

NEWSLETTER
AQUALINK
A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



EVENTS:

**WASREB ENFORCES UTILITY
TURNAROUND IN SEVEN
COUNTIES**

REGULATORY

ACTS:

**PERFORMANCE HIGHLIGHTS
IMPACT 12 2020 REPORT**

CONSUMER

ENGAGEMENT

**WASREB ADOPTS DISABILITY
MAINSTREAMING**

COVID 19 PANDEMIC:

DISRUPTIONS OF KENYAN LIVELIHOODS



EDITOR'S NOTE



The year 2020. It all began on a high note with WASREB making inroads in various Counties through public consultation meetings for licencing, through the County Engagement activities by Board of Directors and Management teams and through inspection of various Water Service Providers. Then COVID 19 Pandemic caused by the novel coronavirus struck the globe causing confusion and untold suffering on humanity.

The disease brought major events and WASREB's activities to an abrupt halt. Postponement and cancellations were the order of the day as government and corporate sector moved to contain the spread of COVID 19. For the first time since its inception, World Water Day slated for March 22nd every year was cancelled. We bring you highlights of the disruptions brought about by the pandemic.

Consumer engagement continued with WASREB holding a series of public consultation meetings for renewal of licenses for three Water Service Providers. The move has increased public participation in matters that affect consumers. However, subsequent meetings were postponed due to COVID 19.

In the Feature's section, we bring the story of how residents of Kanyuambora and Kiriritiri in Embu County, utilize every drop of water.

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: NorthHolt Enterprises Ltd
northholtenterprises@gmail.com
Writers:
Richard Cheruiyot, Daniel Ngugi, Andrew Wanyonyi, Dorcas Okanga and Shadrack Mwangangi.
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.

CONTENTS

- Events.....pg4 -7
- Consumer Engagment Activities.....pg8-10
- Regulatory Acts.....pg11-13
- Feature.....pg14-15

CEO'S MESSAGE



Eng. Robert Gakubia
Chief Executive Officer

“Anyone who can solve the problems of water will be worthy of two Nobel prizes - one for peace and one for science” - John F. Kennedy

WASREB continues to execute its mandate of protecting the interests and rights of all in the provision of water services, while ensuring other stakeholders' interests are also safeguarded. This is despite the challenges posed by COVID-19, the disease caused by the novel coronavirus first reported by officials in Wuhan City, China, in December 2019. The first case in our country was reported on the 13th March 2020.

The pandemic has made water and sanitation services provision an imperative, especially in urban low income areas that house the most vulnerable members of our society, are densely populated and

have limited access to water supply and sanitation services. To support the prevention and containment of the pandemic in these areas, the government issued a directive and pronounced measures requiring public Water Services Providers (WSPs) to ensure continuous and accessible supply of water and hygiene services. The WSPs have been impacted heavily in terms of finances in their efforts to provide water services in a sustained manner. However, not everything can be attributed to COVID 19, as quite a number WSPs had underlying performance challenges.

In order to surmount these hurdles posed by COVID 19, WASREB is in the process of developing guidelines on alternatives (or exception) to public meetings as required by the Public Consultation Guidelines in line with orders under the Public Health Act. Since this situation may be the 'New Normal' there is need to ensure that business continues.

The half year ended on a positive note though. WASREB released IMPACT 12 2020 Report amid the disruptions brought about by COVID 19 Pandemic. According to the report, the average Water Coverage was 59%, which is a growth of 2 percentage points from 2017/18. In 2018/19 there was an additional 894,827 people, representing 229,442 households. The average for Very Large utilities was 75%, just five (5) percentage points short of the sector benchmark of 80%. For the Small utilities the average slightly increased to 29%. Meanwhile, Sewered Sanitation Coverage improved from 16% to 17%. Sewer services available remained at 32 urban centres spread across 26 counties. 21 counties have no sewer services and rely on onsite solutions. The number of sewer connections increased by 4% but progress was slower in 2018/19 compared to the previous period.

I wish to congratulate utilities that continue to do well and hope that the momentum that has been realized will be sustained within an environment of compliance.

EVENTS



WASREB Board of Directors led by Chairman Hon. Joshua Irungu and CEO Eng. Robert Gakubia pay Laikipia Governor H.E Nderitu Muriithi a courtesy call during the turnaround tour of utilities in Laikipia County.

