

NEWSLETTER  
**Aqualink**  **WASREB**  
Water Services Regulatory Board  
A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



- STRENGTHENING COMMUNITY VOICES IN WATER SERVICE DELIVERY.
- FOSTERING STRATEGIC PARTNERSHIPS FOR SUSTAINABLE WATER MANAGEMENT.
- LAKE REGION ECONOMIC BLOC(LREB)AND WESTERN KENYA WATER PROJECT'S WATER SECURITY CONFERENCE.
- TREES FOR WATER.
- THE WATER (AMMENDMENT)ACT ASSENTED.



## The Team

**EDITOR**

Lucy Muhia

**DESIGN LAYOUT**

Fullerton Ltd

**EDITORIAL ASSISTANTS**

Edith Musili

Keturah Moikwabe

**PHOTOGRAPHY**

Sharon Kendi

Kennedy Agan

Timothy Mutuma

Charles Omwoyo

## Content Highlights

Steering the future.....4

Stakeholders Engagements.....5

Public participation meetings.....6-7

Exhibition forums.....9

Peer learning visits.....10-12

**D**ear Reader,  
The year 2024 concluded on a high note. The Regulator prioritized consumer engagement to ensure that consumers are aware of their rights regarding water access, their responsibilities in water conservation, and our regulatory mandate. This was achieved through public consultations, exhibition at conferences, & the annual international Trade Fairs (ASK Shows) held in Nairobi, Mombasa, and Nyeri counties.

The Regulator hosted delegations from two countries, Ethiopia and Malawi, for a benchmarking exercise aimed at gaining insights into WASREB's regulatory processes.

The visit focused on the implementation of regulatory guidelines, the licensing and tariff structures for Water Service Providers (WSPs), consumer protection measures, and the methods by which Water Works Development Agencies establish infrastructure for WSPs. This recognition underscores WASREB's status as a leading regulator in the Eastern and Southern regions of Africa.

This issue highlights additional insightful activities that were undertaken to fulfil the mandate of ensuring access to water.

**Enjoy reading!**  
**Lucy**



*Cake cutting by outgoing Ag. CEO Dr. Itunga during his farewell*



## MESSAGE FROM CEO

We closed another impactful year 2024 and I take this opportunity to reflect on the significant strides made in Kenya's water sector under WASREB's leadership. The year was filled with insightful activities aimed at enhancing governance, financial sustainability, and collaboration in water service provision.

One of our key achievements was the successful completion of a comprehensive training program on Water Utility Creditworthiness in collaboration with the World Bank.

The first cohort of 30 participants graduated from this initiative, marking a major milestone in strengthening the financial viability of Water Service Providers (WSPs). By equipping utilities with the knowledge and tools to improve creditworthiness, we are paving the way for increased investment in water infrastructure, improved service delivery, and long-term sector sustainability.

Another significant event was the WASH Sector Partners Workshop, which focused on enhancing collaboration for greater impact.

Through this platform, we emphasized the need for WSPs to align with national frameworks while addressing key governance challenges. Our partners reinforced the importance of capacity-building assessments, which will remain a priority in ensuring sustainable development and universal access to safe water and sanitation services. A major highlight of the year was the assent of the Water (Amendment) Act by the President, a transformative milestone for Kenya's water sector.

This amendment strengthens WASREB's regulatory oversight and introduces Public-Private Partnerships (PPPs) as a critical avenue for financing and improving water service delivery. Key highlights of the amendment include:

- **Bulk Water Service Providers (BWSP)** – Expanded to include licensed WSPs and contracting authorities, enhancing service reach.
- **Water Works Development Authorities (WWDAs)** – Granted authority to operate bulk waterworks, collaborate with investors, and manage operations before transitioning them to local entities.
- **Strengthened WASREB Oversight** – Expanded regulatory functions, including:
  - Licensing bulk water providers
  - Setting and approving bulk water tariffs
  - Approving bulk water agreements within PPP regulations.
  - Publishing licensing standards and ensuring public participation.
- **Water Tribunal Updates** – Defined qualifications and terms for tribunal members to enhance legal clarity.
- **Enhanced Regulatory Framework** – Clear guidelines for licensing applications, improving governance and service accountability.

This amendment represents a transformative step toward addressing water challenges, fostering partnerships, and ensuring sustainable, equitable water service delivery for all Kenyans.

