



# OUR SERVICES HANDBOOK

# INTRODUCTION

The Water Services Regulatory Board (WASREB) is the national regulator of water and sewerage services. It was established in March 2003 as part of the comprehensive reforms in the water sector. WASREB’s mandate is provided for under Section 70, read together with Section 72 of the Water Act 2016, as part of the National Government’s mandate in Schedule 4 of the Constitution.

WASREB’s main statutory objective is to protect the interests and rights of all in the

provision of water services, while ensuring other stakeholders’ interests are also safeguarded.

To ensure its mandate is feasible, the institution oversees the implementation of policies and strategies relating to the provision of water and sewerage services. WASREB also sets rules and enforces standards that guide the sector towards ensuring that consumers are protected and have access to efficient, affordable, and sustainable services.



**Vision:**

Sustainable Water Services for Quality Life.



**Mission:**

To Provide a Regulatory Environment that Facilitates Sustainable Water Services in Line with Human Rights to Water and Sanitation.



**Core Values**

Accountability  
Responsiveness  
Integrity  
Innovation  
Teamwork



## STRATEGIC GOALS

WASREB is guided by the following goals:

- a) *Ensure effective and sustainable water services.*
- b) *Expand access to water services in rural and undeserved areas.*
- c) *Entrench public accountability in water services provision.*
- d) *Enforce adherence to established standards.*
- e) *Enhance WASREB’s institutional capacity*

## QUALITY POLICY STATEMENT

WASREB, certified under ISO 9001:2015, is committed to:

- Efficiency in the regulation of water services in line with the human right to water and sanitation.
- Continuous improvement of its Quality Management System through regular policy reviews and quality objective assessments.



## REGULATORY FRAMEWORK

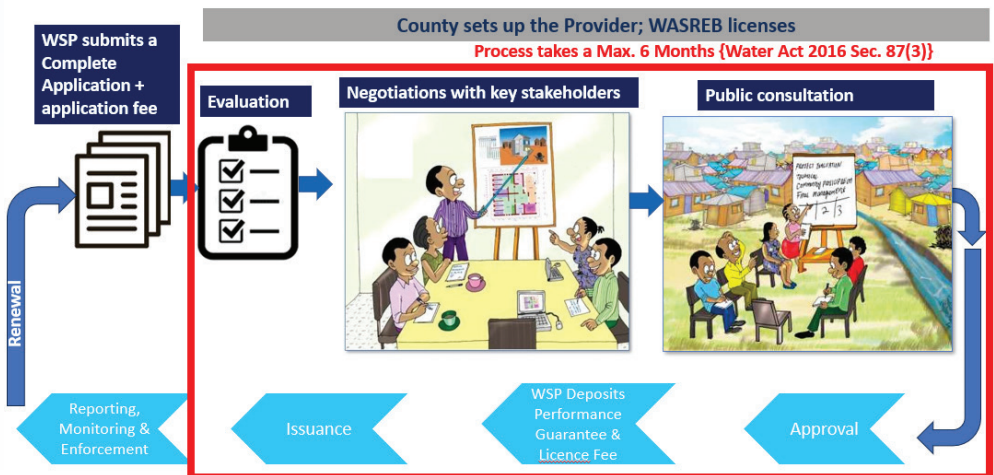
### 1. LICENSING

The Water Services Regulatory Board (WASREB) has regulatory framework and process through which water service providers (WSPs) and other entities in the water sector obtain licenses to operate and provide water services in Kenya. WASREB is responsible for regulating water services in Kenya and ensures that WSPs comply with the law, adhere to quality standards, and provide services that meet the needs of consumers.

