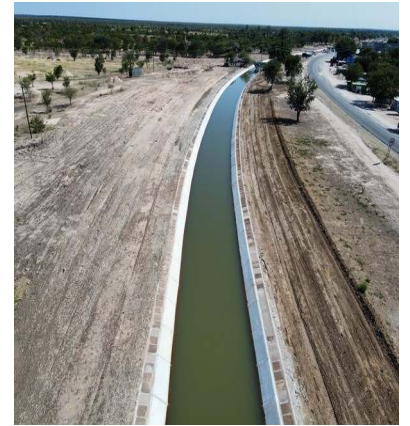


# NAMWATER – 9<sup>th</sup> NATIONAL ICT SUMMIT



## Digital Water: Leveraging ICT for Reliability, Inclusion and Growth

Presenter: Manager Maintenance, Business Unit NorthWest: Mr. Hosea Hashili

14 October 2026

# NAMWATER OVERVIEW

The Namibia Water Corporation Ltd is Namibia's national bulk water utility, established under the NamWater Act of 1997 to supply water across all 14 regions.



## What we do

Develop water sources, treat, transport and distribute bulk water, then meter and bill it: the full value chain.



## Who we serve

Municipalities and town, village and regional councils, mines and industry, irrigation farmers, and rural communities through retail water services.