WASREB ENFORCES UTILITY TURNAROUND STRATEGY IN SEVEN COUNTIES

WASREB Board of Directors and Management took the County Engagement Strategy a notch higher when they toured seven (7) Counties between January and March 2020. The team were on the ground to assess performance of Water Service Providers in Laikipia, Nyeri, Kwale, Mombasa, Baringo, Uasin Gishu and West Pokot Counties in an exercise dubbed 'Utility turnaround tour'.

Led by BoD Chairman Hon. Joshua Irungu, the team started by paying courtesy calls to Governors; their excellencies, Nderitu Muriithi of Laikipia, Mutahi Kahiga of Nyeri, Salim Mvurya of Kwale, Hassan Joho of Mombasa, Stanley Kiptis of Baringo, Jackson Mandago of Uasin Gishu and Prof. John Lonyang'apuo of West Pokot Counties. Other County officials including Water Ministers attended the meetings.

Issues discussed with the Governors included governance, performance of the utilities, capital investment and last mile connectivity. The move was necessitated

by underperformance and a drop in points of the utilities which include; Nanyuki, Nyahururu (Laikipia), Nyeri, Othaya Mukurweini, Mathira, Tetu Aberdare (Nyeri), Kilifi Mariakani, Mombasa, Eldama Ravine, Eldoret and Kapenguria in national evaluations as reported in IMPACT 11 Report for the period 2017/18 Financial Year.

During the tour, the team also visited the WSPs where they had the opportunity to assess their water works and other projects undertaken in improving access to water and sanitation to area residents.



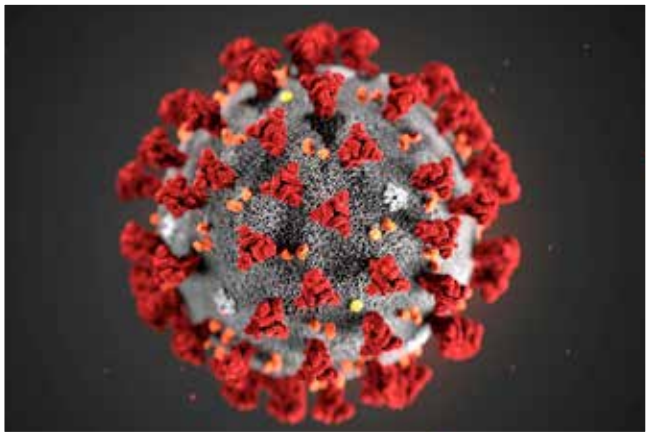
EVENTS

UTILITY TURNAROUND PICTORIAL



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

COVID 19 PANDEMIC: DISRUPTIONS OF KENYAN LIVELIHOODS



Microscope Coronavirus close up image. The novel coronavirus 2 (SARS-CoV-2 formerly called 2019-nCoV) causes respiratory difficulties.

Since the first case of COVID 19 was reported in Kenya on March 13, 2020, the country just like other countries in the world, has been experiencing massive destruction of the economy in terms of GDP decline and job losses. While the country had started experiencing the economic impacts prior to COVID 19, the emergence of the virus has accelerated Kenya's economic troubles.

Situation of the COVID 19 Pandemic in Kenya

According to World Health Organization (WHO), Coronavirus disease 2019 (COVID 19) is defined as illness caused by a novel coronavirus now called severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2; formerly called 2019-nCoV), which was first identified amid an outbreak of respiratory illness cases in Wuhan City, Hubei Province, China. It was initially reported to the WHO on December 31, 2019. On January 30, 2020, the WHO declared the COVID 19 outbreak a global health emergency. On March 11, 2020, the WHO declared COVID 19 a global pandemic, its first such designation since declaring H1N1 influenza a pandemic in 2009.

Globally, as of 30th June 2020, there were 10, 185, 374 confirmed cases, including over 503, 862 deaths, according to a WHO Situation Report. In Kenya the case load stood at 6,366 confirmed cases, 2,039 recoveries including 148 deaths during the same period.

Effects to the Economy

COVID 19 has negatively impacted the Kenyan economy as seen in the performance of the financial markets, disruption of global supply chains, volatility of the Kenyan currency, reduction in diaspora remittances, and reversal of prior monetary and fiscal policies.

