in cash.¹⁷ The eWATERpay meters now have full over the air capabilities allowing real-time software updates via the GSM AnyNetSecure Sim module.

“At night, we can't go to the well but we can go to the tap. With your tag, you can take water, that's why it's important.”

EWATERPAY CUSTOMER, THE GAMBIA

WATER

DEVELOPMENT WORKSHOP ANGOLA

MISSED CALLS FOR MONITORING COMMUNITY WATER SERVICES



LOCATION
Angola

USE OF MOBILE CHANNELS
Mobile Services

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
About 30% of the population of Huambo, Angola's second largest city, relies on water from often unreliable communal water points, and another 40% on unimproved shallow wells at some households. This forces people to rely on informal water vendors who sell water at 10 to 15 times the normal price. ¹⁸	Development Workshop Angola (DWA) and its technology partner, SeeSaw, developed the VerAgua programme to monitor communal water points. This included SeeTell, a water point status reporting system for caretakers that uses missed calls to different numbers to report different statuses, and SeeView, a mobile app for field staff to view and update the water point status in the database. In January 2014, the GSMA M4D Utilities Innovation Fund awarded a grant to DWA to trial VerAgua in informal settlements in Huambo through a pilot of 120 water points.	After the grant ended, DWA implemented a USAID-funded water and sanitation project in Huambo. They also implemented VerAgua in Luanda.

UPANDE

REMOTE MONITORING AND GIS MONITORING FOR WATER UTILITIES IN KENYA



LOCATION
Kenya

USE OF MOBILE CHANNELS
M2M Connectivity

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
In Kenya, studies show that non-revenue water (NRW) levels among water service providers range from 31% to 85% in various counties. ¹⁹ Curbing NRW is a critical part of extending access to improved water resources for underserved Kenyans.	Upande provides internet, web mapping and GIS services to the private sector, governments and multilateral and bilateral agencies. In May 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to Upande, in partnership with BRCK, a Kenyan company developing locally relevant connectivity solutions, to develop GSM-enabled remote monitoring sensors, a communication module and GIS tool. These were intended to measure the water flow rate and generate alerts related to leaks and bursts, and align the boundaries of the district metering areas with the master meters to calculate the losses that lead to NRW.	Upande has developed Washmis further and spun off Vipimo (a Swahili word for measurement). These tools are being used by many water companies, as well as several horticultural and logistical firms.

PORTLAND STATE UNIVERSITY

MOBILE-ENABLED SENSORS TO MONITOR RURAL WATER HAND PUMPS TO IMPROVE SERVICE DELIVERY



LOCATION
Rwanda

USE OF MOBILE CHANNELS
M2M Connectivity

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
In Rwanda, 58% of the population relies on groundwater resources. ²⁰ According to Living Water International (LWI), over 40% of hand pumps installed in the country to access groundwater are non-functional. ²¹	Portland State University's (PSU) SweetLab and SweetSense Inc. developed mobile-enabled sensors that report the status of hand pump functionality and flag repairs for maintenance staff in real time. In November 2013, the GSMA M4D Utilities Innovation Fund awarded a grant to PSU in partnership with LWI and SweetSense to test M2M sensors for LWI-managed hand pumps that would provide real-time data on pump uptime, frequency of use, time to repair and other key indicators. While about 181 sensors were installed for this pilot, operations in Rwanda did not have continued funding.	SweetSense's low-cost remote sensors are now being widely used in about 15 countries for government, non-profit and for-profit applications in water, sanitation, energy and infrastructure. For example, sensors have been deployed for water, sanitation and hygiene projects in Ethiopia, rural Kenya and the Somalia.

WATER

THE LILONGWE WATER BOARD

AUTOMATED PREPAID URBAN WATER KIOSKS USING MOBILE MONEY



LOCATION
Malawi

USE OF MOBILE CHANNELS
Mobile Payments

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
48% of the population in Malawi either relies on unprotected well/spring or surface water to meet their daily needs, or has access to less than 30 minutes of clean water supply. ²² Many households collect water from public water kiosks that are manually operated and payments are made in cash. This limits access and prevents transparent accounting.	The Lilongwe Water Board (LWB) is a parastatal water utility organisation in Malawi with a mandate to supply potable water to the city of Lilongwe and surrounding areas. In September 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to LWB to test a solution developed to allow low-income consumers to buy water from communal water points (kiosks) at any time using NFC-enabled cards after topping up their account with mobile money.	As of December 2018, due to significant operational and partnership challenges, LWB is still working to get the kiosks operational.

UDUMA S.A.S

SMART WATER HAND PUMPS USING MOBILE MONEY PREPAYMENTS



LOCATION
Mali

USE OF MOBILE CHANNELS
Mobile Services / Mobile Payments

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
37% of the population in Mali does not have access to even basic clean drinking water, and a number of those who do rely on communal hand pumps to draw water. ²³ Broken hand pumps lead to increased use of unsafe water and long walking distances for women and girls.	Uduma S.A.S provides operation and maintenance services for water hand pumps and small piped water services in Mali. In May 2017, the GSMA M4D Utilities Innovation Fund awarded a grant to Uduma to trial e-pumps in 11 municipalities in Mali. This involved using a cashless payment system through an offline POS terminal operated by a pump caretaker. Customers can pay using NFC cards connected to their mobile money account, which can be topped up at local sales points and agents. The technology also enables caretakers to receive valuable data about ongoing operations and possible maintenance requirements.	Through its partnership with Orange, Uduma is aiming to increase financial inclusion through mobile money use, while also making regular water payments more affordable for low-income customers.

MANOBI

MOBILE PAYMENTS AND TOOLS FOR RURAL WATER UTILITIES IN BENIN



LOCATION
Benin

USE OF MOBILE CHANNELS
Mobile Payments

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
According to the WHO/UNICEF Joint Monitoring Programme (JMP) for Water Supply and Sanitation, only 30% of Benin's rural population has access to piped water, compared to 57% of the urban population. ²⁴	Manobi has developed the Utility85 platform, a digital management platform for small water pipe system operators to log operational data from their rural microwater utility networks. In May 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to Manobi to develop new functionalities for Utility85 that would enable mobile water bill payment and profit and loss reporting. Manobi integrated its platform with mobile operators MTN's and Mouv's platforms to enable water consumers to pay their water bill using mobile money.	In October 2018, Manobi was awarded a contract for \$2 million to scale across Benin and provide the platform to water-piped schemes. It also plans to scale in Senegal, Nigeria, Ghana and Kenya.



Grantees: Energy sector

ENERGY

MOBISOL

PAYG SOLAR FOR ENTREPRENEURS IN RWANDA

mobisol
Prepaid Energy



LOCATION
Rwanda



MOBILE OPERATOR PARTNER
MTN Rwanda



USE OF MOBILE CHANNELS
SMS / Mobile Payments / M2M Connectivity

FIND OUT MORE

[Mobisol Pre-Paid Solar Energy](#)

PROBLEM: 70 per cent of Rwandans still do not have access to reliable energy services.²⁵ The problem is particularly challenging in rural areas where only 18 per cent of the population has access to energy.²⁶

SOLUTION: Mobisol is an international company founded in 2010 that engineers, develops and delivers rent-to-own solar home and business systems, appliances and services for emerging markets. Mobisol offers off-grid customers PAYG solar home systems (SHS), including customer support and maintenance.