#### Key aspects on Licensing:

1. Licensing Requirements
2. Application Process
3. Assessment and Evaluation
4. License Types
5. License Conditions
6. Consumer Rights and Protection
7. Compliance Monitoring
8. License Renewal:
9. Penalties and Enforcement:

### Licensing Process



# Classes of License

| Performance Range | Remarks   | Type of License (new system) |
|-------------------|---|------------------------------|
| ≥70               | Commercially Viable                             | 8 years                      |
| 50 - 69           | Not Commercially Viable in the short term       | 5 years                      |
| <50               | Not Commercially Viable in the medium-long term | 3 years                      |

## Conditions for Licensing

Ensure that the performance targets are met



Provide access to water services to all consumers



### Principles of Good Governance



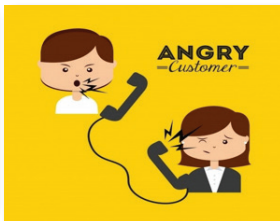
| KPI CLUSTER                | INDICATORS                       |  | Sector Benchmarks                  |              |        | Scoring Regime |            |    |
|----------------------------|----------------------------------|--|------------------------------------|--------------|--------|----------------|------------|----|
|                            |                                  |  | Good                               | Satisfactory | Poor   | Performance    | Score      |    |
| Quality of Service         | 1                                | Water Coverage, %                                    | >90%                               | 80-90%       | <80%   | ≥90%           | 30         |    |
|                            | 2                                | Drinking Water Quality, %                            | >95%                               | 90-95%       | <90%   | ≥95%           | 30         |    |
|                            | 3                                | Hours of Supply, No.                                 | Population >100,000                | 21-24        | 16-20  | <16            | ≥20        | 20 |
| Population <100,000        |                                  |  | 17-24                              | 12-16        | <12    | ≥16            | 20         |    |
| Economic Efficiency        | 4                                | Personnel Expenditure as Percentage of O+M Costs, %  | Large and Very Large Companies     | <20%         | 20-30% | >30%           | ≤25        | 15 |
|                            |                                  | Medium Companies                                     | <30%                               | 30-40%       | >40%   | ≤30            | 15         |    |
|                            |                                  | Small Companies                                      | <40%                               | 40-45%       | >45%   | ≤40            | 0          |    |
| 5                          | O+M Cost Coverage, %             | ≥150%  | 100-149%                           | ≤99%         | ≥150%  | 25             |            |    |
| 6                          | Revenue Collection Efficiency, % | >95%   | 95-85%                             | <85%         | ≥95    | 20             |            |    |
| Operational Sustainability | 7                                | Non-Revenue Water, %                                 | <20%                               | 20-25%       | >25%   | ≤20%           | 25         |    |
|                            | 8                                | Staff Productivity (Staff per 1000 Connections), No. | Large & Very Large Companies       | <5           | 5-8    | >8             | ≤5         | 20 |
|                            |                                  |  | Medium & Small (less than 3 towns) | <7           | 7-11   | >11            | ≤7         | 20 |
|                            |                                  |  | Medium & Small (3 or more towns)   | <9           | 9-14   | >14            | ≤9         | 20 |
| 9                          | Metering Ratio, %                | 100%   | 95-99%                             | <95%         | 100%   | 15             |            |    |
| <b>Total Maximum Score</b> |                                  |  |                                    |              |        |                | <b>200</b> |    |

# License Conditions

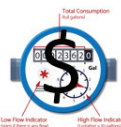
## Catchment & source Protection, Water conservation



## A Happy Customer pays bill!



## Pro-poor strategies/ interventions for LIAS



## Compliance with Gazetted Tariff



## 2. Tariff Setting

Water Services Regulatory Board (WASREB) tariff setting is the process by which WASREB, the regulatory authority responsible for regulating water services in Kenya, establishes the pricing structure for water services provided by water service providers (WSPs) within the country. This process is crucial for ensuring that the rates charged to consumers for water services are fair, affordable, and reflective of the costs associated with providing these services while maintaining financial sustainability for WSPs.

