

NEWSLETTER Aqualink



EVENTS:

WASREB UNVEILS OPERATION
LINDA MAJI LIPA MAJI

COUNTY ENGAGEMENT:

CROSS CUTTING ISSUES AFFECTING WATER
AND SANITATION PROVISION COUNTY MEETINGS

FEATURE:

WORLD WATER DAY MARKED
BY WASREB STAFF

WASREB LAUNCHES
IMPACT 15 2023 REPORT

EDITORS NOTE



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The year 2023 started on a high note. WASREB launched the 15th edition of IMPACT Report 2023, which was a double blessing for WASREB as it was unveiled by CS Water, Sanitation, and Irrigation Hon. Alice Wahome, then top three performers were awarded by H.E Deputy President Rigathi Gachagua at a colorful event in Mombasa.

Following closely, WASREB took part in Kenya Water and Sanitation International Conference at Sarova Whitesands, Mombasa. The event brought together stakeholders to exchange practical knowledge, insights, and lessons on climate smart technologies & innovations in the Water and Sanitation sector to accelerate achievement of SDG 6.

In the FEATURE's section, we bring a story of how WASREB staff marked World Water Day. They later donated and planted trees in Lodokejek Primary School, Maralal, Samburu County as part of Corporate Social Responsibility (CSR) activities.

Aqualink Newsletter continues to inspire YOU to understand more about water matters and the sector at large as there is a lot of information to learn.

Enjoy!

Lucy



CEO'S MESSAGE



**Dr. Julius Itunga,
Ag. Chief Executive Officer**

In this issue of Aqualink Newsletter the highlights performance of the water service sector through the Impact 15 Report 2023 covering 2021/2022 are presented. The report also reveals a positive trend in water coverage, with an increase from 60% to 62% for piped water systems in regulated utilities, highlights an overall improvement in drinking water quality across different size categories. This achievement contributes to safeguarding public health and well-being.

There also has been a marginal improvement in the hours of water supply, increasing from 16 to 17, improvement in revenue collection efficiency, rising from 94% to 95%,

This indicator is crucial for sustainable water service operations. This report is meant to spur comparative competition in the sector, thus creating impetus for the institutions to improve their performance whilst encouraging accountability of stakeholders in the water sector to the public.

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.

In furtherance of these efforts, WASREB in collaboration with Ministry of Water, Sanitation and Irrigation launched Operation Linda Maji, Lipa Maji! to curb water theft making it available to you and your neighbour. The aim of the operation is to nab those undertaking criminal activities including illegal water connections and vandalism of water utilities and infrastructure in general.

This operation will continue until all illegal water connections are removed to allow genuine and legal connections to thrive and improve revenue generation to water utilities not only in Nairobi but across the entire country. Research reveals that the country loses approximately 11.2 billion annually through NRW. The Non-Revenue Water period has remained at 45%. The amount lost annually in terms of volume is 205 million cubic meters.

**We are committed in
executing our mandate of
water services to all**

WASREB is committed 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.

EVENTS

WASREB LAUNCHES IMPACT 15 2023 REPORT IN MOMBASA



CS Ministry of Water, Sanitation and Irrigation Hon. Alice Wahome in the middle, and WASREB Ag. CEO Dr. Julius Itunga on the left.

WASREB launched the IMPACT 15 2023 Report at a colourful event in Mombasa in June 2023. The report analyses the performance of the water services sector for year 2021/2022. Speaking during the launch, Cabinet Secretary, Ministry of Water and Sanitation Hon. Alice Wahome said to achieve the Sustainable Development Goal 6, access to safe water & sanitation, and sound management of fresh water resources, are priority. Wahome added that the low revenue on water that is not accountable for has either been lost through theft, leakages, inefficiency, faulty meters, or lack of good systems.

The CS noted that it stands at 70 per cent coverage for accessing safe and drinking water and 32 per cent coverage for sanitation, adding that the National government continues to support water development and management and its transmission to the counties.

The report covered the period 2021/22 and has analysed the performance of 92 water service providers, four of which are private, in the 47 counties.

The Impact Report assesses the performance of the sector by monitoring nine key indicators: Water Coverage, Sanitation Coverage, Unaccounted for Water, Hours of Supply, Metering, Revenue Collection efficiency, O&M cost Coverage, and Staff Productivity.