As we move forward, WASREB remains committed to strengthening governance, enhancing financial sustainability, and fostering partnerships that will drive the sector to greater heights. I extend my sincere gratitude to all our partners, stakeholders, and sector players for their collaboration and commitment to our shared vision. Wishing you all continued success in the year 2025!

**Richard Cheruiyot**  
Ag. Chief Executive Officer



## TRANSITION UPDATE

### STEERING THE FUTURE; CEO TRANSITION AT WASREB

The Board of Directors of WASREB appointed Mr. Richard Cheruiyot as the new Acting Chief Executive Officer. He took over from Dr. Julius Itunga, who has led the organization with distinction for the past nine years, driving transformative growth in the water sector.

Prior to his appointment, Mr. Cheruiyot served as WASREB's Director of Monitoring and Enforcement, bringing over 23 years of experience in water services management, with expertise in policy development, regulation, and operational oversight. His strong focus on regulatory compliance and framework development has been instrumental in strengthening governance within the sector.

As the new Acting CEO, Mr. Cheruiyot is expected to drive growth, execute WASREB's strategic priorities, and uphold the legacy of excellence established over the years. His leadership will play a key role in ensuring sustainable water service delivery, regulatory compliance, and sector-wide improvement.

WASREB extends heartfelt appreciation to Dr. Julius Itunga for his dedication and impactful leadership and wishes Mr. Cheruiyot success as he steers WASREB towards the next phase of growth.



*Center right outgoing Ag. CEO Dr. Julius Itunga and center left new Ag. CEO Richard Cheruiyot*



*Board of Directors looking on*



Consumers visiting WASREB stand



WASREB staff engaging a consumer

## WASREB ENGAGES STAKEHOLDERS AT 2024 ASK SHOWS



WASREB proudly participated in the 2024 Agricultural Society of Kenya (ASK) Shows held in Nairobi, Mombasa, and Nyeri, aligning with the year's theme: "Promoting Climate Smart Agriculture and Trade Initiatives for Sustainable Economic Growth." The event provided an excellent platform for showcasing the regulatory role in ensuring efficient and sustainable water and sanitation services across the country.

As a key player in service delivery, WASREB actively engaged with stakeholders, addressing their concerns and gathering valuable consumer insights on water-related challenges. Consumer feedback, particularly through complaints, provided a deeper understanding of the issues facing the sector, reinforcing the importance of regulatory oversight and service improvement.

Some outcomes of WASREB's Participation:

- Enhanced Visibility** – Strengthened WASREB's presence and awareness among industry peers and the public.
- Public Participation** – Encouraged citizens to engage in regulatory matters and contribute to sector reforms.
- Dissemination of Information** – Provided valuable insights on regulatory policies and consumer rights.

-**Stakeholder Engagement** – Created meaningful interactions with consumers, businesses, & sector partners.

Visitors at the WASREB exhibition stand had access to publications and IEC materials, ensuring that those unfamiliar with the regulator gained a better understanding of its role. The event successfully reinforced WASREB's commitment to consumer engagement, transparency, and the continuous improvement of water and sanitation services.



# LAKE REGION ECONOMIC BLOC (LREB) & THE WESTERN KENYA WATER PROJECT'S WATER SECURITY CONFERENCE



*Kisumu Governor, H.E Prof Peter Anyang' Nyong'o*

**W**ASREB participated in the Lake Region Economic Bloc (LREB) & the Western Kenya Water Project's Water Security Conference that aimed to foster collaboration & partnership among stakeholders in the lake region to address water related challenges and promote sustainable water management practices.

Speaking at the conference, Chairman of LREB & Governor of Kisumu County, H.E Prof Peter Anyang' Nyong'o, emphasized the significance of biodiversity in the lake region to ensure the availability and quality of water resources.

WASREB Director Licensing, Standards & Advocacy Eng. James Kigutu emphasized the importance of innovation in water management through the use of technology and data, as well as the need to strengthen governance and resilience in water systems. WASREB also showcased its best practices on regulatory framework and water management at the exhibition.

The conference concluded with a communique signed by LREB governors that reaffirmed the collective commitment of the participants to ensure water security and improve water sanitation.



