

Aqualink

A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



**KENYA SANITATION
CONFERENCE HELD
IN NAIROBI**

**WASREB BoD ENFORCES
UTILITY TURNAROUND
IN NYANZA**

**FEATURE: REFORESTING
MWACHE DAM
CATCHMENT AREA**

**WASREB LAUNCHES KEY GUIDELINES
WATER VENDORS TO BE PUT ON CHECK**



EDITOR'S NOTE



The last half of 2019 was packed with interesting activities. WASREB lived up to its Vision of being a proactive and dynamic water services regulator. Key Guidelines to bring uniformity and equity in water and sanitation provision were launched in a colorful event in Nairobi.

Team WASREB was at the major events that shaped the water sector. Exhibitions were mounted in two International and one Regional ASK Shows in the country. Consumers in those regions were well served. Meanwhile, the Kenya Sanitation Conference provided the Regulator a rare opportunity to influence the Sanitation agenda.

Consumer engagement took a new direction where WASREB held a series of public consultation meetings for renewal of licenses for a number of Water Service Providers, while upscaling the MajiVoice mechanism in selected WSPs. The move has increased public participation in matters that affect consumers.

In the Feature's section, WASREB joined other government agencies in planting trees at the Mwache Dam catchment area in Kwale County as part of Corporate Social Responsibility.

Aqualink Newsletter will inspire you to look at the water sector in better light as there is a lot of positive information to learn.

Cheers!

Terry



THE TEAM

Editor: Terry Micheni

Layout Design: Stephen Sang

Writers: Joyce Moturi, Margaret Mungai, Daniel Karanja, Joshua Kimotho, Margaret Karuki, Dorcas Okanga.

Photography: Daniel Karanja @dkaranjah

The views expressed in this newsletter by the contributors are not necessarily those of WASREB. The newsletter is intended for internal use within WASREB area of operation. All correspondence should be addressed to the editor.

CONTENT

Events	pg 4-8
Consumer Engagement	pg 9-11
County Engagement.....	pg 12-13
Regulatory Acts	pg 14
Feature	pg 15

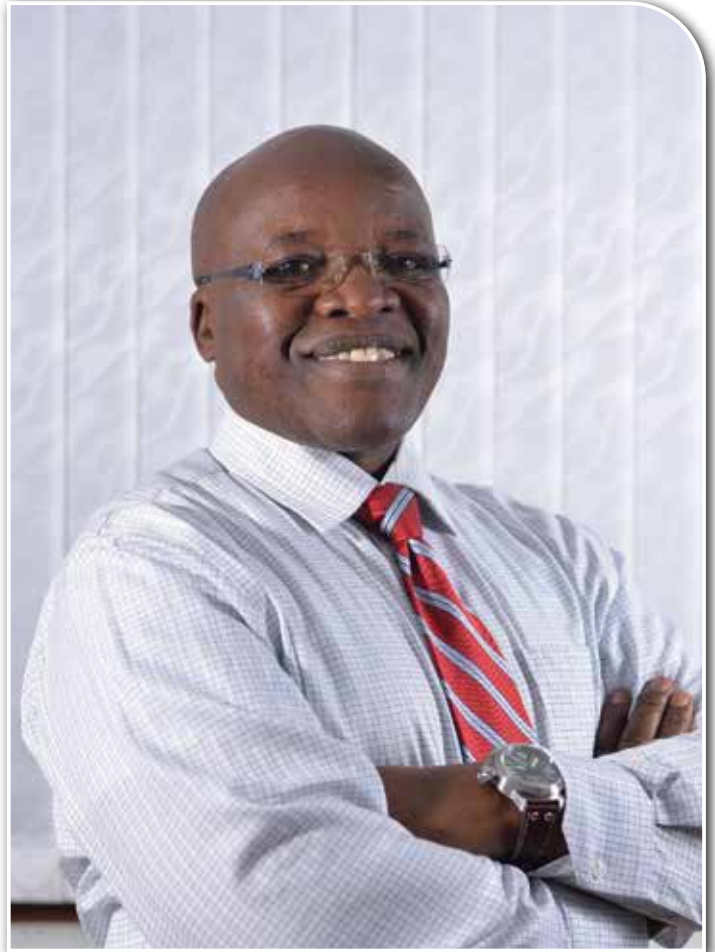
As we continue to strengthen the regulatory framework for the water service, this year saw a number of key guidelines developed and operationalised.

