

NEWSLETTER

Aqualink

WASREB
Water Services Regulatory Board

A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



- EMPOWERING PUBLIC VOICE IN WATER SERVICES.
- A CRUCIAL PARTNERSHIP FOR KENYA'S WATER FUTURE.
- LAUNCH OF IMPACT 16 REPORT AND 5TH STRATEGIC PLAN.
- WATER AND SANITATION INVESTORS CONFERENCE 2024.
- WORLD WATER DAY 2024.



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Editor: **Lucy Muhia**

EDITOR'S NOTE

Hello reader!

The first part of 2024 has been fruitful in every aspect. The Regulator successfully launched the 16th edition of the IMPACT Report for 2022/23, the 2023-2027 Strategic Plan, and four Regulatory Guidelines. This was all capped off with vibrant 20th-anniversary celebrations at a colorful event in Nairobi.

The Regulator also participated in the Water and Sanitation Investors Conference (WASIC 2024), organized by the Ministry of Water and Sanitation, the Water Fund, and the Council of Governors. The event featured delegates from the water sector, private sector, Banks, and NGOs, among others, who participated under the theme "Accelerating Investments for Sustainable Access to Water and Sanitation for All." The conference was officially opened by the then Cabinet Secretary for Water Sanitation, and Irrigation Hon. Zechariah Njeru.

Earlier this year, Water Services Regulatory Board (WASREB) participated in the World Water Day celebrations held in Elgeyo Marakwet County, themed "Leveraging Water for Peace." WASREB team, along with other agencies, visited Mindililwo Special School in Iten and made donations to the institution.

This edition features numerous insightful activities and highlights undertaken by the regulator in fulfilment of its mandate as a national Regulator.

Happy reading!
Lucy

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Guests during Impact 16 report launch



MESSAGE FROM CEO



Dr. Julius Itunga, Ag. Chief Executive Officer

The half year ended on a positive note with the launch of 16th Impact Report for 2022/2023 & our 5th Strategic Plan. The Impact Report shows a three percentage point improvement in water coverage, now at 65% in regulated areas, though sewerage coverage remains at 16%. Water loss reduction has improved slightly from 45% to 43%, but we are still far from our 2030 target of 20%. These losses cost over Kshs. 10.2 billion annually. Our "Operation Linda Maji, Lipa Maji" initiative continues to tackle Non-Revenue Water.

Also, our 5th Strategic Plan (2023-2027) is a blueprint for the future, charting a clear course towards improved water service delivery, regulatory excellence, and sustainable resource management in Kenya.

The development of this Strategic Plan has been a collaborative and meticulous process, involving input from a diverse array of stakeholders, including government bodies, water service providers, and experts in the field.

This Strategic Plan is a manifestation of our commitment to this vision, guiding us in our mission to regulate and oversee water service provision with integrity, transparency, and efficiency. Alongside the launch of the two very important documents the Impact 16 and the Strategic Plan, we also launched four industry guidelines-Corporate Governance, Asset Development, Turbid Water Management, and Tariffs -that marks a new chapter for our sector. These guidelines, crafted collaboratively, provide a roadmap for ethical leadership, responsible infrastructure development, clean water management, & sustainable financial practices.

The development and implementation of these guidelines reflect our commitment to regulatory excellence and our unwavering dedication to ensuring that all Kenyans have access to safe, reliable & affordable water services. The launch of the guidelines was as a result of extensive consultations, rigorous research, and collaborative efforts from a diverse range of stakeholders.

In conclusion, it is with immense pride and joy that WASREB also celebrates a significant milestone of 20 years of water services regulation. This marks two decades of dedication, resilience, and unwavering commitment to ensuring that all Kenyans have access to safe, reliable, and sustainable water services. As we look back on the past 20 years, it is essential to recognize the challenges we have overcome and the progress we have made. WASREB was established with a clear mandate – to regulate and oversee water services, ensuring that consumers are protected and have access to water. This mandate was driven by the need to address the critical issues facing our water sector and to lay the foundation for sustainable water management in Kenya.

I would like to extend my deepest gratitude to everyone who has been a part of this incredible journey. To our dedicated staff, past and present whose hard work and commitment have been the cornerstone of our success. To our partners, stakeholders, and the communities we serve, your collaboration and support have been invaluable. I wish to congratulate utilities that continue to do well and here's to 20 years of achievements and to many more years of progress and success.