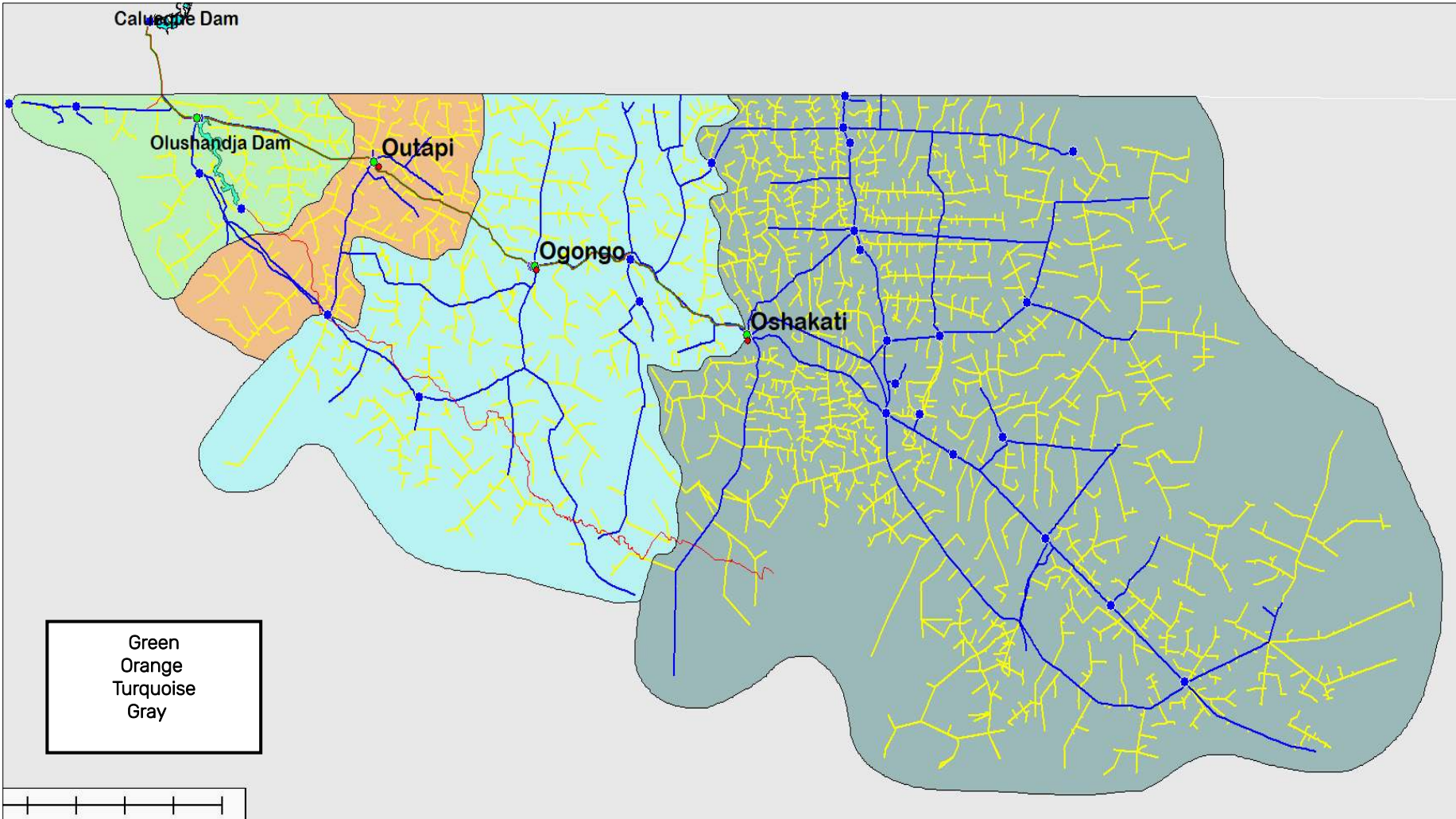


## How we are owned and funded

100% state-owned, under the Ministry of Agriculture, Fisheries, Water and Land Reform. No shareholder subsidy: operations run on revenue from water sales.

**Vision:** *Water for All, Forever!*

# Water supply to BUNW



## Key messages



### Namibia's bulk water supply is secure

NamWater has developed 316 million m<sup>3</sup> of water a year, well above the country's current demand of 194 million m<sup>3</sup>.



### The challenge is keeping it flowing, and affordable

Water lost in the network, unpaid bills and ageing infrastructure  
All put pressure on a utility whose tariffs have not changed since 2020.



### Digital technology is how we respond

SCADA to see and control the network  
Smart meters and Digital payments platforms  
Data-driven maintenance of our assets.

**In short:** for NamWater, ICT is not a showcase. It is how we keep water reliable, safe and affordable for every Namibian.

# Why digital matters to a water utility



## Water lost before it reaches a meter

About 1 in every 10 litres we supply is not billed. It is lost through leaks, bursts and meter errors.

**Digital answer:** SCADA monitoring, flow analytics, faster leak detection



## Bills that go unpaid

By March 2025, about N\$2.5 billion was owed to NamWater by customers: Funds needed to maintain and expand supply.

**Digital answer:** Smart and Prepaid metering  
Digital payment channels



## Infrastructure that is ageing

37 treatment plants and long pipelines across a vast, dry country need constant upkeep.

**Digital answer:** Digital data for Preventative and Predictive maintenance

*With tariffs unchanged since 2020, efficiency has to come from running the system smarter.*

# Our digital initiatives and what they deliver



## SCADA & telemetry

Central monitoring and control of reservoirs, pipelines, pump stations and plants. Strongest in the Northern BU.

Benefit: less water lost, safer, steadier supply



## Smart metering & digital payments

MTC cooperation agreement (Nov 2024): digital payment channels, smart metering, connectivity, cloud.

Benefit: accurate bills, easier ways to pay



## Preventative and Predictive maintenance

Data-driven, condition-based maintenance to initiate proactive repair on ageing infrastructure.