GRANT SUMMARY: In November 2013, Mobisol received a grant from the GSMA M4D Utilities Innovation Fund to replicate its PAYG solar business in Rwanda through a partnership with MTN, with a focus on SHS for entrepreneurs to charge phones and rent lanterns.

IMPACT: Approximately 92 per cent of Mobisol customers using the small business kit system completely replaced kerosene, candles and/or batteries with their Mobisol system. Small business owners can earn approximately RWF 25,000 (£27) per month from the phone and lantern-

charging business, which exceeds the monthly cost of Mobisol's 100 W system with the business kit, and allows it to increase its profit margins. Mobisol customers make 1.7 payments per month via MTN mobile money for their Mobisol systems — very active compared to the industry benchmark for active users (one transaction every 90 days). MTN is giving Mobisol a preferential transaction fee rate for Mobisol payments. In return, Mobisol increased MTN's long-term customer loyalty through the continued use of mobile money.

LOOKING AHEAD: Mobisol aims to provide sustainable and affordable energy solutions to 20 million people by 2023. In October 2018, Mobisol received a significant follow-on growth equity investment from its main shareholders to fund growth in its priority markets (Tanzania, Kenya and Rwanda) and expand both its product range and its recently expanded B2B distributor partner business in other geographies. Mobisol also partnered with MTN and phone manufacturer Tecno to increase connectivity in rural Rwanda by offering a smartphone on a PAYG basis. In October 2018, the company joined forces with the IFC to launch the PAYG business model in a new market, Ethiopia.



The children now have bright light to do homework. They do not use the kerosene lamp any more, the fumes made them cough at night. We feel more connected to the rest of the world through the radio and TV.

MOBISOL CUSTOMER,
RWANDA



ENERGY

M-KOPA

SCALING PAYG SOLAR HOME SYSTEMS IN KENYA



LOCATION
Kenya

MOBILE OPERATOR PARTNER
Safaricom

USE OF MOBILE CHANNELS
Mobile Payments / M2M Connectivity

PROBLEM: Nearly 44 per cent of Kenya's population lacks access to electricity.²⁷ Kenyans typically spend 20 per cent of their income on kerosene and charging mobile phones.²⁸

SOLUTION: M-KOPA pioneered and built PAYG solar home systems launched in 2012 to provide a more cost-effective energy solution to Kenyans. The solar home system consists of a base-station with a solar panel, three lamps and a charging kit for phones. Subscribers chose a payment plan starting from £0.40 and they can qualify for upgrades to more appliances, devices and financial services. Subscriptions are affordable and accessible for low-income homes, to pay at any time, from any place with a mobile signal.

GRANT SUMMARY: In December 2013, M-KOPA received a grant from the GSMA M4D Utilities Innovation Fund to expand its offering to include a low-power television. The grant tested whether the repayment behaviours of target customers were strong enough to support additional credit-based energy financing for SHS with televisions.

IMPACT: After the GSMA project, M-KOPA expanded its operations to Uganda and in November 2018 it surpassed 100,000 Ugandan connected homes and businesses. By January 2019 M-KOPA has connected over 700,000 homes across Africa, making it the biggest off-grid PAYG provider globally. M-KOPA has sold over 210,000 PAYG TV's²⁹ and it has recently launched a larger model with a 32 inch flat screen. According to M-KOPA, its current customer base is expected to make projected savings of over £400M by 2022, by replacing kerosene and accessing affordable appliances. In October 2018 it announced a pilot of Mastercard's Quick Response payment technology to enable more secure payments in markets without an established mobile money system.³⁰

LOOKING AHEAD: In October 2017, M-KOPA secured £61 million in committed finance.³¹ M-KOPA recently released a consumer finance product - Solapesa. Subscribers can use their M-KOPA device to access cash loans with tailored repayment plans.



“M-Kopa has actually changed my life because since I bought it...I started using it to light three rooms and even charging...even my neighbours benefit from charging their phones.”

M-KOPA CUSTOMER, KENYA

ENERGY

LUMOS

PAYG SOLAR USING AIRTIME PAYMENTS IN NIGERIA



LOCATION
Nigeria

MOBILE OPERATOR PARTNER
MTN

USE OF MOBILE CHANNELS
Airtime Payments / M2M Connectivity

FIND OUT MORE
[Lumos: Pay-as-you-go solar in Nigeria with MTN](#)

PROBLEM: 40 per cent of Nigeria does not have access to electricity,³² and over 80 percent of all Nigerians (180 million) rely on petrol generators as a primary or back-up source of energy.³³ As a result, domestic and commercial consumers spend an estimated £11 billion annually to power 14 GW of small-scale diesel and petrol generators.³⁴

SOLUTION: Lumos designs and manufactures mobile-enabled solar home systems and partners with mobile operators to make PAYG solar available in markets with a large addressable off-grid population.

GRANT SUMMARY: In December 2013, the GSMA M4D Utilities Innovation Fund awarded Lumos a grant to trial PAYG solar services with MTN Nigeria. MTN Mobile Electricity, an MTN and Lumos co-branded service, offers off-grid customers in Nigeria energy as a service via SHS. This PAYG model was enabled by the use of airtime credit

and GSM-based M2M connectivity to remotely control and monitor the usage, billing and performance of an SHS.

IMPACT: As of June 2018, Lumos has sold over 88,000 SHS in Nigeria and Côte d'Ivoire, with over one million beneficiaries. The mobile airtime payment transactions generated by Lumos end users increased from 514,850 in 2016 to 1.2 million in 2017, and are expected to be above one million in 2018 in Nigeria alone. The Lumos SHS is now available in over 300 stores across Nigeria, up from 86 in 2016.³⁵

LOOKING AHEAD: Lumos has expanded beyond Nigeria into Côte d'Ivoire, continuing its partnership with MTN. Over the next three years, Lumos is aiming to sell five million SHS in Nigeria and another million through expansion into other markets, including Côte d'Ivoire, Ethiopia and the Philippines.³⁶ Lumos also plans to add more services and adapt to a range of markets, such as SMEs and the rural poor.



“When we had a major blackout at Christmas, I was glad I had the solar because I didn't have to join everyone chasing around for fuel.”

SCHOLA ANDEM, LUMOS CUSTOMER, NIGERIA

ENERGY

PEG AFRICA

DISTRIBUTION OF SOLAR THROUGH LICENSING IN GHANA



LOCATION
Ghana



MOBILE OPERATOR PARTNER
Tigo / Airtel / MTN



USE OF MOBILE CHANNELS
SMS / Voice / M2M Connectivity

FIND OUT MORE

Lessons learned from our grantees: PEG Ghana

PROBLEM: While 45 per cent of people in Ghana live in rural areas, 34 per cent do not have access to grid electricity.³⁷ They can spend up to 30 per cent of their income on poor-quality, polluting fuels like kerosene, candles and batteries, and often have to travel many miles simply to charge their mobile phones.³⁸

SOLUTION: PEG Africa was launched in 2013 to provide PAYG energy services in Ghana's off-grid market. PEG focuses on building value through distribution, financing and branding across the PAYG value chain.

