



**AMIT VAIDYA**  
STRATEGIC ACCOUNTS DIRECTOR,  
SENSUS, A XYLEM BRAND.

“As India gears up to battle the current pandemic, water scarcity can be the biggest challenge facing its future. With safety instructions that call for individuals to wash hands about 5–7 times a day and disinfect houses at least once in 2–3 days, coupled with lockdown and stay at home directives, the average residential water consumption has increased by nearly 1.5 times. We need to note that it can be alarming for a country like India which ranks 13th amongst the 17 countries whose “water stress” levels are identified as “very high”, (Source: World Resources Institute). To mitigate the risk of the water crisis in a post corona pandemic era, it’s evident that the water industry adopts advanced technology systems and real–time data analytics within water management aspects.

Deployment of smart water meters with high accuracy and advanced sensors can help utilities procure real–time and accurate data about the consumption remotely, enable them to gain insights into their customers’ daily water consumption pattern – allowing them to set conservancy goals. This means reduced costs, increased operational efficiency and readiness to face scarcity so that utilities can improve their decision–making, efficiency, and service. It’s also relevant under the current lockdown and social distancing protocol since utilities can collect data remotely without their staff having to physically visit homes for meters reading.

Considering the unprecedented amount of real–time data and insights into water usage, that Smart meters can provide, an effective water management system without its adoption, would not be well–equipped to deal with the post COVID19 pandemic water crisis.”

SPML



**SUBHASH SETHI**  
CHAIRMAN  
SPML INFRA LIMITED

“The global impact of pandemic was completely unpredicted and it has put world economy in huge distress. The World Health Organization declared this virus COVID–19 as a global pandemic in March and since then, people staying in their homes until the spread is controlled and safety of life is predicted. Water is essential for good hygiene practices and despite all pandemic issues; we can still flush our toilets and turn on the tap for washing our hands and drinking water. In India and across the world, water utilities have risen to the challenge, adapting to the new normal to keep water and wastewater services intact while ensuring safety of their engineers and workforce.

During the crisis time, the social obligation is taking precedence in water services and the need to provide water to un–served and under–served areas becomes even more important over the financial stability of the utilities. The prime focus of water utilities now is to improve water supply in all areas particularly keeping the sanitation and hygiene factor in mind. Water bills are being deferred or waived off to make sure basic services are continuing regardless of customers’ ability to pay. The new water strategy and business continuity plans are being worked out to keep water and wastewater services safe from the effects of the COVID–19. It is evident that the pandemic has impacted millions of people worldwide and it has obligated water utilities about operational agility, more crisis resilience, adaptable and rapidly reactive during the pandemic.”