Benefit: fewer breakdowns and interruptions

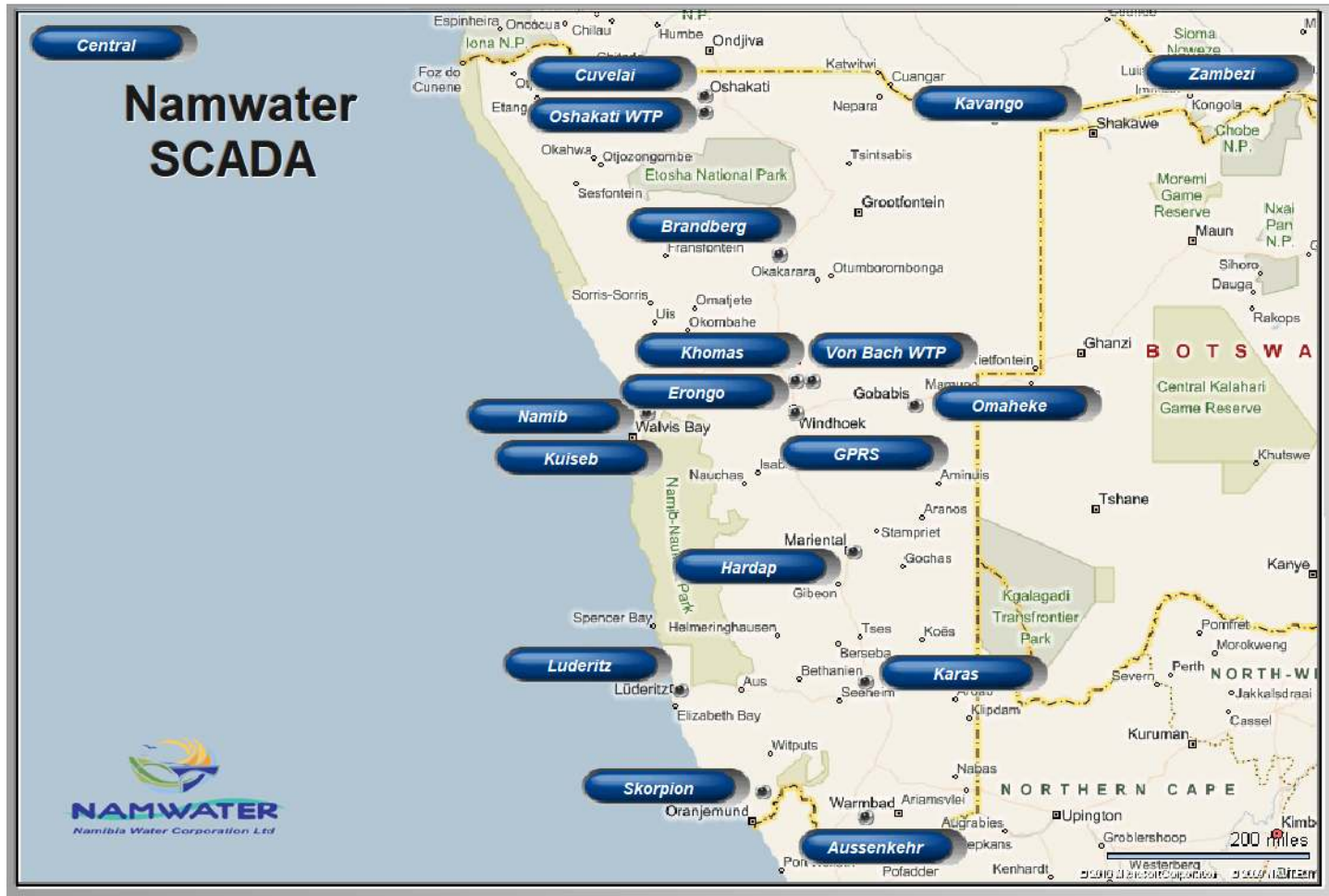


## Data analytics & innovation