GRANT SUMMARY: In December 2013, the GSMA M4D Utilities Innovation Fund awarded PEG a grant, in partnership with Tigo, Airtel and MTN, to provide prepaid solar energy services to six villages in Ghana through both microgrid and solar home systems with one business. While both technologies had already been tested and were being used in Tanzania, the grant tested the potential to scale

an energy service business in a new market that licensed existing third-party hardware and software rather than developing it themselves.

IMPACT: Although PEG changed suppliers and decided to focus only on SHS, the model proved successful and helped them raise £16 million in funding over several rounds over the last three years.³⁹ Following this project, PEG expanded its services to Côte d'Ivoire and Senegal, and now employs over 400 full-time staff and 550 commission-based sales agents. In January 2017, PEG announced a new nationwide partnership with BIMA, the global microinsurance and health pioneer, and Prudential Life, which would provide eligible PEG customers with free insurance cover as a reward for loyalty and timely loan repayment.⁴⁰ By 2017, it had reached 11,000 families with its hospital insurance scheme.⁴¹

LOOKING AHEAD: PEG Africa aims to electrify 500,000 households in West Africa by 2020.⁴²



PEG Ghana helps by helping me to sell things even when electricity is not available. Having light at all times has made my store more attractive to customers.

FEMALE SHOPOWNER
AND USER OF PEG, GHANA



ENERGY

FENIX INTERNATIONAL

CALING PAYG SOLAR IN UGANDA



LOCATION
Uganda



MOBILE OPERATOR PARTNER
MTN Uganda



USE OF MOBILE CHANNELS
SMS / Mobile Payments

FIND OUT MORE

The power of mobile to improve access to energy: Fenix and MTN Uganda's story

PROBLEM: Only 27 per cent of Ugandans have access to reliable and affordable energy.⁴³ The World Bank's 2018 *Doing Business* report identifies the cost of electricity as a particular impediment to private sector development in Uganda, with the country ranking significantly below regional counterparts, such as Kenya and Rwanda, in the "getting electricity" category.⁴⁴

SOLUTION: Fenix International, headquartered in Kampala, was founded in 2009. Fenix designs, manufactures and distributes ReadyPay Solar, a mobile payment-enabled solar panel and smart power system that empowers off-grid residents with convenient, affordable access to clean electricity.

GRANT SUMMARY: In February 2014, Fenix received a grant from the GSMA M4D Utilities Innovation Fund to scale its new PAYG system, ReadyPay Power, to enable solar-

powered lighting and phone charging. It also tested the introduction of ReadyPay home and business products through joint marketing and distribution with MTN.

IMPACT: In 2014 alone, Fenix's 13,000 customers made over 100,000 mobile money transactions. Thirteen per cent of ReadyPay Solar customers were not previously MTN Mobile Money customers, and 70 per cent of those surveyed said their impression of MTN had improved significantly with its association with ReadyPay Solar. As of November 2018, following its acquisition by ENGIE in April 2018,⁴⁵ Fenix has grown into a pan-African energy provider serving over 350,000 households across three markets (Uganda, Zambia and Côte d'Ivoire), still in close partnership with MTN.

LOOKING AHEAD: In late 2018, Fenix launched its PAYG solar service in Nigeria and Benin, and is planning to expand to other African markets in 2019.



In my shop, I sell drinks, and food. With ReadyPay solar, I can operate my shop for longer hours and generate money from letting people charge their phones.

ROBINAH NAMIREMBE,
SHOPKEEPER, UGANDA



ENERGY

ECOENERGY

PAYG SOLAR IN PAKISTAN



LOCATION
Pakistan



USE OF MOBILE CHANNELS
SMS / Mobile Payments / M2M

FIND OUT MORE
[EcoEnergyFinance: Distribution of solar pay-as-you-go in Pakistan](#)

PROBLEM: In 2012, Pakistan had an electrification rate of 69 per cent, with 57 per cent access in rural areas and 88 per cent access in urban areas.⁴⁶ Meanwhile, about 85 per cent of the country's 182 million people have access to GSM networks.⁴⁷ Thus, Pakistan's addressable energy market, defined as the number of people with access to GSM networks but not to electricity, is estimated at 29 million people, or 16 per cent of the population.

SOLUTION: EcoEnergy delivers solar home systems (SHS) on a PAYG basis to remote and off-grid customers in Pakistan through its integrated sales and service network.

GRANT SUMMARY: In February 2014, EcoEnergy (formerly EcoEnergy Finance) received a grant from the GSMA M4D Utilities Innovation Fund to sell 50 SHS with GSM-based M2M connectivity and 750 solar lanterns on a PAYG basis in partnership with mobile wallet provider, UBL OMNI in Sindh, Pakistan.

IMPACT: EcoEnergy has been selling lanterns without PAYG technology on cash or credit since 2013. Sixty-four per cent

of EcoEnergy customers cited time savings as the major benefit of its services. Other perceived benefits of the service were improved health (40 per cent), entertainment (39 per cent) and money savings (29 per cent). Following the grant, EcoEnergy entered a partnership with BBOX, which enabled it to expand, respond to technological difficulties and attract financing. In November 2017, EcoEnergy acquired Brighterlite Pakistan's customer portfolio. Since the two companies have targeted slightly different markets, and Brighterlite Pakistan produces smaller 12 W to 40 W products compared to EcoEnergy's 50 W and 100 W BBOX systems, EcoEnergy can upgrade customers to more powerful systems as their energy needs grow.

LOOKING AHEAD: After receiving a £460,000 [debt financing deal](#) in March 2018 from Social Investment Managers and Advisors (SIMA), a social investment firm backed by Dutch and Belgian government development banks, EcoEnergy aims to reach 10,000 households by the end of 2019.



Ever since I installed solar energy, I save some money, and it is quiet and peaceful. My clients used to be disappointed because they would come here to watch films and the generators wouldn't start sometimes. This is better for my restaurant.

OBHAYO KHASKHELI, ECOENERGY CUSTOMER, SINDH, PAKISTAN



ENERGY

GHAM POWER

TELECOM TOWERS AS ANCHORS OF GRID POWER IN RURAL NEPAL



LOCATION
Nepal



MOBILE OPERATOR PARTNER
NCell (Axiata)



USE OF MOBILE CHANNELS
Mobile Infrastructure / Mobile Payments / M2M

FIND OUT MORE
[Finding a replicable model for mobile-enabled micro-grids with NCell in Nepal](#)

PROBLEM: Despite considerable hydropower resources, only 76 per cent of Nepal's population has access to electricity. There is also a wide urban-rural gap, with about 94 per cent of city dwellers benefitting from energy access compared to just 61 per cent of the rural population.⁴⁸

SOLUTION: Founded in 2010, Gham Power develops solar microgrids and commercial off-grid systems in developing countries. It focuses on developing projects that are good fits with PAYG models, including rural microgrids, commercial and industrial systems and productive end-use systems.