The development and launch of the Guideline on Provision of Water Services in the Rural and Underserved Areas, was a major milestone for WASREB. This new front will enable the Regulator report on water service coverage nationally, considering that current commercialised utilities cover only about 50% of the national population. For the first time, the regulation of rural water service provision can begin in earnest. Community projects, Water Users Associations, or those commissioned by churches, non-governmental organizations, can now enjoy recognition by mainstream WSPs, be stand-alone WSPs or aggregate/cluster for economies of scale and progressive improvement of services within their service areas. This will progressively reduce informality in rural areas.

Another first was development of Guideline on Water Safety Planning and Water Vending to address a grey area that has for a long time caused concern on quality of water that millions consume without knowing the quality and/or source. Adherence to these guidelines will assist WSPs in those areas to check informal vendors. Water safety planning also requires WSPs to proactively monitor the safety of their water from source to tap and onward to disposal.

To strengthen the leadership and management of our WSPs, we also launched the Corporate Governance Guideline which addresses the corporate governance standards in the WSPs, especially with regards to appointment of board members and the role of the County Government as the water services function owner, in the management of the WSPs in their areas.

This will hopefully reduce conflict and misinterpretation of the law as far as governance of WSPs is concerned.



Eng. Robert Gakubia
CEO, WASREB

As we look to the future, our interest is on the licencing of all WSPs operating in the country. Over 30 utilities have so far been licensed laying a foundation for well managed entities/services with serious commitment and responsibility for consumer/customer satisfaction.

Finally, all this could not have been realised without close collaboration between WASREB, the Counties, Water Works Development Agencies, Water Service Providers and Development Partners. To all of them a big thank you!

WASREB remains committed to enforcing high performance in the sector which cannot happen without support from all our stakeholders.



WASREB LAUNCHES KEY GUIDELINES

WASREB launched four key guidelines namely; Provision of Water Services in Rural and Underserved Areas in Kenya, Water Safety Planning, Water Vending and Corporate Governance at a colorful event in Nairobi. Cabinet Secretary Water and Sanitation and Irrigation Simon Chelugui presided over the event.

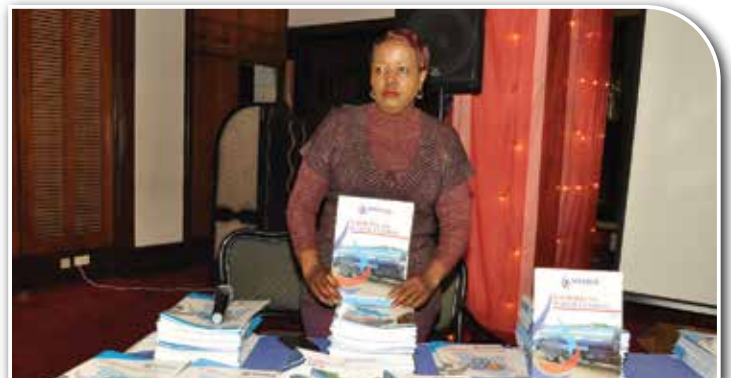
In his remarks, the CS lauded WASREB noting that in preparing the Guideline for Provision of Water Services in Rural and Underserved Areas, WASREB had set a precedence in bringing the rural water supply systems under regulation. This would ensure that water service standards are adhered to in terms of quality, cost and customer service in order to guarantee health and safety of consumers. The move would regularize rural water service in order to streamline, professionalize and formalize operations.

Water Safety Planning is a tool which is intended for adoption and adaptation by utilities in Kenya to assist them manage their water supply systems appropriately, for continuous provision of safe water to consumers.

The Guideline on Water Vending addresses these grey areas and provides specific policy to regulate water vending in the country. A robust legal and regulatory framework is necessary in order to ensure the safety of vended drinking water and thus protection of the health of the general public who use this water.

The Corporate Governance Guideline is geared towards the establishment of an appropriate legal, economic and institutional environment that allows institutions to thrive for advancing long-term shareholder value and maximum human-centred development, while remaining conscious of their other responsibilities to stakeholders, the environment and the society in general.

The books were disseminated to Counties, Water Service Providers, Water Works Development Agencies and other partners present.



EVENTS

GUIDELINES LAUNCH PICTORIAL



Launch of WASREB key guidelines brought together over 200 stakeholders. The event provided an opportunity for participants to network.