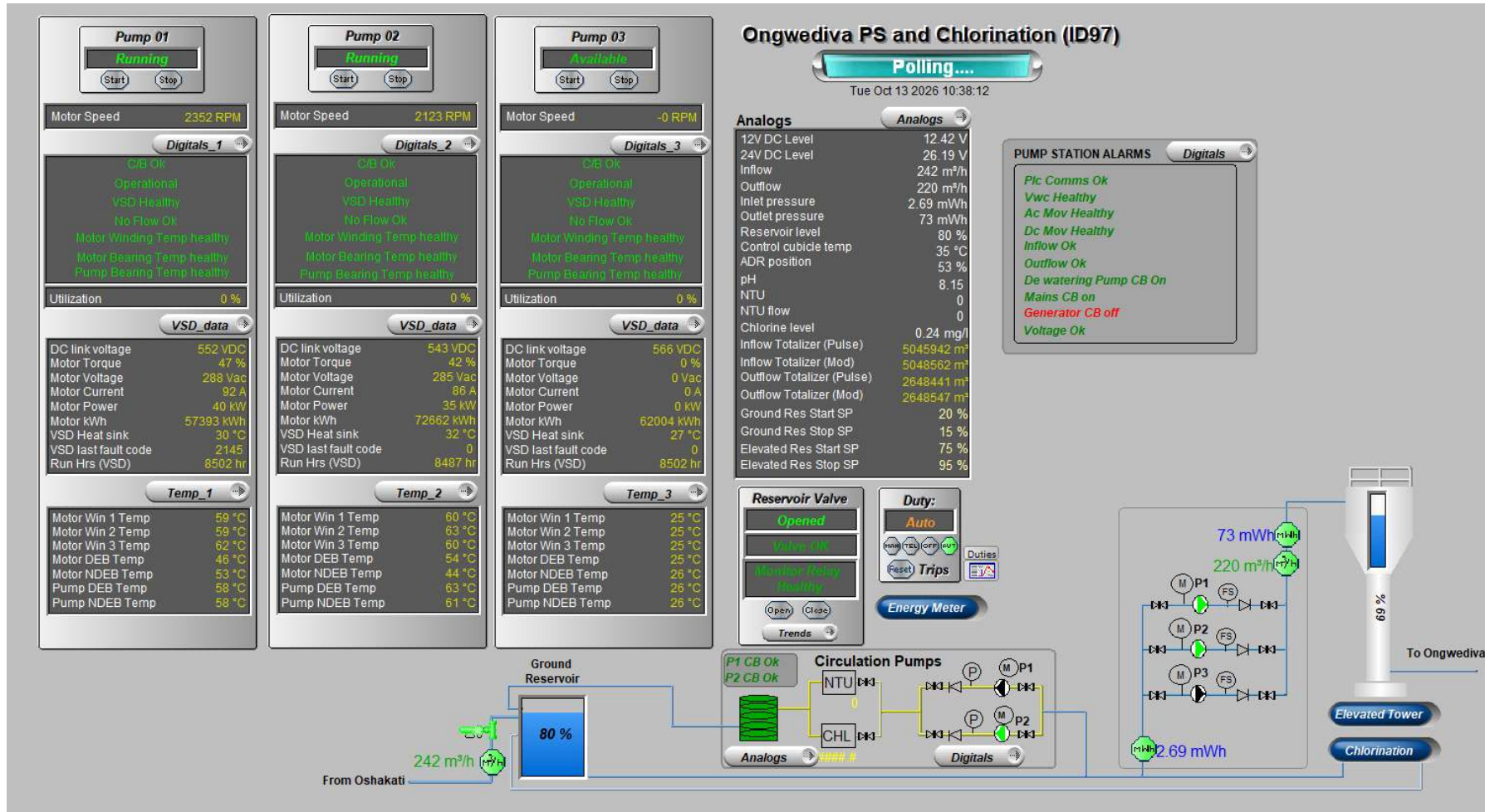
N\$23.4m invested in technology and innovation in FY2024/25 (target N\$25m).

