



**WATER  
ACCESS  
RWANDA**

# **ANNUAL REPORT**

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[warwanda.com](http://warwanda.com)



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# A Note From The Founder



COVID19 has unfortunately dominated our lives and made the work we do more urgent and needed than ever before.

In 2020, we soldiered on, we survived and most importantly: we rose to the challenge.

Social isolation and frequent handwashing are the two most effective and quite simple weapons against COVID-19. Yet 88.39% of rural Africans do not have access to reliable water inside their house nor simple handwashing (soap and water) facilities. The public water points that service the majority are very crowded places. They needed to be opened so that water was available, but they were potential infection points. This meant that for hundreds of millions in rural Africa — social isolation and frequent handwashing were not possible.

As Water Access Rwanda, we were already on a drive to connect households with safe water at home, a simple act that saves women time usually spent walking for water, reduces carbon emissions, and river-bank activities. Our plan was to reach 400 households by the end of 2020. As of this writing, we've reached 4,120 people in their homes, and added 12,100 new beneficiaries in a whole new district.

The pandemic pushed us to act urgently. We went on a drive to connect more households per day, and to connect schools with clean water so they can have handwashing whenever schools re-open.

COVID19 meant shifting our focus as a company: We put all our growth plans in a small corner, and focused on survival: keeping the taps open and our people employed. As lockdowns meant that our BOP clientele couldn't get to work and lost their earnings: We responded with solidarity and compassion, providing free water and extending payment options.

As we slowly learn to live in a world still affected, I have learned a lot as a leader. I learned that adding 10 users per day is as possible as was 50 users per month, we just never felt the urgency before, I learned to celebrate small victories, including survival and not just growth. And I learned that we can all soldier on, together as citizens of one global community.



# 446 Million Africans Do Not Have Safe Water

Women are losing 200 million hours per day walking for water.

Children are early on given the task of fetching water

Waterborne diseases are still a leading cause of disease and claim 5,000 lives daily.



# Water Harvesting & Productive Usage Remain Very Low

Flash Floods continue to destroy houses, roads and other critical infrastructure during the rain season.

Yet many urban households don't trust rain water and are not incentivized to harvest it.

Still only **3%** of arable land is irrigated.



## Motto

Provide simple, affordable and durable water solutions fit for every situation and every budget.

## Mission

Be a self-sustained enterprise employing young people as solution providers in the water sector.

## Vision

Revolutionize the water industry in Rwanda by providing simple, reliable and affordable clean water solutions.



**Uhira**



**Amazi**



**INUMA™**



**Voma**

# Our Solutions

Our Holistic Product Portfolio address all those challenges while creating opportunities.



# Uhira

“Supporting farmers with reliable water to improve their incomes”

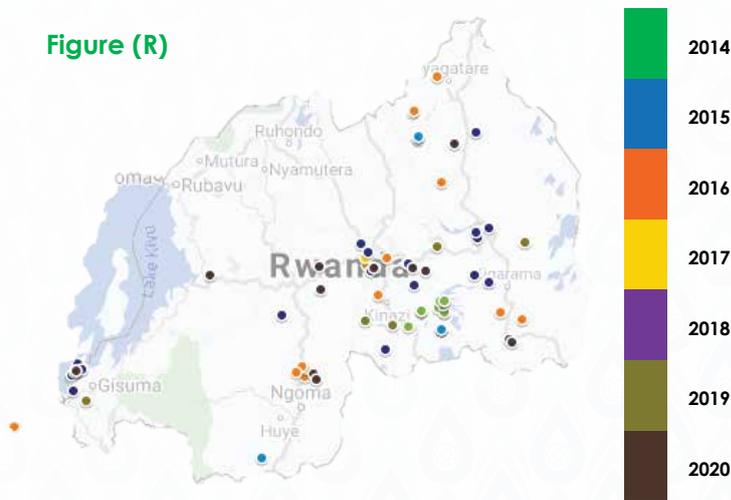


# Uhira - "Supporting farmers with reliable water to improve their incomes."

With UHIRA : We want to facilitate farmers have access to water throughout the whole year by giving them an easy payment plan within the first year

Since founding we have done 105 boreholes and 126 surveys, honing our skill of finding and accessing productive groundwater aquifers. *See the figure (R) below*

Figure (R)



14 New Boreholes Drilled in Rwanda

12 Days Average Drilling Time

89% Survey Accuracy

In 2018, we financed our first UHIRA project, with Rugari Meat Processing getting a 2-year payment plan for a RWF 20,719,870Mn. Project.

In 2020 we financed 3 project with 12 months payment plans for around RWF 25,163,123

As we begin 2021, we have some existing news:

- The introduction of Ijabo (see page 28)
- We have dramatically increased our drilling capacity to reach 80m deep and drill faster.
- Over 23 more UHIRA projects are open for financing in 2021.



## Uhira - We love our UHIRA Clients

Uhira clients represent **33%** of our revenue in the company.



Amb. Charles Kayonga is a returning client with **2** systems installed already.

Uhira boreholes represent **35%** of new boreholes drilled in 2020.





## Uhira - "We are ready to deliver"



- 12 days average drilling time
- 5 drilling equipment
- 2 drilling teams
- Maximum depth reached **99m**

**3-year** warranty on the pumps  
**10-year** warranty on the tanks  
**1-year** warranty on everything else.

## Amazing Suppliers



**AGUA TOPONE**



- ➔ Multool Ltd
- ➔ Quincaillerie Soleil
- ➔ Karege Aloys
- ➔ Africa Green Energy
- ➔ 44 BRANDS DIRECT LTD



# Amazi

Rain water is a useful force, not a destructive one.



## Amazi - Rewarding households that harvest rainwater with free water.

In a bid to increase rain-water harvesting and ensure all taps in urban households provide safe water, Amazi provides first flush diverter systems and point of entry and point of use filtration systems.

With AMAZI

- ✓ We increase trust given rain water and tap water.
- ✓ Restaurants customers can trust the food and can cut down on plastic -serving customers safe tap water
- ✓ Schools students have clean safe drinking water while at school and patients while at clinics and hospitals.

In addition, everyone can save on their water bills the rain season while reducing the amount of run-off water that would otherwise cause flooding.

We extended financing for up to 12 months on all our AMAZI products! Why?

More people harvesting rain water can have massive impact in building climate resilience and adaptability. As we figure out how to incentivize them further through stormwater utility approaches, they can already enjoy safe water and being eco warriors without breaking the bank!

6 Pilots in our Rwanda Water Board Project

4 Households Received Flexible Payment Plan

3,133 Aquatabs tablets sold



# Amazi Solutions - From the roof to your tap



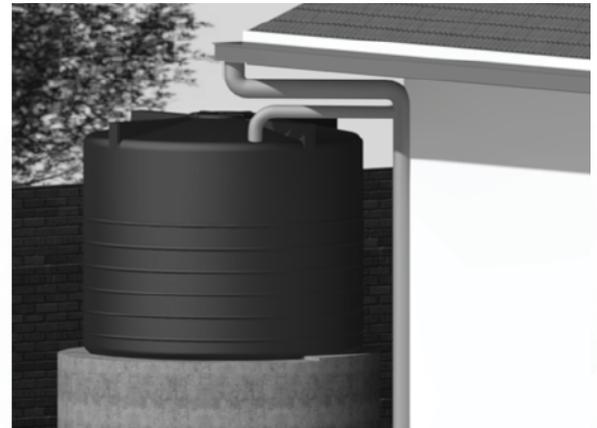
A first-flush diverter helps keep a water system clean by enabling dust, other debris, and any fecal matter that collects on your roof and in your gutters between rainfalls to be flushed out at the very beginning of the water collection process.