Dr. Julius Itunga,
Ag. Chief Executive Officer



EVENTS

WATER AND SANITATION INVESTORS CONFERENCE 2024

On 6th to 8th March 2024, the Ministry of Water, Sanitation, and Irrigation (MWSI) in collaboration with Water Sector Trust Fund (WaterFund) and the Council of Governors hosted Water and Sanitation Investors Conference (WASIC) 2024 in Nairobi that was themed “Accelerating Investments for Sustainable Access to Water and Sanitation for All.” The event was officially inaugurated by Hon. Zacharia Njeru, Cabinet Secretary of MWSI. Speaking at the forum CS Zacharia Njeru emphasized the government’s commitment to addressing the pressing challenges within Kenya’s water and sanitation sector he also stressed on the urgency of accelerating investments to ensure universal access to clean water and proper sanitation for all Kenyans WASREB was one of the partners during the conference.

As the regulatory board in the water sector, WASREB's acting CEO, Dr. Julius Itunga, highlighted the regulators' critical role in governance and policy framework in water services. This is through regulatory oversight, licensing, policy development, consumer protection, capacity building, monitoring and evaluation, coordination and elaboration which is to ensure a coordinated approach to addressing challenges and achieving sustainable water management goals. The CS also launched the first National Water and Sanitation Investment and Financing Plan (NAWASIP) that envisions universal access to water and sanitation by the year 2030. The NAWASIP seeks to provide a shared intergovernmental strategy for expanding access to water and sanitation. The document was developed jointly by the National and County Governments with a consensus building on the services, financing scenarios and reforms.

“ We need to accelerate investments to ensure universal access to clean water and proper sanitation for all. CS Water, Zechariah Njeru ”



WASREB’s Director Monitoring and Enforcement Richard Cheruiyot speaking at one of the sessions



CS Water Hon. Zechariah Njeru giving his opening speech



Eng. SAO Alima- Water Secretary, giving his remarks



Governor of Taita Taveta County, Hon. Andrew Mwadime giving his remarks



Ag. CEO WASREB Dr. Julius Itunga giving his remarks



EVENTS

LAUNCH OF IMPACT 16 REPORT AND STRATEGIC PLAN

Impact Report 16, latest edition was launched by WASREB, that evaluates and assess the performance of the water sector. The launch event, held at the Panari Hotel in Nairobi on 20th June 2024, was presided over by the Chief Guest, Cabinet Secretary of the Ministry of Water, Sanitation, and Irrigation, Zacharia Njeru. Additionally, WASREB unveiled its Strategic Plan for 2023–2027, reaffirming its commitment to ensuring access to quality water services for all. This plan outlines WASREB's vision, objectives, and strategies for the coming years. The event also marked the regulator's 20-year anniversary. IMPACT 16 reported a slight reduction in non-revenue water from the previous year. Water coverage increased from 62% to 65% compared to the previous period which was an improvement of 3%. This increase is partly attributed to the inclusion of water coverage data from small-scale service providers within the service areas of 73 regulated Water Service Providers, contributing to an additional 785,444 people gaining access to water.

The CS Water, called on the water utilities in the country to aim for self-sufficiency. This, he said, will alleviate the financial burden on the government. "Achieving this can be accomplished by enhancing both technical and financial efficiency, making them creditworthy and eligible for blended financing. WASREB is already leading this effort with the help of development partners, offering limitless potential for utilities," said Njeru. He urged the county governments to support the utilities in reviewing tariffs while ensuring accountability for the resources. Job Chirchir, WASREB board chairman, said the strategic plan was the roadmap that will guide the water board in navigating the challenges and achieving the vision of a water-secure Kenya. He added that the growing demand for water, coupled with the impacts of climate change, requires everyone to be more proactive and innovative in their approach.

In his remarks, WASREB CEO Ag. Dr. Julius Itunga said WASREB will work with development partners to close the financing gap and the National Water and Sanitation Investment Plan (NAWASIP) will drive sector interventions, supported by the World Bank's focus on rural areas.

He stated that the Disbursement Linked Indicators must be achieved as agreed. He asked utilities to aim for self-sufficiency by improving technical and financial efficiency.