Volatility on the Kenyan Currency

The outbreak of this pandemic has exerted pressure on the Kenyan shilling due to the curfew and lockdown within the international supply chains leading to a scarcity of foreign currency. For example, shortage of exports has made the Kenyan shilling vulnerable losing 5% of its value since the start of March, according to economists.

With reduced value of the Kenyan shilling, all exports have become cheaper leading to further devaluation of the currency which is detrimental to the economy especially on tourism.



Health Cabinet Secretary Mutahi Kagwe during a past press briefing on COVID 19

Performance of Financial Markets

Since the first reported case, a majority of foreign investors, who had made huge investments in Kenyan securities at the Nairobi Stock Exchange, started disposing off their securities fearing a market collapse, leading to a huge slump on the securities prices traded at the Exchange. Experts say the NSE-20 Share Index has been steadily losing its value declining by 300 basis points between 15th March 2020 and 15th May 2020, a trend that is mirrored in the performance of the Kenyan economy.

EVENTS

Disruption to Government Operations

Key Kenyan government offices have witnessed disruption in day to day work as dozens of employees test positive for COVID 19, local media have reported.

An example is the National Treasury, Public Service Commission and Information and Lands Ministries, the State House, Parliament, are among those affected.

As a mitigation factor, the Ministry of Health was requested to conduct testing for all staff in the affected institutions.



Ministry of Water, Sanitation and Irrigation CS, Sicily Kariuki (Mrs) inspects construction works at Karimenu II Dam Water Supply Project in Gatundu North, Kiambu County.

WASREB's Response to COVID 19

In an Internal Memo dated 17th March, 2020, WASREB CEO Eng. Robert Gakubia informed the staff on commencement of working from home, in line with the Presidential Directive that where possible Government offices allow employees to work from home with the exception of employees working in critical or essential services.

Consequently, stakeholders were notified that WASREB offices would remain open but that it was to be manned by a lean staff with immediate effect. Departments were to be represented by few staff to ensure that there is no gap in service provision.

In an effort to avoid crowded places, the following containment measures, among others, were put in place;

- All retreats, inspections, trainings, public consultation meetings and other fora were postponed
- Staff were to stay at home and go to

hospital if they feel sick or have a sick member in the family

- Employees were also reminded to practice the frequently publicized Ministry of Health hygiene guidelines.

WASREB publicized alternative methods that stakeholders could reach the organization including Telephone, Email, Website and Social Media platforms. Hygiene protocols were put in place to ensure safety of the staff and visitors allowed by appointment.

As the government continued to monitor the situation of the pandemic, so would WASREB revise its communication and interventions.

CANCELLATION OF EVENTS

Due to the prevalence of the COVID 19 Pandemic and the measures taken by national and international authorities to contain the spread of the disease, important events in the Country and in the Water Sector were cancelled. Among them are;

1. World Water Day- scheduled for 22nd March, 2020
2. Devolution Conference- scheduled for April, 2020
3. Madaraka Day Celebrations- scheduled for 1st June, 2020
4. IMPACT 12 2020 Launch by WASREB- scheduled for 29th June, 2020
5. Kisumu ASK Show- scheduled for 22th-26th July, 2020
6. World Water Week- scheduled for 23-28th August 2020 in Stockholm, Sweden



Water Sector Institutions have responded accordingly by providing tanks for washing hands among other measures.

WASREB LAUNCHES IMPACT 12 2020 REPORT



A past IMPACT Report launch event. Launch of IMPACT 12 2020 Report could not be held due to the prevailing COVID 19 Pandemic.

WASREB released its latest *Impact Report*; in a bid to evaluate and assess performance of the water sector. However, unlike other years, the report was unveiled at the WASREB offices in Nairobi, due to the prevailing COVID 19 Pandemic (disease caused by Coronavirus), a highly infectious respiratory disease. Containment measures outlined by the government in March include banning of gatherings.

Dubbed *Impact 12 2020*, the annual publication tracks the progress of the sector for the year 2018/19, by monitoring nine (9) Key Performance Indicators. These are: Water Coverage, Water Quality, Hours of Supply, Non-Revenue Water, Metering, Staff Productivity, Revenue Collection Efficiency, Personnel expenditure as a % of O+M cost and O&M cost-coverage.

