

NEWSLETTER

Aqualink



A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD

EVENTS:

**WASREB EXHIBITS AT
INTERNATIONAL ASK SHOWS**

COUNTY ENGAGEMENT:

**GOVERNANCE ISSUES DOMINATE
COUNTY MEETINGS**

REGULATORY ACTS:

**CAPACITY BUILDING AND
DISSEMINATION WORKSHOPS HELD**

**FEATURE: WORLD AIDS DAY MARKED
BY WASREB STAFF**

EDITOR'S NOTE



THE TEAM

Editor: Terry Micheni

Layout Design: VALEM ENTERPRISES
valementerprises@gmail.com | 0705 705204






Writers:
Albert Ochuodho, Neville Yator, Dorcas Okanga,
Margaret Mungai, Margaret Karuki, Emily Kamau
and Sharon Kendi.

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	pg 4-6
 Consumer Engagement	pg 7-9
 County Engagement	pg 10-11
 Regulatory Acts	pg 12-13
 Feature	pg 14-15

The year 2022 ended on a high note. WASREB was able to carry out 12 Public Consulting Meetings on licensing and four tariff public consultations. Stakeholders turned up in numbers to air their views. This is in line with Article 1 of the Constitution 2010 which states that sovereign power belongs to the people.

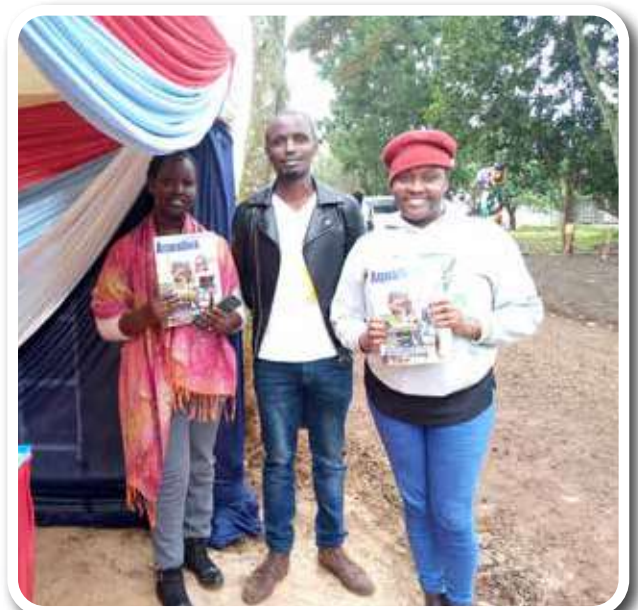
With General Elections behind, WASREB undertook County engagement with freshly elected leaders in five Counties. Issues of governance dominated the meetings. Water Service Providers and Water Works Development Agencies were onboarded to enhance collaboration.

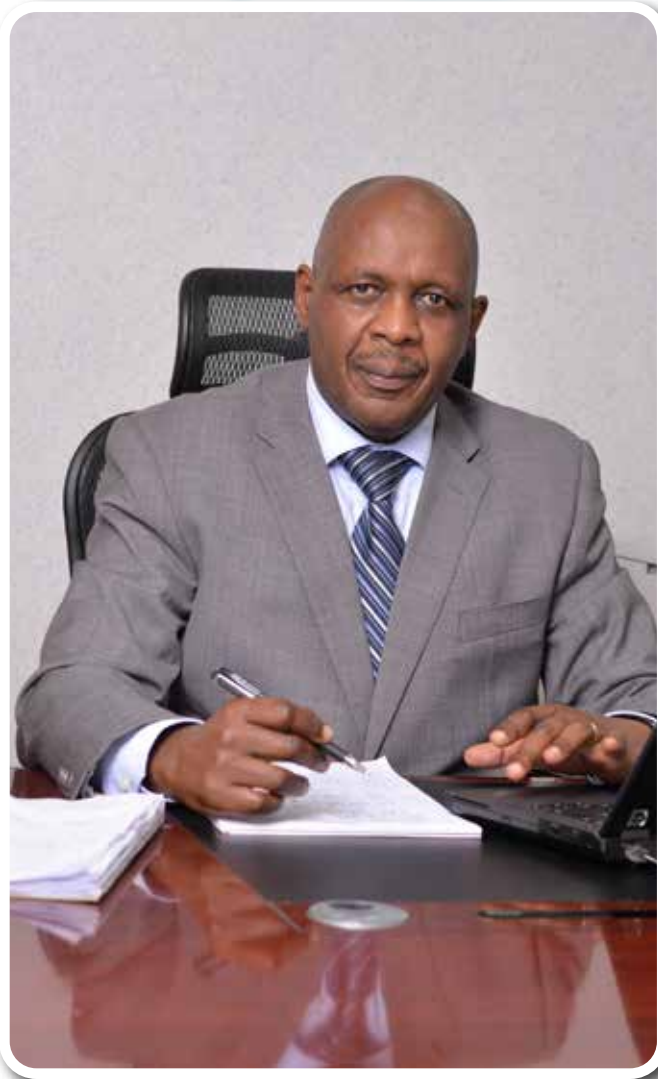
In the Feature's section, we bring a story of how staff marked World AIDS Day. They later reached out to a Children's home to spread love as part of Corporate Social Responsibility (CSR) activities. Food items and other utilities were donated.

