

NEWSLETTER

Aqualink

A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD

A young boy with a joyful expression is filling a yellow water jerrycan from a public tap. He is wearing a light blue t-shirt. The background is slightly blurred, showing an outdoor setting with greenery.

**INAUGRURAL CLIMATE
ACTION TAKES PLACE IN
ELDORET**

**9TH WORLD WATER FORUM
HELD IN DAKAR, SENEGAL**

**WASREB DISSEMINATES KEY
GUIDELINES**

**WASREB LAUNCHES
IMPACT 14 2022 REPORT**

EDITOR'S NOTE



THE TEAM

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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.

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CONTENTS

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

We have continued to grow stronger in operations despite the challenges posed by the COVID-19 Pandemic. The 'new normal' is now a part of our lives. Things are taking shape once again.

Two launch events brought life to WASREB. The new Water Governance Training Handbook, one of its kind, was unveiled in February in Nairobi amidst pomp and color. A cross section of stakeholders attended the ceremony.

In June, the Regulator released IMPACT 14 2022 Report. Unlike the past two editions, IMPACT 14 was launched in a colorful event in Nairobi. The highlights of the report are shared in this newsletter.

WASREB was able to carry out 12 Public Consultation Meetings on licensing and two public consultation meetings on Tariff adjustments for Water Service Providers across the Country. Stakeholders turned up to give their views on the services offered by their utilities. The meetings were however held in strict adherence to Ministry of Health COVID 19 prevention protocols.

To strengthen County Engagement, Governance and enforcement of various guidelines, WASREB paid courtesy calls, held board room meetings, as well as, workshops that brought together representatives from over 40 Counties and the Water Service Providers that operate under them. Key issues on tenets of water and sanitation service provision in rural areas and good governance were thrashed out.

In the Feature's section, we bring the story of WASREB's Corporate Social Responsibility activities in planting trees in Kaptagat Forest, Elgeyo Marakwet County to protect water towers. The Regulator went out of its way to donate tree seedlings towards the venture.

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

MESSAGE FROM CEO



“All the water that will ever be is, right now.”

National Geographic

Joseph K. Keter ‘ndc’ K,
Ag. Chief Executive Officer

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. Since this situation has become the 'New Normal' there is need to ensure that business continues.

The first part of the year brought good tidings. Launch of the Water Governance Training Handbook in February was a highlight worth celebrating. It is worth noting that WASREB's proactive role in ensuring good governance in the sector, culminated in development of the 'Water Governance Training Handbook', to address these challenges. It is envisaged that the Training Handbook targeting County Assemblies, County Executive Committee Members, Water Service Providers and other Stakeholders in the Water Services Sector in Kenya, will standardise the training given to those at the same level of understanding of governance, thereby enabling them to benchmark among themselves while yielding quick wins.

WASREB also released IMPACT 14 2022 Report which covered the period 2020/21 and analyses the performance of a total of 90 regulated utilities (87 public and three privately owned). According to the report, the average water coverage now stands at 60% for piped water systems in the regulated utilities, which is an increase from 57% in the previous reporting period. In the current period, the population in the service area of the 90 regulated utilities

was 26.27 million. Given the national average household size is 3.9, this represents 6.74 million households. Out of these, the utilities were able to serve 15.68 million, representing 4.02 million households.

Sewered sanitation marginally improved from 15% to 16% in the regulated WSPs. The average number of people served per connection increased from 9.4 in 2019/20 to 12.8 in the current period. However, the trend in overall sanitation is at 93%, an increase of five percentage point from the previous reporting period at 88%. Maintaining the trajectory will drive the sector towards attaining universal coverage by 2030.

I wish to reiterate WASREB's commitment to ensure Water Service Providers operate in a conducive environment. This will be achieved through collaboration in the licensing and tariff adjustment processes, dissemination workshops on various guidelines and monitoring exercises carried out through inspections.