Water filtration system to guarantee a healthy life. It includes a PP 5micron sediment filter, granular activated carbon (GAC), CTO that removes sediment in the water, UV purification, and Chlorine. The filtration removed any contaminant in water to the extent of drinking it directly from the tap.

Make sure the water you drink for other taps is always safe by adding some chlorine.

Keep your surfaces disinfected from COVID-19 using a chlorine solution.



## SAFE WATER FROM EVERY TAP!

All systems come with a one-year warranty. Filters including-line filters, table-top, portable and Aquatabs Chlorinators.



# Rwanda Water Board Supports Our Project

Rain-water harvesting efforts are not being adopted fast enough in particular in urban areas where households use tanks to store municipal grid water instead of harvesting rain-water. Upon closer inspection it was noticed that several rainwater harvesting systems do not have a first flush diverters, making their harvested rainwater be of very poor quality and have a bad reputation when it could be a safe water source should it be harvested and used effectively.



Water Access Rwanda designed a project to address this issue in the Nyabugogo Catchment and fast-track urban resident's adoption of rain water harvesting through evidence based systems that allow them to have better water quality. Sufficient quantity and save money during the rain season. As a direct results, run-off should be reduced with adoption at scale. The project will also train plumbers and IPRC students on how to design and install appropriate First Flus Diverter.

## Initial findings

Through 6 pilot participants the following trends were noticed:

- **0%** use rain water for drinking
- **17%** use rain water for cooking and washing dishes
- **83%** use rain water for house cleaning chores
- and **17%** for gardening.

The Average water bill was RWF 360,000 per month with only 1 respondent not experiencing water insecurity, and the others experiencing water outages : 2 participants once a week and 2 participants for 4 times a week.

**200 First Adopters in 2021 will benefit from a 50% to 75% subsidy! Sign-up at [amazi.rw](http://amazi.rw)**

## Projects Targets



Increased rainwater harvesting in Urban Households



Increase knowledge and installation of first flush diverters



Reward Citizens who harvest rain water with a subsidy on installation and a reduced water bill moving forward.



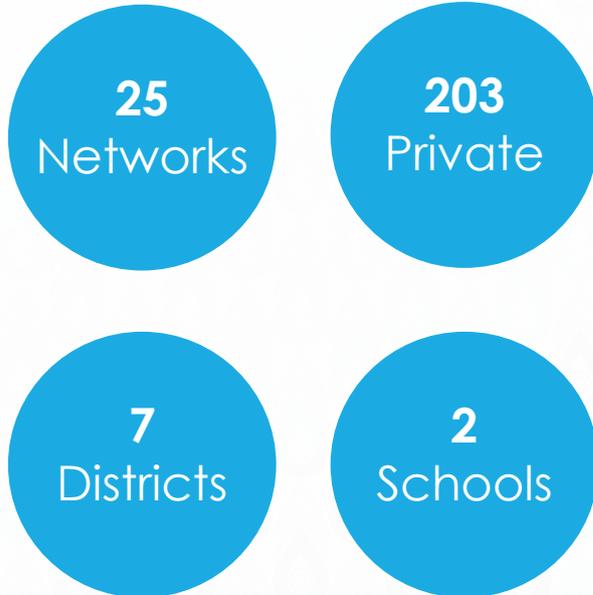
**INUMA<sup>TM</sup>**

Delivering safe and convenient  
water.

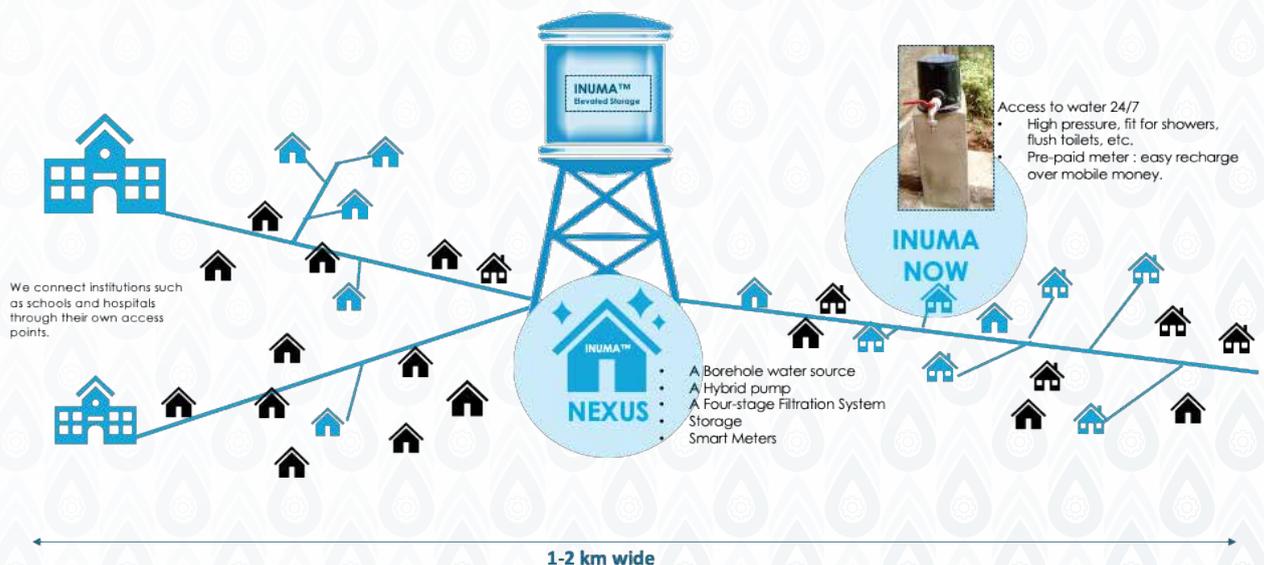


# Overview

We are growing and upgrading all our public points to be full INUMA™ mini-grids, providing vital access to a life necessity in the comfort of people's homes.



## 67,000 + users





# Contributing to Stop The Spread of Covid-19 Pandemic

One of the important thing to prevent covid-19 is washing hands with clean water and soap. Water Access Rwanda cares more about its clients. Therefore, during this period of COVID19 Pandemic, 138m3 free were provided At all Kiosks and homes to wash hands.



**138m3** free  
for washing  
hands



# Water Every Day



# 4,371

**Jerricans filled each day**

- ▶ 4,234 people are now access water at home and 120 households were financed with 0% interest loans.
- ▶ 149 houses, 2 Churches, and 2 schools were connected this year despite the setback of Covid19 movement restrictions. The urgency to provide clean and safe water in their homes were vital than never before.
- ▶ Installation of GAC to reduce hardness
- ▶ Installation of high-capacity Pump to increase the volume of water
- ▶ Change to more precise chlorination system

\* Average size of 20L used here.

**149** new people got water in their homes in 2020

**2**  
Churches

**2**  
Schools



# Growing Mini-Grids



▶ Three New mini-grids we constructed . Two in Kirehe and one in Kamonyi. The kirehe ones were through two boreholes that were rehabilitated and one of Kamonyi was through new borehole drilling with the support of a social investor Dr. Arstide Gumyusenge. The mini-grids are subject to be upgraded in a near future to service water until household level. Currently more than 12,100 people are serviced on the afore-mentioned new water points.

▶ Three mini-grids, as well extended to connect people at household level; notably Gasharu mini-grid, Nyarubande mini-grid and Ishywa mini-grid.

▶ Gasharu mini-grid, is the one that have most of the household connections , connecting 45% of all households already connected.

