

	ISSUE	REQUIRED CONTENT ON WSP WEBSITES	RECOMMENDED CONTENT	GUIDANCE
	CORPORATE INFORMATION	<ol style="list-style-type: none"> 1. Brief legal overview and ownership of WSP; 2. Locality and people served by water and sewerage services 3. General growth overview of the WSP 4. Who we are (names of Board of Directors and stake holder group represented and Management team) 5. Mission and Vision; Core Values 6. Working Contact Information. <ol style="list-style-type: none"> a. Physical address b. Direction to the organization (Google maps link) c. Working phone numbers d. Email address e. Link to Maji Voice - f. Complaints / feedback contact 	<ol style="list-style-type: none"> 1. Projects Overview <ol style="list-style-type: none"> a. Completed b. Ongoing c. Planned 2. Careers Work opportunities in WSP 3. Pictures of Who we are 4. Tender and Supplier Notices- 5. Media Centre by WSP <ol style="list-style-type: none"> a. Notification of Events of WSP e.g. AGM; b. Reports / Pictures of stakeholder activity relevant information 6. Corporate Social Responsibility- pictures or brief reports of events with date and venue 7. Search Input provided on the website 8. Other new Information for the public which WSP thinks relevant on strategic objectives 9. Partner Logos / Links for useful information 	<ol style="list-style-type: none"> 1. Matters of form and design of the website are at the discretion of the WSP. 2. All photos should be clearly tagged. 3. For Projects; Project Name and location should be included. 4. For CSR and stakeholder activities: Activity type, date and location 5. WSP to be intuitive and ensuring that the WSPs domain name and web theme is harmonious with the WSPs overall brand as a water services provider in its county 6. WSP based on capacity/ ability to transit from use of google mail/ yahoo mail as official mail address 7. Have relevant timelines of uploading new information to website

	ISSUE	REQUIRED CONTENT ON WSP WEBSITES	RECOMMENDED CONTENT	GUIDANCE
3	SERVICES PROVIDED	<ol style="list-style-type: none"> 1. Potable Water 2. Rationing schedule 3. Water Bowser Services 4. Sewerage services 5. Septic Tank Exhausting and Discharge points 6. Steps on how to get: <ol style="list-style-type: none"> a. A new Connection b. Re-connections c. Metre installations d. Water quality tested e. Meter tested 7. Bill Payment options 8. Bill Balance checking options 9. Procedure and content on Complaints on services 	<ol style="list-style-type: none"> 1. Registration requirements for independent operators within WSP area 2. Account Logins – based on demand in the locality of the WSP 3. Service related Face book page 4. Service related Twitter Accounts 	<ol style="list-style-type: none"> 1. Progressive growth towards integration of website with social media. 2. WSP to explore which social media is relevant in its locality to improve voice and to respond to consumers and promote protection of infrastructure and reporting and responding to leakages and service interruptions. 3. Preferable for the services to have a mobile version and desktop version of the website.

	ISSUE	REQUIRED CONTENT ON WSP WEBSITES	RECOMMENDED CONTENT	GUIDANCE
4	PUBLICATIONS AND REPORTS/ DOWNLOADS	1. Approved tariffs for services provided: <ul style="list-style-type: none"> a. Water charges b. Sewerage Charges c. Water Bowser services d. Exhauster Services e. Discharge of trade effluent services 2. Application forms for services	1. Frequently asked questions 2. Most recent audited accounts 3. Summary of Annual Report 4. Brief of most recent A.G.M. 5. Service Charter 6. Capital Works Development Plan 7. Strategic Objectives Salient Plan 8. Service Area Map	Printable format

This Guide:

1. Is informed by the values of Transparency, Accountability and Good Governance which are anchored in Article 10 of the Constitution 2010.
2. Is a direction to clause 12 of the Service Provision Agreement which should improve consumer responsiveness of the WSP to its / consumers stakeholders by providing relevant information and obtaining relevant feedback.
3. Will be considered in assessment of the Governance Indicator for WSPs.
4. Is a minimum requirement; water service providers should explore how to use their websites to improve service provision in their areas.

It is expected that small and medium water services providers will use the guide as far as their capacity enables them, however the rest are expected to fully comply with the required and recommended content.

SIGNED:.....DATE.....

ENG ROBERT GAKUBIA

CHIEF EXECUTIVE OFFICER

WATER SERVICES REGULATORY BOARD