PICTORIAL



CS Water Hon. Zechariah Njeru giving his remarks



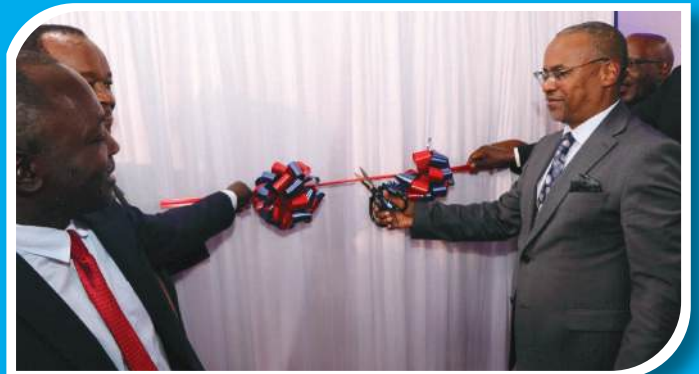
Band entertaining the guests



WASREB AG. CEO Dr. Julius Itunga giving his remarks



WASREB Board of Directors



2nd left Governor of Laikipia Hon. Joshua Irungu and Nanyuki Water receiving their trophy awarded by the CS Water



Colourful unveiling of Impact 16 report



Unveiling the 5th Strategic Plan 2023-2027



Nakuru Urban Water -Top performer, receiving their trophy



Nyeri Water receiving their trophy



Cake cutting of WASREB's 20th anniversary



COUNTY ENGAGEMENT

COUNTY ENGAGEMENT-A CRUCIAL PARTNERSHIP FOR KENYA'S WATER FUTURE

The Regulator recognizes the importance of county engagements in ensuring effective water service delivery. This engagement is proving to be a game-changer in the country's water sector. The impact of this engagement is already visible. WASREB's engagement with the Counties is not just about regulation but about working together to ensure every Kenyan has access to clean, reliable water. On 29th January, WASREB's Corporate Secretary and Legal Manager Mr. John Muruka and other key stakeholders, did an induction to the Board of Directors from both Ol'Kalou and Nyandarua Water and Sanitation companies. Director of Water & Sanitation Mr. Benedict Mambo gave remarks on behalf of the County Governor Dr. Moses N. Badilisha Kiarie, urging the County Assembly to support bills and policies that will see Nyandarua profit from its water resources and also noted that Nyandarua supplies water to other counties while reaping minimal benefits.



WASREB Tariff Manager, Robert Mutai inducting the Board of Directors



WASREB Corporate Secretary and Legal Manager, John Muruka, engaging the Board members



Board of Directors being inducted

On 6th June, WASREB's Ag. CEO Dr. Julius Itunga and the Corporation Secretary and Manager Legal Services, John Muruka conducted a sensitization workshop to Wajir County Assembly water committee on the National legal & regulatory framework governing the water sector. The discussion delved on current affairs affecting Wajir Water & Sewerage Company to inform the provisions of the Wajir County Water bill as well as ensure its compliance with the national legal framework.



Ag. CEO WASREB, Dr. Julius Itunga giving his remarks



Stakeholders listening keenly





COUNTY ENGAGEMENT

COUNTY ENGAGEMENT-A CRUCIAL PARTNERSHIP FOR KENYA'S WATER FUTURE

On February 22nd, the Regulator had a consultative meeting with Bomet County led by the CECM Water, Dr. Bernard Tonui on addressing performance challenges facing Bomet Water and Sanitation company. WASREB and the County signed a commitment of action to turn around the utility. The CECM is committed to continue supporting the utility while WASREB was requested to finalise the review of the tariff. The meeting agreed to a quarterly review of progress.



Far left, WASREB's Tariff Manager Robert Mutai, next & far right WASREB's Director Standards, License & Advocacy



Left-Bomet CECM Water, Dr. Bernard Tonui & right, WASREB's Director Monitoring & Enforcement, Richard Cheruiyot

The Regulator does capacity-building which is to strengthen the capabilities of WSPs and other stakeholders, ultimately contributing to improved water governance, service delivery, and sustainability. On 15th May, the Regulator did an induction training for the Board of Directors of the WSPs for Kapenguria, newly formed Turkana Urban Water, Turkana Rural, Samburu Water and sanitation companies owned by county governments of West Pokot, Turkana and Samburu respectively. Deputy Governor of Turkana County Dr. John Erus presided over the opening ceremony.



Board of Directors





CONSUMER ENGAGEMENT

EMPOWERING PUBLIC VOICE IN WATER SERVICES; 24 PUBLIC CONSULTATIONS ON LICENCE AND TARIFF MEETINGS HELD

One of the various ways in which WASREB carries out consumer education is through stakeholders' engagement that aims to empower consumers by providing them with relevant information on their right to access clean water. Educating consumers is an effective mechanism to protect them as it assists them in understanding their rights on universal access to water. Public participation on Tariff 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. Revenue from tariffs seeks to ensure adequate and efficient resource allocation of funds with an overall goal of attaining 100% access to water for all Kenyans.