GRANT SUMMARY: In May 2015, Gham Power received a grant from the GSMA M4D Utilities Innovation Fund to expand the capacity of two microgrids in Nepal, improving energy access for two rural villages and providing energy to two NCell telecom towers. Mobile money was used for bill payment and smart meters were deployed to monitor individual consumption.

IMPACT: Following the grant-funded project, Gham Power customers reported an across-the-board increase in appliance

ownership 10 months after connecting to the microgrid. About 22.5 per cent of SMEs using Gham Power's service reported higher profit (including small hotels or roadside eateries that added refrigerators or cold storage to improve business), with most attributing the change to the addition of new appliances. Increased access to any type of energy, coupled with better mobile service, also increased mobile use. For mobile operator NCell, airtime expenditure from Gham Power users increased by 17 per cent, mobile internet usage increased by 32 per cent and smartphone ownership rose by 44 per cent. Following the GSMA grant, Gham Power deployed two more 15 kW microgrids reaching 128 households in rural Nepal. As of November 2018, the company has delivered over 2.5 MW of installed energy capacity across 2,000 projects, impacting over 10,000 people.

LOOKING AHEAD: Gham Power is seeking to establish itself as a market leader in Nepal's solar market, while placing an even greater importance on productive end-use systems, such as solar pumps. Given that only five per cent of Nepalese farmers use electric/diesel pumps, this represents a significant opportunity for expansion.



Before connecting to the microgrid, we could only work for six hours. Now we are able to operate for longer hours and have introduced computer classes. Access to reliable energy helped expand the business; our income has almost doubled since.

GHAM POWER CUSTOMER AND BUSINESS OWNER, CHAYASMITAR, NEPAL



ENERGY

KOPAGAS

PAYG CLEAN COOKING SERVICE IN TANZANIA



LOCATION
Tanzania

MOBILE OPERATOR PARTNER
Vodacom, Airtel

USE OF MOBILE CHANNELS
Mobile Payments / M2M

FIND OUT MORE
[Mobile-enabled Pay-as-you-Cook service in Tanzania](#)

PROBLEM: In Tanzania, over 90 per cent⁴⁹ of the country's 57 million people use solid fuels, such as charcoal and wood, as their main source of energy for cooking. This has detrimental effects on the safety and respiratory health of families and the country's environment.

SOLUTION: KopaGas, founded in 2014, makes clean, efficient liquid petroleum gas (LPG) affordable and available to low-income households through its pioneering PAYG smart metering technology, in partnership with Tanzania's leading LPG importer.

GRANT SUMMARY: In September 2015, KopaGas received a grant from the GSMA M4D Utilities Innovation Fund to design a low-cost meter for LPG canisters and test a PAYG cooking gas service with 150 households in Tanzania. In May 2018, KopaGas received another GSMA grant to validate fundamental market and operational assumptions to strengthen the PAYG business model for scale. KopaGas also partnered with Airtel to roll out a cashback programme

that seeks to promote positive customer behaviour and increase stickiness for Airtel and KopaGas services.

IMPACT: The "Pay-as-you-Cook" pilot improved access to clean cooking fuel for 148 households and two small-scale food stands, reaching a total of 870 people (90 per cent of whom were women and 48 per cent were living below the poverty line). As of June 2018, the company has reached over 500 households with its pay-as-you-cook model and its gas distribution business, which accounts for seven percent of LPG distributed in Tanzania.

LOOKING AHEAD: KopaGas aims to reach 2000 households by March 2019. It has recently received additional support from impact investor Acumen, which it seeks to leverage to become the largest distributor of LPG in Tanzania. KopaGas also recently unveiled the KopaMeter 4.0, a more sophisticated IoT-enabled smart meter, which will allow it to serve more customers more efficiently.



“ I'm convincing other women to also buy gas. Using it has been much better for my health and my children's health than charcoal, it also helps keep the environment clean. ”

KOPAGAS VENDOR,
TANZANIA

ENERGY

SUNCULTURE

MAKING IRRIGATION ACCESSIBLE TO KENYAN FARMERS WITH SOLAR POWER



LOCATION
Kenya

USE OF MOBILE CHANNELS
SMS / Mobile Payments / M2M

FIND OUT MORE
[Changing lives through mobile-enabled solar irrigation](#)

PROBLEM: Improving agricultural output is critical to reducing poverty in Kenya. Irrigation is key to increasing farmers' productivity and output, but just four per cent of irrigable land in Kenya is currently under irrigation.⁵⁰ Many traditional diesel-powered irrigation pumps have proven to be too costly and carbon-intensive.

SOLUTION: SunCulture, founded in 2012, designs and sells solar-powered irrigation systems that make it cheaper and easier for farmers in Kenya to grow high-value fresh fruits and vegetables.

GRANT SUMMARY: In September 2015, SunCulture received a grant from the GSMA M4D Utilities Innovation Fund to develop, trial and set up Rain Maker, an affordable PAYG solar-powered irrigation solution that extends access to water pumping solutions to underserved smallholder farmers and communities in the developing world (starting with Kenya).

IMPACT: Over 26 per cent of SunCulture's customers switched from diesel-generated water pumps to using the solar pump as their main source of irrigation, while 70 per cent of customers use the pump to get their household water supply. About 70 per cent of customers pay for the product using PAYG. Most importantly, SunCulture farmers have reported an average increase in crop yield of 300 per cent per year.

LOOKING AHEAD: In August 2018, SunCulture secured funding from EDF, one of the world's largest electric utility companies and a global leader in low-carbon energy. SunCulture is opening the East African market for EDF to expand its off-grid solutions across the continent, while EDF will share its experience selling and installing off-grid solutions for residential customers and its knowledge of Central and West African markets. SunCulture is also rolling out its new RainMaker2 with ClimateSmart™, an IoT-enabled device, which uses soil weather data to optimise pumping activity.



“ I decided to buy the SunCulture pump to make life easier and not constantly deal with the challenge of getting water from the well, using a bucket all the time. Now I am at least able to use the irrigation method for my plants. ”

SUNCULTURE USER,
KENYA

ENERGY

D.LIGHT

DRIVING MOBILE MONEY ADOPTION IN A GREENFIELD MARKET WITH A PAYG SOLAR SERVICE



LOCATION
Haiti

MOBILE OPERATOR PARTNER
Digicel

USE OF MOBILE CHANNELS
Mobile Money / M2M

FIND OUT MORE
d.light and RE-VOLT: Pay-as-you-go solar service driving mobile money adoption in Haiti

PROBLEM: 60 per cent of Haiti is still unelectrified, with rural areas much worse off than urban areas.⁵¹ Haiti has also experienced frequent earthquakes and floods, which disrupt grid electricity where it is available.

SOLUTION: d.light provides affordable distributed solar energy solutions for households and small businesses, with a focus on designing and supplying a variety of SHS hardware products. In Haiti, d.light has developed a business model designed to simultaneously drive mobile money adoption and expand energy access.