Benefit: faster, better-informed decisions

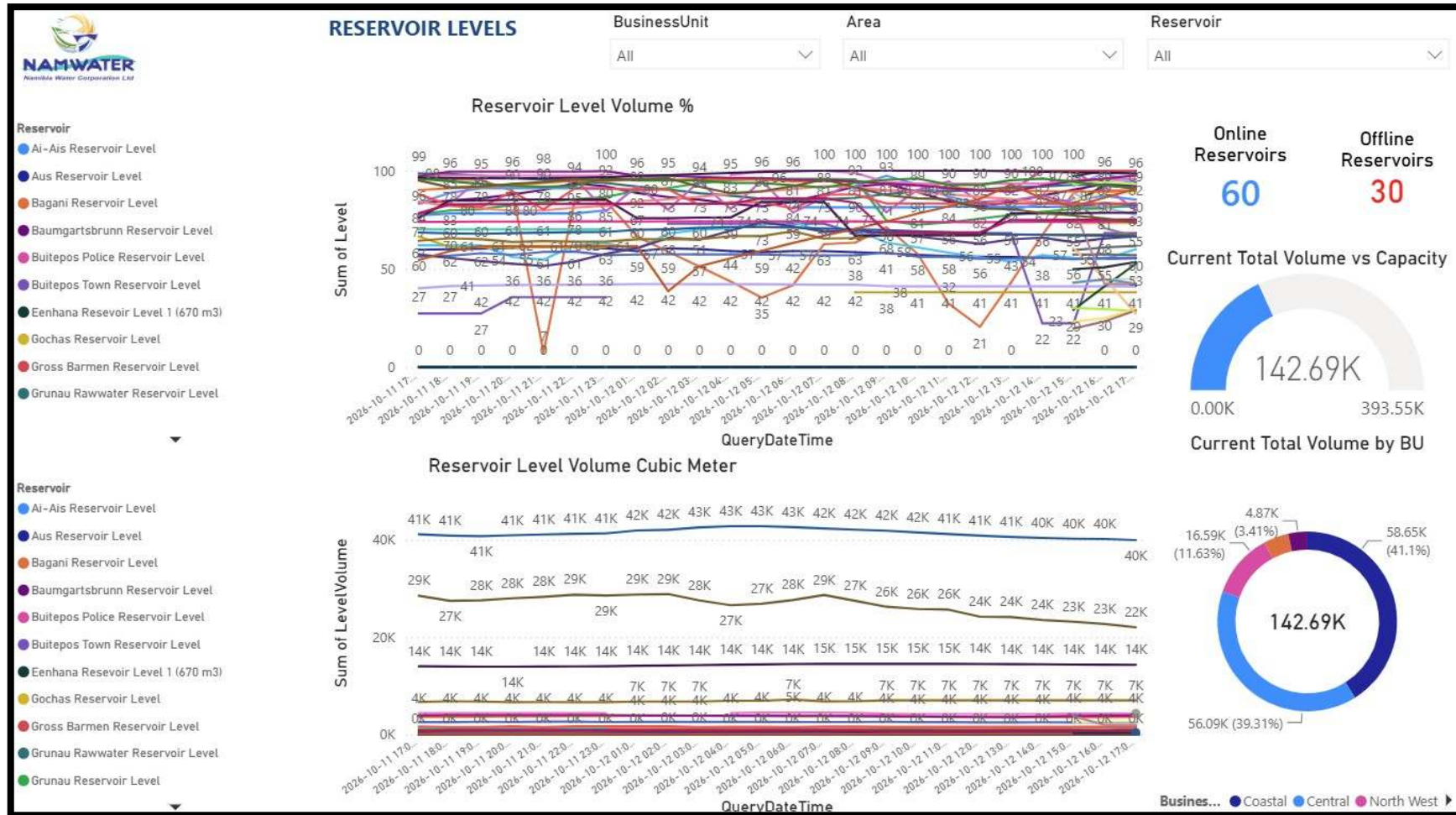
# Scada System overview – Servers



# Scada System overview – Real time digital data



# Data analytics Reservoir Levels Dashboard Preview



# Data analytics Reservoir Online Status

| RESERVOIR LEVELS |                |                                   |                                             |                       |                  |
|------------------|----------------|-----------------------------------|---------------------------------------------|-----------------------|------------------|
| BusinessUnit     | Area           | Tag                               | Reservoir                                   | Sum of CapacityVolume | Reservoir Status |
| Central          | Brandberg Area | Brand.NROkakaWTPStares01lev_val   | Okakarara WTP Reservoir Level               | 2,000.00              | Offline          |
| Central          | Brandberg Area | Brand.NRTerminalStares01lev_val   | Otiwarongo Small Reservoir Level            | 1,860.00              | Online           |
| Central          | Brandberg Area | Brand.NRTerminalStares02lev_val   | Otiwarongo Big Reservoir Level              | 10,405.00             | Online           |
| Central          | Brandberg Area | GPRSS.Br_OtjitBst_StaRes01lev_Val | Otjituuo Reservoir Level                    | 7,500.00              | Offline          |
| Central          | Erongo Area    | Erong.Cr_Navachab_StaRes01Lev_Val | Navachab Reservoir Level                    | 500.00                | Online           |
| Central          | Erongo Area    | Erong.Cr_NeicentrStaRes01Lev_Val  | NeiNeis-Uis Central Booster Reservoir Level | 300.00                | Online           |
| Central          | Erongo Area    | Erong.Cr_NeimainrStaRes01Lev_Val  | NeiNeis-Uis Main Booster Reservoir Level    | 1,250.00              | Offline          |
| Central          | Erongo Area    | Erong.Cr_Peakresv_StaRes02Lev_val | NeiNeis-Uis Peak Reservoir Level            | 240.00                | Offline          |
| Central          | Erongo Area    | Erong.Cr_Uisresvr_StaRes01Lev_val | Uis Reservoir Level                         | 1,350.00              | Offline          |
| Central          | Erongo Area    | Erong.CrCornrShpStaRes01Lev_Val   | Otjimbingwe Cornershop Reservoir Level      | 500.00                | Offline          |
| Central          | Erongo Area    | Erong.CrKaribResStaRes01Lev_Val   | Karibib Reservoir Level                     | 1,250.00              | Online           |
