

**THE WATER ACT  
(No. 43 of 2016)  
NYANDARUA WATER AND SANITATION COMPANY  
APPROVED TARIFF STRUCTURE FOR THE PERIOD 2023/2024 to 2025/2026**

Nyandarua Water and Sanitation Company (NYANDAWAS) applied to the Water Services Regulatory Board (WASREB) for review of water services tariffs, for the period 2023/2024 to 2025/2026 as per section 72 (1) b of the Water Act 2016.

Public consultation on the NYANDAWAS application was carried out in accordance with the requirements of section 139 of the Water Act 2016.

After considering the application, the written and oral submissions by all stakeholders during the consultation period, and based on latest available data, WASREB has determined an upward tariff review for NYANDAWAS is justified in order to improve service delivery, operate sustainably and protect consumer interests by meeting the tariff conditions attached to the tariff.

WASREB gives a one (1) months' notice to all existing and potential customers of NYANDAWAS that the approved tariffs for the three financial years 2023/24, 2024/25, and 2025/26 shall be as follows:

## **1.0 Approved Tariff Structure**

### **1.1 Water Tariff Structure for the period 2023/2024 to 2025/2026**

<b>Consumer Categories</b>	<b>Consumption Block (m3)</b>	<b>Approved Tariff (Kshs/M3)</b>
<b>Domestic/Residential</b>	<b>1-6</b>	120
	<b>7-20</b>	125
	<b>21-50</b>	130
	<b>51-100</b>	135
	<b>100-300</b>	150
	<b>&gt;300</b>	160
<b>Multi-Dwelling Units</b>	<b>N/A</b>	125
<b>Government Institutions</b>	<b>1-50</b>	130
	<b>51-100</b>	135
	<b>100-300</b>	150
	<b>&gt;300</b>	160
<b>Commercial/Industrial</b>	<b>1-50</b>	130
	<b>51-100</b>	135
	<b>100-300</b>	150
	<b>&gt;300</b>	160
<b>Schools/ Colleges/Universities</b>	<b>1-600</b>	120
	<b>600&lt;1200m3</b>	125
	<b>&gt;1200m3</b>	130
<b>Unique Consumer Categories</b>	<b>Bulk Water Supply (Per m3)</b>	90
	<b>Bowsing Points (Drawing point for private Tankers)- Per m3</b>	125
	<b>Water Kiosks (Per m3)</b>	35

### 1.3 Miscellaneous Charges

These shall be as follows:

Item/ Service	Charge (Ksh.)
<b>Water Deposit</b>	
<b>Category of consumer</b>	
Domestic	2500
Retail shops less than 10m <sup>3</sup>	3000
Retail shops more than 10m <sup>3</sup>	3,500
Bar, restaurants less than 15 m <sup>3</sup>	4000
Bar, restaurants more than 15 m <sup>3</sup>	6,000
Hotel class "A" and "B" less than 150 m <sup>3</sup>	12,000
Hotel class "A" and "B" more than 150 m <sup>3</sup>	15000
Hotel class "C" and "D" less than 150 m <sup>3</sup>	18000
Hotel class "C" and "D" more than 150 m <sup>3</sup>	20,000
Hospitals more than 150 m <sup>3</sup>	20,000
Health centres less than 150 m <sup>3</sup>	12,000
Schools and other institutions more than 200 m <sup>3</sup>	20,000
Schools less than 200 m <sup>3</sup>	10,000
Minor construction sites more than 200 m <sup>3</sup>	15,000
Major construction sites more than 300 m <sup>3</sup>	50,000
Light industries less than 200 m <sup>3</sup>	30,000
Medium industrial between 200 m <sup>3</sup> and 300 m <sup>3</sup>	50,000
Heavy industries more than 300 m <sup>3</sup>	100,000
Water Kiosks	5,000
Customers with only sewer connection to be charged a deposit equivalent to water connection	
<b>Other Charges</b>	
<b>Service</b>	
New water connection fee – Connection size: ½ inch to 1 inch	2,500
New water connection fee – Connection size: 1.5 inches to 3 inches	7,500
New water connection fee – Connection size above 3 inches	15,000
Water Reconnection fee – at meter point	1,000
Water Reconnection fee – at mains	5,000 and double deposit
Tanker – 8000, 16,000 litres	2,500, 5,000 respectively per tanker within NYANDAWAS area for all consumers
Sale of water Per M <sup>3</sup> at bowing point (own tanker)	125
Replacement of stolen or damaged meters	100% of the market cost of the meter
Meter testing on request	500
Sewer Connection- Residential/ Domestic	5,000
Sewer Connection- Commercial, Government, Schools, Universities and Colleges	7,500
Sewer Connection- Industrial	15,000
Private sewer unblocking	2,500
Leak detection services	1,000
Sewer Reconnection fee	15,000
Statement of account fees	200
For cutting off the supply at the request of the consumer	200
For turning on the supply otherwise than in respect of a first connection	200
Exhauster Services (Company Exhauster)	5,000 for other customers and 4,000 for informal settlements
Private Exhausters (Dumping into the company's sewer system)	15,000 per Truck per month
<b>Penalties</b>	