“According to *Impact 12 2020 Report*, the average Water Coverage was 59%, which is a growth of 2 percentage points from 2017/18 where coverage was 57%. In 2018/19 there was an additional 894,827 people, representing 229,442 households. The average for Very Large utilities was 75%, just five (5) percentage points short of the sector benchmark of 80%. For the Small utilities the average slightly increased to 29%”, WASREB CEO Eng. Robert Gakubia stated as he unveiled the report at the Regulator’s offices.

Meanwhile, Sewered Sanitation Coverage improved from 16% to 17%. Sewer services

available remained at 32 urban centres spread across 26 counties. counties have no sewer services and rely on onsite solutions. The number of sewer connections increased by 4% which was 1% decline from the previous period.

The report indicates a performance improvement in five Key Performance Indicators have least 50% of the WSPs meeting the “acceptable range” of sector benchmark while a decline was recorded in four. These are Service Hours, O+M Coverage, Collection Efficiency, Staff Productivity and Metering Ratio.

On the basis of cluster of indicators, the highest performance is on Quality of service at 65% followed by operational sustainability at 51% and the least was economic efficiency at 34%.

On performance assessment, Nyeri Water and Sewerage Company took the top position opening up a commendable lead of 32 points. The 2nd and 3rd ranked WSPs were Eldoret and Nakuru respectively. Kapenguria and Kwale were the lowest ranked utilities. Kakamega and Nzoia WSPs as a result of governance challenges were not ranked in the current period.

Eng. Gakubia noted that the ongoing licensing process by WASREB had clearly outlined the targets the licensees should meet during the period of the license. He said these commitments will be monitored closely to ensure the sector meets the set targets. It is also expected that the tools rolled out by the Regulator shall progressively improve on sector performance.

Impact 12 2020 further indicates that in a bid to ensure uniform standards across the sector, the Regulator is rolling out guidelines that are geared towards streamlining service provision and ensure the protection of the rights of the consumer. Some of these include; Business Planning, Water and Sanitation Services Provision in Rural and Underserved Areas, Water Safety Planning, Water Vending, Corporate Governance and Pro-Poor Water and Sanitation Services Guidelines.

PERFORMANCE HIGHLIGHTS: IMPACT 12 2020 REPORT



How the sector performed in selected areas

(a) Water Coverage

- Improved to from 57 to 59%
- Number of customers connected to supply increased by 894,827 people representing 229,442 households
- Number of new connections increased by 36,081

(b) Sewered Sanitation Coverage

- Improved from 16% to 17%
- Sewer services available remained at 32 urban centres spread across 26 counties. 21 counties have no sewer services and rely on onsite solutions
- Number of sewer connections increased by 4%. The number of sewer connections in absolute terms increased by 16,057 compared to 19,452 in the previous reporting period

(c) Hours of Supply

- Marginally improved from 13 to 14
- Less hours of supply imply poor service quality (less reliability) and lower customer satisfaction.

(d) Non-Revenue Water Reduction

- Non-Revenue Water declined from 41% to 43%
- In financial terms at the current average of NRW at 43%, the sector is losing slightly more than Kshs. 8.9 Billion from a turnover of Kshs. 22.63 Billion

(e) Metering

- Metering level recorded a decrease from 95% to 94%.
- Higher metering levels mean metering is being utilised as a tool for accounting for the water produced.

(f) Cost Coverage

- Cost coverage improved from 99% to 105%
- Higher cost coverage means improved sustainability for the sector. Lower cost coverage would be a threat to sustainability.

TOP TEN UTILITIES 2018/19		
RANK	UTILITY	SCORE (Max 200)
1	Nyeri	177
2	Eldoret	145
3	Nakuru	144
4	Meru	142
5	Muranga	137
6	Ruiru-Juja	134
7	Embu	134
8	Nanyuki	1131
9	Thika	126
10	Ngandori Nginda	122

BOTTOM TEN UTILITIES 2018/19		
RANK	UTILITY	SCORE (Max 200)
73	Tuuru	30
74	Gusii	28
75	Mbooni	26
76	Chemususu	24
77	Busia	23
78	Kilifi Mariakani	23
79	Nol Turesh Loitokitok	20
80	Sibo	12
81	Kwale	11
81	Kapenguria	11

