

THE CURRENT

STAKEHOLDER NEWSLETTER

WATER SECURITY • INFRASTRUCTURE • SERVICE DELIVERY



WATER SECURITY
EDITION

FEATURE

Rural water supply goes solar in Runde Catchment

Clean energy. Reliable water.
Stronger communities.
A sustainable future.

INSIDE THIS ISSUE



Solid Water Security
Underwrites 2026
Winter Cropping



Prepaid Water Meters Rollout
Improving Service.
Empowering Communities.



ZINWA Expands Prepaid Meter Programme
to Nyika and Chirundu



Unlocking Zimbabwe's Waterfront Economy
Building a Destination.
Creating Opportunities.

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June 2026

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DARWENDALE DAM

LAKESHORE LEASING OPPORTUNITIES

MASHONALAND WEST PROVINCE
75 km from Harare City Centre
35 km from Norton

LEASING TARIFFS	
REFUNDABLE DEPOSIT	USD 3,000 per hectare
ANNUAL RENT	USD 5,775 per hectare

**INVEST IN NATURE
BUILD A DESTINATION**

Darwendale Dam offers a unique opportunity to develop world-class tourism, hospitality and recreational facilities in a serene waterfront environment – ideal for relaxation, adventure and sustainable business.

- ✓ Scenic natural beauty
- ✓ Abundant water and wildlife
- ✓ Close to Harare
- ✓ High tourism & investment potential

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WATER SECURITY. SUSTAINABLE DEVELOPMENT. SHARED PROGRESS.

**SECURE WATER.
SECURE
GROWTH.**

Apply for a Water Abstraction Agreement →

NATIONAL DAM LEVELS
91.9%
Data as at 08 June 2026

zinwa.co.zw

◇ Winter cropping backed by strong water security

◇ Chirundu Residents Welcome Rollout of Prepaid Water Meters



Editor's Note



It is my distinct pleasure to welcome you to the maiden issue of The ZINWA Current, your official monthly newsletter. As the Zimbabwe National Water Authority, our mandate has always been rooted in managing and securing our nation's most precious resource. However, ensuring a sustainable water future requires more than engineering, infrastructure, and billing cycles—it requires a shared partnership with you, the people we serve.

This newsletter was born out of a simple but vital realization: transparent, consistent communication is the bedrock of excellent service.

Why The ZINWA Current Matters

In the fast-moving landscape of utility management, staying informed shouldn't feel like a chore. Every month, The ZINWA Current will land directly in your inbox or hands, serving as a reliable window into our operations. We intend to use this platform to bring you:

- ♦ **Operational Updates:** Stay informed about scheduled maintenance, infrastructure upgrades, and seasonal water management strategies in your catchment area.
- ♦ **Water Conservation & Safety Tips:** Practical, everyday advice to help you manage your consumption, troubleshoot household leaks, and safeguard water quality.
- ♦ **Policy & Billing Clarity:** Step-by-step guides on reading your meters, understanding your statements, and navigating new digital payment or service platforms.

Communication is a Two-Way Street

While we have plenty of updates to share, this newsletter is not a megaphone; it is a conversation starter. We recognize that our service is only as good as the customer experience it creates. Your lived experiences, your challenges, and your observations on the ground are invaluable data points that help us improve.

Your feedback drives our progress.

When you report a burst pipe early, ask a tough question about your bill, or suggest a smoother way to handle a service request, you aren't just complaining—you are helping us build a more responsive utility.

We want to hear from you. Whether it is a suggestion for a topic you want covered in next month's issue, a question about water treatment, or feedback on a recent interaction with our team, please reach out to us through our official customer care channels or dedicated email lines.

Thank you for your continued partnership, your resilience, and your commitment to preserving our water resources. We hope you find this first edition both insightful and practical.

Here's to a flowing, transparent, and collaborative future together.

Warm regards,

Marjorie Munyonga

Editor

“This newsletter was born out of a simple but vital realization: transparent, consistent communication is the bedrock of excellent service.”

RURAL WATER SUPPLY GOES SOLAR IN RUNDE CATCHMENT

26 Stations Transition to Clean Energy, Improving Reliability and Reducing Costs

The Zimbabwe National Water Authority (ZINWA) has solarized 26 water supply stations across the Runde Catchment during the first and second quarters of 2026, accelerating the shift away from diesel-powered pumping systems in rural and underserved communities.

