

Table 1: A selection and categorisation of ICT enabled water supply projects in East Africa

CATEGORY	USAGE AREA	EXAMPLE
Transparency	Awareness raising on water issues among citizens through information campaigns	Text To Change: Various one time campaigns where interactive, incentive-based SMS quizzes are sent out on water, sanitation, hand washing and HIV/AIDS in Uganda. www.texttochange.org/
	Transparency in water service delivery	M-Maji: Residents in Kibera, a large slum in Nairobi, Kenya, can access information on water from vendors (location, price, quality) via USSD. http://mmaji.wordpress.com/
	Billing, payment, meter reading, sales points, smart metering and consumption tracking	Maji Mashinani: ICT platform that enables water consumers in Kenya to use a mobile phone to send their own water meter readings, query and receive current water bills, then pay using mobile money. www.nairobiwater.co.ke
	Data on donor funding	Akvo Marketplace: Internet based match making tool between vetted and monitored projects and co-funders where founders can choose the location, type and size of projects that fit their objectives. Also enables direct online payment. www.akvo.org/
Accountability	Mapping/monitoring the status of water sources to improve local planning and accountability	M4W: Monitoring and collection of baseline data on rural water points by hand pump mechanics using mobile phones to inform planning at district level. Also allows users to report a problem with their water source via SMS. http://m4water.org/
		Field Level Operations Watch (FLOW): Data collection on location and functionality of water points using Android mobile phones. The data is submitted to a central database and uploaded on a map using Google Earth. www.waterforpeople.org/flow-mapping/
	Advocacy on water policy/commitments	WASHwatch.org: Open, online platform for monitoring government policy commitments and budgets for water supply, sanitation and hygiene (WASH). http://washwatch.org/
Participation	Participatory budgeting	Ugatuzi: Project provides information on development funded initiatives allowing Kenyan citizens and communities to input comments and identify incidences of corruption and mal-practice. http://ugatuzi.info/
	Citizen reporting	Maji Voice: Platform where Kenyan citizens can share their concerns on service delivery with service providers using mobile phones or website and receive timely feedback on how their cases are addressed. www.wsp.org