The report has recorded an improvement in the performance of water service providers. The Country has recorded an improvement in the percentage of piped water systems in the regulated utilities by 2 percent from a previously reported 60 percent.

WASREB Ag. CEO Dr. Julius Itunga reassured that the Regulator was committed to high performance and ensuring timely response to the demands of the consumers.





EVENTS

PERFORMANCE HIGHLIGHTS

OVERALL TOP AND BOTTOM TEN UTILITIES

TOP TEN UTILITIES 2021/22			BOTTOM TEN UTILITIES 2021/22		
Rank	Utility	Score (Max 200)	Rank	Utility	Score (Max 200)
1	Nyeri	173	79	Chemususu	37
2	Nakuru	161	80	Yatta	35
3	Thika	157	81	Elwak	35
4	Nanyuki	157	82	Narok	33
5	Murang'a	154	83	Oloolaiser	31
6	Ruiru Juja	152	84	Mbooni	25
7	Isiolo	146	85	Olekejuado	24
8	Meru	143	86	Migori	23
9	Kisumu	141	87	Gusii	16
10	Embu	139	88	Nol Turesh	16

TOP IMPROVERS AND BOTTOM LOSERS

TOP IMPROVERS			
WSP	Score 2020/21	Score 2021/22	Variance
Nanyuki	137	157	20
Embu	121	139	18
Tachasis	118	135	14
Kisumu	128	141	12
Kiamburi	142	153	10
Ruiru- Juja	143	152	3
Murang'a	145	154	9
Isiolo	141	146	3
Nakuru	158	161	3

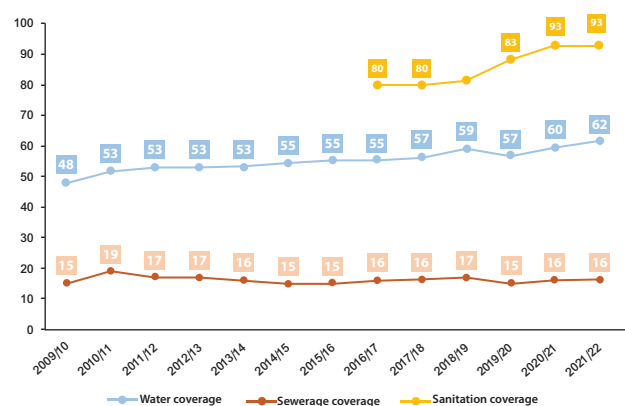
BOTTOM LOSERS			
WSP	Score 2020/21	Score 2021/22	Variance
Mwala	77	63	-14
Oloolaiser	42	31	-11
Gusii	21	16	-5
Nzoia	83	78	-5
Migori	27	23	-4
Narok	37	33	-4
Garissa	44	41	-2
Muthambi 4k	102	101	-1

KEY PERFORMANCE INDICATORS

Key Performance Indicators	2020/21	2021/22	Trend
Water Coverage, %	60	62	↑
Drinking Water Quality, %	92	95	↑
Hours Of Supply, Hrs/day	16	17	↑
Non- Revenue Water, %	45	45	→
Metering Ratio, %	96	95	↓
Staff Productivity, Staff Per 1000 Connections	7	7	→
Personel Expenditure As % Of O+m Costs, %	50	47	↓
Revenue Collection Efficiency, %	94	94	→
O+M Cost Coverage, %	99	96	↓
Sewered Sanitation Coverage, %	16	16	→
Sanitation Coverage, %	93	93	→

■ Good ■ Acceptable ■ Non Acceptable ■ Benchmark Varies

TREND WATER AND SANITATION COVERAGE



EVENTS

NON-REVENUE WATER MANAGEMENT

LAUNCH OF WATER PROTECTION UNIT

PS Ministry of Water, Sanitation and Irrigation Dr. Kipronoh Ronoh launched the Water Protection Unit (WPU) activities with a crackdown on illegal connections at Embakasi Block 10, Nairobi. The PS said the impulse in the Ministry now is geared towards management of Non-Revenue Water to acceptable sector benchmark of less than 20%. Currently the country is losing 45% equivalent to Ksh. 10.5 billion annually. The PS was accompanied by Ministry officials, WASREB, Nairobi Water Company and other sector players.