GRANT SUMMARY: In December 2015, the GSMA M4D Utilities Innovation Fund awarded d.light a grant in partnership with RE-VOLT and Digicel to scale up a lease-to-own energy model in Haiti through the distribution of PAYG SHS and to test the impact of PAYG solar on the adoption of Digicel's Mon Cash mobile money service.

IMPACT: At the time of the grant, Haiti was still a nascent mobile money market, with seven per cent of the population

subscribing to mobile money and three per cent actively using mobile money accounts (December 2015). By the end of the grant (December 2017), this had risen to 16 per cent and eight per cent, respectively.⁵² According to Digicel data, 43 per cent of RE-VOLT customers were new mobile money users. Moreover, the introduction of a PAYG SHS increased Digicel's ARPU for its RE-VOLT customers by 20 per cent, from HTG 759 (€9) to 913 (€10), indicating that these systems can boost mobile revenues.

LOOKING AHEAD: Through its four hubs in Africa, China, South Asia and the United States, d.light has sold over 20 million solar light and power products in 65 countries, improving the lives of over 85 million people. d.light aims to reach 100 million people by 2020. In the last two years, d.light has raised over £75 million in funding, with the most recent £31 million equity investment coming from a consortium led by Inspired Evolution, an Africa-focused investment advisory firm that specialises in the energy sector.⁵³



“ I really appreciate the SHS because it took me out of darkness. Now I just have to press a button and I have light. I am afraid of the dark. It has changed my life. You hear about candles falling on tables, on tablecloths; candles are disgusting. I do not like them. Candles dirty your house, they can even start a fire. I am able to save money on the two to three candles a day that I used to buy. The RE-VOLT system is easier, it has class. ”

CARLO SAINT-HILLAIRE,
D.LIGHT CUSTOMER, HAITI

ENERGY

DEVERGY

SOLAR PV-BASED MICROGRIDS IN TANZANIA



LOCATION
Tanzania

USE OF MOBILE CHANNELS
SMS / Mobile Payments / M2M



FIND OUT MORE
Devergy: Leveraging a mobile services bonus to encourage the use of mobile money wallets for smart solar mini-grids in Mbeya, Tanzania



PROBLEM: Only 33 per cent of Tanzanians have access to energy.⁵⁴ Particularly low energy access in rural areas (17 per cent) is a severe constraint on average household consumption and productivity.

SOLUTION: Devergy is a Tanzania-based energy services company that provides affordable and

reliable energy to low-income households in rural villages through smart mini-grids that allow customers to prepay using mobile money.

GRANT SUMMARY: In May 2015, Devergy received a grant from the GSMA M4D Utilities Innovation Fund to expand its smart mini-grids in Tanzania's Mbeya region.

IMPACT: Devergy customers, 60 per cent of which live below the poverty line, reported spending 20 per cent less on lighting and phone charging after becoming Devergy customers.⁵⁵ Seventeen per cent did not have a mobile money account prior to the Devergy service offering and opened one in order to use it. Sixty-four per cent of users reported using mobile money more since becoming Devergy customers. In March 2017, Tigo Tanzania launched Tigo Bonus, an extra airtime, data and SMS offering unique to Devergy customers to drive higher average purchase amounts by customers using their own Tigo Pesa wallet.

LOOKING AHEAD: As of October 2017, with support from Development Innovation Venture (DIV) and in partnership with the Power Africa Initiative, Devergy has tested various productive use models to encourage customers to use its power connections for income-generating purposes, helping to move its customers up the energy ladder. Devergy grids will cover the needs of both residential and business customers, up to and including refrigeration and freezing for businesses.⁵⁶

“ Previously I was using my own solar panels, which would stop working at 20:00 or 21:00. Now I can work as late as I like. ”

D. SKAMANGA, DEVERGY CUSTOMER, TANZANIA

KAMWORKS

INTRODUCING PAYG SOLAR IN A GREENFIELD ASIAN MARKET



LOCATION
Cambodia

USE OF MOBILE CHANNELS
Mobile Payments / M2M



FIND OUT MORE
Kamworks: Introducing GSM-enabled PAYG solar in Cambodia



PROBLEM: Although energy access in Cambodia is nearly universal in urban areas (99 per cent), it is still very low in rural areas (36 per cent).⁵⁷ In contrast, about 99 per cent of Cambodia's

population has access to GSM networks, which can be leveraged to extend rural energy access.

SOLUTION: Kamworks, established in Cambodia in 2006, provides a range of solar technologies, from PAYG SHS to rooftop solar systems for schools and large buildings. After initially selling SHS on a cash basis and experimenting with microfinance partnerships, Kamworks launched a programme to scale up credit sales in 2013. In parallel, Kamworks designed its own GSM-enabled SHS technology to collect payments using mobile money.

GRANT SUMMARY: In November 2013, Kamworks received a grant from the GSMA M4D Utilities Innovation Fund to develop and sell/rent PAYG SHS with M2M connectivity in rural Cambodia and integrate them with mobile money for payment collection.

IMPACT: Ninety-eight per cent of Kamworks' customers appreciated the convenience of paying using Cellcard's WING mobile money service. Kamworks sold or rented the 300 GSM-enabled SHS by May 2015 under the grant-funded project.

Over 500 GSM-enabled systems were sold by November 2015 and, as of November 2018, Kamworks has sold over 14,000 SHS throughout Cambodia and has 98 per cent market share of Cambodia's PAYG marketplace.

LOOKING AHEAD: Kamworks has diversified its SHS portfolio to include multiple customer segments with different energy requirements and payment capabilities. It has also started to offer its clients add-on products for productive use, such as solar water pumps.

“ Our life is much better. We have four LED lamps; we find it easy to charge our devices; we know when the system has discharged. And every six months we get a free maintenance visit by Kamworks' technicians. ”

THEA, KAMWORKS CUSTOMER, CAMBODIA

ENERGY

AFRICAN SOLAR DESIGNS (ASD)

TELECOM TOWERS AS ANCHORS OF COMMUNITY-BASED POWER PROVISION



LOCATION Kenya

USE OF MOBILE CHANNELS Mobile Infrastructure

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
Although energy access in rural Kenya has increased, 44% of rural residents still do not have access to energy. ⁵⁸	African Solar Designs (ASD) was founded in 2008 as a clean energy advisory and engineering solutions company in Kenya. It provides bespoke off-grid solar solutions to companies across East Africa and consulting for government and international development agencies. In February 2014, ASD received a grant from the GSMA M4D Utilities Innovation Fund to trial a solar-diesel hybrid energy system for powering an off-grid telecom tower as the anchor load, as well as surrounding businesses and communities. The project was not successful due to delays in negotiations in the power purchase agreement with Airtel and later Africa Towers, which overlapped with a sale of the towers to Eaton Towers.	Drawing on the lessons of this project, ASD is seeking to take advantage of renewed interest in telecom towers as anchors of community-based power provision, and trial more anchor-based models throughout East Africa. ⁵⁹

PRODUCT HEALTH SERVICE

MOBILE-ENABLED B2B SERVICES FOR SOLAR HOME SYSTEM PROVIDERS



LOCATION Tanzania, Bangladesh, Kenya

USE OF MOBILE CHANNELS M2M Connectivity

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
Across emerging markets, SHS providers are investing in remote control and monitoring hardware and software. Reducing these costs through economies of scale could unlock vital funds that could be used to scale and reach more customers.	Product Health Service offers data analytics solutions to energy providers by analysing raw data from connected hardware (e.g. a connected battery) using an embedded GSM module or WI-FI connection. In May 2015, Product Health received a grant from the GSMA M4D Utilities Innovation Fund to provide remote battery monitoring to three SHS manufacturers and distributors in Tanzania (NIWA), Bangladesh (BGEF) and Kenya (Barefoot Power). Product Health closed operations in 2016 due to issues related to product pricing and intense market competition.	There are now many more B2B providers in the SHS sector providing some pieces of the value chain, but Product Health has closed its operations.