Item/ Service	Charge (Ksh.)
Illegal water connection, -Commercial, Industry, Construction (Fraud)	100,000 plus estimated consumption during the period of the illegality
Illegal water connection, (Fraud) – Domestic	30,000 plus estimated consumption during the period of the illegality
Overcharging (fraud) at water kiosk	15,000
Illegal sewer connection- Commercial, Industry, Construction	100,000
Illegal sewer connection- Domestic, Government, Schools, Universities & Colleges	30,000
Self-reconnection after cut-off for non-payment	5,000 and billing to be backdated from date of cut off
Surcharge for tampering with meters (this to include meter removal, reversing of meter etc)	5,000
Surcharge for direct suction of water from the supply line using a pump	10,000

## 2.0 Analysis of Cost Structure

Below is the summary of the projected **Annual** cost structure that makes up the total costs to be incurred by NYANDAWAS during the tariff period:

Description	2021/22	2022/23	2023/24	2024/25	2025/26
Expenditure Item	Amount (Kshs)	Amount (Kshs)	Amount (Kshs)	Amount (Kshs)	Amount (Kshs)
Operations	37,036,426	41,489,746	44,327,734	46,868,228	49,602,412
Maintenance	4,794,542	5,034,269	5,285,983	5,550,282	5,827,796
Regulatory Levy (WASREB)	1,755,940	1,917,066	2,764,530	2,862,679	2,866,721
Abstraction Levy (WRA)	390,000	325,068	398,068	398,068	398,068
<b>Operation &amp; Maintenance (O&amp;M)</b>	<b>43,976,908</b>	<b>48,766,148</b>	<b>52,776,314</b>	<b>55,679,256</b>	<b>58,694,996</b>
Minor Investments	719,360	755,328	10,420,000	11,200,000	7,305,000
<b>Total Costs</b>	<b>44,696,268</b>	<b>49,521,476</b>	<b>63,196,314</b>	<b>66,879,256</b>	<b>65,999,996</b>
<b>Total Billing (KShs)</b>	<b>45,644,430</b>	<b>41,991,698</b>	<b>69,113,244</b>	<b>71,566,974</b>	<b>71,668,030</b>
<b>Collection Efficiency (%)</b>	<b>91%</b>	<b>91%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>
<b>Projected Revenue</b>	<b>41,536,431</b>	<b>38,212,445</b>	<b>64,275,317</b>	<b>67,988,626</b>	<b>68,084,629</b>
<b>O&amp;M Cost Coverage</b>	<b>94%</b>	<b>78%</b>	<b>122%</b>	<b>122%</b>	<b>116%</b>
<b>Total Cost Coverage</b>	<b>93%</b>	<b>77%</b>	<b>102%</b>	<b>102%</b>	<b>103%</b>

### 3.0 Conditions attached to the tariff approval

The conditions attached to this approval which shall form part of the license conditions of NYANDAWAS are:

i. **Service Delivery Conditions attached to the Tariff**

Target	2021/2022	2022/2023	2023/2024	2024/2025
Water Coverage (%)	35%	36%	37%	38%
Water quality standards (%)	77%	100% Compliance with Standards		
Personnel Expenditure as % of O&M	35%	35%	32%	31%
Non-Revenue Water	46%	46%	43%	41%
Hours of Supply (Hrs.)	15	15	16	17
Staff per 1000 connections	10	10	9	9
Maintenance Expenditure as % of O&M	11%	11%	11%	12%
Metering ratio (%)	83%	83%	90%	100%
Collection Efficiency (%)	96%	96%	95%	95%
Resale at Kiosk	Kshs. 2.00 per 20l Jerry Can			

- ii. **Annual budgets:** The WSP shall adhere to the budgetary levels set in the tariff.
- iii. **Subsidy:** The County Government of Nyandarua will continue supporting the utility on 'Payment of salaries for staff seconded to the WSP from the County Government'
- iv. **Surpluses:** The surpluses projected to be realised shall ONLY be used on the rehabilitation/ replacement of dilapidated water networks, to curb physical losses of water.
- v. **Reporting:** The utility shall submit to WASREB a quarterly performance report in the format provided.
- vi. **Tariff Assessment:** - NYANDAWAS will be required to carry out a self-assessment of the trend in Billing (Ksh) within the first 3 months of approval and implementation of the tariff. The detailed report should be submitted to WASREB.
- vii. **Investments:** The utility shall undertake the investments in **Table 1:**

**Table 1: Investments**

Summary of Capital Investments to be Carried out By Nyandarua Water & Sanitation Company Ltd. for The Period 2023/24 – 2025/26				
		2023/2024	2024/2025	2025/2026
No.	Proposed Investment	Amount (Kshs)	Amount (Kshs)	Amount (Kshs)
1	<b>System Input Metering</b>			
a	Master Meters	5,420,000		
b	Zonal Meters		2,100,000	
2	<b>Consumer Metering</b>			
a	New Connections	2,000,000	2,100,000	2,205,000
b	Meter Replacements		2,000,000	2,100,000
3	<b>Purchase &amp; installation of strainers</b>	3,000,000	5,000,000	1,000,000
4	<b>Upgrading the Billing system to enable self-reading</b>			2,000,000
	<b>Total Investments</b>	<b>10,420,000</b>	<b>11,200,000</b>	<b>7,305,000</b>

Date: 8<sup>th</sup> March 2024

Dr. Julius Itunga,

Ag. Chief Executive Officer

**Water Services Regulatory Board**