The rollout forms part of ZINWA's broader modernization strategy focused on reducing operational costs, improving service reliability and strengthening climate-resilient infrastructure through renewable energy adoption.



26
WATER SUPPLY STATIONS SOLARIZED

3
SERVICE CENTRES

RURAL COMMUNITIES BENEFITING FROM CLEAN, RELIABLE WATER

COVERAGE ACROSS 3 SERVICE CENTRES

ZINWA has solarized 26 water supply stations across the Runde Catchment in the first half of 2026, replacing diesel-powered pumping systems and improving service delivery in rural communities.

Zaka Service Centre 14 Stations

Stations include Bhasera, Chirove, Rupike, Deure, Sino-Chikuku among others. Communities are already benefiting from improved water reliability and reduced dependence on costly diesel systems.

Triangle Service Centre 6 Stations

The Stations are Gezani, Malipati, New Boli, Sango Border Post, Nyahombe and Tetemi. These sites serve some of the driest parts of the catchment, where reliable water access is critical.

Chivi Service Centre 6 Stations

Mushandike, Lundi-Siboza, Mataga, Chidyamakono, Masvosva and Gunikuni/Mukosi have also been successfully solarized.

TECHNICAL CHALLENGE ADDRESSED ON SITE

Zaka Service Centre Charge-Hand Mr Amos Mzembe, said the project has largely progressed according to plan despite a few technical challenges.

“The program has generally gone according to plan, although we have encountered some challenges related to the mismatch between borehole yields and pump capacities,” said Mr Mzembe.

IMPROVED RELIABILITY

The shift to solar power has already improved water reliability in drought-prone areas while reducing operational costs associated with diesel dependency.

“The migration from diesel to solar energy has improved the reliability of water supplies while reducing operational costs. This is particularly important for communities in arid areas where dependable access to water is critical.”

Eng Isaiah Chukurunhe, Triangle Service Centre Team Leader

EXPANSION & FUTURE ROLLOUT



While the current phase focuses on smaller rural stations, ZINWA is already exploring expansion to larger infrastructure.

A pilot project at Murehwa Water Supply Station is testing large-scale solar integration, featuring a 400-panel system with a capacity of 264kW.

The results from this pilot are expected to inform wider national rollout strategies, accelerating the transition toward renewable-powered water infrastructure across Zimbabwe.

Meet Donhodzo






Your 24/7 Water Services Assistant

ZINWA's 24/7 WhatsApp assistant for quick access to information, support and essential water services.

“Donhodzo showcases ZINWA's commitment to digital customer service”



What Donhodzo Can Help With



-  Dam Levels
-  Report Incidents
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-  Office Contacts
-  Tariffs & Documents

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REPORT | Report faults instantly.
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SCAN TO CHAT

ZINWA eyes Nyika and Chirundu as prepaid meter expansion continues



The Zimbabwe National Water Authority (ZINWA) is pressing ahead with its nationwide roll-out of prepaid water meters, with installation works in Gutu nearing completion as the utility continues to modernize water service delivery across the country.

The prepaid meter program, which has been implemented in phases over the past five years, has transformed water billing and consumption management in several towns and growth points, resulting in improved efficiency, enhanced revenue collection and reduced billing disputes.

Since the introduction of the prepaid metering system, ZINWA has successfully phased out the traditional post-paid billing model at a number of water supply stations. Clients in Karoi, Gokwe, Hwange, Nyanga, Glendale, Chivhu, Murambinda, Filabusi, Mutoko, Guruve etc are among those that have already migrated to the prepaid system

The transition has brought significant benefits to both customers and ZINWA. Under the prepaid system, customers only pay for the water they consume, allowing them to better manage their budgets and monitor usage. The system has also eliminated estimated billing and substantially reduced billing-related complaints.

In addition, prepaid meters improve operational efficiency by reducing the costs associated with meter reading, bill distribution and revenue collection.

“
Customers only pay for the water they consume, allowing them to better manage their budgets and monitor usage.”