*Governor of Bomet (middle) H.E. Prof. Hillary Barchok, EGH at WASREB's Stand*



*WASREB's Director Licensing, Standards & Advocacy Eng. James Kigutu with delegates WASREB's stand*

## TREES ON WATER: TREE PLANTING AT KENYATTA UNIVERSITY GROUNDS, KIAMBU COUNTY.



The Regulator joined hands with Back to Society NGO and Kenyatta University at the University ground catchment area for a tree-planting initiative. WASREB's efforts aim to preserve water catchment areas, which are vital for the well-being of the community, protect natural resources, and harness the power of nature to enhance both water quality & quantity.

Additionally, the Regulator raised awareness among students during a session focused on climate change, environmental sustainability, and water conservation practices.

The 32 billion Tree Planting Initiative is a transformative program by the Government of Kenya aimed at restoring the country's forest cover, combating climate change, & enhancing biodiversity. The initiative seeks to grow 15 billion trees by 2032 and WASREB is committed to continue to collaborate with all stakeholders.

**One tree at a time!**

*Participants on Planning exercise*





At Kenyatta univeristy Grounds - Tree planting exercise



# KENYA SANITATION GOVERNANCE CONFERENCE 2024



*Water Secretary Eng. Alima at WASREB's stand*



*Water Secretary Eng. Samwel Alima speaking during the opening session*

**W**ASREB participated at the Kenya Sanitation Governance Conference and Exhibition 2024, which was officially opened by Water Secretary Eng. Samwel Alima on behalf of the Cabinet Secretary for Water, Sanitation, and Irrigation, Hon. Zachariah Njeru (then).

Sanitation is recognized as a fundamental human right. The Kenyasans 2024 conference sought to address challenges that lead to low sanitation coverage. The three-day conference was themed Good Governance to Accelerate Safely Managed Sanitation.

The conference featured a series of insightful sessions, including plenaries, convener sessions, & breakout rooms. WASREB Ag. CEO Dr. Julius Itunga (then) talked on importance of compliance to sanitation guidelines to enhance inclusivity, sustainability in the provision of sanitation services, as well as the achievement of SDG 6 by 2030.



*Panelists from other sectors during a discussion*



*Delegates at WASREB's Exhibition stand*



## CONSUMER ENGAGEMENT

# STRENGTHENING COMMUNITY VOICES IN WATER SERVICE DELIVERY: PUBLIC CONSULTATIONS ON LICENCE AND TARIFF MEETINGS HELD

**W**ASREB mandates that Water Service Providers (WSPs) engage communities in decision-making processes, including tariff setting & service planning. Public hearings & stakeholder forums provide platforms for communities to express their concerns. Strengthening community voices enhances accountability, improves service quality, and ensures that water services are responsive to local needs.

### Public participation on Tariff

Public participation is a key pillar of WASREB's regulatory mandate, ensuring transparency, accountability, and inclusivity in water service decision-making. To uphold this, WASREB implements several measures to engage, inform, and involve the public in tariff-setting processes.

Before approving any tariff adjustments, WASREB ensures that WSPs hold public hearings where consumers can give feedback on proposed changes. Public views are incorporated into service provision plans before WSPs are granted adjust any tariff.

WASREB in conjunction with the water utilities oversaw a total number of three public consultations across different Counties. These utilities include Homabay, Nyahururu and Naivasha water and sanitation companies. The stakeholders involved gave their views and opinions on tariff adjustment which were noted and put into consideration.



*WASREB's Tariff Manager, engaging with the consumers during tariff public consultation meeting*



*Stakeholders during tariff public consultation meeting*

## PUBLIC PARTICIPATION ON LICENSE RENEWAL

**W**ASREB conducts awareness programs to educate the public on their rights & responsibilities in licensing matters. The regulator organizes forums where consumers, county governments, and other stakeholders discuss license applications and operational obligations of WSPs. WASREB provides detailed justifications for approving or rejecting licenses, ensuring public concerns are addressed.

Public consultation meetings on license renewal were held where stakeholders of Homabay, Ngandori and Tetu Aberdare. Water Companies participated and provided feedback on their WSP's performance, raised concerns & recommendations for better service delivery. Key issue raised was adequacy on sanitation services, including sewer connections and waste management.

WASREB committed to the stakeholders to address the concerns raised as part of monitoring and compliance by the WSPs.