The complete process of tariff setting is subject to public participation with aim of informing as well as collecting input from the consumers. WASREB in conjunction with the water utilities successfully oversaw a total number of 18 public consultations across a number of towns in the country. These utilities include Gatanga, Gatamathi, Siboi, Murang'a west, Nithi, Kitui, Kikuyu, Amatsi, Tachasis, Othaya Mukuruweini, Eldoret, Tetu Aberdare, Naromoru, Olkaria, Gatundu, Ruiru Juja, Oloolais & Kiambere mwingi water & sanitation companies. The stakeholders involved gave their views & opinions on tariff adjustment which were noted & put into consideration.



Albert Ochuodho, Tariffs Officer WASREB, engaging with the consumers during tariff public consultation meeting



Stakeholders during tariff public consultation meeting





CONSUMER ENGAGEMENT

PUBLIC PARTICIPATION ON LICENSE RENEWAL

In a move towards greater transparency and public participation, WASREB and WSPs are emphasizing the crucial role of public consultations in the licensing process. This initiative is set to reshape the landscape of water service provision in Kenya. Public consultations are now being recognized as a cornerstone of effective water sector governance. These consultations are not just a formality but a vital link between service providers and the communities they serve. WASREB also oversaw license renewal public consultation meetings where stakeholders of Machakos, Gatamathi, Nyahururu, Eldoret, Nyeri and Lamu Water Companies turned up to participate for the license renewal of their utilities. They were sensitized on licensing and agreed to have the utilities licensed. Stakeholders while participating in the public consultation, raised challenges faced to be vandalism cases, high electricity bills and fluctuation of electricity power. WASREB team guided the stakeholders on how to report customer complaints to the WSP and called upon to support the water company in the management of NRW and Vandalism cases.



Stakeholders during license renewal public consultation meeting



CONSUMER ENGAGEMENT

TREE PLANTING AT KINALE FOREST, KIAMBU COUNTY.

WASREB joined other Water state agencies, other stakeholders and local residents in 17th May , 2024 at Kuresoi , Kiambu County. WASREB donated 2,500 tree seedlings that were successfully planted at Kinale forest.

The initiative underscores WASREB's ongoing commitment to:

1. Environmental conservation
2. Sustainable water management
3. Preservation of vital water catchment areas
4. Protection of natural resources
5. Enhancement of water quality and quantity

The tree-planting event is just one example of how WASREB is working to create a greener, more sustainable future for Kenya. By preserving our forests and water catchment areas, we're not only protecting our natural resources but also ensuring the well-being of communities that depend on these ecosystems.

As part of Corporate Social Responsibility, WASREB continues to collaborate with both public and private organizations to:

- Tackle climate change.
- Implement nature-based solutions for soil and water conservation.
- Prevent environmental degradation.



WASREB staff on ground planting tree seedlings



WASREB staff at the tree planting activity



Local residents helping in planting



REGULATORY ACTS

WASREB LAUNCHES FOUR GROUNDBREAKING INDUSTRY GUIDELINES

On 20th June 2024 WASREB launched four crucial industry guidelines, setting a new standard for the water sector in Kenya. The New Guidelines:

1. Corporate Governance
2. Asset Development
3. Turbid Water Management
4. Tariffs

These guidelines are the result of extensive consultations, rigorous research, and collaborative efforts from diverse stakeholders. They represent our commitment to regulatory excellence and our dedication to ensuring all Kenyans have access to safe, reliable, and affordable water services.

The key benefits are:

- Corporate Governance Guidelines: Foster accountability and integrity in water service providers.
- Asset Management Guidelines: Promote longevity and reliability of water infrastructure.
- Water Turbidity Guidelines: Safeguard public health and maintain water quality.

These guidelines mark a pivotal step in WASREB's mission to effectively regulate water services. They will:

- Improve service delivery
- Build a stronger, more resilient water sector
- Enhance our ability to meet current/future challenges.

These guidelines will contribute to the development of high-quality, reliable, & sustainable water services for all Kenyans.



WASREB Director Monitoring & Enforcement highlighting his presentation



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 & the final validation will incorporate perspectives from across the country.



