

# Malta drastically reduces NRW with ON'connect™ smart metering solution

Water Services Corporation of Malta trusts SUEZ for over 20 years with ON'connect™, protecting its limited water resources

**320,000**

CUSTOMERS EQUIPPED WITH REMOTE METER READING ACROSS THE COUNTRY

**50%**

REDUCTION IN NON-REVENUE WATER THANKS TO ON'CONNECT SOLUTION

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Since implementing the solution, we have observed several concrete improvements. Non-Revenue Water (NRW) decreased significantly from 45% to 22%, apparent losses were reduced, and billing efficiency improved due to more accurate and timely meter readings.

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Karl Cilia, CEO of Water Services Corporation



## Client issue

Malta's severe geographical constraints and limited natural freshwater resources have made the island heavily reliant on energy-intensive desalination.

Water Services Corporation (WSC) struggled with a critical 45% Non-Revenue Water rate. This inefficiency was compounded by manual data collection, which resulted in billing errors, limited

visibility into consumption, and high operational costs associated with accessing hard-to-reach meters.

## Solution implemented

To address water scarcity and modernize operations, WSC partnered with SUEZ in 2009 to deploy a Smart Metering (AMI) and digital monitoring solution.

In 2025, WSC decided to renew its trust in SUEZ for another five years. Today, more than 320,000 connected water meters have been deployed across the archipelago, providing coverage of over 96% and high value-added data, which is collected and processed via the ON'connect™ solution.

The key components of the solution are:

- **Smart Metering Infrastructure:** Replacement of manual meters with smart devices.
- **WIZE Technology:** Implementation of a robust IoT network to ensure high connectivity even in hard-to-reach locations.
- **ON'connect™ Platform:** a digital water management solution that leverages data analytics to optimize network performance, billing, and leak detection.

The transition involved moving from reactive, manual operations to proactive, data-driven management. The solution automates data collection, providing real-time visibility into the network. This allows WSC to detect "stopped" or faulty meters instantly, monitor consumption patterns, and generate accurate, timely bills for customers.



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### Results

The implementation of ON'connect™ from the Digital Solutions entity of SUEZ has driven a comprehensive transformation, delivering measurable improvements across the board. From an operational standpoint, the network's reliability is now robust, with the WIZE infrastructure achieving reception levels exceeding 97% and a gateway uptime of 98%.

This stability has empowered the workforce to pivot from manual data collection to more strategic tasks and targeted interventions.

The most significant impact, however, is in water conservation. By leveraging real-time data to instantly detect leaks and abnormal consumption, the utility has successfully slashed Non-Revenue Water

(NRW) from 45% down to 22%.

This efficiency has created a dual financial and environmental benefit: accurate billing has eliminated revenue loss from under-estimation, while the substantial reduction in wasted water has directly lowered the energy required for desalination, significantly decreasing the utility's carbon footprint.

### Key dates

- 2009: The start of remote meter reading rollout in Malta, one of the first nationwide smart projects in the world.
- 2025: The signing of a new five-year contract with SUEZ, extended until 2030.



### About the client

The Water Services Corporation (WSC) is responsible for water distribution across the Maltese Islands. Serving a population of approximately 520,000 people over a densely populated area of 316 km<sup>2</sup>, the utility operates in a challenging environment characterized by historical infrastructure, high urbanization, and significant seasonal tourism spikes.

### About SUEZ

Faced with growing environmental challenges, SUEZ has been delivering essential services that protect and improve our quality of life for more than 160 years. SUEZ provides its customers with innovative and resilient solutions for water and waste services. With 40,000 employees across 40 countries, the Group works with customers to create value over the full lifecycle of their assets and services, and to drive their low carbon transition.

In 2024, SUEZ provided drinking water for 68 million people worldwide and sanitation services for 44 million people. The Group generated 8 TWh of energy from waste and wastewater. In 2024, SUEZ has generated revenues of 9.2 billion euros.