Progress on Key Performance Indicators

Key Performance Indicators	2017/18	2018/19	Trend
Water Coverage, %	57	59	↑
Drinking Water Quality, %	95	96	↑
Hours of Supply, hrs/day	13	14	↑
Non- Revenue Water, %	41	43	↓
Metering Ratio, %	95	94	↓
Staff Productivity, Staff per 1000 Connections	7	7	→
Personnel expenditure as % of O+M Costs, %	50	50	→
Revenue Collection Efficiency, %	94	92	↓
O+M Cost Coverage, %	99	105	↑
Sewered Sanitation Coverage, % *	16	17	↑
Sanitation Coverage, % *	80	81	→

Sector Benchmarks: ■ good ■ acceptable ■ not acceptable ■ benchmark varies

* Not used in ranking



REGULATORY ACTS

WATER SERVICES AWARDS 2020

TOP PERFORMING UTILITIES (OVERALL)

1. Nyeri Water and Sanitation Company
2. Eldoret Water and Sanitation Company
3. Nakuru Water and Sanitation Services Company

TOP UTILITY IN THE SMALL CATEGORY

Rukanga Water and Sanitation Company

TOP UTILITY IN THE MEDIUM CATEGORY

Naivasha Water and Sewerage Company

TOP UTILITY IN THE LARGE CATEGORY

Meru Water and Sanitation Services

TOP UTILITY IN THE VERY LARGE CATEGORY

Nyeri Water and Sanitation Company

TOP UTILITY IN ATHI REGION

Ruiru-Juja Water and Sewerage Company

TOP UTILITY IN CENTRAL RIFT REGION

Nakuru Water & Sanitation Services Company

TOP UTILITY IN NORTH RIFT REGION

Eldoret Water and Sanitation Company

TOP UTILITY IN LAKE VICTORIA SOUTH REGION

Tachasis Water and Sanitation Company

TOP UTILITY IN NORTHERN REGION

Nanyuki Water and Sewerage Company

TOP UTILITY IN TANA REGION

Nyeri Water and Sanitation Company

TOP UTILITY IN COAST REGION

No WSP scored >50%

TOP UTILITY IN LAKE VICTORIA NORTH REGION

No WSP scored >50%

TOP UTILITY IN NON-REVENUE WATER MANAGEMENT

Nyeri Water and Sanitation Company

MOST IMPROVED UTILITY

Naivasha Water and Sewerage Company

BEST UTILITY IN CUSTOMER SERVICE

Kiambu Water and Sewerage Company

BEST UTILITY IN GOVERNANCE

Nakuru Water and Sanitation Services Company

BEST UTILITY IN PRO-POOR SERVICES

Nakuru Water and Sanitation Services Company

WASREB UNDERTAKES A CUSTOMER SATISFACTION SURVEY



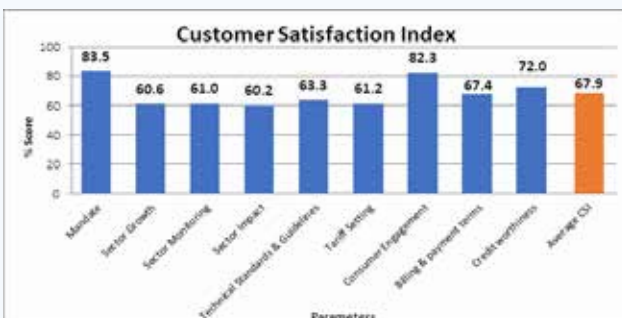
WASREB recently undertook a Baseline Customer Satisfaction Survey and the verdict is out! The Overall Customer Satisfaction Score was 67.9%. You, our stakeholder rated us highly and demonstrated that you believe in us as your Regulator. In terms of understanding WASREB's mandate, you rated us at 83.5% followed by Consumer Engagement at 82.3% out of 100%.

The Survey showed the highest scoring parameter was WASREB Mandate (83.5%) followed by Consumer Engagement (82.3) then Credit Worthiness (72.0%). The lowest scored parameter was Sector Impact at (60.2%).

We thank you our consumers for having confidence in us. In the parameter of Consumer Engagement, where WASREB scored 82.3% out of 100%, we will endeavor to enhance communication with stakeholders, promptly respond to your queries and ensure your complaints are resolved in a timely manner.