**3 New  
Mini-grids**

**3 System  
Upgrades to  
connect more  
people at  
home**

**152m<sup>3</sup>  
additional per  
day capacity**



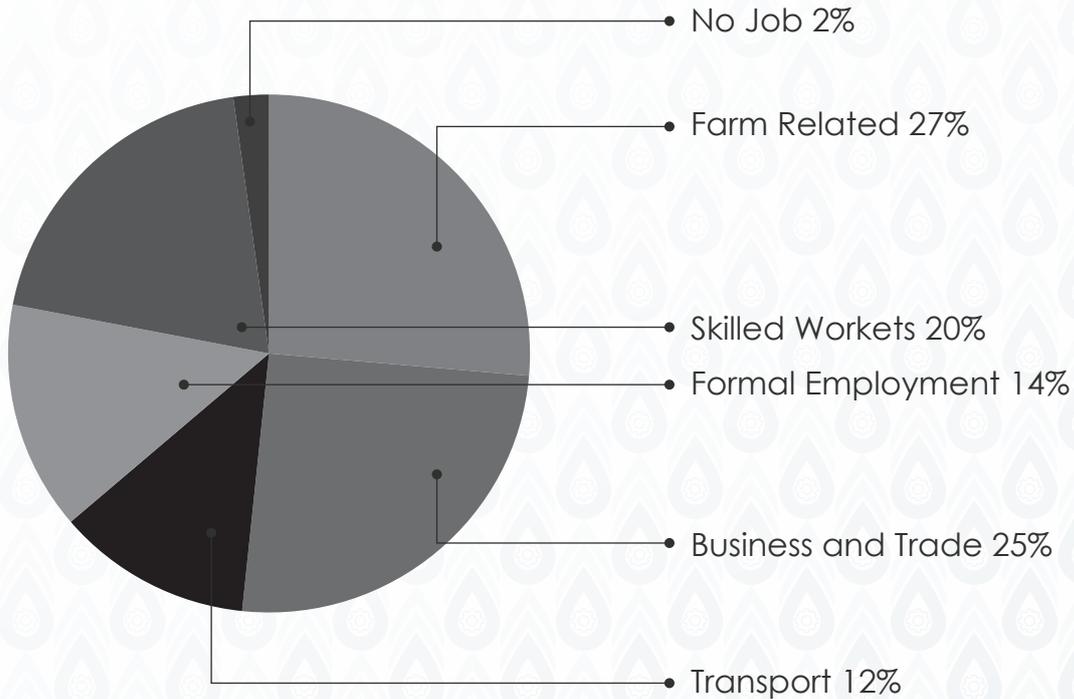
# Our House Connected Customers in Numbers



We upgraded Nyarubande and Ishywa island mini-grids to connect up to 120 more households. We have also secured funding to upgrade 1 more mini-grid.

You can support upgrades and help us reach 25,000 people by the end of 2021. \$100 finances 1 household (about 5 people) per year to access water. Meaning in 5 years \$100 can have impacted the lives of 25 people. A full upgrade covering 60 households, a school, and other key infrastructure Aruaccess tRwanureda in the community costs \$22,000. Annual Report

## Profession of Subscribers





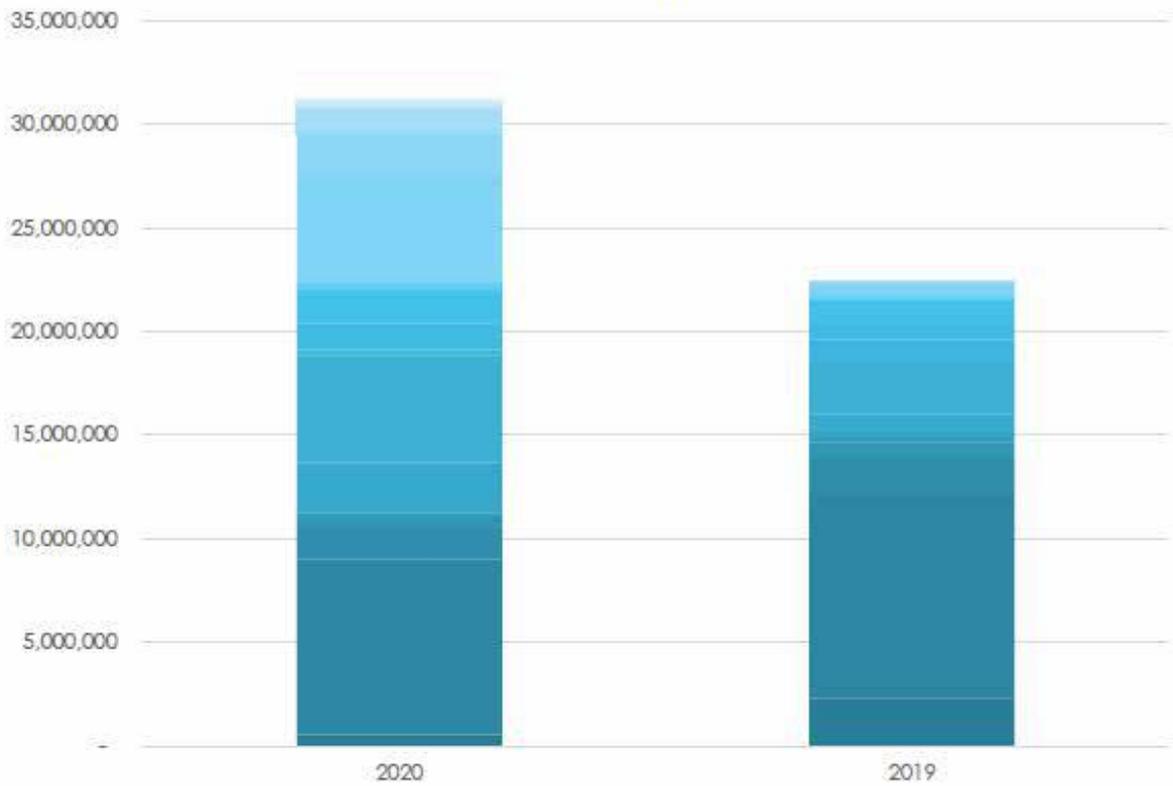
# Total Litres Supplied

# +67millions

## liters supplied since 2017



### Water Sales And Networks



- ▶ Nyarufunzo Network
- ▶ Nyarubande Network
- ▶ Kanyinya Network
- ▶ Ishywa Network
- ▶ Mutimasi 2
- ▶ Rukoronko Network
- ▶ Cyingaju Network
- ▶ Gatwe Network
- ▶ Rwarutazi Network
- ▶ Rwintare Network
- ▶ Mugatugutu Network
- ▶ Gasharu Network
- ▶ Nzove Network
- ▶ Gihaya
- ▶ Mugesera Network
- ▶ Gisunyu Network
- ▶ Nyarubaka Network
- ▶ Kavumu Network
- ▶ Dayoli Network
- ▶ Rweza Network
- ▶ Mutimasi 1
- ▶ Batima
- ▶ Musenyi Network
- ▶ Nyagakombe Network
- ▶ Cyunuzi Network

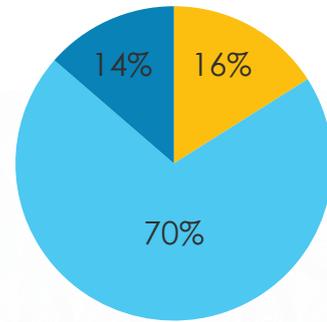


# Impacting People For Better

With INUMA, we strive to tackle the water crisis and produce massive positive outcomes along our SDG framework. We track the impact on time, education, wellbeing and gender equality.