*WASREB's Senior Officer Advocacy*

*Stakeholders Participating*



## CONSUMER CLINIC IN COLLABORATION WITH MALINDI WATER AND SEWERAGE COMPANY

**W**ASREB, in conjunction with Malindi Water, conducted 3-day consumer clinics aimed at educating consumers about their roles, rights, and obligations. The clinics were held at the Malindi main office, Watamu at the Chiefs Camp, and Marafa at the World Vision ADP Camp. The objective of the clinics was to:

- To raise awareness among the customers of Malindi Water Services.

- To address the complaints and issues that consumers experience in the field.

- To gather feedback from consumers regarding the services provided.

- To inform consumers about the role that WASREB plays for them and WSPs.

- To know their rights and responsibilities.

There were Customer Support and Data Collection desks where consumer complaints were collected through one-on-one interactions. Consumers received feedback in real-time, except for technical issues that required further investigation. It was evident that consumers had high expectations of their WSP and appreciated the engagement model as an affirmation that Malindi Water and WASREB were committed to gathering their feedback to enhance service delivery.

Customers expect Malindi Water to provide a sustainable water supply, issue accurate bills & maintain continuous communication regarding current issues and new developments. The clinics played a significant role in understanding consumer needs and gaining insight into local sentiments. Consumers openly expressed their frustrations and sought solutions to their problems.

They appreciated the presence of the Regulator, Malindi Water management, and the Chief Executive Committee Member (CECM) for Water in Watamu. This high-level engagement was crucial in building customer confidence in MAWASCO's commitment to improving service delivery and WASREB's dedication to consumer protection.



*Managing Director Malindi Water, giving his Remarks*



*WASREB'S Communication Manager speaking to Consumers*



*Technical Manager Malindi Water, speaking to Consumers.*



*WASREB'S ICT Officer Speaking to Consumers*



*Consumers raising their concerns on water*



## REGULATORY ACTS

### WATER (AMENDMENT) ACT 2016

The President assented the **Water (Amendment) Act**, marking a significant milestone for Kenya's water and sanitation sector! This crucial development paves the way for Public-Private Partnerships (PPPs) to drive infrastructure financing and enhance water service delivery across the country.

Key to note is the strengthening of the Regulatory Board (WASREB) in providing licensing, pricing & enforcement of provisions within the legal and regulatory framework.

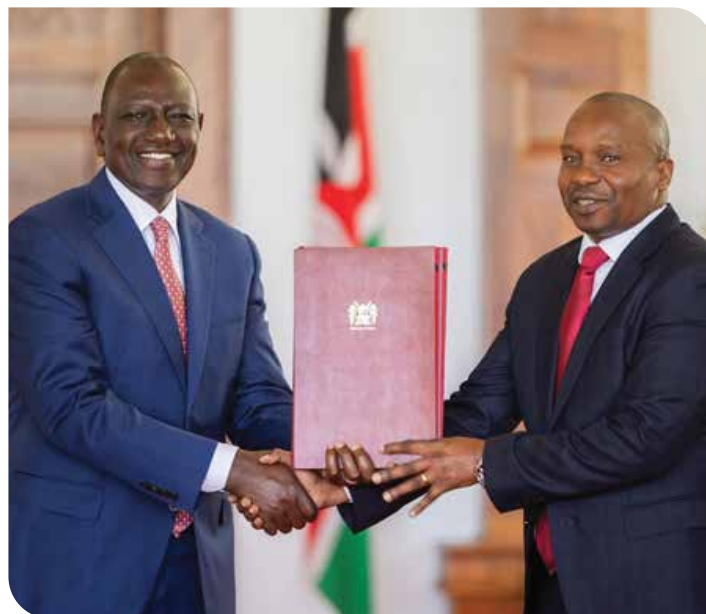
#### Key Highlights of the Amendment

- **Public Entities** at both the National and County level have been empowered to enter into PPP Agreements.
- **Bulk Water Services Providers (BWSP):** These have been enhanced to include water services providers, contracting authorities, or other entities providing bulk water services under a license from the Regulatory Board (WASREB).
- **The National Water Harvesting & Storage Authority (NWHSA)** can now enter into PPPs directly with private parties or water works development agencies, in consultation with WASREB.
- **The nine Water Works Development Authorities (WWDAs)** have expanded authority to operate bulk waterworks and form partnerships with investors and water services providers.

WWDAs to continue temporarily operating waterworks until responsibility is transferred to local governments or water services providers. Transfers exclude national public waterworks, which cannot be handed over to county governments.

WASREB, the Regulatory Board will have expanded powers to oversee and regulate bulk water services and water works development agencies.