We hope to enhance your experience by addressing the customer satisfaction barriers while keeping the satisfaction drivers constant or improving on them all together.

We appreciate those who took part in the Survey.



WASREB HOLDS PUBLIC CONSULTATION MEETINGS FOR LICENCING OF WSPS

WASREB conducted public consultation meetings for renewal of licenses for three (3) Water Service Providers in the country. The meetings ran from 30th January, 12th February and 20th February, 2020. The meetings brought together stakeholders, staff and Management teams of the WSPs, County Chiefs, Local government officials and WASREB.

The WSPs are Kiambu, Malindi and Kilifi Mariakani. During the meetings a number of issues were raised, these are;

- Performance of the WSPs including governance issues which they wanted WASREB to clarify

- Water shortage
- Poor sewerage services
- Political interference
- Importance/why the licensing process is necessary among other issues.

These questions were amicably answered.

At the end of the meetings, stakeholders resolved that WASREB should license the WSPs, for them to continue offering the much needed services of water and sanitation provision in their counties.



Key speakers led by WASREB CEO Eng. Robert Gakubia address the stakeholders. Issues raised included viability of the utilities. MDs present answered the questions amicably.

WASREB ADOPTS DISABILITY MAINSTREAMING



Disability mainstreaming is the process of integrating formerly segregated and/ or stigmatised issues and people into 'mainstream' society and development programs – and out of the welfare department. It is a strategy through which concerns, needs and experiences of persons with disabilities (PWDs) are made an integral part or dimension of the design, implementation, monitoring and evaluation of policies and programs in all political, economic and societal spheres so that persons with disabilities benefit equally and inequality is not perpetuated.

Disability mainstreaming forms part of the indicators in the Performance Contracts of all Ministries, Departments and Agencies (MDAs). The essence of this is to anchor Disability into government policies, plans and programs to ensure that needs, aspirations and interests of PWDs are addressed. Deliberate efforts to recognize and acknowledge the various ways in which PWDs can make contribution to the society is being addressed. It is also meant to increase the level of awareness in all Ministries, State Corporations, County Governments, Learning Institutions and other Public Institutions. The National Council of Persons with Disabilities (NCPWD) is the body charged with this program.

Simply put, this means promoting the full inclusion and active participation of persons with disabilities in the society. With this in mind, WASREB invited NCPWD facilitators to sensitize its staff on disability mainstreaming. The five-day training conducted virtually sought to expose all cadres of staff

on inclusion of PWDs in WASREB's operations.

WASREB is an equal opportunity employer where people with disabilities are encouraged to apply for jobs and bid for tenders. Activities lined up to be done to ensure full compliance to this commitment include;

1. Provision of ramps for ease of access to its offices
2. Reserved parking areas for persons with disabilities
3. Provision of lifts to enhance access to offices
4. Sheltered walkways to cover persons with disabilities from the elements
5. Provision of disability friendly washrooms
6. Training and deployment of staff qualified in Sign Language at the Reception
7. Translation of Key documents example the Service Charter into Braille and other digital audio and video formats
8. Facilitate registration of staff living with disabilities with the NCPWD
9. Provide employment opportunities of persons with disabilities in the organization in line with the 5% affirmative action
10. Organize Disability mainstreaming Sensitization workshops



Persons with Disabilities Act (Chapter 133) was assented on 31st December, 2003 and operationalized on 16th June, 2004. It is an Act of Parliament to provide for the rights and rehabilitation of persons with disabilities; to achieve equalisation of opportunities for persons with disabilities; to establish the National Council for Persons with Disabilities; and for connected purposes.

RESIDENTS OF EMBU COUNTY DEVICE CREATIVE WAYS TO USE WATER



Jane, a groceries seller enjoys a clean supply of water in her estate

Embu County, 'The Land of Opportunities' as the slogan goes. Embu is largely a metropolitan area with a population of 608,599 persons. The County borders Kirinyaga to the west, Kitui to the east, Tharaka Nithi to the north, Machakos to the south. Embu occupies an area of 2,821 km².

Embu County is naturally endowed with plenty of land. It slopes on the Eastern side of Mt. Kenya, five of the seven forks dams are in the County not to mention its fame of growing macadamia nuts. That aside, Embu County is divided into five sub-counties; namely, Embu West with headquarters at Embu town, Embu North with headquarters at Manyatta, Embu East with headquarters at Runyenjes, Mbeere North with headquarters at Siakago and Mbeere South with headquarters at the Kiritiri market.