WASREB AT THE KENYA SANITATION CONFERENCE

The Ministry of Water Sanitation and irrigation undertook the Kenya Sanitation Conference from the 28th to 31st October, 2019 at KICC, Nairobi. The Conference aimed at providing practical and innovative solutions towards the containment, collection, conveyance, treatment, disposal and re-use of waste water and sludge in both rural and urban settings. The theme of the conference was 'Sanitation for All'.

The Ministry of Water and Sanitation and Irrigation, organized the event to support the Ministry's role of providing oversight role in service provision and development of appropriate infrastructure for the management of wastewater.

"We are here to learn, borrow experiences and participate in the expo in promoting the Kenya Sanitation conference. Kenya wants to provide leadership in sanitation provision." Deputy President Dr. William Ruto said during the launch.

"Kenyans should expect policy implementation and guidance of institutions from the Ministry for better service delivery," Cabinet Secretary, Ministry of Water and Sanitation and Irrigation, Simon Chelugui said.

Iko-Safi Innovation Award to recognize innovative solutions that promote access to sanitation resources and services that make a difference in promoting healthy, safe, and productive lives for all in their communities, were awarded during the gala event held at the Carnivore hotel, Nairobi.

Meanwhile, WASREB participated at the conference by sponsoring the event, sent delegates and exhibited at the Expo.



The Kenya Sanitation Conference held at KICC, Nairobi, attracted delegates from across the world. WASREB played a key role in the event.

EVENTS

SANITATION CONFERENCE PICTORIAL



WASREB was well represented in the plenary and expo. Various inquiries raised by visitors who included the Chief Guest, were addressed. The event was concluded by a colorful gala dinner at the Carnivore.

EVENTS



WASREB AWARDED FOR GOOD PERFORMANCE

WASREB was recognized for good performance at an end of year performance recognition event organized by Ministry of Water and Sanitation and Irrigation. WASREB was honoured for utilising funds allocated by Government and having the least pending bills. The ceremony took place at Kenya Water Institute in Nairobi.



Cabinet Secretary Water and Sanitation and Irrigation Simon Chelugui accompanied by Chief Administrative Secretary Ms Winnie Guchu, Principal Secretary Joseph Wairagu Irungu, CBS, Water Secretary Eng. Sam Alima, Secretary Administration Joseph Keter among other officials, graced the occasion which was filled by song and dance from Kayamba Africa.

Various Water Sector Institutions including Water Works Development Agencies and Ministry staff were recognized for outstanding performance in specific targets for their Performance Contract.



WASREB represented by Board Chairman Hon. Joshua Irungu and other top performers receiving trophies and certificates from the Chief Guest, CS Simon Chelugui.

CONSUMER ENGAGEMENT

WASREB EXHIBITS AT INTERNATIONAL AND REGIONAL ASK SHOWS

MOMBASA INTERNATIONAL TRADE FAIR

WASREB established its presence at the coastal city by mounting an exhibition. Specifically, the ASK show provided an opportunity for WASREB to achieve the following:

1. Visibility among its peers
2. To encourage public participation
3. Dissemination of useful information
4. Engagement with the consumers and other stake holders

The Mombasa International Show opened its doors from 4th to 8th September 2019. The show was established in 1903 and was elevated in 2002 to international status to attract investors and players in the agriculture, trade and tourism sectors.

The readily available Publications and IEC materials proved helpful to those who had not heard about the regulator. Several visitors were also lucky to be branded using Wasreb corporate wear. The staff also shared various give-aways to the visitors. The team was at hand to receive all complaints from the consumers. Visitors ranged from school children, college and university students, civil servants, members of the disciplined forces and fellow exhibitors.

Issues raised included;

- Lack of water and irregular rationing by their WSPs
- Rampant extortion of consumers by alleged water cartels
- High bills

All the complaints were handled amicably.



CENTRAL KENYA (NYERI) ASK SHOW

For the first time WASREB exhibited at the Central Kenya ASK Show in Nyeri. The event ran from 11th to 14th September 2019.

WASREB was privileged to host important dignitaries, school children, college, university students and civil servants, at the stand. Visitors included H.E Kahiga Mutahi the Governor of Nyeri County. He was impressed by the Regulator's decision to bring its services to the Counties through such exhibitions. Other visitors raised various complaints touching on service provision by Water Service Providers in the county. WASREB tackled all issues raised amicably.