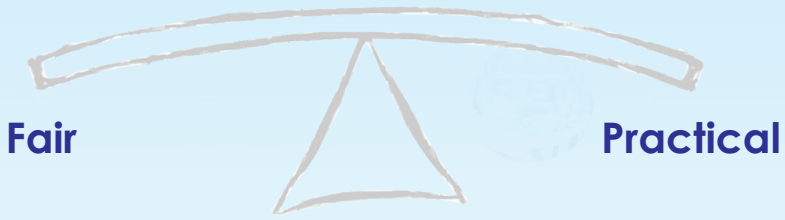
### Water pricing: The guiding principles

Constitution of Kenya 2010 : Human right to clean and safe drinking water in adequate quantities and reasonable standards of Sanitation.

1. Financial Sustainability
2. Efficiency

3. Conservation
4. Simplicity
5. User pays principle
6. Ring-fencing
7. Public Participation.





**Affordability/ socio-economic profile (pro-poor)**

**reflects service received/used**

**simple**

**easily applied**

**easily collected**

**What makes a good Tariff structure**

1. Improving water use efficiency,
2. Enhance social equity
3. Driving investments
4. Securing financial sustainability of WSPs.

**TYPICAL TARIFF STRUCTURE**

**1.1 Water Tariff**

| Consumer Categories                       | Consumption Block (M3)          | Approved Tariff (Kshs/M3) |
|---|---------------------------------|---------------------------|
| Domestic/Residential                      | 1-6                             | 130                       |
|   | 7-20.                           | 135                       |
|   | 21-50                           | 140                       |
|   | 51-100                          | 145                       |
|   | 101-300                         | 150                       |
|   | >300                            | 160                       |
| Multi-Dwelling Units                      | Per M3                          | 135                       |
| Commercial/Industrial                     | 1-50                            | 140                       |
|   | 51-100                          | 145                       |
|   | 101-300                         | 150                       |
|   | >300                            | 160                       |
| Government/Institutions                   | 1-50                            | 140                       |
|   | 51-100                          | 145                       |
|   | 101-300                         | 150                       |
|   | >300                            | 160                       |
| Public Schools, Colleges and Universities | 1-600                           | 135                       |
|   | 601-1200                        | 145                       |
|   | >1200m3                         | 160                       |
| Unique Consumer Categories                | Bulk Water Supply -Water Per M3 | 92                        |
|   | Water Kiosks -Per M3            | 130                       |

## 1.2 Sewer Tariff

| Consumer Categories                       | Consumption Block (75% of water Consumed) (m3) | Approved Tariff (Kshs/M3) |
|---|--|---------------------------|
| Domestic/Residential                      | 1-6  | 90                        |
|   | 7-20.  | 95                        |
|   | 21-50  | 100                       |
|   | 51-100   | 105                       |
|   | 101-300  | 110                       |
|   | >300   | 115                       |
| Multi-Dwelling Units                      | Per M3   | 110                       |
| Commercial/Industrial                     | 1-50   | 100                       |
|   | 51-100   | 105                       |
|   | 101-300  | 110                       |
|   | >300   | 115                       |
| Government/Institutions                   | 1-50   | 100                       |
|   | 51-100   | 105                       |
|   | 101-300  | 110                       |
|   | >300   | 115                       |
| Public Schools, Colleges and Universities | 1-600  | 100                       |
|   | 601-1200                                       | 110                       |
|   | >1200m3  | 115                       |

## TARIFF IMPLEMENTATION

1. WSP shall give customers one (1) month notice prior to tariff implementation
2. WSP to inform consumers on tariff rates through:
  - **Utility's website,**
  - **Pay stations,**
  - **Public affairs offices of the WSP,**
  - **Water kiosks,**
  - **SMS broadcasts**
  - **Customer's water bill etc.**
3. WSP to bill all consumers

## IMPACT REPORT

WASREB's main tool for public reporting is called IMPACT REPORT. It documents the performance of Kenya's water services sector over a given period. The report is meant to spur comparative competition in the sector, thus creating impetus for institutions to improve their performance.



