

# 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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◇ ZINWA eyes Nyika and Chirundu as prepaid meter expansion continues



◇ Unlocking Zimbabwe's Waterfront Economy

## 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**

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

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.

ZIMBABWE NATIONAL WATER AUTHORITY  
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, Chirowe, 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
-  Payment Options
-  Office Contacts
-  Tariffs & Documents





 LAUNCHED | 27 FEBRUARY 2026 |  24/7 | ACCESS |  FASTER | SERVICE ACCESS

### Donhodzo Chatbot Now Live

One chat. All water services. Anytime, anywhere.

INFORM | Get the information you need.  
REPORT | Report faults instantly.  
ACCESS | Services at your fingertips.

  **Start chatting with Donhodzo**  
Send "Hi" to +263 71 938 0878 or scan the QR code to get started.

SCAN TO CHAT



# 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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0774 674 333

# Investment Opportunities Along Zimbabwe's Waterfronts

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.

## INVESTMENT OPPORTUNITIES



**HOSPITALITY & TOURISM**  
Resorts, accommodation and visitor experiences.



**RECREATION & LEISURE**  
Boating, fishing and waterfront recreation.



**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

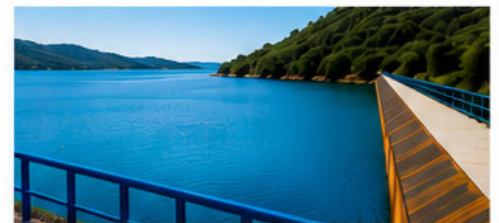
## FEATURED WATERFRONT DESTINATIONS



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

### 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



+263 77 507 1223

+263 71 902 1285



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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**.



**07774 674 333**

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ENJOY

# Lake Mutirikwi

with Family & Friends

Nature. Relaxation. Memories that last a lifetime.



## WHY LAKE MUTIRIKWI?



**Stunning & peaceful**  
Breathtaking lake views and unspoilt natural beauty.



**Close to heritage**  
Just a short drive from the Great Zimbabwe.



**Perfect for everyone**  
Ideal for picnics, photos, family trips & relaxation.



Spilling  
**Lake Mutirikwi**

Nature in its purest form.

Discover *Zimbabwe's premier inland lake destination.*

### ENTRANCE FEES



Adults: USD \$3



Children (6-12 years): USD \$1

### GET IN TOUCH



callcentre@zinwa.co.zw



0774674333



# PAY YOUR PREPAID WATER BILL USING **SMILE CASH**






Convenient | Secure | Accessible to Everyone



**No ZB Bank Account Required**  
Anyone can register and start transacting.



## 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.*



**DIAL \*225#**  
TO GET STARTED TODAY!

# SEASONAL WATER BILLING



*Built for Farmers.  
Designed for Growth.*



Access Water now.  
**Pay after harvest.**

A2 farmers with valid abstraction agreements can benefit from flexible seasonal billing through stop order arrangements with financiers or off-takers.



Access  
water



Pay  
later



Stop order  
billing



APPLY NOW THROUGH  
YOUR NEAREST ZINWA OFFICE



callcentre@zinwa.co.zw



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**ZINWA**  
For Communities. For Development.

# ZINWA


## CATCHMENT OFFICES


### CONTACT DIRECTORY

For customer inquiries, billing, and regional support.

1

#### GWAYI CATCHMENT


 Mhlahlandlela Govt Complex,  
Bulawayo


 +263 29 269 6361-3

 +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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WEBSITE  
www.zinwa.co.zw