

NEWSLETTER
Aqualink 
A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



- DEVOLUTION CONFERENCE 2023
- 2023 ASK SHOWS
- KWALE COUNTY OFFICIAL OPENING OF OFFICE
- WORLD AIDS DAY 2023
- WOMEN IN WATER AND SANITATION ASSOCIATION KENYA IN THE ANNUAL SANITATION SYMPOSIUM



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EDITOR'S NOTE



Editor: **Lucy Muhia**

Happy New Year dear reader!
The year 2023 ended on a high note. WASREB conducted public participation workshops in four counties: Coast, Nakuru, Kisumu, and Embu on the draft Regulatory Guidelines for 2023. The guidelines were:

- 1. Corporate Governance Guidelines
- 2. Asset Development Guidelines
- 3. Guidelines for Treatment of Turbid Water
- 4. Tariff Guidelines

At the same time, WASREB, in conjunction with the Council of Governors, conducted a workshop with County Executive Committee Members (CECMs) for Water from all 47 counties. During the workshop, they delved into the pivotal Corporate Governance Guidelines 2023, which are crucial in elevating water services nationwide and fostering seamless collaboration between national and county governments, as well as water entities across the country.

WASREB staff also made a concerted effort to exhibit at the main ASK shows in the three cities of Mombasa, Nyeri, and Nairobi. In the "Features" section, we bring you a story about how WASREB staff marked World AIDS Day 2023.

In this Edition, we are sharing highlights on additional activities that the regulator undertakes to enhance capacity and enforce regulations in the water sector through partnerships.

Enjoy the read!
Lucy

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MESSAGE FROM CEO



DR. JULIUS ITUNGA, Ag. Chief Executive Officer

Water is a fundamental component of all aspects of life. Water is inextricably linked to the three pillars of sustainable development, integrating social, cultural, economic, and political values. It is crosscutting and supports the achievement of many Sustainable Development Goals (SDGs) through close linkages with climate, energy, urban development, the environment, food security, poverty, gender equality, and health, among others. However, with climate change profoundly affecting our economies, societies, and environment, water is indeed the most critical factor in achieving the internationally agreed-upon water-related goals and targets, including those outlined in the 2030 Agenda for Sustainable Development.

The Regulator finds itself at a crossroads, balancing the need to ensure compliance by Water Service Providers with the human rights framework, while also protecting the interests of the consumers they serve is essential for remaining proactive and dynamic regulator, is no easy task. Nevertheless, WASREB is guided by a

larger mission: ensuring that consumers continue to have access to clean water while also discharging wastewater in a dignified manner, despite emerging challenges.

The public should scrutinise performance of the water services providers with the intention of putting demands for better services. WASREB is committed to raising standards in the water sector with the support of all stakeholders. This is the only way we can realize the dream of “Water Services for All.”

May we all have a productive 2024!

Dr. Julius Itunga,
Ag. Chief Executive Officer

“ *Water is indeed the most critical factor in achieving the internationally agreed-upon water-related goals and targets...* **”**



EVENTS

Devolution Conference 2023

As a proponent of the devolution process, WASREB collaborated with the Council of Governors' by participating in the 1st biennial Devolution Conference. In this regard, WASREB sponsored 8 members of staff to participate as conference delegates. Additionally, WASREB participated in one of the breakaway sessions on Leveraging Natural Resource Management for Sustainable Development Pathway and Green Economy transition in Counties. One of the key panelists in this session was Hon. Alice Wahome, Cabinet Secretary, Ministry of Water, Sanitation and Irrigation (MWSI).

Throughout the conference, WASREB engaged with various stakeholders and delegates and showcased its success stories in regulating the water providers, ensuring consumers are protected and enjoying their rights to quality water and its contributions towards the 10 years of Devolution. This was achieved through one-on-one conversations with the public at the exhibition stand and maximum visibility was also achieved through placement of branding materials done at strategic points. Gracing WASREB's exhibition stand was Eng. Festus Ngeno, Principal Secretary, Ministry of Environment, Climate Change & Forestry, MCAs, County CECs, WSPs, State Corporations and consumers.