| Central          | Erongo Area    | Erong.CrOtjimResStaRes01Lev_Val   | Otjimbingwe Reservoir Level                 | 500.00                | Offline          |
| Central          | Khomas Area    | Khoma.Cr_Boost12StaRes01Lev_Val   | VB Booster1 Reservoir Level                 | 1,000.00              | Online           |
| Central          | Khomas Area    | Khoma.Cr_Boost22StaRes01Lev_Val   | VB Booster2 Reservoir Level                 | 1,000.00              | Online           |
| Central          | Khomas Area    | Khoma.CRBaumgartStares00lev_val   | Baumgartsbrunn Reservoir Level              | 440.00                | Online           |
| Central          | Khomas Area    | Khoma.CRdaanviljStares00lev_val   | Daan Viljoen Reservoir Level                | 1,100.00              | Offline          |
| Central          | Khomas Area    | Khoma.CROkongavaStares01lev_val   | Okongava Reservoir Level                    | 15,000.00             | Offline          |
| Central          | Khomas Area    | Khoma.CROkResortStaRes01lev_val   | Von Bach Dam Resort Reservoir Level         | 500.00                | Offline          |
| Central          | Khomas Area    | Khoma.CrOtjihResStares01lev_wes   | Otjihase Reservoir Level West               | 4,000.00              | Online           |
| Central          | Khomas Area    | Khoma.CrOtjihResStares02lev_eas   | Otjihase Reservoir Level East               | 4,000.00              | Online           |
| Central          | Khomas Area    | Khoma.CRRudebaseStares01lev_val   | Gross Barmen Reservoir Level                | 180.00                | Online           |
| Central          | Khomas Area    | Khoma.CRTermchloStares00lev_Val   | Whk Reservoir level East (30000m3)          | 30,000.00             | Online           |
| Central          | Khomas Area    | Khoma.CRTermchloStares01lev_Val   | Whk Reservoir level West (20000m3)          | 20,000.00             | Online           |
| Central          | Omaheke Area   | GPRSS.OmBuitePolStaRes01Lev_Val   | Buitepos Town Reservoir Level               | 40.00                 | Online           |
| Central          | Omaheke Area   | GPRSS.OmBuitePolStaTow01Lev_Val   | Buitepos Police Reservoir Level             | 20.00                 | Online           |
| Central          | Omaheke Area   | GPRSS.OmListrBasStaRes01Lev_Val   | Lister Reservoir Level                      | 100.00                | Online           |
| <b>Total</b>     |                |                                   |                                             | <b>393,546.00</b>     | <b>Online</b>    |