CECMs for Water during the workshop



WASREB Ag. CEO Dr. Julius Itunga, during the workshop



FEATURE STORY

WORLD WATER DAY 2024



Charlene Ruto, founder SMACHS Foundation



CS Water, Zechariah Njeru planting a tree



On March 22 2024, WASREB joined the nation and the global community in celebrating World Water Day in Elgeyo Marakwet County. The year's theme, **"Leveraging Water For Peace,"** underscored the vital role of water in fostering harmony and development. The Cabinet Secretary Water, Sanitation & Irrigation Hon Zacharia Njeru EGH led Ministry officials and water sector institutions in marking the colourful ceremony. The Principal Secretary State Department for Water and Sanitation Julius Korir CBS, H.E . Governor Elgeyo Marakwet Wisley Rotich and the patron SMACHS Foundation (Smart Mechanized Agriculture & Climate Action for Humanity and Sustainability), the First daughter Charlene Ruto. The delegation first paid a courtesy call to the Governor's office in Iten and proceeded to Mindililwo Special School. The CS provided the school with assorted food stuffs for the needy students as donation of two tanks of 10,000 litres. H. E. Governor Wisley Rotich promised to purchase a washing machine to assist the students in the school. Some of the other activities that were involved in commemorating the day was tree planting which was done at Mindililwo special school. Other top ministry's leadership accompanying the CS included the Water Secretary Eng SAO Alima EBS, Secretary Administration Mr. Stephen Kihara among other technical teams. The celebration reinforced WASREB's commitment to ensuring sustainable water access for all Kenyans and strengthening collaboration between national and county governments, as well as other stakeholders, in advancing this crucial cause.



CS Zechariah Njeru signing visitors book at Mindililwo special school



CS Njeru and Charlene Ruto at the special school training centre



Donations to the school by CS Njeru, Governor Elgeyo Marakwet Wisley Rotich and Charlene Ruto



Local residents part of the celebrations



PARTNERSHIP

WASREB PARTNERS WITH UNICEF TO ENHANCE WATER GOVERNANCE IN ASAL COUNTIES

Collaboration with other stakeholders helps WASREB enhance its regulatory functions, improve water service delivery, and ensure the sustainability and resilience of water resources. It also gives exposure to international best practices and standards that leads to improving regulatory framework and operational efficiency. WASREB, in collaboration with UNICEF, held a 2- day Water Governance Dialogue workshop for Arid and Semi-Arid Lands (ASAL) County leadership. The Water Governance Scale-Up Initiative will focus on ten priority ASAL counties in a phased approach, beginning with Garissa, Wajir, Mandera, Marsabit, Samburu, and Turkana.

The main goal of the dialogue workshop was to;

1. Raise awareness among county water managers about sector performance.
2. Build consensus on priority areas for improvement.
3. Develop commitments to enhance performance.

The initiative marked a significant step in our mission to improve water services in underserved regions.



Stakeholders during the workshop



PARTNERSHIP

PRESIDENT RUTO COMMISSIONS KES 900 MILLION WATER PROJECT IN MURANG'A COUNTY



16th February 2024, Cabinet Secretary Ministry of Water Sanitation and Irrigation Hon. Zachariah Njeru E.G.H received H.E President William Ruto during his tour of Murang'a County where he commissioned the Kes 900 million Maragua Water Supply and Irrigation project. President Ruto was accompanied by his Deputy H. E Rigathi Gachagua, Governor Irungu Kang'ata, including the host Hon Mary Wamaua Waithira MPs and the county leadership of Muranga County. Others at hand to receive the president were Principal Secretary State Department for Water and Sanitation Mr Julius Korir, CBS, Water Secretary Eng SAO Alima, Ag. Chief Executive Officer Athi Water Works Development Agency Eng. Joseph M. Kamau, Director Water Infrastructure Development Eng Simon Korir and Ag. CEO WASREB Dr. Julius Itunga. President Ruto emphasized the government's commitment to ensuring access to potable water and supporting irrigation needs for enhanced food security. The additional Kes 180 million investment in last-mile connectivity underscores this dedication. The project is expected to have a positive impact on the lives of Murang'a residents.