It is therefore an accountability tool to the public, shareholders and Directors of the Water Works Development Agencies (WWDAs) and Water Service Providers, as well as other decision makers in the sector. Reviewing sector performance is important to facilitate learning from best practice, while taking cognisance of weaknesses identified and summoning efforts to overcome them. The report assesses the performance of the sector through monitoring these key indicators:

- Water coverage
- Sanitation Coverage
- Unaccounted for Water
- Water Quality

- Hours of Supply
- Metering
- Revenue collection efficiency
- O&M Cost Coverage
- Staff Productivity.
- Pro-poor
- Governance

The indicators form part of the binding Minimum Service Levels (MSLs). In committing themselves to progressively improve on service delivery, WSPs agree to meet the MSLs and other sector benchmarks over the License validity period.

An improvement in these indicators should represent a positive step towards realising water access to all Kenyans.

## REGULATORY SYSTEMS




The system tools facilitate our regulatory, monitoring, and compliance functions. These tools are typically designed to ensure efficient and transparent management of water service regulation in line with the mandate.

These systems manage data collection, monitoring, and reporting to assess the performance of water service providers. The tools are;

### 1. Water Regulation Information Systems (WARIS)

It is a centralized digital platform designed to streamline the collection, management, validation, and analysis of data from Water Service Providers (WSPs) across the country. This system plays a crucial role in regulating and improving the water and sanitation sector by ensuring transparency, accountability, and efficiency in service delivery.

#### Key Features of WARIS:

|  |  |   |  |   |
|--|--|---|--|---|
| <br><b>1. Data Entry and Submission</b> | <br><b>2. Data Validation</b> | <br><b>3. Performance Monitoring</b> | <br><b>4. Regulatory Compliance</b> | <br><b>5. Reporting and Decision-Making</b> |
|--|--|---|--|---|



## 2. Water Services Regulatory Board Integrated Management Information System (WIMIS)

It is a cutting-edge, centralized platform to enhance the management, monitoring of WSPs license, Tariff application and internal processes. This innovative system integrates multiple functionalities to streamline operations, ensure regulatory compliance, and improve service delivery.

WIMIS is not only a tool for data management

but also facilitates the implementation of work plans by allowing tasks to be assigned to different officers for action. It serves both internal and external users through its wide range of modules, ensuring efficiency and transparency across all aspects of WASREB's operations.

### Key Features and Modules of WIMIS

#### External module

These modules serve external stakeholders, including the public and WSPs:

#### • Vacancy Module:

- Allows Kenyans to view and apply for vacant positions advertised by WASREB.
- Tracks the status of applications within the system.
- Supports the recruitment committee in shortlisting, inviting candidates for interview and hiring process.