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

Cheers!

Terry





Dr. Julius Itunga

Ag. Chief Executive Officer

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

WASREB continued to discharge its mandate in a favourable atmosphere judging from the willingness of Water Service Providers to comply with regulation and the fruitful engagements with County Governments that own them.

Five Counties opened their doors to allow the Regulator assess their utilities and chart the way forward. Suffice is it to say that these were newly elected Governors. Kisii/Nyamira, Bungoma, West Pokot, Trans Nzoia and Uasin

Gishu leadership outlined their vision and urged WASREB to guide in implementation of water and sanitation provision projects identified.

On regulation, WASREB worked hand in hand with development partners to bring on board utilities, Water Works Development Agencies and Counties to capacity build and expose them to various tools developed to guide the sector. Key guidelines disseminated during the period included Guideline on Provision of Water Services in the Rural and Underserved Areas, a tool that is helping the Regulator report on water service coverage nationally, the Water Governance Training Handbook meant to standardise the training given to oversight bodies namely Boards of Directors in Water Service Providers and Counties and Non-Revenue Standards which are geared towards helping WSPs manage the water losses hence improving on their turn over.

As we look to the future, our interest is on the licencing of all WSPs operating in the country. Over 80 utilities have so far been licensed laying a foundation for well managed entities/services with serious commitment and responsibility for consumer/customer satisfaction.

**As we look to the future,
our interest is on the
licencing of all WSPs
operating in the country.**

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

WASREB PARTICIPATES IN ASK SHOWS



The annual Agriculture Society of Kenya (ASK) made a come-back in style after a two-year hiatus. This is after the Ministry of Health approved modalities that included health protocols that would guide staging of the shows. The theme of the 2022 ASK Show was, **“Promoting Innovation and Technology in Agriculture and Trade”**.

WASREB participated at three ASK Shows; kicking off at the Central Kenya ASK (Nyeri) from 6th to 10th September, 2022, Nairobi International Trade Fair held at Jamhuri Grounds, Nairobi followed from 26th September to 2nd October, 2022 and finally Mombasa ASK Show held at Mkomani Grounds from 2nd to 6th November, 2022.

The events were filled with highlights. Visitors kept staff fully engaged with issues of concern ranging from water catchment protection, rights and responsibilities of consumers, rationing, to water quality. Staff engaged them face-to-face and distributed publications, IEC materials and branded wear. All concerned were addressed.



PICTORIAL



WARIS DATA COLLECTION TAKES PLACE ACROSS THE COUNTRY

WARIS data collection exercise was successfully held across the Country. Participants from utilities under the nine Water Works Development Agencies met in main centres namely; Eldoret and Naivasha under close supervision of Team WASREB. The Regulator uses the WARIS platform to verify data from utilities in preparation for IMPACT Reports. Issue 15 is coming up covering financial years 2021/2022.

The information is weighed using key performance indicators including, Water Coverage, Sanitation Coverage, Non-Revenue Water, Water Quality, Hours of Supply, Metering among others.



WASREB HOLDS END YEAR LUNCHEON

An end year luncheon provided the perfect atmosphere for Board, Management and Staff of WASREB to bond. Given that the year had been hectic, what with a general election, COVID 19 with all its disruptions and a biting drought.....They chose to shake a leg and forget the past. Kayamba Africa belted melodious tunes to the enjoyment of an otherwise serious lot.