Currently, installation of prepaid meters is taking place in Gutu where it is already at an advanced stage, with the project expected to be completed soon. Following Gutu, the program is expected to move to Nyika before proceeding to Chirundu, where stakeholder engagement meetings have already been conducted in preparation for the roll-out.

The Authority views stakeholder engagement process as a critical component of the prepaid meter roll-out, as it provides communities with an opportunity to understand the benefits of prepaid metering and raise any concerns before implementation begins.

Meanwhile, in a move aimed at enhancing convenience for prepaid customers, ZINWA has partnered with ZB Bank to facilitate the purchase of prepaid water tokens through the bank's mobile wallet platform, Smile Cash.

The introduction of Smile Cash is expected to address some of the challenges faced by prepaid customers, who currently have fewer digital payment options compared to those on the post-

Chirundu Residents Welcome Rollout of Prepaid Water Meters



Residents of Chirundu are set to benefit from the long-awaited installation of prepaid water meters, with the first phase of the programme scheduled to commence this month.

The development marks a significant milestone for the community, which has for years advocated for the introduction of prepaid metering as a means of improving billing accuracy, enhancing water management, and strengthening customer confidence in water service delivery.

Over the years, several engagements have been held between residents and the Zimbabwe National Water Authority (ZINWA) regarding the proposed transition to prepaid metering. While the process took longer than anticipated, the arrival of the meters has brought renewed optimism among residents, who are now looking forward to the implementation of the project.

Commenting on the development, Zimbabwe National Organisation and Association of Residents Trust (ZNOART) Mashonaland West Chairman, Mr Libert Chitiya, welcomed the initiative and described it as a long-overdue intervention that will address concerns that have been raised by residents since 2023.

"The exercise is long overdue considering the time it has taken and how the people of Chirundu have been calling for the installation of prepaid water meters to address billing issues." said Mr Chitiya.

He added that residents were ready to embrace the new system and expressed hope that the introduction of prepaid meters would help eliminate the billing disputes that have frequently arisen under the postpaid billing arrangement.

Mr Chitiya noted that prepaid metering would empower residents to better monitor and manage their water consumption while promoting transparency in billing.

The rollout programme will see the installation of 659 prepaid water meters, replacing an equal number of active postpaid meters across Chirundu. The exercise is expected to improve revenue collection efficiency, reduce customer complaints related to estimated bills and billing queries, and provide consumers with greater control over their water usage.

The prepaid metering project forms part of ZINWA's broader efforts to modernise water service delivery systems and enhance customer experience through the adoption of innovative technologies.



PROJECT AT A GLANCE



659
Prepaid water meters
to be installed



June 2026
Rollout commencement



Replacing an equal
number of active
postpaid meters



LOOKING AHEAD

With installations set to begin this June, Chirundu residents are eagerly anticipating the benefits that the new metering system is expected to bring, ushering in a new chapter of improved service delivery, accountability.



ZINWA

For Communities. For Development.

WE'RE MOVING!

Same Service. New Location.



01 JULY 2026



6 PAULING DRIVE

Corner Liberation Legacy Way
& Pauling Drive

HARARE



MOVING FROM

BLOCK 4,
EAST CELESTIAL PARK,
HARARE



MOVING TO



6 PAULING DRIVE
Corner Liberation Legacy Way
& Pauling Drive
HARARE

Same Contacts. New Location.



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Transforming Zimbabwe's waterfront assets into thriving tourism and recreation destinations.

“ Zimbabwe's lakeshores are catalysts for tourism, recreation and growth.

Transforming Zimbabwe's waterfront assets into thriving hubs of investment, tourism, and community development.

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Resorts, accommodation and visitor experiences.



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ADVENTURE & NATURE
Outdoor activities that connect visitors with nature.

WHY IT MATTERS?