EMERGENCE BIOENERGY

LEVERAGING BIOMASS POWER FOR TELECOM TOWERS AND COMMUNITIES IN BANGLADESH



LOCATION Bangladesh

USE OF MOBILE CHANNELS Mobile Services / Mobile Payments / Mobile Infrastructure

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
Although nationwide access to energy in Bangladesh increased from 9% in 1990 to over 75% in 2016, rural energy access remains below 70%, with more than 89% of the off-grid population concentrated in rural areas. ⁶⁰	Emergence BioEnergy, Inc. (EBI) was founded in 2008 and opened its first branch office in Bangladesh in 2013. The company aimed to deploy small-scale, farm waste-to-energy, distributed power generation systems in remote locations. In May 2015, EBI received a grant from the GSMA M4D Utilities Innovation Fund to trial an innovative, small-scale, biomass-fuelled Stirling engine in Bangladesh as the generation technology for telecom towers, and for businesses and households in the vicinity of the towers. EBI faced significant logistical and technical challenges and the biomass engine solutions did not succeed. EBI closed in 2015.	While there is still interest in business models that use renewable energy to power an off-grid tower and nearby businesses and communities, these models have faced challenges (see our 2016 annual report), including assurance of reliable energy supply.

ENERGY

SNV

PAYG SOLAR LANTERNS IN BENIN



LOCATION Benin

USE OF MOBILE CHANNELS Mobile Payments

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
In Benin, 82% of the population in rural areas is not connected to the electricity grid and relies on lanterns that run on dirty and costly kerosene. ⁶¹ Many people spend a significant amount of money on charging their phones at local kiosks (FCFA 550 or around £0.77 a week, according to SNV's research).	In September 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to SNV , an international NGO, and ARESS , a local solar distributor, to trial the sale of solar lanterns with PAYG technology to make these lower-cost lighting products even more affordable for the poorest customers. ARESS and SNV partnered with MTN to use MTN agents for lantern sales and distribution and MTN Mobile Money for payments.	ARESS is now selling SHS in Benin and has about 10,000 PAYG solar customers. 50% of its sales agents are MTN agents, while about 30% are ARESS agents and 20% are from other channels.

VILLAGE INFRASTRUCTURE

SOLAR-POWERED PAYG AGRO-PROCESSING MILLS



LOCATION Vanuatu

USE OF MOBILE CHANNELS M2M Connectivity

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
In the South Pacific island of Vanuatu, approximately 50% to 60% of its 250,000 people live in off-grid villages outside of the main towns with no access to electricity. ⁶²	In September 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to Village Infrastructure Angels (VIA) , an angel investment group, to provide PAYG SHS and solar agro-processing mills monitored remotely through M2M technology. In the absence of mobile money in Vanuatu, VIA used SMS to send unlock codes to customers once they had made payments. At the end of the pilot, VIA had provided an SHS to about 1,250 households and installed 25 M2M sensors on agro-processing mills.	Despite the challenge of operating PAYG without mobile money, VIA has continued to grow in Vanuatu, with over 2,500 PAYG SHS customers and 500 solar mills. It has also expanded to Indonesia where it has about 5,000 PAYG SHS customers, and another 5,000 are being shipped to Vanuatu and Honduras.

SOLSHARE

SMART NANOGIDS FOR RURAL ELECTRIFICATION



LOCATION Bangladesh

USE OF MOBILE CHANNELS Mobile Services / Mobile Payments / M2M Connectivity

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
By May 2017, 4.12 million solar home systems had been installed in off-grid areas of Bangladesh. ⁶³ Although these systems have been very successful in Bangladesh, an estimated 600,000 kWh energy produced through SHS is wasted every day due to lack of energy storage infrastructure. ⁶⁴	ME Solshare has developed a peer-to-peer solar electricity trading platform (SOLgrid) that leverages existing SHS in an off-grid context. SOLgrid is enabled by a smart meter (SOLBox) and a software backend, including a data collection and analysis platform that is integrated with mobile money providers, such as bKash, DBBL and IFIC, and a mobile app to support field agents. In September 2015, the GSMA M4D Utilities Innovation Fund awarded a grant to ME Solshare to trial its innovative bottom-up approach to building DC nanogrids by connecting distributed solar home systems in Bangladesh.	ME Solshare and Grameen Shakti have recently received an £0.7 million UN DESA grant to deploy 100 microgrids to reach at least 15,000 beneficiaries. ⁶⁵ ME Solshare also intends to expand its presence in Bangladesh and India to the rest of Asia.

ENERGY

DIALOG AXIATA

MOBILE OPERATOR-LED SMART METERING IN PARTNERSHIP WITH AN ELECTRIC UTILITY



LOCATION
Sri Lanka

USE OF MOBILE CHANNELS
M2M Connectivity

PROBLEM

In urban Sri Lanka, the Lanka Electricity Company (LECO) faced challenges providing consumers with consumption and billing information to reduce consumption and control costs, particularly for low-income customers.

SOLUTION / PROJECT

Dialog Axiata is the largest mobile operator in Sri Lanka with a mobile subscriber base of over 13 million as of the end of 2018.⁶⁶ In September 2015, Dialog Axiata (in partnership with LECO) received a grant from the GSMA M4D Utilities Innovation Fund to offer smart metering to the domestic market and improve power distribution network monitoring capability.

The project faced technical and regulatory challenges, but 2,500 meters have been installed with plans to test prepaid functionality.

LOOKING AHEAD

Dialog, LECO and the government are enthusiastic about the service and 25,000 additional meters have been manufactured. LECO plans to deploy 100,000 over the next two years.

SOLARWORKS!

MACHINE LEARNING-ENABLED SOLAR HOME SYSTEMS IN MOZAMBIQUE



LOCATION
Mozambique

USE OF MOBILE CHANNELS
Mobile Payments / M2M Connectivity

PROBLEM

More than 75% of Mozambique's population lacks access to energy due to limited transmission and distribution networks, and unfavourable market conditions for new generation. This figure rises to 95% in rural areas.⁶⁷

SOLUTION / PROJECT

Based in the Netherlands, South Africa and Mozambique, **SolarWorks!** was founded in 2007 to sell solar home systems and related products to off-grid households and small businesses in rural and peri-urban areas of Mozambique.