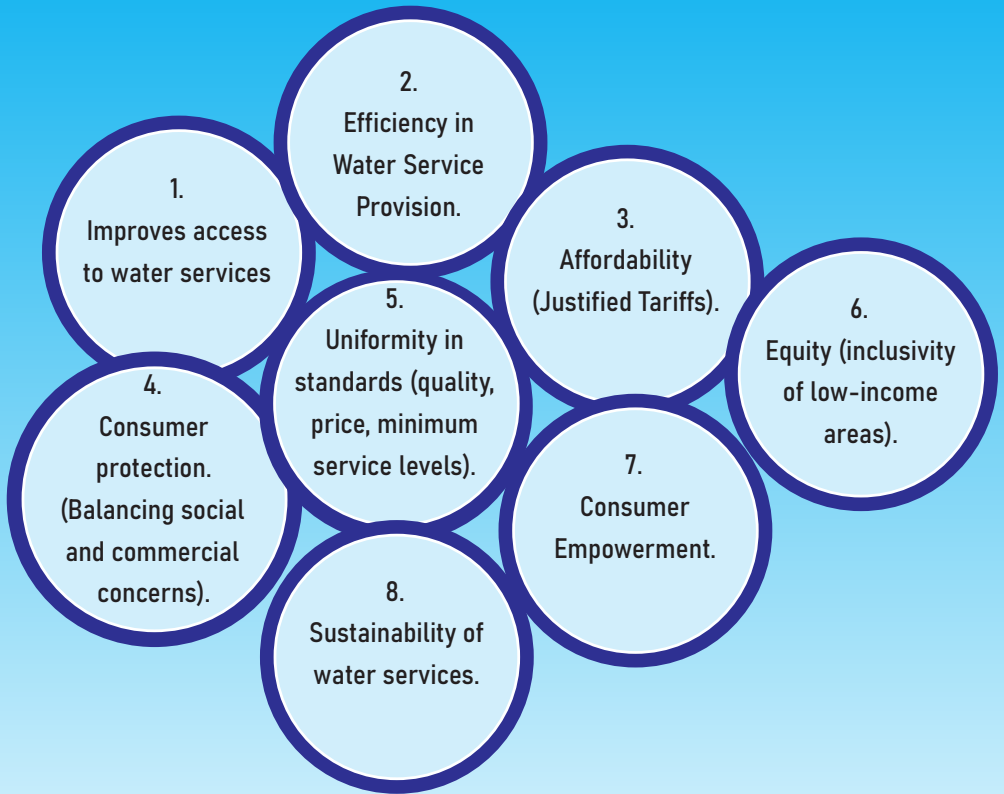
#### • WSP Module:

- Enables Water Service Providers to apply for licenses to operate as water companies, and track the progress of their submissions in real-time.
- Allows WSPs to submit tariff applications and track the progress of their submissions in real-time.

## AREAS OF REGULATION

1. Issuing licenses for water distribution, and sanitation services to WSPs.
2. Regulating water tariffs and pricing structures to ensure affordability for consumers while allowing water service providers to cover operational costs.
3. Establishing and enforcing standards for water quality to ensure that drinking water meets safety and health requirements.
4. Protecting the rights and interests of water consumers by establishing mechanisms for addressing complaints, grievances, billing disputes, and ensuring transparency and accountability in service delivery.
5. Providing training, technical assistance, and capacity-building support to water sector stakeholders,
6. Establishing performance standards and service level benchmarks for water service providers to ensure reliable, efficient, and equitable access to water and sanitation services for all citizens.

# BENEFITS OF REGULATION



## OPERATION LINDA MAJI LIPA MAJI NON-REVENUE WATER (NRW)

Non-Revenue Water (NRW) is the difference between the quantity of water produced and the quantity of water billed. NRW does not generate revenue for the utility, hence the name “Non-Revenue Water.”

NRW can occur through physical losses from vandalism, leaking and poor leakage control etc. Water Police Unit is operational in nabbing and prosecuting water thieves.

### Importance of Addressing NRW:

- NRW represents significant financial loss for water utilities, given the costs associated with treating and pumping water.
- Reducing NRW is crucial in regions experiencing water scarcity. Efficient use of available resources can delay or reduce the need for new water sources

or infrastructure.

- Addressing NRW can lead to better overall operational efficiency, helping utilities identify and manage leaks, theft, and other issues more effectively.
- Tracking NRW can provide insights into the health of the water distribution infrastructure, helping prioritize maintenance, and capital investment



## CONSUMERS RESPONSIBILITY IN CURBIING WATER LOSSES

- Stop water theft.
- Report suspicious activities near water infrastructure.
- Alert your water company of bursts and leakages.
- Report using the Toll-Free number 0800721760 or Email: [nrwmonitoring@wasreb.go.ke](mailto:nrwmonitoring@wasreb.go.ke)

**As a Consumer  
YOU HAVE A  
RIGHT to:**

- Good quality water
- Regular supply
- Official receipting
- Ethical and efficient services
- Satisfactory response to your complaints



## WATER SERVICES REGULATORY BOARD

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*Water Services For All*