And we are seeing massive improvements in the lives of our beneficiaries. But Don't take our word for it, check out recent results from an impact survey covering 3,098 people group in 673 households.

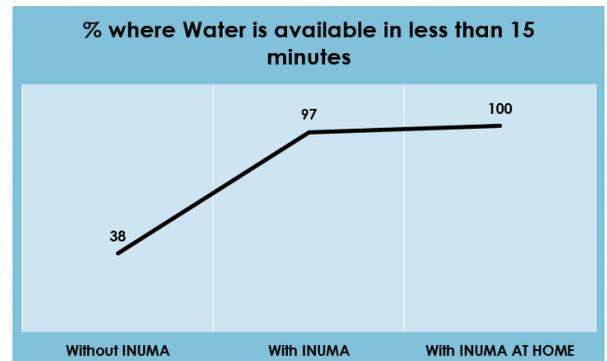
## Breakdown of Surveyed Peopled



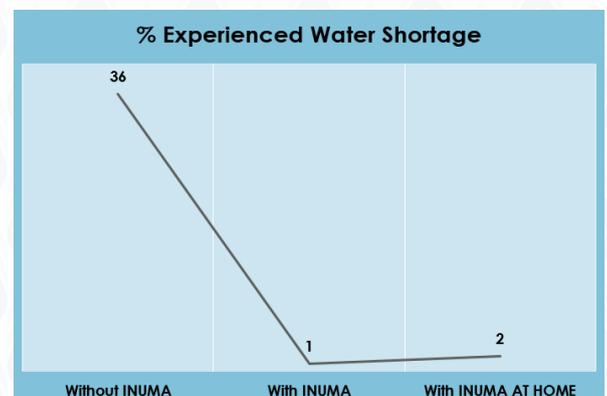
- ▶ People at baseline without INUMA
- ▶ INUMA Users with INUMA at public points
- ▶ Users with INUMA inside their homes

### Convenience Matters!

**62%** had access to water within 15 minutes for the first time.

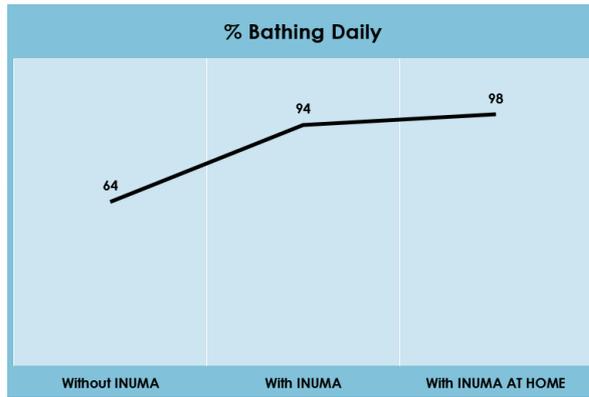


Close to zero experienced water shortage in past month.

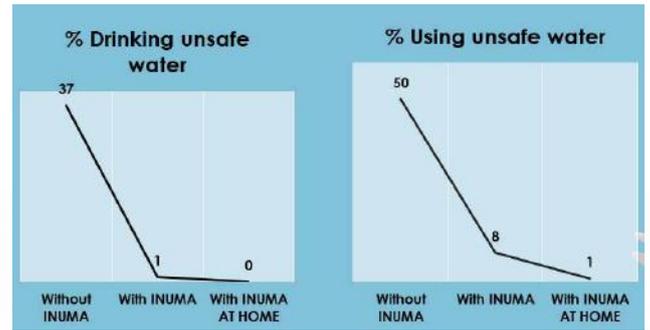




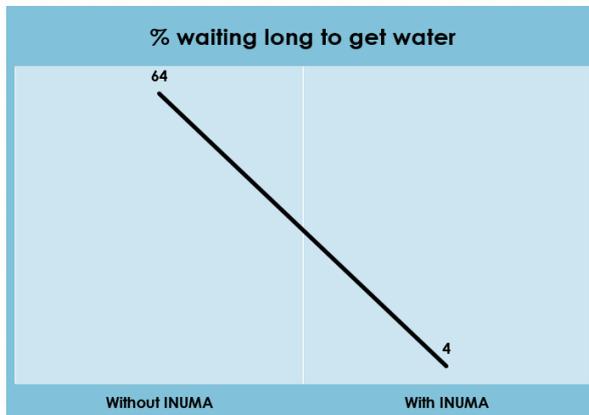
## 98% are now bathing daily



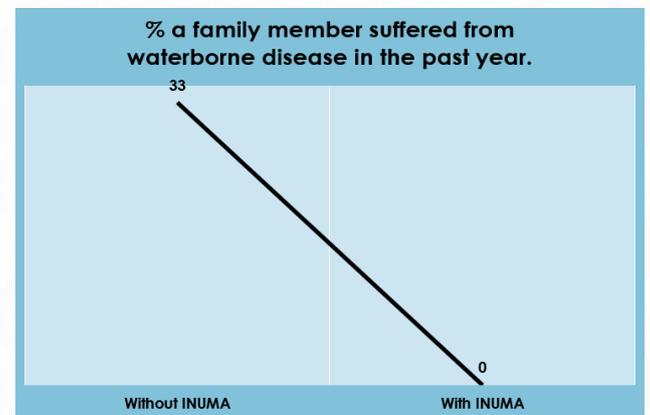
## The % Drinking unsafe water reduced to zero.



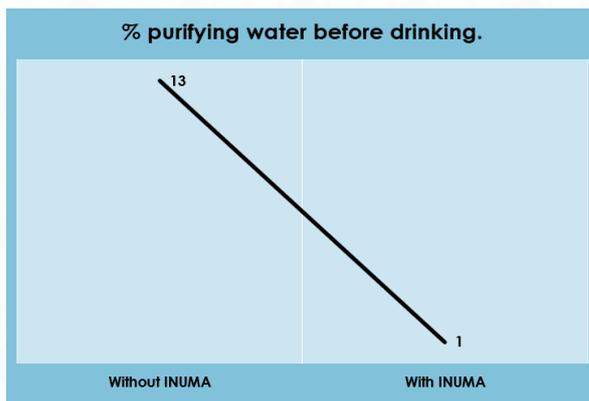
## Less Time Barriers



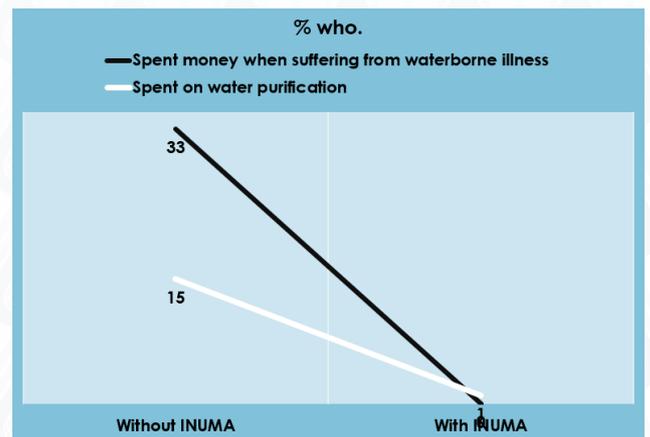
## Less Sickness



## No Need to Boil!



## Less Expenses



Water access and reliability issues drop dramatically once people have access to a Public INUMA point. They almost disappear for those with private access. However, with outages faced this year, water availability at private nows decreases. Although, it is only for a few days as private INUMA customers don't report facing water shortages in the last month.



# Voma

Thriving communities.



## Voma - Reaching communities with an enabler for development: water

- With VOMA we seek to guarantee un-interrupted access to clean water for all communities through supplemental subsidy incomes from grant projects and carbon credit projects.

