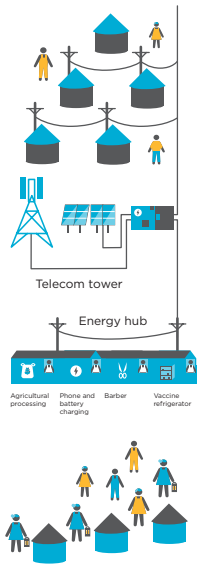
Mobile channels for utility services

Mobile infrastructure

The telecom tower acts as the anchor load for the energy service company (ESCO) that also supplies energy to surrounding communities via a microgrid and/or energy hub model.

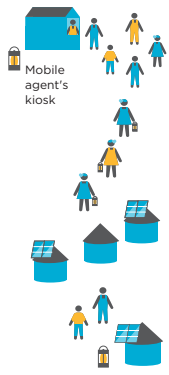
Microgrid



Sales, distribution and branding

The extensive footprint of mobile network operators' (MNOs') sales and distribution channels together with their recognisable and trusted brand can be leveraged to reach underserved customers with energy, water and sanitation solutions.

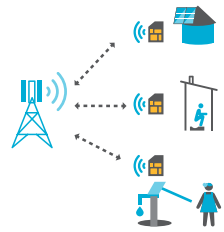
Leveraging MNOs' sales, distribution and branding



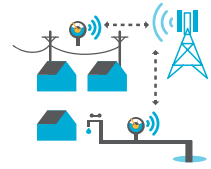
Machine-to-machine (M2M) connectivity

Smart metering and monitoring of utility systems over GSM networks improves their lifetime and efficiency, triggers more responsive maintenance and repair, and provides insights into customer behaviour. It also enables on/off control of services to customers on a pay-as-you-go (PAYG) arrangement.

Metering and monitoring of decentralised utility services



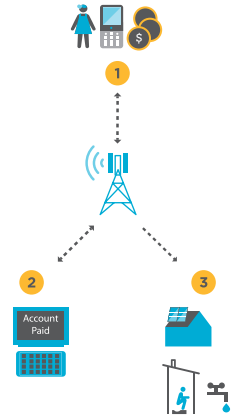
Smart metering and monitoring of grid energy and piped water services



Mobile payments

Mobile payments (mobile money services, SMS payments, airtime) can enable the development of PAYG models and other innovative financing schemes. In addition to supporting remote and secure collections, mobile payments are also can also create a digital record of payments, for those without a prior credit history.

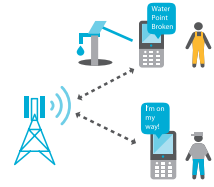
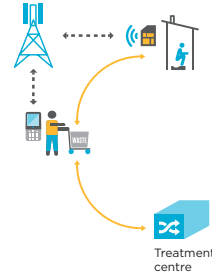
Mobile payments for energy, water and sanitation products and services



Mobile services

Mobile services (voice, SMS, USSD, apps) can be used by communities, village agents, and service providers to report service delivery status, improve field operations, optimise supply chains, or provide customer support.

Two-way communication platform to collect and disseminate critical utility systems information



Optimise supply chain logistics for improved sanitation with SMS, USSD and mobile web platforms