The right to water is best achieved in a sector operating under uniform norms and standard on governance, quality, service delivery, cost recovery and protection of consumers. Good performance can only be ascertained if it is measured against agreed benchmarks, reported and audited regularly.

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.

WASREB LAUNCHES IMPACT 14 2022 REPORT

WASREB, the body charged with regulation of water services in Kenya, released its latest Impact Report; in a bid to evaluate and assess the performance of the water sector. The launch event took place at Nairobi Safari Club, Nairobi. Chief Guest was Chief Administrative Secretary Ministry of Water Sanitation and Irrigation Dr. Andrew Tuimur, representing Cabinet Secretary James Macharia.

Dubbed Impact 14 2022, the annual publication tracks the progress of the sector for the year 2020/21, 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. Performance of 90 regulated utilities (88 public and three private) is presented below;

HIGHLIGHTS: HOW THE SECTOR PERFORMED IN SELECTED AREAS - REGULATED UTILITIES

(a) Water Coverage

- Improved from 57% to 60% for piped water systems in the regulated utilities
- An additional 1,001,805 people served compared to an increase in number of people within the service area of the WSPs of 611,265
- Production increased by 1.3% and similarly the turnover increased by 1.6%.

(b) Sanitation Coverage

- Overall sanitation for the period is at 93%, an increase of five percentage point from the previous reporting period at 88%
- This implies improved sanitation facilities. It measures performance with regard to the provision of sewerage and non-sewered sanitation

(c) Sewerage Sanitation Coverage

- Increased marginally by one percentage point from 15% to 16% in the regulated WSPs
- The average number of people served per connection increased from 9.4 in 2019/20 to 12.8 in the current period

(d) Hours of Supply

- Marginally improved from 15 to 16
- The marginal improvement in reliability

however, did not translate to increased consumption since the per capita consumption decreased from 31 litres per capita per day to 30 litres per capita per day

- Less hours of supply imply poor service quality (less reliability) and lower customer satisfaction.

(e) Non-Revenue Water Reduction

- Non-Revenue Water improved from 47% to 45%
- In financial terms at the current average of NRW at 45% and the sector turnover of KShs. 23.2 Billion, the sector is losing slightly more than KShs. 10.5 Billion

(g) Metering

- Metering level decreased by one point, from 96% to 95%

(h) Cost Coverage

- Cost coverage declined by four percentage points from 103% to 99%

Overall Top and Bottom Ten Utilities

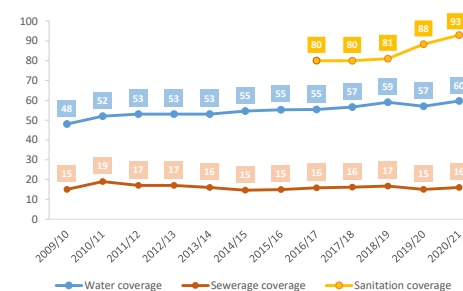
TOP 10 UTILITIES 2020/21			BOTTOM 10 UTILITIES 2020/21		
Rank	Utility	Score (Max 200)	Rank	Utility	Score (Max 200)
1	Nyeri	179	78	Amatsi	31
2	Nakuru	158	79	Busia	29
3	Murang'a	145	79	Samburu	29
4	Ruiru-Juja	143	81	Nal Turesh Laitokitak	28
5	Ngandaroi Nginda	142	82	Migori	27
6	Isiolo	141	82	Elwak	27
7	Meru	139	84	Mbooni	23
8	Nanyuki	137	85	Gusii	21
8	Ngagaka	137	86	Olkejuado	9
8	Eldoret	137	87	Kapenguria	0

Progress on Key Performance Indicators

Key Performance Indicators	2019/20	2020/21	Trend
Water Coverage, %	57	60	👍
Drinking Water Quality, %	91	92	👍
Hours of Supply, hrs/day	15	16	👍
Non-Revenue Water, %	47	45	👍
Metering Ratio, %	96	96	👉
Staff Productivity, Staff per 1000 Connections	7	7	👉
Personnel expenditure as % of O+M Costs, %	49	50	👎
Revenue Collection Efficiency, %	89	94	👍
O+M Cost Coverage, %	103	99	👎
Sewered Sanitation Coverage, % *	15	16	👍
Sanitation Coverage, % *	88	93	👍

* Not used in ranking

Trend in Water and Sanitation Coverage



EVENTS

PICTORIAL: LAUNCH OF IMPACT 14 REPORT



From top clockwise: The launch event attracted over 200 guests. Best performers were recognized. Congratulations to the winners!