The event which took place at Sarova Panafric hotel, Nairobi was officiated by Board Chair Prof. Simon Gicharu. The function saw the exit of Joseph K. Keter as Acting CEO and the entry of Dr. Julius Kirimi Itunga as the new officer holder in an acting capacity.



LICENCE PUBLIC CONSULTATIONS HELD IN 10 COUNTIES



WASREB conducted 12 public consultation meetings for licensing of various Water Service Providers across 10 Counties between July and December. These were; Nairobi, Naivasha, Nyandarua, Mutitu, Mathira, Ol Kejuado, Rukanga, Kitui, Mbooni, Wote, Kibwezi-Makindu and Gusii.

Various stakeholders, staffs, management teams of the WSPs, local government officials and county chiefs attended the meetings where various issues and topical concerns were addressed substantively.

Some needed assurance that areas which lack water will be taken care of, sanitation services will be prioritized and that the **WSP** will improve overall performance. WASREB also sensitized participants on their rights to water, importance of licensing, good governance among other issues.

At the end of the meetings, stakeholders resolved and agreed that WASREB should license their various WSPs in order for them to continue with the service delivery.

The meetings were held in strict adherence to Ministry of Health Guidelines on combating the prevailing COVID-19 pandemic.



CONSUMER ENGAGEMENT



TARIFF PUBLIC CONSULTATIONS HELD TO GET CONSUMERS' VIEWS

WASREB has the regulatory mandate to determine and review water and sanitation tariffs in Kenya, with the overarching goal of consumer protection. The regulator acts as a referee to offer confidence to all stakeholders of clear, transparent and stable rules in the process.

In this regard, WASREB in conjunction with utilities held four public consultation meetings on tariff adjustment of Nairobi, Limuru, Kangundo-Matungulu and Nyasare WSPs before the year ended. Stakeholders participated by giving their views on tariff adjustment. The events moderated by WASREB, were attended by a cross section of stakeholders. They resolved that WASREB should approve the proposed changes in the WSPs tariffs.



GOVERNANCE ISSUES DOMINATE DISCUSSIONS WITH COUNTIES



WASREB Management embarked on implementation of a turnaround strategy of poorly performing Water Service Providers by engaging with them together with their County Governments with the objective of understanding what ails them and where they propose WASREB to assist them so as to improve. This is in tandem with the Board's current County Engagement Strategy.

In this regard, County Engagement Activities were held in 5 Counties namely; Kisii/ Nyamira on 5/12/2022, Bungoma-6/12/2022, West Pokot- 7/12/2022, Trans Nzoia and Uasin Gishu- 8/12/2022. Governors, Deputy Governors, CECMs and Chief Officers- Water Affairs, L.Victoria South, L.Victoria North, North Rift Valley WWDAs and Water Service Providers that serve under them attended the meetings. Issues on performance, governance and last mile connectivity were discussed.

A number of topical concerns were addressed and intensively discussed. These included:

- ❖ Challenges and opportunities of rural water supply
- ❖ Legal and regulatory framework for water services
- ❖ Entrenching regulatory instruments and licensing in rural water services



COUNTY ENGAGEMENT



CAPACITY BUILDING AND DISEMMINATION WORKSHOPS FOR UTILITIES HELD



WASREB in conjunction with SNV Kenya held a three-day Capacity Building workshop for Water Service Providers on Regulation and Licensing Conditions as per Water Act 2016 at Alps Hotel in Nakuru from 6-8/9/2022. Present were County Water Departments and WSPs from Samburu, Baringo, West Pokot and Mandera Counties. Participants were taken through Governance, Risk and Compliance issues in plenary sessions and group discussions.

WASREB held a two-day compliance workshop for Water Service Providers in Tana and Northern regions in Embu GTI from 14-15/12/2022. Thematic topics including; process of licensing, tariff application, curbing Non-Revenue Water, Governance **are being** discussed in an in-depth manner. County representatives were in attendance.