- For all managed water points, the following services are provided:

- ✓ Preventive maintenance
- ✓ Reoccurring Water quality testing and management
- ✓ Surveying (impact and water usage monitoring)
- ✓ mWashtraining

### CO2 Logic (spadel) Project highlights :

- Users: 16,679 people
- Water Consumption Field Test key results:

- SDG 1: Actual emission reductions are significantly less than the estimated ones.
- SDG 3: The actual value slightly exceeds the estimated value.
- SDG 5: The actual value slightly exceeds the estimated value.
- SDG 6: this SDG exceeds the estimated value considering the sum of WASH campaigns carried out for communities

- Carbon emission reductions issued this year : 23,041 tones

- New water points added this year : 4 Kivusha, Sharita, Nyankumbira, Rutarakiro. The four boreholes were broken and more than 307 total peoples they served switch to fetch from nearby Swamps.

38 Water points on 10 years care by Spadel

2 water points sponsored by a social investor Dr.Arstide

16,857 End-users

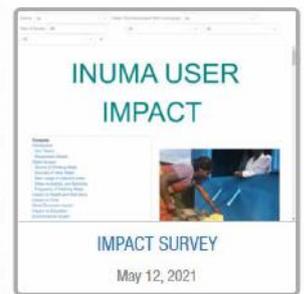


# Smart Surveying with



mWater Smart surveying technology catalyzes our progress in the capabilities of data collection, communication, data analysis, reporting, visualization and early warning.

**ALL OUR DASHBOARDS ARE ONLINE and UPDATING ON THE GO.**

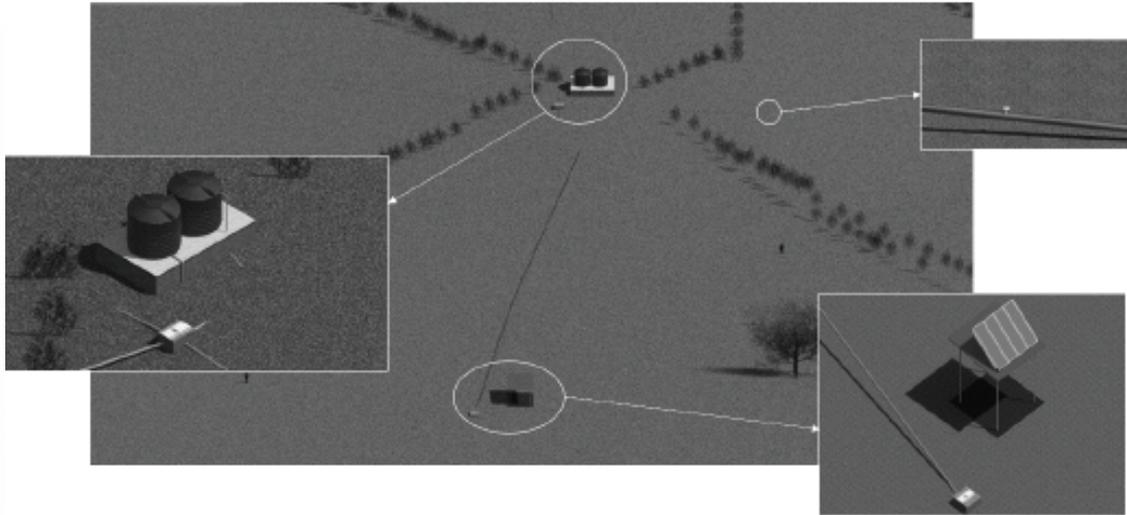


In 2021 all employees , especially kiosk attendants will be given smartphones to increase data collection and analysis.



# IJABO A New Model for Irrigation

## Ijabo max 2 Over View



- IJABO takes our best learnings in INUMA™ and creates an irrigation mini-grid.
- With funding Partners receiving a big boost from EEP Africa (Nordic Fund), we will be piloting 12 such systems. The 12-months projects will:
  - Create 14 permanent jobs and 856 temporary employment
  - Irrigate 60 ha made of 125+ small holder farmers with less than 1 acre.
  - Prove if a model like this where irrigation is provided as a utility can catch on and increase access to irrigation for small holder farmers.



# We Got More Wind Beneath Our Wings

New supports + existing ones with renewed commitments.



## In For 2021:



## Private Investors:



**ISDB \$97,083**-Upgraded one system, 2 mini-grids created connected 90 household connections, customer activation done at the systems.

**SFF \$ 37,965.50**-support for continuous Inuma operations

**Vital Voices \$ 5000-57** households and one school connected with water at home/school compound.

**Jack Ma Foundation \$100,000**- support for continuous Inuma operations

**ABSF \$22,900**-upgrade of one system to support private connections

**3CF \$10,285**-Upgrade of 2 systems to support private connections (tap water)



# Our Story Spread Far and Wide Beyond The Physical Boundaries Brought on by COVID-19

Read full articles by clicking any of the articles below

## The New Times

- 1. Rwandan female entrepreneur on course to raise \$490,000 in funding
- 2. Rwanda's Kwizera scoops global leadership award



Christelle Kwizera, a globally award-winning social entrepreneur changing African lives



100 women using their power to empower

Rwandan Entrepreneur: Water Flow Crucial During Coronavirus Crisis



Rwanda's Christelle Kwizera Wins 2020 Global Citizen Prize: Cisco Youth Leadership Award



Des kiosques à eau au Rwanda



Rwanda's Christelle Kwizera Wins 2020 Global Citizen Prize: Cisco Youth Leadership Award

Followers: 1,080  
Engagement: 51%  
Impressions: 232,581

Followers: 349  
Engagement: 47%  
Reach: 23,649

Followers: 2,093  
Engagement: 40.1%  
Reach: 101,183

Followers: 1,458  
Engagement: 8.64%  
Reach: 137

## TV/Radio and Conferences





# A Winning Team!

This year we have won the following awards and recognitions

Adding to the others we have won over the years



**Africa Netpreneur Prize**  
The Rise of Africa's Digital Lions



**SILVER LOERIE AWARD**



**YOUTH SOLUTIONS REPORT 2018**  
50 Innovations for the SDGs  
[www.youthsolutionsreport.com](http://www.youthsolutionsreport.com)



**AFRICAN ENTREPRENEURSHIP AWARD**  
Powered by BMCE Bank of Africa



**CLINTON GLOBAL INITIATIVE UNIVERSITY**



**WE EMPOWER**



# Our 2030 Vision

**12**  
countries

**20 million**  
people

**13,000**  
Jobs



# Our Team

Celebrating a resilient workforce and amazing partners





**61** employees  
**48%** Women  
**29** Average Age



# Board of Directors



**Yves Iradukunda**  
Chair



**Gayatri Datar**  
Member



**Daphrose Nyirasafali**  
Member



**Andre Ndejuru**  
Member

**Audit Committee**

**Governance Committee**



## A New Board Member!

Gayatri Datar is a seasoned social entrepreneur and philanthropist.