EVENTS

WATER GOVERNANCE TRAINING HANDBOOK RELEASED



The Water Governance Training Handbook was unveiled at a colorful event in Nairobi. Stakeholders affirmed the timeliness of the Handbook in streamlining governance in the sector.

WASREB in conjunction with Kenya Markets Trust launched the Water Governance Training Handbook on 17/2/2022 at the Pride Inn Azure Hotel, Westlands, Nairobi. Chief Administrative Secretary Ministry of Water, Sanitation and Irrigation Dr. Andrew Tuimur, was the Chief Guest.



The overall objective of the Water Governance Training Handbook is to strengthen corporate governance for better water service provision in Kenya. Addressing governance challenges at the apex institutions and water utilities is very critical in driving and sustaining desired changes in the sector. This will be achieved through a collaborative arrangement between the different key sector players at various government levels as clearly defined in the Water Act 2016. Essentially, good governance leads to good management which ultimately impacts positively on good performance of the entities.



The Regulator was commended for its efforts in streamlining the sector through development and dissemination of key guidelines including the Training Handbook.



ESAWAS HOLDS 9TH ANNUAL AGM IN NAIROBI

The Eastern and Southern Africa Water and Sanitization Regulators Association (ESAWAS) held their 15th Annual General meeting on 11/03/2022 in Panari Hotel, Nairobi. WASREB is a member of the Regional Association.

Members drawn from nine countries approved a new Strategic Plan to guide the association for the next three years. It is focused on growing the organisation towards being a global leader in driving best practices. The functions of the ESAWAS Regulators Association, among others, are:

- Promote quality regulation and monitor and evaluate regulatory practices;
- Share the benefits of expertise to enhance the efficacy of regulation and share best practices on implementation and compliance with regulations;
- Provide a framework for the discussion of regulatory issues, information sharing and exchange of experiences in order to facilitate conveyance of views and common positions where appropriate;
- Promote research and development of various aspects of regulation to promote adoption of best practices, increased harmonisation and efficiency in the regulatory framework in regulation.



ESAWAS members congregate for the 15th AGM. WASREB is a committed member of the association.



EVENTS

9TH WORLD WATER FORUM HELD IN DAKAR, SENEGAL



The Kenyan delegation to the Dakar Conference was led by CAS Ministry of Water, Sanitation and Irrigation, Dr. Andrew Tuimur (centre)

The 9th World Water Forum was held in Dakar, Senegal from 21st -26th March, 2022. WASREB participated in the forum whose theme was "Water Security for Peace and Development", as delegates, speakers and panellists. It was organized by the World Water Council. Its aim was to enhance dialogue of the decision-making process on water at the global level, seeking to achieve the rational and sustainable use of this resource.

The event whose theme was 'Water Security for Peace and Development,' considered four priorities: water security and sanitation; cooperation; rural development; and means tools. WASREB delegates presented on the topics 'Blended Finance to Accelerate SDG6 Compliance: Keys for Success' and 'Closing in on the Financing Gap to achieve Universal Access to Water and Sanitation'. Team WASREB also took time to interact with Kenyan delegates mainly Management teams from various Water Service Providers participating in the Conference.