WASREB in conjunction with WSUP Kenya held a 2-day workshop from 13-14/7/2022 on dissemination of Sanitation guideline for utilities at Pride Inn Paradise hotel, Shanzu, Mombasa. Participants included Kisumu, Nakuru,

Malindi, Naivasha, Mavoko, Mombasa and Nairobi WSPs, Council of Governors (CECMs **Caucus**), Ministry of Water Sanitation and Irrigation, Water Sector Trust Fund, WASH-FIN, Sanivation, Kenya Private Sector and Sanergy Kenya Ltd Participants include ~~Kisumu, Nakuru, Malindi, Naivasha, Mavoko, Mombasa and Nairobi WSPs, Council of Governors (CECMs Caucus) from 5 Counties, Ministry of Water Sanitation and Irrigation, Water Sector Trust Fund, WASH-FIN, Sanivation, Kenya Private Sector and Sanergy Kenya Ltd.~~

A joint sector review workshop on water service provision in Kenya took place at Kenya School of Monetary Studies, Nairobi from 21-22/7/2022. WASREB in conjunction with UNICEF Kenya, organized the two day event to review with the National and Nakuru, Homabay and Nairobi County Governments together with Water Works Development Agencies, on responsiveness of the sector to efficient delivery of services. Five Utilities serving the regions **are** in attendance. They also provided feedback on key performance indicators in IMPACT 14 Report.

WASREB in conjunction with WSUP Kenya, organized a 1-day workshop to review Sanitation and Consumer Engagement Guidelines at Sovereign Hotel, Kisumu on 14/10/2022. **They discuss** the Proposed Roadmap for WASREB's Sanitation Key Performance Indicator to be included in IMPACT Reporting. The team looked at the draft sanitation KPI roadmap, as well as, the Consumer Engagement Guideline which is to be revised.



WORLD AIDS DAY MARKED IN STYLE



As the world marked World AIDS Day on December 1st, 2022, the slogan “Equalize” is was the call to action. It is a prompt for all to work for the proven practical actions needed to address inequalities and help end AIDS. WASREB HIV/AIDS Prevention Committee led Management and staff in marking the day by wearing attires with thematic messages.

Later the committee visited a children’s home at the Tree House Children’s Family in Luckysummer, Nairobi as a show of love and care for those living with the pandemic. They donated food and other utility items as part of commemorating the World AIDS Day. They spoke of love, taking care and integration of people living with HIV/AIDS.

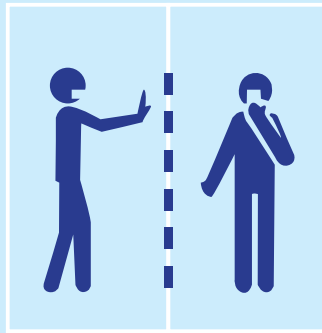
Each year, on 1st December, the world commemorates World AIDS Day. People around the world unite to show support for people living with HIV and to remember those who have died from AIDS-related illnesses.



WASREB Supports the Fight Against COVID-19 Pandemic



Stay home if unwell



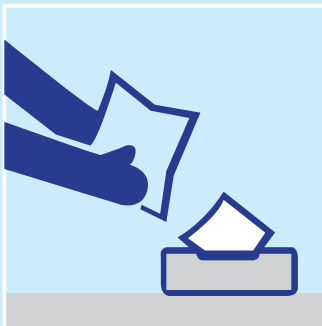
Keep social distance of 1.5m



Wear a mask in public



Wash hands with soap



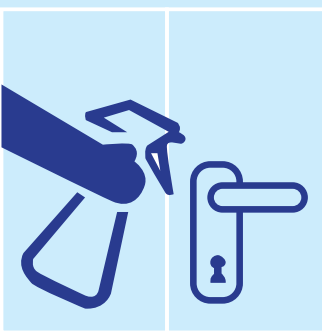
Use wipes after washing hands



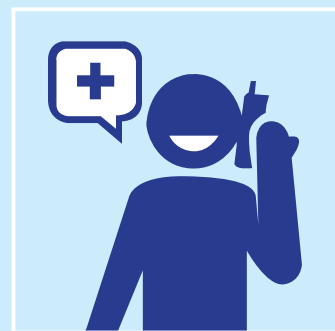
Cover your face when coughing



Do not touch your face with unwashed Hands



Disinfect surfaces



See a doctor when symptoms occur



Water Services Regulatory Board

P.O. BOX 41621 – 00100, Nairobi

NHIF Building 5th floor

Tel: 020 2733561, 0709482000

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

Facebook: Wasreb Kenya | Twitter: @wasreb