H.E. Dr. William Samoei Ruto, CGH,
President of the Republic of Kenya official
opens the 1st Biennial Devolution Conference



Hon. Ann Waiguru,
Chairperson Council of Governors (COG)

“ Ensuring consumers are protected and enjoying their rights to quality water ”



WASREB staff, at the Devolution Conference



Dr. Chris Galgalo on the Left and **WASREB Staff** (on the Right)



EVENTS

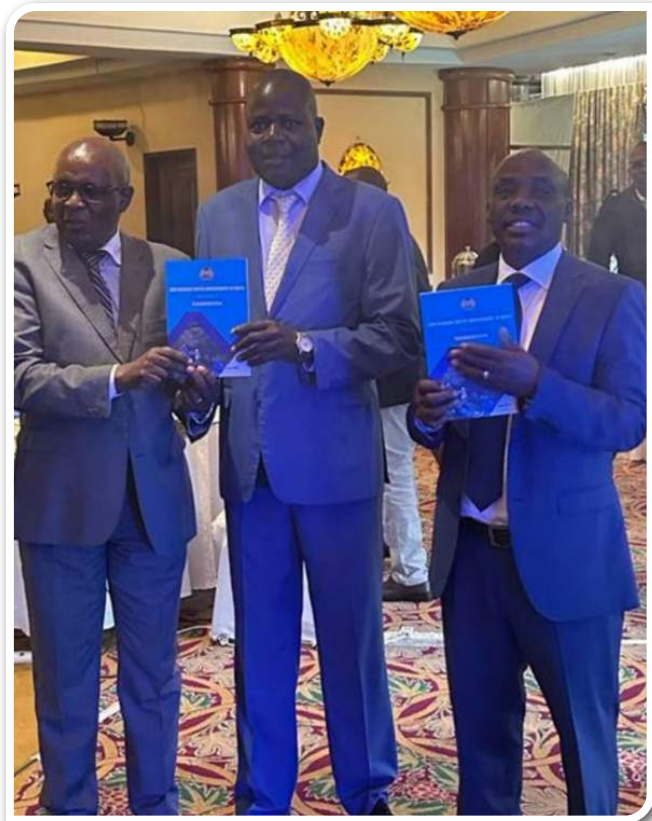
Launch Of The Revised Non – Revenue Management Guideline

The Ministry of Water, Sanitation and Irrigation on 7th July, 2023 revised and launched the Non-revenue Management guideline at a breakfast meeting in Safari Park Hotel Nairobi, through the support of JICA project for the purpose of strengthening capacity in Non-Revenue Water Management.

It was unveiled by PS Water, Sanitation and Irrigation(then) Hon Kipronoh Ronoh. Other stakeholders in attendance apart from WASREB were:

- Kenya Water Institute,
- Water Resource Authority
- Water Services Providers Association,
- Water Service providers
- Water Works Development Agencies

who are tasked with ensuring the reduction of Non-revenue water which is a national priority. WASREB Shall continue to enforce the NRW standards and ensure its compliance by all WSPs.



On right PS Water, Sanitation and Irrigation **Hon. Kiprono Ronoh** (Then), (Center) **Eng. Alima**, (Left) **WASREB Ag. CEO Dr. Julius Itunga**





EVENTS

2023 ASK Shows

Water Services Regulatory Board (WASREB) received the invitation from the Agricultural Society of Kenya for participation in the annual International Shows that were scheduled in Mombasa, Central Kenya and Nairobi in September 2023.

WASREB participated in the 3 Shows. The theme for the year 2023 International ASK show was 'Promoting Climate Smart Agriculture and Trade Initiatives for Sustainable Economic Growth'. The Show created a platform for organisations to showcase their services and products that both carried locally and internationally recognized methodologies for

strengthening systems to enhance transformational service delivery in the country.

As a proponent in service delivery, WASREB was able to engage with its stakeholders on a high gear who had questions and feedback on water and sanitation. At the same time WASREB was able to know the challenges consumers face on water which came in as consumer complaints. The readily available Publications and IEC materials proved helpful to those who had not heard about the regulator. Several visitors were also lucky to be branded using WASREB corporate wear. The staff also shared various giveaways to the visitors at their exhibition booth.