A.S.K Central Kenya National Show was started in 1968 at Rungu Stadium but was later moved to Kabiruini Showground in 1997. It is located along the Nyeri – Nyahururu road approximately 6 kms from Nyeri town next to Dedan Kimathi University of Technology and just 2 kms to the newly developed Nyaribo Air strip.

Due to its central location, the show was elevated to a National status in 2004 to cater for Nyeri, Nyandarua, Kirinyaga, Murang'a and Kiambu counties



CONSUMER ENGAGEMENT

WASREB EXHIBITS AT INTERNATIONAL AND REGIONAL ASK SHOWS



Nyeri Governor H.E Kahiga Mutahi is received at the WASREB stand flanked by Show officials. The team interacted with a cross section of show goers.

NAIROBI INTERNATIONAL TRADE FAIR

Nairobi International Trade Fair (NITF) is the largest Trade Fair in the East African Region. The seven day event attracts hundred of exhibitors and thousands of show goers annually. NITF became a Trade Fair in 2002 and now offers opportunities for regional, continental and global exhibitors to display and demonstrate their services and products. It also offers show visitors an opportunity to meet people from different countries and backgrounds, hence creating a platform for interaction and exchanging of ideas and experiences. This year the event ran from 30th September 6th October 2019.

The Regulator was among the over 1,000 exhibitors who participated in this event. The stand was filled with many clients with questions, inquiries and others seeking information about the services offered and in the water sector in general. A complaint section was ever present to handle all the questions and inquiries raised by the clients/customers.

All the customers who visited the stand left with plenty of knowledge and information on the national regulator of water services judging from the compliments they heaped on the staff.

Visitors ranged from parents who had brought their children to the show, school children, workers (from government and the corporate sector), members of the disciplined forces and fellow exhibitors.

Wasreb team was at hand to attend to all issues raised.



WASREB stand was a bee hive of activities, as visitors trooped to the stand attracted by enthusiastic staff.

MAJIVOICE ROLLOUT STEPPED UP



MajiVoice is an innovative accountability mechanism that is transforming service delivery in the Kenyan water and sanitation sector. It links citizens, Water Service Providers (WSPs) and the Regulator through a new software platform. MajiVoice provides specific tools and incentives to strengthen the focus on customer needs and improve service standards.

Majivoice has so far been rolled-out in 18 utilities.

WASREB carried out initiation into MajiVoice meetings in three utilities in the second half of 2019. The meetings were aimed at interesting the utilities to embrace the electronic consumer complaint management system.

Kakamega, Kisumu and Limuru WPs expressed interest to incorporate MajiVoice in their workflow.

WASREB carried out training of staff teams for four utilities in the use of MajiVoice. The first days were dedicated to training lower and middle cadre staff while the last day was dedicated to training Management teams.

In fulfilment of WASREB's role in monitoring performance of utilities and building capacity of staff in use of MajiVoice, seven utilities were targeted.

WASREB will continue to prioritize Majivoice as one of its innovations geared towards improving service delivery in utilities across the country.



COUNTY ENGAGEMENT

WASREB BoD ENFORCES UTILITY TURN AROUND IN NYANZA



Above: WASREB Board Chairman Hon. Joshua Irungu presents IMPACT Report to Migori Governor H.E Okoth Obado during the turnaround tour of utilities in Nyanza. Below: The team shares points of action for the initiative with their hosts.

In a bid to ensure utility turnaround of Water Service Providers under the Lake Victoria South Water Works Development Agency (LVSWWDA) region, WASREB Board of Directors, Management and County Water Chiefs, undertook a five day tour of the area. The team led by Wasreb BoD Chairman Hon. Joshua Irungu, started by meeting the LVSWWDA, three Governors H.E Cornel Rasanga of Siaya, H.E Okoth Obado of Migori and Deputy Governor Hamilton Orata of Homabay (sitting in on behalf of H.E Cyprian Awiti). Issues discussed with the Governors included governance, performance of the utilities, capital investment and last mile connectivity.



The move was necessitated by underperformance of the utilities which include; SIBO Water and Sanitation Company, Migori County Water and Sanitation Company and Homabay County Water and Sanitation Company in national evaluations as reported in IMPACT 11 Report for the period 2017/18 Financial Year.

The visit to Governors was also part of County Engagement Strategy by WASREB. During the tour, the team also visited the WSPs where they had the opportunity to showcase their water works and other projects undertaken in improving access to water and sanitation to area residents.