Strategic Locations



Tourism Growth



Sustainable Development

KEY FOCUS AREAS

- ✔ Tourism Development
- ✔ Recreation Facilities
- ✔ Environmental Sustainability

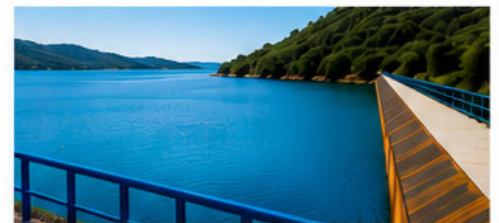
FEATURED WATERFRONT DESTINATIONS



INGWIZI DAM



MUTIRIKWI LAKE




TUGWI - MUKOSI

DARWENDALE DAM

LAKESHORE LEASING OPPORTUNITIES

 MASHONALAND WEST PROVINCE

 75 km from Harare City Centre
35 km from Norton

LEASING TARIFFS



REFUNDABLE DEPOSIT
USD 3,000
per hectare




ANNUAL RENT
USD 5,775
per hectare


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Darwendale Dam offers a unique opportunity to develop world-class tourism, hospitality and recreational facilities in a serene waterfront environment – ideal for relaxation, adventure and sustainable business.

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-  Close to Harare
-  High tourism & investment potential

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Winter cropping backed by strong water security

High dam levels position the country well to support irrigation and drive national food security.

Mwenje Dam, Zimbabwe



91.9%
NATIONAL AVERAGE
DAM LEVEL
As of 8 June 2026



140,500
HECTARES
Total winter cropping
target area



125,000
HECTARES
Wheat planting
target

WATER TODAY. FOOD TOMORROW.

The winter cropping season is underway, with Government targeting 140,500 hectares under wheat, barley and potatoes.

Thanks to a successful rainy season, national dam levels averaged 91.9% as of 8 June 2026, ensuring reliable water supplies for irrigation and other essential needs.

ZINWA remains committed to the sustainable and equitable management of our water resources.

STRONG DAMS. STRONG FUTURE.

Tugwi-Mukosi



100%
Full

Mtshabezi



100%
Full

Siya



100%
Full

Other major
dams



Above 90%
capacity
nationwide



ACCESSING IRRIGATION WATER

Farmers and other water users can access raw water from ZINWA-managed dams by signing a water abstraction agreement at their nearest Service Centre.

Working together for water security and food security.

GET YOUR WATER ABSTRACTION AGREEMENT


91.9%
NATIONAL AVERAGE
DAM LEVELS



Strong reservoirs.
Secure future.

A simple process to access water from **ZINWA-managed** or **State-owned dams**.



POWERING WINTER CROPPING.

Reliable water for productive winter wheat farming.

THE 4-STEP PROCESS

01



INITIAL APPLICATION

Visit your nearest ZINWA Catchment office. Complete the official form.

02



SUBMIT DOCUMENTATION

Provide land proof, water use purpose, estimated volume, and abstraction point.

03



TECHNICAL ASSESSMENT

ZINWA evaluates dam levels, sustainability, and catchment balance.

04



AGREEMENT FINALISATION

Both parties sign — your water allocation is reserved exclusively for you.



Working together for **water security** and a **sustainable Zimbabwe**.



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1 TO REGISTER

-  1. Dial ***225#**

-  2. Select **Smile Cash**

-  3. Select **Register**

-  4. Enter your **personal details**

-  5. Complete registration

2 TO MAKE PAYMENT

-  1. Log into **Smile Cash**

-  2. Select **Make Payment**

-  3. Choose **Pay Bills**

-  4. Select **ZINWA**

-  5. Choose currency (**USD or ZiG**)

-  6. Enter **meter number**

-  7. Enter **amount**

-  8. Confirm details and select **Pay / Submit**

*Pay anytime,
anywhere.*



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water



Pay
later



Stop order
billing



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For customer inquiries, billing, and regional support.


1 GWAYI CATCHMENT


 Mhlahlandlela Govt Complex,
Bulawayo

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 +263 29 227 2832

5 RUNDE CATCHMENT

 717 Mineral Road,
Masvingo


 039-262 950


2 MANYAME CATCHMENT

 15384 Nickhill Office Park,
Chinhoyi


 0672128758

6 SANYATI CATCHMENT

 1084 Second Street,
Gweru

 054-222 511-4

3 MAZOWE CATCHMENT

 1653 Hay Road Extension,
Bindura


 0714461159

7 SAVE CATCHMENT

 7 Park Road,
Mutare

 020-60926

4 MZINGWANE CATCHMENT

 NSSA Complex,
Gwanda

 0842-20934

• For faster service, please contact your nearest catchment office. •



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