EVENTS

Tree Planting Exercise at JKUAT Sajorec Gardens



Tree Planting At Jkuat Sajorec Botanical Grounds, Kiambu County WASREB partnered with Jomo Kenyatta University Students Association (JKUSA), and Back to Society for a tree growing initiative in October 27th , 2023 at Juja. Other partners in the exercise other universities who are primarily leaders of environmental clubs in Mount Kenya University, African Nazarene University, Kenyatta University, and Cooperative University, all operating under the Kenya Inter University Environmental Students Association (KIUESA), KIUESA is the overarching association for environmental clubs in Kenyan universities.

WASREB donated 1,500 tree seedlings that were successfully planted at the Sino Africa Joint Research Centre (SAJOREC)'s botanical garden.

The species of the trees planted were indigenous trees. The incredible initiative was part of an ongoing commitment to environmental conservation and sustainable water management by WASREB and also a presidential directive to plant 15 billion trees by 2032.

During the tree planting session, Prof. Robert Gituru, Director of SAJOREC, expressed his gratitude and

encouraged students to maintain their enthusiasm for environmental initiatives. He extended an open invitation for similar events and ideas to make JKUAT a greener institution.

Executive Director of Back to Society, Mr. Abubakar Omanyo, commended WASREB team and the students for their proactive stance on environmental conservation and part of the solutions for environmental challenges.

The incredible initiative was part of an ongoing commitment to environmental conservation and sustainable water management by WASREB. 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.

As part of the Corporate Social Responsibility activities, 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.





COUNTY ENGAGEMENT

Kwale County Official Opening Of Office, Ablution Blocks & Laboratory

WASREB, represented by the Ag. CEO Dr. Julius Itunga graced the official opening of the Office Block, Ablution Block, and Laboratory of Kwale Water and Sewerage Company. The project handover was done on September 4, 2023.

The Water and Sanitation Development Project (WSDP) was funded by the World Bank and co-funded by the Ministry of Water, Sanitation, and Irrigation, as well as the County government of Kwale.

The project involved the construction of a two-story office block within the KWAWASCO compound in Kwale town. It included 16 no. offices that includes two boardrooms, a mother's room, and a kitchen. Additional facilities included washrooms for both genders, as well as provisions for Persons with Disabilities (PWD) facilities. The building also housed a fully equipped laboratory, workshop, and store.

The new KWAWASCO office was also furnished through a separate goods contract under WSDP Program.

The opening was well-attended by the Deputy Governor of Kwale, county officials, World Bank representatives, KWAWASCO, and the public.

WASREB supports the improvement of service delivery, which will be achieved through the new projects.



Governor Kwale County, **H.E Fatuma Achani** signing visitors book, On the far left **Ag. CEO WASREB Dr. Julius Itunga**



Governor & Kwale Water & County Governments Officials





CONSUMER ENGAGEMENT

Licence Public Consultations

Consumer Engagement- 22 Public Consultations Licence Meetings Held The public consultations meetings on licence held from the July to December 2023 were 22 WSP's, this being the highest number of public consultations that WASREB has mounted in a similar period.

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.

This exercise involved stakeholders from WSPs and Water Works Development Agencies in various regions of the country this namely; Nakuru, Gatanga, Kakamega, Karuri, Malindi, Nyasare, Tachasis, Ol Kalou, Oloolaiser ,Kapsabet Nandi, Othaya Mukurweini, Kiambu, Embu, Limuru, Meru, Kikuyu, Kilifi, Nakuru rural , Nzoia water ,Kirandich , Kiambere –Mwingi and Gatundu.

WASREB led by Ag. CEO Dr. Julius Itunga sensitized the consumers on their rights to access clean water and sanitation despite challenges faced in water sector.

Pertinent issues were discussed like challenges of water quality, meter theft, meter ratio, and over abstraction of water sources. The WSPs are intentional in putting a framework on water and environmental protection through stakeholders' engagement. Water Works Development Agency said that they will continue implementing the projects planned to ensure increased supply of water.