Above, WASREB Ag. CEO, Joseph K. Keter 'ndc' K, was among the Speakers in the Conference

WORLD WATER DAY 2022 IS HELD IN KITUI COUNTY

WASREB joined the world to celebrate this year's World Water Day at Maliku Primary, Kitui County on 22/03/2022. World Water Day is celebrated on 22nd March every year. It is about focusing attention on the importance of water. This year's theme 'groundwater', drew the World's attention to the hidden water resource that has always been critically important but not fully recognized in sustainable development and policy making.



Under the title 'Groundwater – Making the invisible visible', this year's campaign showcased vital role groundwater's plays in water and sanitation systems, agriculture, industry, ecosystems and climate change adaptation. Groundwater is an immensely important source which, by some estimates, provides at much as half of the world's drinking water and counts for nearly half of the water used for irrigated agriculture.



With growing pressure on freshwater resources due to increasing pollution and climate change, the need to manage groundwater sustainably can no longer be overlooked. Only by preserving this precious resource can we ensure access to clean water and sanitation for all.



These are the messages that Team WASREB and other exhibitors were sharing with members of the public at the Maliku Primary Grounds. Consumer complaints were resolved while various IEC materials, branded wear and various give aways were distributed to the delight of the visitors. Director, Corporate Services Dr. Julius Itunga who represented the CEO was at hand to receive the Chief Guest at the WASREB booth where he expounded on the role WASREB plays in streamlining provision of water and sanitation services in the country.



Team WASREB held fruitful engagements with a cross section of visitors at the event. Branded give-aways put smiles on many faces

CONSUMER ENGAGEMENT

12 PUBLIC CONSULTATION MEETINGS ON LICENCE HELD

Public consultation meetings on license for 12 Water Service Providers were held between March and June 2022. This is among the highest number of public consultation meetings that WASREB has mounted in a similar period. The driving force was to bring the utilities on board with provision of streamlined services in line with Water ACT 2016 as soon as possible. The Licence is a statutory requirement which gives the WSPs the power to provide water services in the Counties. As a tool for regulating the sector, the Licence sets out the conditions and targets of performance to be observed by WSPs to ensure quality in service provision.

In March alone, 11 meetings were held. They included Kisumu on 1/3/2022 at Sunset Hotel, Kisumu city, Bomet on 03/03/2022 at St. Bhakita Hall, Bomet town, Thika on 07/03/2022 at Cascade Annex Hotel in Thika town, Isiolo on 08/03/2022 at the Royal Acacia Hotel, Isiolo town, Tana River on 10 /03/2022 at Tana Palace Hotel in Hola town, Embu Mbeere (EMBE) on 15/03/2022 at Hill Span Hotel, Siakago town, Nithi on 16/03/2022 at Tredds Gardens, Ndagani, Chuka Town, Kirinyaga

on 17/03/2022 at Maya Gardens, Naromoru Water on 21/03/2022 in Jaqanaz Hotel, Yatta on 23/03/2022 at Holiday Guest Hotel, Matuu, and Murang'a South on 29/03/2022 at Golden Palm Hotel, Kenol town. The last meeting was held for Two Rivers and Sanitation Company was held on 10/6/2022 at the City Lounge, Two Rivers Mall, Limuru Road.

Stakeholders who included respective County Governments, turned up in their numbers to air their views on performance of the WSPs. WASREB led by Ag. CEO Joseph K. Keter 'ndc' K, sensitized the consumers on their rights to water and sanitation. All queries raised were handled amicably by Management teams, WASREB and Water Works Development Agencies represented.

Meanwhile, WASREB continues to roll out online capacity building workshops for WSPs who are not compliant with the licensing process. The response is positive judging from fresh applications received. So far over 80 regulated utilities are compliant.



Above, Stakeholders of Nithi Water speak their hearts out. Below, Tana River Water stakeholders were more concerned about lack of water in the area.



CONSUMER ENGAGEMENT



Above, Isiolo residents endorsed their utility after getting assurance of better and improved services.