# Amazing Volunteers Stepped in for us in 2020

## From ALU



**Kukubanza Timanywa**  
Worked on social media designs and produced amazing posts



**Arnaud Che**  
Worked on social media designs and produced amazing

## From Bridge to Rwanda



**Tony Karera**  
Worked with the impact and quality officer and created surveys and dashboards for the company

## From Catch-a-fire

**\$81,822 saved on 14 Projects**



**Karine Araújo**  
Worked on report Graphic Design!

Find her on:  
[linkedin.com/in/karinefaraujo1](https://www.linkedin.com/in/karinefaraujo1)



**61 Scott Salter**  
Worked on Short video creating!

Find him on:  
<https://www.linkedin.com/in/simple>



**James Ugbanufi**  
Worked on website construction!

[jamesugbanu@gmail.com](mailto:jamesugbanu@gmail.com)



**Bishara Hakim Erwin**  
Worked on leadership coaching!

Find him on:  
<https://www.linkedin.com/in/gffli>



**Shauna Brito**  
Worked on independent board structure and roles definition

Find her on:  
[www.linkedin.com/in/shaunab](https://www.linkedin.com/in/shaunab)



**Deborah Sritoommers**  
Getting us a cool new look

<https://bit.ly/3eRDEyB>



**Kenneth Hoff**  
Photo editing!

<https://bit.ly/3fhVXf7>



# Our Water Warriors are Trailblazing



**Claudette Igiraneza** continues to fight the Kafala system as she completes her Masters at the University of Edinburgh.



**Axella Umuhoza** recently got a Mastercard Foundation scholarship to pursue her University studies at USIU-Africa in Pharmacy.



**Kevin Shimwa Gakuba** is currently pursuing Bachelor of Medicine & Surgery/Masters in Global Health.



**Gloria Cyuzuzo Usanase** is soon starting her studies at University of Rwanda in the field of medicine.



**Christian Habimana** has graduated in Aviation Maintenance at University of the District of Columbia



# Trainings

## The Staff received different training opportunities namely:

- Training on company processes by Willow Partners
- Trainings received during the Company retreat:
  - Financial Stewardship
  - WASH training basics
  - Hydrogeology
  - VES data collection
  - Water quality test
  - Customer growth compilation.
- Go Smart:
- with the rise of COVID-19 , staff were trained to use technology to prevent the spread of the virus. E.g. providing smart receipts
- Ms Power Point presentation
- Unlock Impact
- ITP SUWAS

## Village Drill training



On kiosk attendant trained to fix quick issues at Kanyinya network.

## Online Trainings

- SDG Startup All Hands with Google
- Coursera courses through the support of RDB (Advanced Excel, marketing guided courses, etc.)

Google for Startups

Alumni 2021

coursera





# Company Retreat Highlight

A Company retreat in Karongi gathered 53 and offered the opportunity to train, reflect and recognize the members of our growing staff body.

- All the staff members including Kiosk Attendants and Franchisees attended the retreat
- Recapped the company progress over the past 5 years and future goals
- 6 trainings

- Financial Stewardship
- WASH training basics
- Hydrogeology
- VES data collection
- Water quality test
- Customer growth compilation.

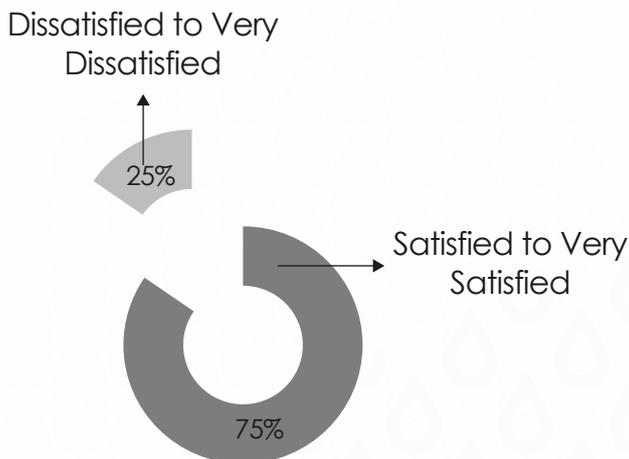
- Escalation of common issues and assigning the unresolved to responsible parties
- Team building activities
- Awarding of best Performers





# Employee Satisfaction Survey

Overall, How satisfied are you with your position at Water Access Rwanda?



**Gender Lens:** Female employees were 75% very satisfied and 25% somewhat satisfied, higher than male counterparts.

**History Lens:** The overall satisfaction level rose from 80.7% in 2019 to the 84.6% this year.

At the same time the motivation to see the company succeed also rose with only very motivated (84.6%) and somewhat motivated (15.4%) answers.

In previous years, we have had one or two outliers in our employee satisfaction survey who were either too negative or too positive, this year the feedback is mixed with both positive and negative points pointed out within one response.

## Job requirements are clear

We need to improve the following:

- 38.5% said their tasks were too many.
- 30.8% found the company neither flexible nor inflexible when it came to family responsibilities.

**Rating of the company as compared to the perceived market average.**

## Mainly Above Average

- Core values
- Presentable work environment
- Employee appraisal
- Opportunities for growth
- Trainings
- Tools and equipment
- Attractive fixed salary
- Bonus and commissions
- Social value of our work

## Mainly Average

- Organizational structure
- Tools and equipment
- Benefits (Comm. & Trans)
- Job Security



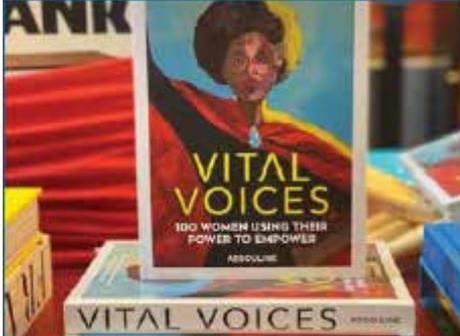
# Blog Highlights

Amazing blogs written by our staff members posted on our website.



### My Experience As A Water Warrior

My name is Axella Umuhozo Mugeru, a high school graduate, doing an internship at water access Rwanda under the program called Water...



### Our founder Named one of 100 Women Using Her Power to...

Our founder, Christelle Kwizera was named one of 100 Women Using Her Power to Empower in Vital Voices' New Book Celebrating Women's Lead...



### Beauty in Unexpected Places

Alain is a recent Civil Engineering Graduate who is about to complete his 6-months apprenticeship with the company in the Studies and De...



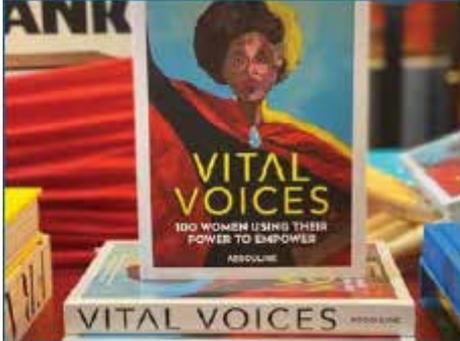
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Amazing blogs written by our staff members posted on our website.



### My Experience As A Water Warrior

My name is Axella Umuhozo Mugeru, a high school graduate, doing an internship at water access Rwanda under the program called Water...



### Our founder Named one of 100 Women Using Her Power to...

Our founder, Christelle Kwizera was named one of 100 Women Using Her Power to Empower in Vital Voices' New Book Celebrating Women's Lead...



### Beauty in Unexpected Places

Alain is a recent Civil Engineering Graduate who is about to complete his 6-months apprenticeship with the company in the Studies and De...



# Achievements and Comments About Staff



Christian Bondeye completed a borehole drilling in 3 days almost beating the record of drilling a borehole in 2 days.



Charlotte Mugisha the kiosk attendant at Kanyinya network, managed to bring 43 clients for household connections in one month.

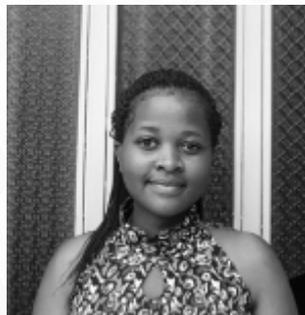


Aurore Iragena successfully conducted her first TOT WASH Trainings at 3 water points.