EVENTS

UNVEILING OF OPERATION LINDA MAJI LIPA MAJI



WASREB in conjunction with the Ministry of Water, Sanitation and Irrigation have launched Operation Linda Maji, Lipa Maji! to curb water theft. The exercise was officially launched on Monday, 6th March, 2023 by Water and Sanitation Principal Secretary, Dr. Kipronoh Ronoh.

The newly formed Water Police Unit (WPU) has been carrying a major crackdown on illegal water connections and vandalism that has seen over 700 illegal connections disconnected and over 25 persons arrested suspected to be aiding illegal connections.

Dr. Ronoh said that the crackdown will bring sanity and order in the country's infrastructure. The Water Police Unit will continue with the crackdown across the country to bring sanity to the water sector through the operation dubbed Linda Maji, Lipa Maji.

A hotline number **0800721760** toll-free has been provided by WASREB to report all suspicious cases of Non- Revenue Water for immediate action. The operation will continue until all illegal water connections are removed in order to allow genuine and legal connections to thrive and improve revenue generation to water utilities not only in Nairobi but across the entire country.



EVENTS

NILE DAY CELEBRATION

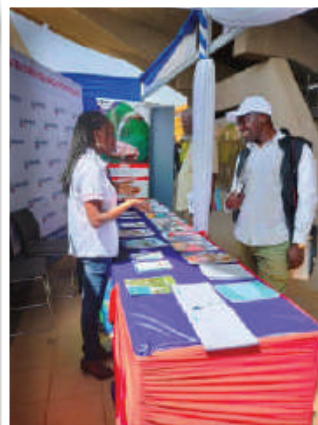


Nile Day Celebrations was in top gear at the KICC Nairobi. The Chief Guest at the event was the Prime CS H.E Musalia Mudavadi flanked by Ministry of Water Sanitation and Irrigation CS Alice Wahome and PS Paul Ronoh toured exhibition stands before officiating the event. WASREB Ag. CEO Dr. Julius Itunga was at hand to receive them.

He outlined importance of regulation in the sector. Nile Day provides an opportunity for Basin citizens to come together to celebrate the benefits of Nile cooperation and exchange experiences, views and ideas on topical issues related to the cooperative management and development of the common Nile.

Kenya has been a longstanding supporter of Nile cooperation and is a Founding Member State of NBI. 40% of Kenya's water resources are in the Lake Victoria Basin, which is part of the Nile Basin, making the latter of strategic importance for the country's sustainable development and realization of the Sustainable Development Goals (SDGs). Basin water and related resources.

WASREB staff attended to visitors at the exhibition stands as Nile Day Celebrations continue. Some were keen on knowing what WASREB does while others came to lodge their complaints and pick publications to widen their knowledge.



EVENTS

CULTURAL DAY



National Defence College (NDC) held its annual Cultural Day in Karen, Nairobi. With this year's theme dubbed 'Fusion of knowledge and cultural diversity for prosperity' the organizers who are the course participants at the College, sought to highlight the diversity of the various cultures represented by this year's course participants, and in addition, help individuals appreciate and understand the diversity in each other's cultures. 14 Nations from across the globe showcased their culture. WASREB was among the main sponsors of the event. An amalgamation of cultures was aimed at fostering national unity and peaceful co-existence between Kenya and Her neighbours.

The day saw family and friends of Senior Civil Servants of the Republic of Kenya and Senior Military Officers, drawn from the different allied countries studying at the college showcase their richly diverse culture through donning of traditional attire, food, songs, and dance. Speaking during the event, the Commandant NDC Lieutenant General Albert Kendagor highlighted that Cultural Day is an integral activity for the college as it serves as a unifying factor in the midst of cultural diversities and that the event was a solemn reminder that forging a cohesive community contributes to national, regional, and international peace and prosperity.

Representing the Chief Executive Officer (CEO) Safaricom Peter Ndegwa, Chief Corporate Security Officer Safaricom Nicholas Mulila, appreciated the different cultures present and pointed out the importance of culture adding that it is a source of identity for any individual. This year's course participants were drawn from different allied countries namely: Bangladesh, Botswana, Burundi, Egypt, Ethiopia, India, Kenya, Malawi, Namibia, Nepal, Nigeria, Rwanda, Tanzania, Uganda and Zambia.