COUNTY ENGAGEMENT

WASREB BoD ENFORCES UTILITY TURNAROUND IN NYANZA



The turnaround tour comprised courtesy calls to three Governors, briefing sessions with utilities and field visits to treatment works.

REGULATORY ACTS

PUBLIC CONSULTATION MEETINGS FOR LICENCE RENEWAL HELD IN VARIOUS TOWNS

Under powers granted by Sections 74, 85 and 86 of the Water Act 2016, WASREB conducted public consultation meetings for renewal of licences for 10 Water Service Providers in the country. This was in line with the requirements of the law for consumer protection in the licensing of Water Service Providers (WSPs). The public was notified through media on dates and the venues that the meetings would take place, to get consumer concerns on services provided, and those proposed to be provided, by respective WSPs.

The meetings ran between July and December. The WSPs targeted were Kahuti, Ngandori Nginda, Kapsabet, Mathira, Amatsi, Gatamathi, Ruiru-Juja and Nanyuki.



The purpose of licensing is to ensure consumer protection in the:-

- Quality of water services and sewerage services provided by a water service provider
- Health and safety of consumers
- Economic interests of the public through affordable and sustainable tariffs paid by consumers for the service
- Progressive realization of sustainable services to persons who are currently not provided with basic water supply and basic sewerage services
- Information provided by the water service provider to enable consumers gain full benefit of the services, demand accountability and participate in decisions that affect them.



From top: Key speakers led by WASREB CEO Eng. Robert Gakubia address the stakeholders. Issues raised were amicably addressed.

REFORESTING MWACHE DAM CATCHMENT AREA

INTRODUCTION

As part of WASREB's Corporate Social Responsibility activities and in line with the Presidential Directive on tree planting, the Regulator, Ministry of Water and Sanitation and Irrigation, Government Agencies and residents of Mazeras, in planting thousands of trees at Mpirani Primary School in Kwale County.

WASREB donated 2,000 indigenous tree seedlings to the course, also as part of Community Social Responsibility.

The seedlings were purchased from a local Youth Self Help Group called Almasha.

Board Chairman Hon. Joshua Irungu represented the Regulator. The tree planting exercise was part of National Tree Planting Campaign by the Ministry of Water and Sanitation and Irrigation and its MDAs and SAGAs namely; Coast, Rift Valley, Northern, Athi, Tana, Tana Athi, Lake Victoria North, Lake Victoria South WWDAs, WASREB, KFS, National Water Harvesting and Storage Authority, Water Sector Trust Fund, County Government of Kwale among others.



During the occasion area political leaders and the School's administration committed to nurture the 7,000 tree seedlings donated by various agencies until they grow.

OBJECTIVES OF TREE PLANTING

- To reforest the Mwache catchment area which will be a key source of water for Mombasa city
- Contribute to the national forest cover
- To be part of environmental conservation

TREE PLANTING

The exercise kicked off a week prior to the launch. Residents were briefed on importance of planting and growing trees. Areas mapped out for the exercise were the entire Mwache catchment area.

Future plans include identification of one gazetted forest for adoption as proposed by the Ministry of Environment and Forestry to plant more tree seedlings and still seek for more tree seedlings in line with the Presidential Directive to increase tree cover by 10% by 2022.



The campaign was also embraced by the target school who pledged to nurture the trees seedlings until they grow with support from the local community.

Ministry of Water and Sanitation and Irrigation CAS Ms. Winnie Guchu launched the Ministerial Tree Planting Campaign on behalf of CS Simon Chelugui, in line with the Presidential Directive to increase tree cover by 10% by 2022.



The tree planting exercise was undertaken by leaders and area residents to ensure Mwache Dam is well covered.



EVERY DROP COUNTS

Water is a Scarce Resource

- 💧 Report water leakages to authorities immediately...
- 💧 Ensure that taps and showers are tightly closed...
- 💧 Reduce water usage to the minimum required...
- 💧 Re-use water for washing clothes in other areas such as floors...
- 💧 Flash toilets only when necessary...

Use Water Carefully

Water Services Regulatory Board

5th Flr, NHIF Building, Ngong Road
P.O. Box 41621- 00100 Nairobi Kenya
Tel: +254 (020) 2733561
Cell: +254 709 482 000
info@wasreb.go.ke
Website: www.wasreb.go.ke