## Water Warriors



Kevin is undoubtedly intelligent and talented. He was enthusiastic at work, always striving to promote positive change, taking initiative, delivering above expectations and always paying attention to details. He is a quick learner and can definitely adapt himself to any type of work.



Gloria was amazing to have as a water warrior: she is a quick learner and quick worker, easily replicating training into action and following to perfection what was thought. She is very passionate about people, intelligent, courageous and will blow you away with her voice.



Axella was very attentive while performing tasks. She is a hard worker with no lazy bone in her, always seeking what to do and seeking feedback for work done. She is an effective communicator, very courageous and always improving herself through learning new skills through personal development time.



## Senior Management



**Christelle Kwizera**  
Managing Director



**Christian Hirwa**  
Technical Director



**Amani Ndahiro**  
Sr. Accountant



**Delphine Uwase**  
Operations Manager

## Operationals



**Aurore Iragena**  
Impact and  
Quality Controller



**Angelique  
Mukankusi**  
Inuma Operations  
Officer



**Chazale  
Nkundabagenzi**  
Officer Operations  
Officer



**Epiphany  
Mukarwego**  
Hospitality Officer

## Technical



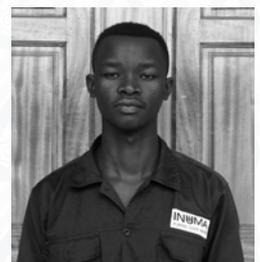
**Emmanuel Habimana**  
Team leader-Driller



**Christian Bondeye**  
Team leader-Driller



**Pascal Byishimo**  
Maintenance  
Technician



**Emile Rugero**  
Drilling Technician



**Calliope  
Dusabeyezu**  
Drilling Technician



**Didier Manishimwe**  
Maintenance and  
Production officer



**Annociata  
Twagirayezu**



**Antoine  
Barendayabo**



**Amos Tuyizere**



**Esther  
Niyobuhungiro**



**Felix  
Twizeyumukiza**



**Ildephonse  
Ndiokubwayo**



**Brigitte Ingabire**



**Gato Valens**



**Ernestine Umulisa**



**Lydivine  
Muhayimana**



**Claudette  
Dushimirimana**



**Charlotte Mugisha**



**Thierry  
Nizeyimana**



**Alphonse  
Nizeyimana**



**Uwase Zaurati**



**Yvette Uwineza**



**Nicolas Niyirora**



**Straton Ruzibiza**



**Jean Claude  
Nsanzimfura**



**Yvette Uwineza**



**Gatete Pacific**



**Emmanuel Hakizimana**



**Denyse Twamugize**



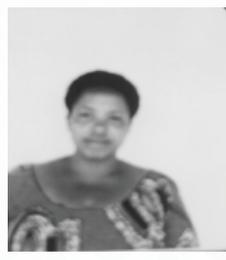
**Clarisse Ishimwe**



**Daniel Uwiduhaye**



**Mukabaranga Chantal**



**Assoumpta Uwizeyimana**



**Ingabire Jeanette**



**Cecile Mwitende**



**Deborah Mukandayisenga**



**Pierre Ndayisaba**

## Supporting one another In Joy and In Pain

Through the staff contribution mechanism, any staff having a significant moment in their lives whether a joyful one like celebrating a newborn or a sad one like losing a relative, the company matches 100% of all staff contributions to that person. This year we were blessed with several babies in the company.



A Tough Year, But the Future is Secure

# Finance and Sales



# Financial Highlights



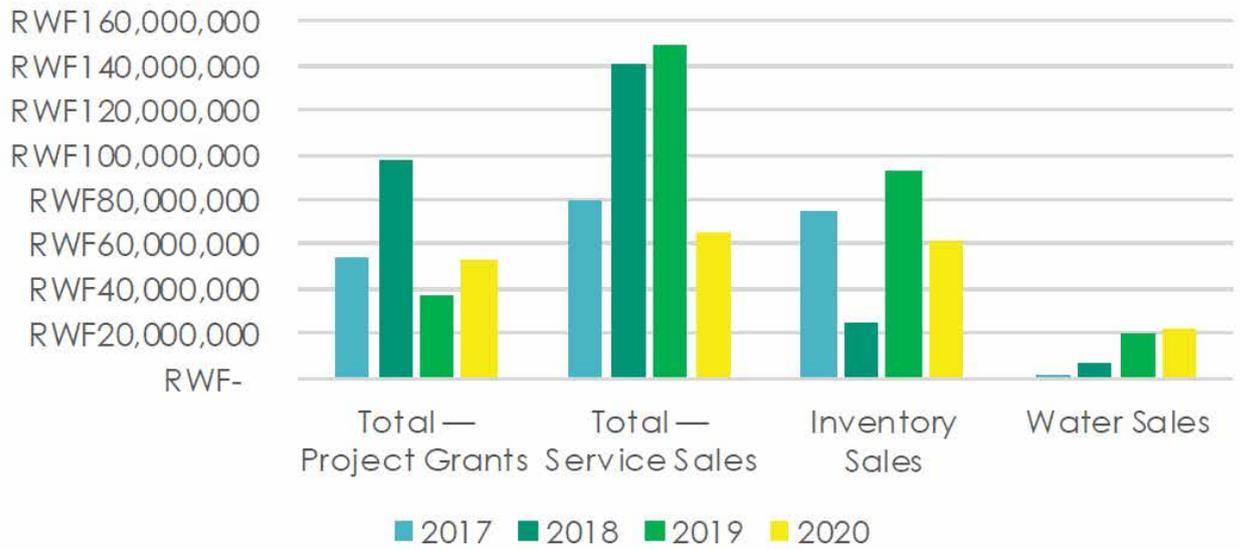
- Our 2020 revenue is similar to 2017, which shows the negative impact of COVID19 to the business.
- The company was also not able to spend on all its grant income agreements such as ISDB- Transform Fund and Rwanda Water Board where portions of activities were moved to 2021 and consequently that income.

We have managed to raise **USD 733,203.53** For 2021 This money is a mix of private, grant and project financing.



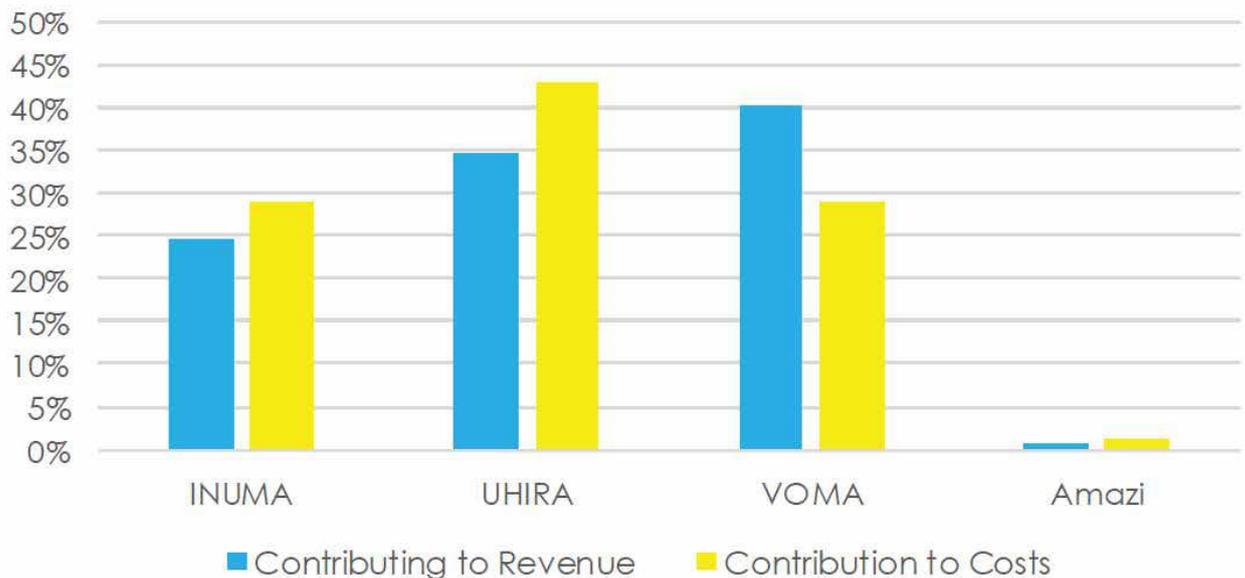
# Sales by Solution

## Revenue By Key Income Lines Past 4 years



- Sales dipped considerably across our income lines except for INUMA which saw a moderate improvement but still far below our pre-COVID19 projections.