CONSUMER ENGAGEMENT

INCREASING KENYA'S FOREST COVER-TREE PLANTING AT KIPKAREN DAM IN ELDORET



As a Corporate Social Responsibility activity, WASREB will continue joining forces with both public and private organizations to strengthen collective efforts in tackling climate change and implement nature-based solutions for sustainable soil and water conservation to preserve the country from environmental degradation. Increase Kenya's forest cover. As a Corporate Social Responsibility activity, WASREB will continue joining forces with both public and private organizations to strengthen collective efforts in tackling climate change and implement nature-based solutions for sustainable soil and water conservation to preserve the country from environmental degradation.

WASREB partnered with Eldoret Water and Sanitation Co. Ltd at Kipkaren Dam catchment area for a tree growing initiative in June, 2023 at Eldoret. Other partners in the exercise were Eldoret International Airport, Geofront Tree Nurseries, area residents and students from Moi University.

WASREB donated 4,500 tree seedlings that were successfully planted at the Kipkaren Dam catchment area. The species of the trees planted were; -Elgon Teak -Prunus Africana -Olea African -Zysygium whose survival rate is 70%, owing that they take years to mature. The incredible initiative was part of an ongoing commitment to environmental conservation and sustainable water management by WASREB in collaboration with ELDOWAS.

Speaking during the event, WASREB Representative said the Regulator was intentional in tree planting as this is to preserve water catchment areas which is vital for the well-being of the community, protect natural resources and to harness the power of nature that will enhance water quality and quantity. The exercise was also in fulfilment of the Presidential directive to increase Kenya's forest cover.



WASREB support of 4,500 seedlings to Geofront Ltd

CONSUMER ENGAGEMENT

PUBLIC CONSULTATIONS LICENCE MEETINGS HELD TO GET CONSUMERS VIEWS



Public consultation meetings on license for 8 Water Service Providers were held between January and June 2023.

This is to streamline Water Service Providers services in line with Water ACT 2016. 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.

The 8 public consultations meetings held were included Murugi-Mugumango ,Matungulu-Kangundo Kyeni, Muthambi 4K, Kahuti, Mavoko ,Kakamega County Rural Water Company Center, Siaya Bondo (SIBO WSPs all were held between 23 rd March and 9th June, 2023.

WASREB led by Ag. CEO Dr. Julius Itunga 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. WASREB continues to roll out online capacity building workshops for WSPs who are not compliant with the licensing process. So far over 85 regulated utilities are compliant.

TARIFF PUBLIC CONSULTATIONS MEETING HELD

Stakeholders of Coast region namely, Coast Water Works Development Agency -bulk supply in 6 Counties, Tana River-Tana River, Tavevo-Taita Taveta, Mombasa- Mombasa, Kwale-Kwale, Kilifi-Mariakani- Kilifi and Malindi- Kilifi held a public consultation for Tariff review between 22 nd and 31 st March 2023. Stakeholders turned up to give their views on proposed tariffs by the WSPs.

Other WSPs which are Nakuru Rural , Nakuru Water, Murang'a South, Karuri, Two Rivers,Nairobi Water, Mavoko, Kapsabet – Nandi and Nzoia WSPs Tariff review meetings were held between 11th and 24 th May 2023.

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.



Stakeholders of Tana River Water and Sewerage Company TAWASCO giving their views on Tariffs.

COUNTY ENGAGEMENT

WASREB ENGAGES COUNTIES ON GOVERNANCE MATTERS



WASREB in its quest to implement the County Engagement Strategy saw WASREB Management engaging three County Governments which were;

09th March 2023; WASREB held a round table meeting with Murang'a County top brass in line with County engagement strategy at WASREB offices. Governor H.E Dr. Irungu Kang'ata, Maragua MP Mary Wamaua and CECM Water Eng. Mary Magochi discussed cross cutting issues affecting water and sanitation provision in the county.

04 to 06th April 2023; A governance workshop organized by WASREB in conjunction with Gatsby Africa and Council of Governors-Kenya took place at the Travelers' Beach hotel. Participants included CECMs Water Affairs from 47 Counties, Ministry of Water & Sanitation, and Irrigation Water Sector Trust Fund among others. The workshop was opened by PS MWSI Dr. Kiprono Ronoh and addressed by Taita Taveta Governor HE Andrew Mwadime who is chair to Water Caucus at CoG.