The public consultations were well attended by county government officials and representatives, Water Works Agencies, banks and other stakeholders at large. WASREB outlined the licence conditions to be observed and urged the WSPs to provide quality service to their consumers. So far over 90 regulated utilities are compliant.





PICTORIAL





REGULATORY ACTS

Draft Regulatory Guidelines 2023 Public Consultation

WASREB did a public consultation on Draft Regulatory Guidelines 2023 in 4 regions which are Coast, Embu, Naivasha and Kisumu.

The guidelines are;

1. Corporate Governance Guidelines
2. Asset Development Guidelines
3. Guidelines For Treatment Of Turbid Water
4. Tariff Guidelines

Stakeholders gave their views on the guidelines which are to help in reviewing the drafts before final compilation. These Regulatory guidelines establish performance standards and service level benchmarks for water service providers, encouraging efficiency, reliability, and accountability in service delivery.

This helps ensure that consumers receive adequate and dependable water services.

2. WASREB, in tandem with the Council of Governors, held a 2-day workshop with County Executive Committee Members (CECMs) for Water from all 47 counties, where they delved into the pivotal Corporate Governance Guidelines 2023, which are crucial in elevating water services nationwide and fostering seamless collaboration between national and county governments, as well as water entities across the country.

The Corporate Governance Guidelines for 2023 are currently undergoing regional public participation and the final validation will incorporate perspectives from across the country.





FEATURE STORY

World AIDS Day 2023 Commemoration



WASREB joined the country and the rest of the world at large for the national commemoration of the World AIDS day 2023 which was held on 1st December 2023 at Kinoru Stadium ,Meru county. The theme for the years’ event was ‘LET COMMUNITIES LEAD’ which was a call to action to enable and support communities in their leadership roles.

World AIDS Day 2023 highlighted that to unleash the full potential of community leadership to enable the end of AIDS:

Communities’ leadership roles need to be made core in all HIV plans and programmes and, in their formulation, budgeting, implementation, monitoring and evaluation. “Nothing about us without us.”

Communities’ leadership roles need to be fully and reliably funded to enable the required scale up,and be properly supported and remunerated. “Not ending AIDS is more expensive than ending it.”

Barriers to communities’ leadership roles need to be removed. An enabling regulatory environment is needed which facilitates communities’ role in

provision of HIV services, ensures civil society space, and protects the human rights of all, including of marginalised communities, to advance the global HIV response. “Remove laws that harm, create laws that empower.”

“ Not ending AIDS is more expensive than ending it ”

WASREB called for a collaborative effort towards ending the triple threat; New HIV infections, Gender Based Violence ,Adolescent Pregnancies and believes in raising awareness on the challenges faced in achieving the goal of ending AIDS by 2030 which according to the UNAIDS Executive Director Winnie Byanyimas is very possible she says “The end of AIDS is possible, it is within our grasp” and “To follow the path that ends AIDS, the world needs to let communities lead.”



PARTNERSHIP

WASREB and UNICEF Joint Sector Review Workshop

WASREB in collaboration with UNICEF held Joint Sector Review (JSR) workshop to strengthen governance and water service provision in selected counties. It was also to review actual progress against targets, analyse bottlenecks and causes for shortfalls in progress to enhance accountability and transparency.

The participants comprised County Officials, County Secretaries, CEC Water and Environment, Chief Officers and County Directors Water.



Delegates at the workshop



Richard Cheruiyot

WASREB, Director Monitoring and Enforcement making a presentation



PARTNERSHIP

Women in Water and Sanitation Association Kenya at the Annual Sanitation Symposium



WASREB collaborated with Women in Water and Sanitation Association Kenya in the Annual Sanitation Symposium that was held in November 17th, 2023 at the Ole Sereni Hotel, celebrating World Toilet Day 2023.

Discussions divulged on the steps that have already been taken and what needs to be done toward accelerating change in the sanitation space to increase the sanitation coverage in the country which is important.

The Nairobi County Deputy Governor H. E Njoroge Muchiri commended the efforts that were being done to contribute towards sanitation. WASREB represented by Senior Monitoring and Enforcement Officer Francis Maluki, presented on the state of sanitation in Kenya today and how it may not meet the vision 2030 due to the challenges of population and the slow implementation of sanitation services.