WASREB AG. CEO Dr. Julius Itunga with H.E William Ruto



Official commissioning of the project



CS Water and Sanitation, Hon. Zechariah Njeru welcoming the president



PARTNERSHIPS

WASREB PARTICIPATES IN INAUGURAL ESAWAS WATER SUPPLY AND SANITATION TRAINING

The ESAWAS Regulators Association recently launched and inaugurated its first training program for 4 days on Water Supply and Sanitation (WSS), marking a significant step towards enhancing regulatory expertise across Africa. WASREB was part of the inaugural sessions. The objective was to provide fundamental knowledge on regulation, water supply and sanitation service provision & social considerations for inclusive access to services with practical case studies. WASREB Ag. CEO Julius Itunga said that the Association had made great strides towards regulating WSS in Africa and as regulator in Kenya under Ministry of Water, WASREB's work is to provide an enabling environment for water services providers to operate services to provide sustainable services. The launch was officiated by Principal Secretary Mr. Julius Korir of the State Department vid Water and Sanitation, together with Water Secretary Eng. Samuel Alina, ESAWAS Chairperson Mr. Nganikiye Balthazar, WASREB Ag. CEO Dr. Julius Itunga, and ESAWAS Executive Secretary Yvonne Magawa.



On the left, Water Secretary Ministry of Water Eng. Alima, centre ESAWAS Chairperson Mr. Nganikiye Balthazar and on the right Ag. CEO WASREB Dr. Julius Itunga



Official launch of WSS training program



ESAWAS Executive Secretary Yvonne Magawa



PARTNERSHIPS

WASREB AND WORLD BANK KENYA LAUNCH WATER UTILITY CREDITWORTHINESS COURSE

WASREB, in collaboration with World Bank Kenya, launched 'The Water Utility Creditworthiness Course'. This comprehensive training program ran from April to June 2024. The course was a crucial step towards leveraging external resources for water infrastructure development, and enhance understanding of the importance of creditworthiness, in making utilities bankable. The aim of the training was to impart skills & knowledge to 30 key personnel in the water and sanitation sector in Kenya, equipping them with the expertise to support water utilities to improve their operational and financial performance and to focus on accessing commercial financing.



Group photo of the guests after the unveiling



Official unveiling of Water Utility Creditworthiness Course by PS Korir and helping on is World Bank Group, Senior Water and Sanitation Specialist, Pascaline Ndung'u



PICTORIAL



Water Secretary, Eng. Alima giving his remarks



Water PS Julius Korir giving his remarks



WASREB Ag. CEO Dr. Julius Itunga giving his remarks



WASREB Director Monitoring and Enforcement giving his remarks



WaterFund CEO Willis Ombai giving his remarks



Participants listening keenly



Eng. Robert Gakubia, taking participants through on what to expect when undertaking the course



PARTNERSHIPS

PEER LEARNING BY THE MINISTRY OF WATER AND ENVIRONMENT, DEPARTMENT OF WATER UTILITIES REGULATION OF UGANDA TO WASREB



WASREB embraces a transformative approach to knowledge sharing and capacity building through a peer learning initiative. Peer learning aims not only to enhance the capacity of water sector professionals but also to foster a collaborative approach to solving water challenges globally. It is also about collectively raising the bar for water service delivery within the water sector. On the 24th of May 2024, WASREB was honoured to host a delegation from the Ministry of Water and Environment, Department of Water Utilities Regulation of Uganda for a 2-day learning visit. The purpose of the visit was to learn how WASREB has successfully integrated ICT systems in water services. The WASREB team provided insights into WASREB's mandate, legal and institutional framework, role, regulatory tools, regulatory data, sector performance, and other relevant aspects.



Ministry of Water and Environment, Department of Water Utilities Regulation of Uganda team





QUICK TIPS



Disable Wi-Fi and Bluetooth

Wi-Fi and Bluetooth settings can be exploited if not disabled and not in use. Do not perform online activities like shopping, banking or other tasks that involve sensitive data when on public Wi-Fi.



Secure your Wifi

Securing your Wi-Fi is crucial to keep your data secure. If your data is not secure, it is easy for people to access it and steal data from your devices. It is equally easy for hackers to hijack your connection to conduct crimes.



Avoid Unknown Sites

Check security protocols, certifications, and a secure payment gateway on websites. Unknown websites might be a gateway to download attacks that aim to install malicious code on your device, via unintentional or auto-downloads.



Verify Before you Click

Downloads, links and pop-ups can contain viruses and malware. Make sure to verify the sources before you click. Do not submit any sensitive information.



Protect Your Identity

Personal information like phone number, birth date, and bank account details can be used to identify, locate, or contact an individual. Refrain from posting such information on publicly platforms, storing it unencrypted, or physically noting it down. If you are saving personal information on your device, put a password and lock them when not in use. Don't share sensitive information, even if they appear from a legitimate source.

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 limekamilika
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'



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