It is served by four regulated Water Service Providers namely; Embu (EWASCO), Embe, Ngagaka and Ngandori Nginda and a number of Community Projects. That there are these utilities serving the people is not enough, as their needs for the precious commodity goes beyond the basic need for drinking water, but they need it more for their livestock and to irrigate a booming *khat* like cash crop called 'Muguka'.

When WASREB attended one public hearing meeting held at Kiritiri Market, the residents did not hide their intention. It was therefore

an arduous task for WASREB and EWASCO representatives to convince them that they need to use treated water for domestic purposes only but follow up with the County and other relevant bodies on provision of water for irrigation. The residents even wanted to form their own utility in the area to meet their rising demand for water. They were advised accordingly.



These revelations got us curious. We decided to visit Kanyuambora in Siakago and Kiritiri areas to see how water received from their utilities is used. We were surprised by our findings. These people make use of every drop and guard it jealously.

Our first stop was at Mama Wanjah's compound in Kanyuambora. She is a livestock rearer and farmer. Her grade cows mooed loudly as soon as they saw her and her unexpected visitors. She told us it was time to water them. We discovered a strategic tap in the cow's pen, which she turned on and began watering the animals.



As we continued charting, her husband arrived. He brought down a jerrican of water, which he had fetched from a water tank nearby and

wanted to water his chicken in a nearby pent house. Meanwhile, her daughter was busy washing utensils in readiness for preparation of dinner. What stood out, were the numerous storage tanks in the compound. Mama Wanjah told us it was necessary to conserve the water as they receive through rationing.



We headed to Kiritiri area where we were introduced to Virginia Njeru. She is a busy woman. We find her watering her goats and chicken as she cleans utensils. She tells us she is grateful for the clean water she receives and has decided to put up a storage tank to normalize her daily activities. Soon Virginia introduces us to other neighbors as she settles to clean her house from reused water.



Her niece is busy washing her baby as her son enjoys splashing his face with the fresh water. However, the shy lady leads us to their grandmother who we find cooking lunch. She explains that as compared to the olden days where they used to fetch water from the river, miles of kilometres away, now she has tapped water.



Another neighbor, Rose Murimi, is a shop keeper. When she took us to her compound, we noticed a tap at the centre of a vast compound. Here she fetches water for cooking then shortly comes with utensils to wash as we chat. Her only complaint is the rationing program they have to put with. On the touchy subject of irrigation of 'Muguka' that we noticed as we entered her compound, Rose regretted that they do not have enough water to carry out the lucrative business as they are forbidden from using tapped water. She assures us she depends on the unreliable rain.



As the evening wears on, we find Mama Esther, busy making tradition gruel. She is all smiles as she squeezes wet flour through her fingers. She says she could not have managed the business without good supply of water the village.



Our visit ends at Elizabeth Wanyoga's compound. We find the pretty girl washing her face at the yard tap in her compound. She tells us there is nothing as refreshing as splashing her face with the cold fresh water at the end of a hot day. As we learn with amusement, she has been doing this ritual for a long time!



WASREB Supports the Fight Against COVID-19 Pandemic



WASH YOUR HANDS WITH SOAP AND WATER FOR AT LEAST 20 SECONDS



USE HAND SANITIZERS IF YOU CAN'T WASH YOUR HANDS



COVER YOUR MOUTH & NOSE WITH A TISSUE IF YOU DON'T HAVE A TISSUE USE THE INNER SIDE OF YOUR ELBOW



IF YOU MUST LEAVE HOME WEAR FACE MASK PROPERLY



DO NOT TOUCH YOUR EYES, NOSE, OR MOUTH IF YOUR HANDS ARE NOT CLEAN



REFRAIN FROM CLOSE CONTACT DO NOT SHAKE HANDS



STAY AWAY FROM CROWDED PLACES

 @wasreb  @wasrebkenya

Water Services for All

5th Floor, NHIF Building, Ngong Road | P.O. Box 41621-00100 GPO Nairobi, Kenya

Tel: +254(0)202733561 | +254 709 482000

Email: info@wasreb.go.ke | Website: www.wasreb.go.ke