# Reservoir Levels Details

| RESERVOIR LEVELS |                |                                   |                                             |                       |                 |                    |                        |
|------------------|----------------|-----------------------------------|---------------------------------------------|-----------------------|-----------------|--------------------|------------------------|
| BusinessUnit     | Area           | Tag                               | Reservoir                                   | Sum of CapacityVolume | Sum of Level    | Sum of LevelVolume | QueryDateTime          |
| Central          | Brandberg Area | Brand.NRTerminalStaRes01lev_val   | Otiwarongo Small Reservoir Level            | 1,860.00              | 83.32           | 1,549.77           | 2026-10-12 17:00:00.08 |
| Central          | Brandberg Area | Brand.NRTerminalStaRes02lev_val   | Otiwarongo Big Reservoir Level              | 10,405.00             | 67.50           | 7,023.06           | 2026-10-12 17:00:00.08 |
| Central          | Erongo Area    | Erong.Cr_Navachab_StaRes01Lev_Val | Navachab Reservoir Level                    | 500.00                | 41.15           | 205.74             | 2026-10-12 17:00:00.08 |
| Central          | Erongo Area    | Erong.Cr_NeicentrStaRes01Lev_Val  | NeiNeis-Uis Central Booster Reservoir Level | 300.00                | 38.10           | 114.29             | 2026-10-12 17:00:00.08 |
| Central          | Erongo Area    | Erong.CrKaribResStaRes01Lev_Val   | Karibib Reservoir Level                     | 1,250.00              | 0.00            | 0.00               | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.Cr_Boost12StaRes01Lev_Val   | VB Booster1 Reservoir Level                 | 1,000.00              | 78.61           | 786.08             | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.Cr_Boost22StaRes01Lev_Val   | VB Booster2 Reservoir Level                 | 1,000.00              | 75.12           | 751.16             | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.CRBaumgartStaRes00lev_val   | Baumgartsbunn Reservoir Level               | 440.00                | 92.31           | 406.16             | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.CrOtjihResStaRes01lev_wes   | Otiyhase Reservoir Level West               | 4,000.00              | 97.61           | 3,904.57           | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.CrOtjihResStaRes02lev_eas   | Otiyhase Reservoir Level East               | 4,000.00              | 89.86           | 3,594.43           | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.CRRudebaseStaRes01lev_val   | Gross Barmen Reservoir Level                | 180.00                | 100.00          | 180.00             | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.CRTermchloStaRes00lev_Val   | Whk Reservoir level East (30000m3)          | 30,000.00             | 73.43           | 22,029.30          | 2026-10-12 17:00:00.08 |
| Central          | Khomas Area    | Khoma.CRTermchloStaRes01lev_Val   | Whk Reservoir level West (20000m3)          | 20,000.00             | 74.09           | 14,818.00          | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | GPRSS.OmBuitePolStaRes01Lev_Val   | Buitepos Town Reservoir Level               | 40.00                 | 68.30           | 27.32              | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | GPRSS.OmBuitePolStaTow01Lev_Val   | Buitepos Police Reservoir Level             | 20.00                 | 89.96           | 17.99              | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | GPRSS.OmListrBasStaRes01Lev_Val   | Lister Reservoir Level                      | 100.00                | 79.90           | 79.90              | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | GPRSS.OmOtjinBstStaResL1Lev_Val   | Otinene Reservoir Level (500m3)             | 500.00                | 66.52           | 332.60             | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | GPRSS.OmOtjinBstStaResS1Lev_Val   | Otinene Reservoir Level (200m3)             | 200.00                | 74.09           | 148.18             | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | GPRSS.OmTalismanStaRes01Lev_Val   | Talismanus Reservoir Level                  | 130.00                | 90.84           | 118.10             | 2026-10-12 17:00:00.08 |
| Central          | Omaheke Area   | Omahe.SrWitviresStaRes00lev_val   | Witvlei Reservoir Level                     | 1,000.00              | 0.00            | 0.00               | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrHentiResStaRes00Lev_Val   | Henties Bay Reservoir Level                 | 1,600.00              | 60.00           | 960.00             | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrMile7ResNewRes01Lev_Val   | Walvisbaai Mile7 Reservoir Level            | 14,500.00             | 98.71           | 14,312.33          | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrOmdelResStaRes01Lev_Val   | Omdal Reservoir Level                       | 4,500.00              | 55.75           | 2,508.90           | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrRooi_KopStaRes01Lev_Val   | Rooikop Reservoir Level                     | 1,000.00              | 91.21           | 912.09             | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrRooiBankStaRes01Lev_Val   | Rooibank Reservoir1 Level                   | 2,260.00              | 0.00            | 0.00               | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrRossTermStaRes01Lev_Val   | Russing Mine Reservoir1 Level               | 60,000.00             | 66.59           | 39,955.80          | 2026-10-12 17:00:00.08 |
| Coastal          | Namib Area     | Namib.CrSchwKuppStaRes01Lev_Val   | Swatzekuppe Reservoir1 Level                | 15,000.00             | 0.00            | 0.00               | 2026-10-12 17:00:00.08 |
| North East       | Kavango Area   | GPRSS.NrBaganiResBagRes01Lev_Val  | Bagani Reservoir Level                      | 10.00                 | 95.68           | 9.57               | 2026-10-12 17:00:00.08 |
| <b>Total</b>     |                |                                   |                                             | <b>229,476.00</b>     | <b>3,805.27</b> | <b>142,688.02</b>  |                        |

## Socio-economic impact: skills, access, ESG



### Skilled bulk water personnel

Leverage ICT to expand skills development at HRDC



### Access and inclusion

Retail water services reach rural communities.



### Accountability

ESG principles are embedded in strategy, holding the corporation accountable for inclusive and sustainable growth.

# CONCLUSION

Water security and ICT are inseparable. Together they make water a platform for Namibia's growth.

## What we are asking of the ICT ecosystem

- Connectivity and IoT networks that reach rural supply points
- Affordable, interoperable metering and payment platforms
- Local skills partnerships in data, OT and cyber security
- Co-investment models that pay back through recovered revenue

# THANK YOU.

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