TARIFF PUBLIC CONSULTATIONS MEETINGS HELD FOR NGANDORI NGINDA AND KIRINYAGA CONSUMERS

Stakeholders of Kirinyaga Water and Sanitation Company endorsed a tariff adjustment proposal and affirmed their support for their WSP during a public consultation meeting held at Maya Gardens, Sagana on 9th March, 2022. WASREB can now move ahead to gazette the new tariff after Board approval.

Elsewhere, consumers of Ngandori Nginda Water Consumers Association turned up in numbers at the Mini Inn hotel, Embu Town to discuss the proposal for a tariff adjustment on 18th March, 2022. Stakeholders participated by giving their views on justification by the WSP to adjust the tariff.

Both 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.

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.



From top, Kirinyaga and Ngandori Nginda stakeholders resolve to have an upward adjustment of the tariffs

CONSUMER ENGAGEMENT

INAUGURAL CLIMATE ACTION TAKES PLACE IN ELDORET



Clockwise, The Inaugural Climate Action was dominated by discussions on ways of mitigating effects of climate change. WASREB also mounted an exhibition where staff engaged the public (below)

The Inaugural Climate Action 2022 Conference and Expo, one of its kind, was held at the Eka Hotel, Eldoret from 8th to 9th April, 2022. The event organized by Eldoret Water and Sanitation Company, was aimed at bringing out the adverse effects of changing climatic conditions and effects on water sources and supply. The event was officiated by the Chief Administrative Secretary, Ministry of Water, Sanitation and Irrigation, Dr. Andrew Tuimur.

WASREB played a central role in the Conference, the Exhibition, tree planting and the Eldoret Marathon- all lined up to drum support on the call to action by all, towards Climate Resilience. The pictorial puts the activities in perspective.



COUNTY ENGAGEMENT

WASREB ENGAGES COUNTIES ON GOVERNANCE ISSUES

The first half of the year spelt good tidings for WASREB in its quest to implement the County Engagement Strategy. The move dubbed 'The Turn Around Initiative' saw WASREB Management engaging four County Governments. The diarised activities were as follow;

14th February, 2022: Ag. CEO Joseph K. Keter 'ndc' K, led a delegation to pay a courtesy call to Lake Victoria South Water Works Development Agency and the CECM Homabay County on They also toured the Homa Bay treatment works in the town.

2nd March, 2022: WASREB Management paid a courtesy call to Kisii County Governor H.E James Ongwae on in Kisii town, where issues on governance, water coverage, Non Revenue water and under-performance of Gusii Water and Sanitation Company were discussed. In attendance were CECMs and other officials from Kisii and Nyamira Counties.

3rd March, 2022: WASREB Management engaged Bomet County leadership on prior to holding a public consultation for licence of Bomet Water. Deputy Governor H. E Shadrack Rotich received the team and pledged close collaboration with the Regulator and other Agencies.

31st April, 2022: A follow up meeting was held in Kisii County offices. It was a big win as a long-standing conflict between Kisii and Nyamira Counties, with Gusii Water embroiled in a leadership tussle was finally resolved. WASREB successfully mid-wifed the 'hand-shake' which resulted in re-operationalization of the WSP. Now residents in the two counties enjoyed uninterrupted services. All players are appreciated.

22nd June, 2022: WASREB in conjunction with German Development Bank (KfW) mission held a review meeting with Kisii and Nyamira County chiefs at Bobaracho Reservoir offices in Kisii town. The meeting was meant to assess progress of projects done in the two counties. Attendees included CECM Finance Kisii, CECM Water-Nyamira, BoD Chair-Gusii, Ministry of Water Sanitation and Irrigation, representatives from L.Victoria South, Gusii Water management and project consultants.



REGULATORY ACTS

WASREB HOLDS CAPACITY BUILDING & DISSEMINATION WORKSHOPS

WASREB has committed to continual capacity building of its internal and external stakeholders in performance contracting. In this regard, several workshops were organized in conjunction with partners.