H. E Njoroge Muchiri, Nairobi County Deputy Governor speaking



Eldah Odongo, Interim chairperson Women in Water and Sanitation Association



Francis Maluki, WASREB Senior Officer, Monitoring & Enforcement



PARTNERSHIPS

REACH Program Kenya Workshop

WASREB has been intentional in partnering with stakeholders, development partners, and private entities, entities are essential for WASREB to leverage resources, expertise, and support towards achieving its regulatory objectives, improving water service delivery, and promoting sustainable water management in Kenya.

This is achieved through technical expertise, and capacity-building support to strengthen regulatory frameworks, enhance institutional capacity, and implement projects aimed at improving water sector performance. The partnerships' collaboration complements WASREB's regulatory efforts, particularly in areas such as infrastructure development, technology adoption, and service delivery improvement.

25th and 26th October: WASREB partnered with Ministry of Water, Sanitation and Irrigation and REACH Program Kenya based at the Institute for Climate Change and Adaptation, University of Nairobi for a National Stakeholders Forum discussing "Climate Resilience and Water Security", especially in the Arid

and Semi-Arid Lands (ASALS) of Kenya.

The Chief Guest was the Cabinet Secretary of the Ministry of Water, Sanitation and Irrigation, Hon. Zachariah Njeru. Governors of Kitui, Turkana, Marsabit and Laikipia Counties, lead water sector parastatals such as the Water Resources Authority, Water Sector Trust Fund, and the Regional Centre for GroundWater. UNICEF, UNESCO among others.

WASREB took the delegates through the implementation of policies and strategies relating to the provision of water and sewerages services.

The forum's expectations is unpacking the role of partnerships in achieving Kenya's water security, the changing water policy and governance landscape for water security in Kenya's drylands, understanding the implications of climate change variability on Kenya's water security.



Delegates in attendance at the forum



Guest Panelists



Emily Kamau, Advocacy Officer presenting and on panelist Q & A session



Hon. Zachariah Njeru, Chief Guest Speaker, CS Ministry of Water Sanitation and Irrigation



PICTORIAL





WASREB AT A GLANCE

1



The Water Services Regulatory Board (WASREB) is a regulatory state corporation established by the water Act 2002, this law was repealed by the Water 2016 operationalized in April 2017. section 70 (1) of the constitution as a regulatory body responsible for regulating the provision of water services and sanitation in Kenya.

2



WASREB primary mandate is to oversee the performance of water service providers (WSPs), including monitoring their compliance with regulations, ensuring service delivery standards, and protecting the interests of consumers.

3



WASREB regulates various aspects of the water sector, including licensing of water service providers, tariff setting, quality standards enforcement, consumer protection, and sector performance monitoring.

4



WASREB oversees both urban and rural water services, including water supply and sanitation services provided by utilities, water companies, community-based organizations, and other entities.



5



WASREB actively engages with water consumers through various channels, including public consultations, consumer forums, and complaint redress mechanisms, to ensure that their needs and concerns are addressed.

6



WASREB provides capacity-building support to water service providers, including training and technical assistance, to enhance their operational and managerial capabilities.

7



WASREB collaborates with various stakeholders, including government agencies, development partners, civil society organizations, and the private sector, to promote effective regulation and sustainable water service delivery.

8



WASREB publishes annual sector performance reports to provide stakeholders with information on the performance of the water sector.

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 & 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/ Mahitajiya 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 limekamiliika
3.	Maobi ya kufanya biashara na Wasreb	Kuwasilisha hati kamilifu	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 afisi za WASREB 	Bure	Wiki 2

'Water Services For All'



HOW TO SAVE WATER

A valuable resource is fresh water, and we will have to do as best as we can to preserve it.



Prevent Overflow



Turn off the Tap and Use a Cup



Create Awareness



Use Water Efficient Toilet



Run Them Fully Loaded



Take Shorter Shower Time



Harvest Water



Divert Unused Water



Repair Visible Leaks



Conserve at Society Level



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