In June 2018, SolarWorks! received a grant from the GSMA M4D Utilities Innovation Fund to improve access to energy services for residents in Mozambique by testing machine learning optimisation of their solar home systems. The tool combines weather forecasting data and user data to make SHS self-learning and reduce system downtime. Through the grant, SHS downtime has been minimised, resulting in greater customer satisfaction and lower energy costs due to higher repayment rates.

LOOKING AHEAD

In October 2018, the renewable energy investor EDP purchased a stake in SolarWorks!. The investment will give a boost to the company's goal to expand from Mozambique into Malawi and other markets in southern Africa.

ENERGY

SIMGAS

REMOTE-CONTROLLED CLEAN COOKING SOLUTIONS IN KENYA



LOCATION
Kenya

USE OF MOBILE CHANNELS
Mobile Payments / M2M Connectivity

PROBLEM

Over 80% of Kenya's population relies on solid fuel for household cooking. Exposure to smoke from traditional cookstoves and open fires causes 16,600 deaths in Kenya every year.⁶⁸

SOLUTION / PROJECT

SimGas, founded in 2009, offers affordable, high-quality biogas systems for household use in Kenya.

In May 2018, SimGas received a grant from the GSMA M4D Utilities Innovation Fund to install a remote monitoring and control system with smart meters to monitor and control real-time performance of biogas digesters for smallholder farmers. The aim of the project is to prove that the system will increase and improve biogas access and enable the business model to scale.

LOOKING AHEAD

Simgas has installed over 100 modules as of November 2018, and plans to offer the smart meters to other biodigester companies to enable scale in the sector.

SMARTER GRID

PILOTING MOBILE PAYMENTS FOR SOLAR HOME SYSTEMS IN NIGERIA



LOCATION
Nigeria

USE OF MOBILE CHANNELS
Mobile Payments / M2M Connectivity

PROBLEM

120 million people, or 75% of the Nigerian population, are living without access to reliable and affordable power.⁶⁹ Meanwhile, Nigeria's off-grid sector is dominated by over 60 million diesel generators,⁷⁰ which are not only dirty and environmentally damaging, but also inexpensive and ineffective.

SOLUTION / PROJECT

Smarter Grid International is an SHS distributor founded in 2015 in Nigeria.

In May 2018, Smarter Grid International received a grant from the GSMA M4D Utilities Innovation Fund to work with Airtel Nigeria to launch mobile payments for PAYG solar systems. It is also expanding its sales to reach more states and regions in Nigeria.

LOOKING AHEAD

As part of SGI's grant, the company will focus on training at least 50 women as technicians and agents. This is a key sales strategy to reach women customers.

JAZZ

MOBILE-ENABLED ELECTRICITY THEFT PREVENTION IN PAKISTAN



LOCATION
Pakistan

USE OF MOBILE CHANNELS
M2M Connectivity

PROBLEM

The Pakistani Senate Committee on Circular Debt estimates the cost of power theft during 2017-18 was over Rs 53 billion (£295 million).⁷¹

SOLUTION / PROJECT

Jazz is the largest mobile operator in Pakistan with a user base of over 56 million as of the end of 2018.⁷²

In May 2018, Jazz received a grant from the GSMA M4D Utilities Innovation Fund to develop and implement mobile-enabled theft prevention and a system loss reduction solution for a mainstream grid distributor. Jazz, along with its technology partner CISNR and grid distributor PESCO, is designing, developing and implementing an electricity theft prevention and distribution line-loss reduction solution.

LOOKING AHEAD

Jazz's smart metering system has been designed in collaboration with CISNR to perform household metering at a centralised distribution point where individual household connections meet, eliminating the need for a meter at every household and reducing the cost of the system.

ENERGY

ELECTRIC VINE INDUSTRIES

MICROGRIDS TO ELECTRIFY RURAL INDONESIA



LOCATION Indonesia

USE OF MOBILE CHANNELS Mobile Payments / M2M Connectivity

TELKOMSEL

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
Although rural electricity access in Indonesia stands at 95%, ⁷³ it is often unreliable, forcing Indonesians to purchase costly and environmentally damaging generators.	Electric Vine Industries (EVI) is a Jakarta-based private microgrid developer founded in 2015. In June 2018, EVI received a grant from the GSMA M4D Utilities Innovation Fund to integrate TCASH, Telkomsel's mobile money service, into EVI's power metering payment platform.	Following a pilot in five villages in Sumba, EVI will expand to cover the entire island and Papua New Guinea. This £184 million project is supported by Engie. ⁷⁴ EVI will also launch a device-leasing programme to enable users to manage and purchase electricity on demand through their EVI wallet.

ELECTRICITÉ DE MADAGASCAR

MOBILE-ENABLED SOLAR-POWERED MINI-GRID FOR REMOTE VILLAGES



LOCATION Madagascar

USE OF MOBILE CHANNELS Mobile Payments / M2M Connectivity

Telma Sagemcom

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
Over the last 20 years, demand for electricity in Madagascar has increased by an average of 5% per year. ⁷⁵ Despite some progress, only 22% of Madagascar's population has access to electricity. ⁷⁶	Electricité de Madagascar was founded in 2005 to offer a range of energy solutions to Malagasy households. In May 2018, Electricité de Madagascar received a grant from the GSMA M4D Utilities Innovation Fund to deploy mini-grids in three rural off-grid villages in the north of Madagascar. The mini-grids are supported by mobile to enable smart metering and mobile payments. Telma serves as the anchor client, while Sagemcom is the project's smart meter hardware provider.	Electricité de Madagascar aims to launch three mini-grids in the north of the country that are expected to reach approximately 300 households by 2019.

VITALITE

SMARTPHONE AND COOK STOVE ADD-ONS FOR PAYG SOLAR HOME SYSTEMS



LOCATION Zambia

USE OF MOBILE CHANNELS Mobile Payments / M2M Connectivity / Mobile Services

airtel MTN

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
In Zambia, more than 83% of the population relies on costly and dirty solid fuels for cooking. ⁷⁷ Using solid fuels for cooking is not only bad for the environment, but can also pose severe health risks that reduce life expectancy.	VITALITE Zambia , founded in 2013, is a PAYG solar home system, cook stove and agriculture solutions provider in Zambia. In October 2017, VITALITE received a grant from the GSMA M4D Utilities Innovation Fund to trial smartphone and cook stove add-on products for its PAYG SHS in Zambia. The project aims to leverage the PAYG mechanism to deploy 1,500 smartphones and 500 cookstoves across rural areas of Zambia. VITALITE partners with Zambia's two leading mobile operators, MTN and Airtel, to allow the start-up to rely on mobile money for payments.	As of October 2018, VITALITE has sold 739 add-on products (438 smartphones and 301 cook stoves), impacting nearly 2,000 beneficiaries. It aims to reach over 4,000 beneficiaries by the end of the grant in July 2019. Over 30% of VITALITE customers are using mobile money to pay for the products.