09th May 2023; WASREB Management had a meeting with Kajiado County on enforcing good governance at Office of the County Governor. Leading the team was Ag. CEO WASREB Dr. Julius Itunga and it comprised Governor HE Joseph Ole Lenku, German Bank KfW, Ministry of Water, Sanitation and Irrigation, Athi Water Works Development Agency, Oloo Laiser Water Management and Board of Directors.



REGULATORY ACTS

PUBLIC CONSULTATION MEETING FOR LICENCE RENEWAL

As per Sections 70, 85,87 and 139 of the Water Act 2016, WASREB conducted public consultation meetings for renewal of licences for 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 informed 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 January and June. The WSPs targeted were Murugi Mugumango, Matungulu Kangundo, Kahuti, Kyeni, Muthambi 4k, Sibbo, Kakamega Rural and Mavoko.

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

(a) Quality of water and sewerage services provided by a Water Service Provider.

(b) Health and safety of consumers.

(c) Economic interests of the public through affordable and sustainable tariffs paid by consumers for the service.

(d) Progressive realization of sustainable services to persons who are currently not provided with basic water supply and basic sewerage services.

(e) Information provided by the water service provider to enable consumers gain full bene accountability and participate in decisions that affect them.



Stakeholders Issues Being Addressed Amicably.



FEATURE

WORLD WATER DAY HELD ON 22ND MARCH AT SAMBURU COUNTY



The Tree Planting Exercise Was Undertaken By Leaders And Area Residents To Ensure Maralal Is Well Covered.

As Kenya and the rest of the World prepared to mark the World Water Day, team WASREB were busy planting trees in Maralal, Samburu County. The celebrations took place at Lodekejek Primary School.


The theme was 'Accelerating Change' which meant to solve water and sanitation crisis by a call to conserve every drop of it so that future generations can enjoy it without fear of scarcity. Since water affects us all, everyone needs to act and make a difference by changing how to use, consume and manage water daily.

Chief Guest at the World Water Day Celebrations was PS Ministry Of Water, Sanitation and Irrigation Dr. Kiprono Ronoh, called for concerted efforts by all to realize access to clean safe water which is a basic requirement in Kenya. The PS toured exhibition stands including WASREB. Visitors enjoyed WASREB's treat of branded wear and various IEC materials.




SERVICE CHARTER

CUSTOMER SERVICE DELIVERY CHARTER

Service rendered	Customer Requirement	Charges	Timeline 
1. Approval of Licenses	Complete License application	Kshs. 100,000 for large and very large utilities and 75,000 for small and medium utilities	6 months
2. Approval of Tariffs Applications	Tariff review applications	Free	6 months if application is complete
3. Response to tender application	Completion and submission of tender documents	Tender fee where applicable	As per advertisement
4. Payment of suppliers	Submission of invoice and delivery note	Free	30 Days
5. Provision of information / response to customers enquiries	<ul style="list-style-type: none"> Call Write Visit WASREB 	Free	3 Days
6. Resolution of Complaints	<ul style="list-style-type: none"> Call Write Visit WASREB 	Free	2 Weeks

MKATABA WA UTOAJI HUDUMA KWA WATEJA

	Huduma Inayotolewa	Wajibu/ Mahitaji ya Wateja	Malipo	Muda 
1.	Utoaji wa leseni	Ombi la leseni lililokamilika	Kshs. 100,000 kwa huduma kubwa na kubwa sana na Kshs 75,000 kwa huduma ndogo na za kati	Miezi 6
2.	Kuidhinisha maombi ya ada	Ombi la kufanya mabadiliko ya ada	Bure	Miezi 6 endapo ombi limekamilika
3.	Maombi ya kufanya biashara na Wasreb	Kuwasilisha hati kamili	Ada za zabuni pale inapohitajika	Kwa mujibu wa tangazo
4.	Malipo kwa watoaji huduma	Ankara (invoice) na thibitisho kwamba imepokelewa	Bure	Siku 30
5.	Utoaji wa maelezo/ majibu kuhusiana na maswali ya wateja	<ul style="list-style-type: none"> Piga simu Andika barua Tembelea wavuti www.wasreb.go.ke 	Bure	Siku 3
6.	Kusuluhisha Malalamiko	<ul style="list-style-type: none"> Piga simu Andika barua Tembelea ofisi za WASREB 	Bure	Wiki 2

'Water Services For All'



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