## Main product Line Contributions



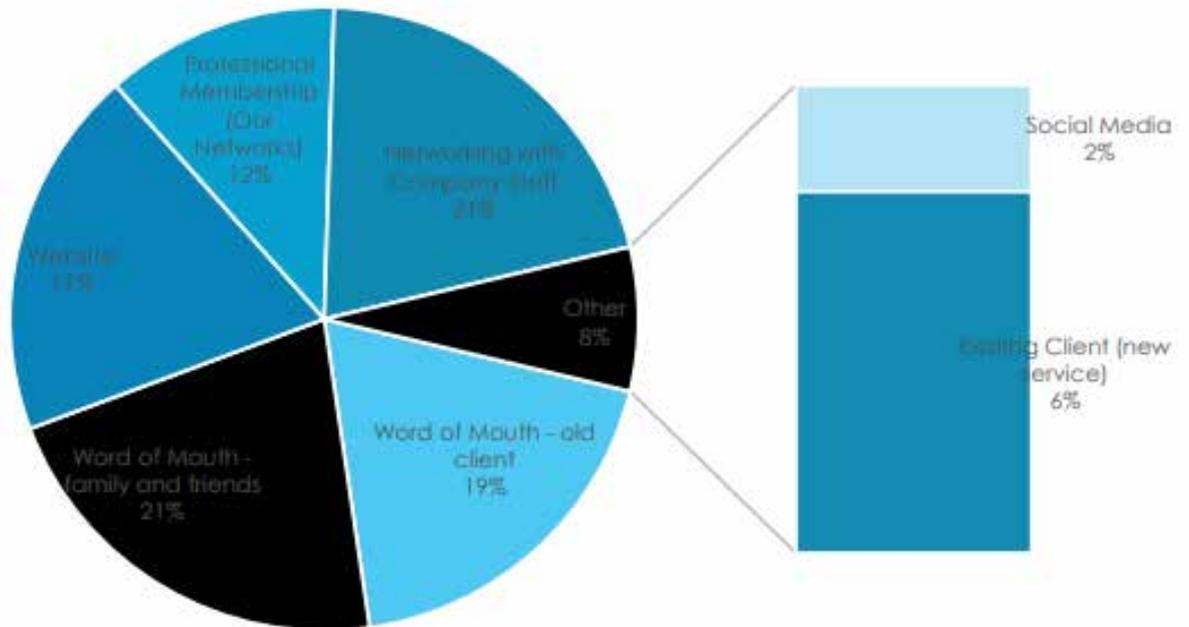


# The Sales Pipeline

- 428 Leads
- 410 Qualified Prospects
- 223 Converts
- 191 Engaged
- 181 Serviced

## How they Heard About Us!

By Possible Contract Value



Word of mouth still reigns with 40% total, but networking with staff and website are catching up.



# Financing Our Customers

In 2020 we made it a point to arrive before the money does. Making sure we meet our customers when they need us and not only when they are able to afford us. As a result we have been able to enable access to water for many through our simple pay by installments plans.

INUMA™ Account  
financed customers with  
**RWF 20,714,469** in 2020.

AMAZI Account financed  
**4** families with  
**RWF 671,700**

UHIRA account financed  
**3** farmers with  
**RWF 25,163,123**

“Of **203** households  
connected in 2020,  
**130** received a  
payment plan with  
**0%** interest!”



# INUMA™

## Sales by Month

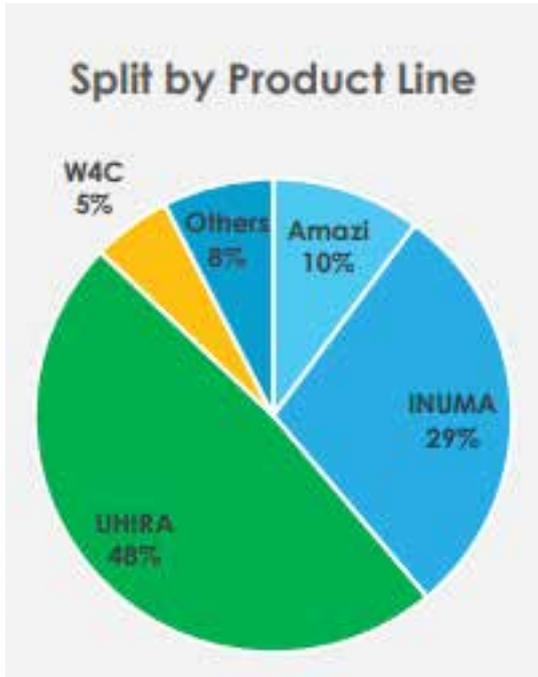


Our water sales were heavily affected in February, March and April. But quickly rose in May as the country reopened. They did not however rise as much compared to dry season highs of 2019. This owed to some of the water points not being functional or experiencing more than usual downtime hours. Water sales have been reducing since August as we make the entry into the rain season, but also the reduction is more dramatic showing reduced purchase power of our population and increased downtime hours resulting from supply chain delays and issues of access. **Overall, water sales have been going up and the 2020 average is more the 2019 daily average despite faced challenges in 2020.**

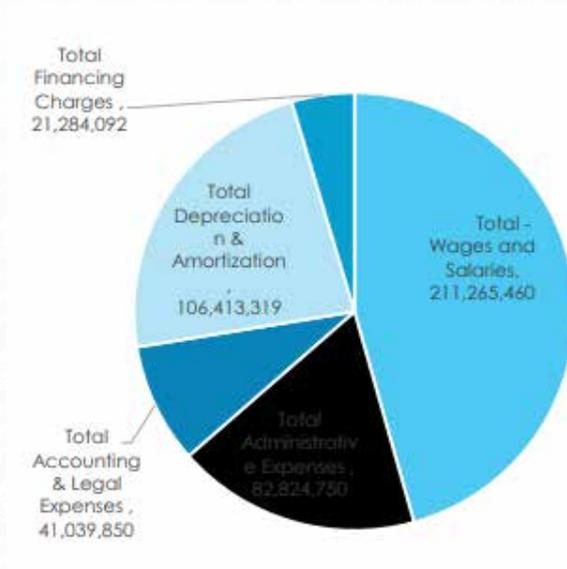




# 2021 Budget insights



- In 2021, we will invest heavily into UHIRA and INUMA and start growing our Amazi Product line.
- Uhira will get a boost from a new drilling machine addition.
- Our Water for Climate Project (most stable VOMA project) will continue to play a major role in our activities.



## Expenses

- As always People are our first major resource and we will invest in growing our team and providing a better environment for them to deliver!
- 70% of all new asset acquisitions are for logistical support to the team, while the rest goes into product improvement/development.



# Thank You.

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