ENERGY

ORANGE MADAGASCAR

SOLAR HOME SYSTEMS FOR RURAL ELECTRIFICATION LED BY A MOBILE OPERATOR



LOCATION Madagascar

USE OF MOBILE CHANNELS Mobile Payments / M2M Connectivity / Mobile Services

PROBLEM	SOLUTION / PROJECT
Only 22% of the population in Madagascar has access to electricity, ⁷⁸ and this rate is even lower in rural areas. People often have to rely on poor quality and unclean fuels like kerosene and diesel to meet their energy needs.	In Madagascar, Orange has a mobile connection base of nearly two million as of the end of 2018. ⁷⁹ In October 2017, Orange Madagascar received a grant from the GSMA M4D Utilities Innovation Fund to launch PAYG solar home systems leveraging the Orange brand in partnership with d.light, a supplier of SHS products. The energy offering is expected to provide electricity access to underserved households around Antananarivo, the northern and western areas of Madagascar. Orange had initially prioritised launching its services in the central region, but in November 2018 expanded the launch to the north region in line with the grant proposal.

ORANGE BURKINA FASO

SOFTWARE-AS-A SERVICE SMART METERING SOLUTION LED BY A MOBILE OPERATOR



LOCATION Burkina Faso

USE OF MOBILE CHANNELS Mobile Payments / M2M Connectivity / Mobile Services

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
Only 19% of the population in Burkina Faso has access to electricity and in rural areas this rate is less than 1%. ⁸⁰	In Burkina Faso, Orange is the largest mobile operator with a mobile connection base of over eight million as of the end of 2018. ⁸¹ In October 2017, Orange Burkina Faso received a grant from the GSMA M4D Utilities Innovation Fund to pilot prepaid smart metering on mini-grids in partnership with SINCO, a cooperative that manages electricity distribution through rural grids. This smart metering, software-as-a-service solution aims to enable SINCO's customers to manage their energy expenditure. The smart meter solution leverages mobile money, M2M connectivity, SMS and other mobile technologies. Orange also has an online, real-time dashboard synced with each meter to monitor fraud, alarms, disconnection and usage.	Orange is currently using mobile payments for postpaid services and intends to add prepayment integration with mobile money soon.

AFGHAN WIRELESS COMMUNICATION COMPANY

LEASE-TO-OWN SOLAR HOME SYSTEMS LED BY A MOBILE OPERATOR IN A GREENFIELD MARKET



LOCATION Afghanistan

USE OF MOBILE CHANNELS Mobile Payments / M2M Connectivity / Mobile Services

PROBLEM	SOLUTION / PROJECT	LOOKING AHEAD
For many decades, the electric grid in Afghanistan has been significantly disrupted by conflict. Although 84% of the Afghan population has access to electricity, power cuts are very frequent. ⁸²	The Afghan Wireless Communication Company (AWCC) is a mobile operator in Afghanistan with a mobile connection base of over nearly five million as of the end of 2018. ⁸³ In May 2018, AWCC received a grant from the GSMA M4D Utilities Innovation Fund to launch PAYG solar home systems to provide new energy services to residents of Afghanistan without any access to reliable energy. AWCC has partnered with SHS manufacturer d.Light for this project and intends to expand energy access in Afghanistan while also driving mobile penetration.	Following the pilot funded by the GSMA grant in Kabul and Kandahar, AWCC plans to maximise its distribution and agent network to offer other utility services beyond energy.

ENERGY

BRIGHTERLITE

PIONEERING SOLAR HOME SYSTEMS IN MYANMAR



LOCATION
Myanmar



USE OF MOBILE CHANNELS
Mobile Payments / Mobile Services

PROBLEM

National energy access in Myanmar stands at 57% and is worse in rural areas where only 40% of residents have access to energy.⁸⁴

SOLUTION / PROJECT

Brighterlite, founded in 2012, provides solar home systems on a PAYG basis in Asia. In May 2015, Brighterlite received a grant from the GSMA M4D Utilities Innovation Fund to launch its SHS in Myanmar with Telenor Myanmar as a mobile operator partner.

Despite early successes, in February 2017, Brighterlite's board of directors decided to end the company's operations in Myanmar. The decision was based on a series of factors, including unclear policies regarding subsidies for SHS in Myanmar.

LOOKING AHEAD

Before EcoEnergy acquired its portfolio in November 2017, Brighterlite had collaborated with the World Wide Fund for Nature Pakistan and K-Electric, an energy utility, to deliver PAYG services in Pakistan. The initial pilot with K-Electric reached over 1,745 households, but Brighterlite was unable to scale further.

EASYPAISA

ENABLING AFFORDABLE SOLAR ENERGY IN PAKISTAN THROUGH A JOINT VENTURE



LOCATION
Pakistan



USE OF MOBILE CHANNELS
Mobile Payments / Mobile Services

PROBLEM

In 2012, Pakistan had an electrification rate of 69%, with 57% access in rural areas and 88% access in urban areas. It is estimated that 144 million people (about 78%) in Pakistan who are either off-grid or experience more than 12 hours of load shedding per day.⁸⁵

SOLUTION / PROJECT

Easypaisa is a joint initiative with Telenor Pakistan, the country's second largest mobile network operator, and Tameer Microfinance Bank, the country's largest microfinance bank. Easypaisa leverages key operator assets, such as the cellular data network, mobile money service, distribution network and knowledge of customers' historical mobile usage to extend solar power services.

In January 2014, Easypaisa received a grant from the GSMA M4D Utilities Innovation Fund to trial this solution in two regions of Pakistan. Easypaisa collaborated with two vendors, Roshan Energy in Sindh and Brighterlite Pakistan in Punjab, KPK and Sindh, to test the two PAYG business models.

LOOKING AHEAD

Over 1,500 SHS were sold or rented by March 2016, well above the target of 125 under the grant-funded project. Thanks to mobile payments, Easypaisa agents increased their transaction volumes significantly. In underserved urban areas, one Easypaisa agent saw an increase from three to four money transfer transactions per day to 18 to 20.

MOBILE4ENERGY

NABLING MOBILE OPERATORS' EXISTING PREPAID BILLING AND COLLECTIONS INFRASTRUCTURE FOR ENERGY PROVISION IN RURAL KENYA



LOCATION
Kenya



USE OF MOBILE CHANNELS
Mobile Payments / M2M Connectivity

PROBLEM

While electrification in Kenya has grown to cover 50% of the population,⁸⁶ many people in reach of the grid are still not connected.⁸⁷

SOLUTION / PROJECT

Mobile4Energy sought to work with the Rural Electrification Authority (REA) in Kenya to construct a mini-grid extension to a community near the grid, but with limited connections. It planned to buy power from the grid wholesale and sell to households through a mini-grid, while providing customers with prepaid smart metering supported by Airtel for payments using airtime scratch cards.

In May 2015, Mobile4Energy received a grant from the GSMA M4D Utilities Innovation Fund to develop and deploy a mobile-enabled turnkey meter-to-cash solution for utilities supporting rural electrification in Kenya. Mobile4Energy had hoped to showcase this as a solution for utilities to use mobile operators' existing billing systems.

LOOKING AHEAD

Mobile4Energy made some initial progress with Airtel designing the payment system, but could not finalise plans with REA to extend the grid and operate a parallel mini-grid. Mobile4Energy was a consortium of organisations that did not continue working on this.



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