Early January, Board of Directors and Management held a training retreat on Transformative Leadership, Governance and Board Competency at Reef Hotel, Mombasa. This was followed by a corporate governance workshop targeting Nakuru and Wote Water Service Providers in March at Kyaka hotel, Machakos. The Water Governance Training Handbook was disseminated.

In March, another workshop to disseminate the newly launched Water Governance Training Handbook for 15 WSP's under the L.Victoria North and South WWDA regions was held at Vic Hotel, Kisumu. MDs, BoD chairs of Busia, Nzoia, Kakamega, Eldoret, Amatsi, Kapsabet Nandi, Tachasis, Kisumu, Gusii, Sibo, Kericho, Homabay, Bomet, Migori and Nyasare WSPs were present. CECMs in charge of Water from respective counties turned up.

In June, a workshop to disseminate the Corporate Governance Guideline was held at the Merica Hotel, Nakuru. Water Service Providers from Central and North Rift Valley WWDA's region were trained. Meanwhile, another training was undertaken at North Coast Beach Hotel in the same month. This was to expose seven Water Service Providers from the Coastal region to the requirements of the license and tariff processes.



A DAY IN KAPTAGAT FOREST

WASREB participated in a tree planting venture organized by Eldoret Water and Sanitation Company at Kaptagat Forest, Elgeyo Marakwet County, alongside several agencies and corporate bodies on 9/4/2022. This is part of Corporate Social Responsibility and in line with a Presidential directive to increase forest cover in the country.

Communities living around Kaptagat Forest, Elgeyo Marakwet County, were urged to grow trees to protect the catchment area of major rivers that are intakes for water utilities. Speaking during the event, WASREB CEO Representative, Director Monitoring and Enforcement Richard Cheruiyot said, the Regulator now requires each utility to streamline water catchment protection as a licence condition. Other leaders including Legendary Athlete retired Ambassador Kipchoge Keino decried heavy logging of trees in the area which has changed weather patterns.

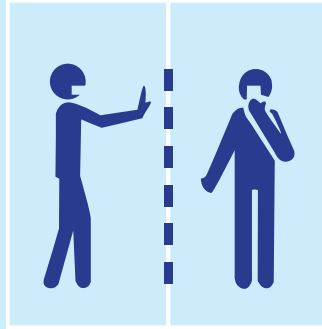
Typically the area should be rainy in April, but things have changed. WASREB sponsored the venture by donating 2,500 indigenous tree seedlings. Other Corporate bodies present at Kaptagat included Standard Media Group, KRA among others.



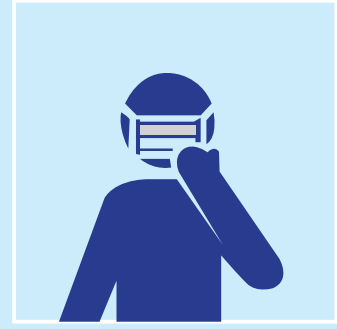
WASREB Supports the Fight Against COVID-19 Pandemic



Stay home if unwell



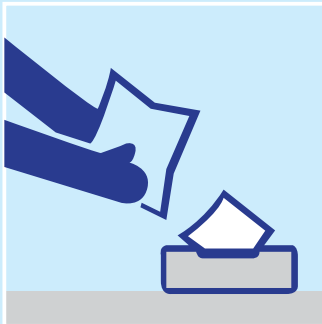
Keep social distance of 1.5m



Wear a mask in public



Wash hands with soap



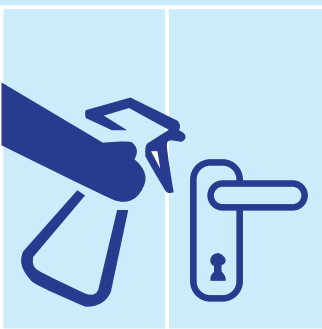
Use wipes after washing hands



Cover your face when coughing



Do not touch your face with unwashed Hands



Disinfect surfaces



See a doctor when symptoms occur



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