**1. Issuing Licenses:** The Board issues licenses for bulk water service providers (BWSPs), including water services providers, contracting authorities, and other entities, specifying the service areas in the license.



*H.E. President William Ruto & Deputy President Kithure Kindiki*

- 2. Tariff Setting:** To evaluate, recommend, and approve bulk water tariffs for domestic, commercial & irrigation use, ensuring consumer protection.
  - 3. Consultation and Approval:** The Board is involved in consulting & approving bulk water purchase agreements between BWSPs and various entities such as investors or water works development agencies, ensuring these agreements comply with the Public-Private Partnerships Act.
  - 4. Standards and Conditions for Licensing:** The Regulatory Board is tasked with publishing and updating standards and conditions for licensing waterworks development agencies, ensuring they operate within the regulatory framework established by the Act.
  - 5. Public Participation:** The Board ensures that public participation is conducted when entering into agreements related to water works, especially those involving investors or water services providers.
- The amendment has provisions for Contracting authorities to complete projects if a partner fails to deliver, ensuring timely service delivery and prudent resource utilisation.
  - The Cabinet Secretary will now create clear guidelines for bulk water supply license applications, enhancing regulatory clarity.
  - The amendment defines the constitution, qualifications, terms and remuneration for Water Tribunal members to ensure effective oversight.

## FOSTERING STRATEGIC PARTNERSHIPS FOR SUSTAINABLE WATER MANAGEMENT

**W**ASREB recognizes that collaboration is key to ensuring sustainable water service delivery & achieving universal access to clean and safe water. By fostering strategic partnerships with county governments, Water Service Providers (WSPs), development partners, private sector players, and civil society organizations, it strengthens the water sector’s capacity to deliver reliable, affordable, and high-quality services.

The Regulator had a series of collaborations with sector players.

### 1. Collaboration with USAID Western Kenya

**C**ollaborated with USAID Western Kenya Project in a 3-day WSP Institutional Capacity Assessment & Technical Assistance workshop. WASREB shared on utility mandates on sanitation and the proposed sanitation guidelines and also a deep dive on WASREB Monitoring & Evaluation systems.



*Participants during the workshop*

### 2. WASREB receives Ethiopian Water Sector to peer learn

**W**ASREB has tailored regulatory guidelines to ensure water access in rural and marginalized areas, including small-scale water service providers. Benchmarking enables other regulators to design frameworks that improve service delivery in hard-to-reach regions.

WASREB was honoured to host a delegation from Ethiopian Water Sector for a 2-day learning visit. The delegation visits’ aim was at sharing best practices and knowledge exchange with a focus to understanding Kenya’s Water Sector and its institutional framework.

In addition, was also to gain insights into WASREB's regulatory processes, the implementation of regulatory guidelines, and to understand the licensing and tariff structures for Water Service Providers (WSPs), consumer protection measures, and how Water Works Development Agencies establish infrastructure for WSPs. Present at the exchange program were WaterFund and the Athi Water Works Development Agency.



*Ethiopian water sector delegation*



## PARTNERSHIPS

### 3. Peer learning visit by The Malawi Ministry of Water and Sanitation to WASREB

The Malawi Ministry of Water and Sanitation did a learning visit to WASREB which they have recognized as a leading regulator in the Eastern and Southern regions of Africa. The purpose of their visit is to benchmark WASREB's regulatory expertise and best practices in various areas, including:

Regulatory Overview, Institutional Arrangements, Sector Policies and Registrations, Regulatory Tools, Customer Service, Service Providers and Tariff Frameworks.

This was an exceptional opportunity for knowledge sharing and collaboration between Kenya and Malawi. This initiative will promote advancements in water and sanitation services throughout the region.



### 4. WASH Sector Partnership Workshop

The Regulator conducted a WASH Sector Partners workshop aimed at enhancing collaboration for impactful outcomes, which is essential for advancing Kenya's water sector. Ag. CEO Richard Cheruiyot emphasized the importance of aligning Water Service Providers with national frameworks. The participating partners highlighted the critical need to strengthen governance, which remains a significant challenge, and to prioritize capacity-building assessments.

The partners in attendance included UNICEF, USAID, World Vision, SNV, USAID-WASH-FIN 2, USAID WKWP, USAID STAWI, WASPA, WSUP, WATSAN DPG, Millennium Water Alliance, Water Integrity Network and Gatsby Africa.



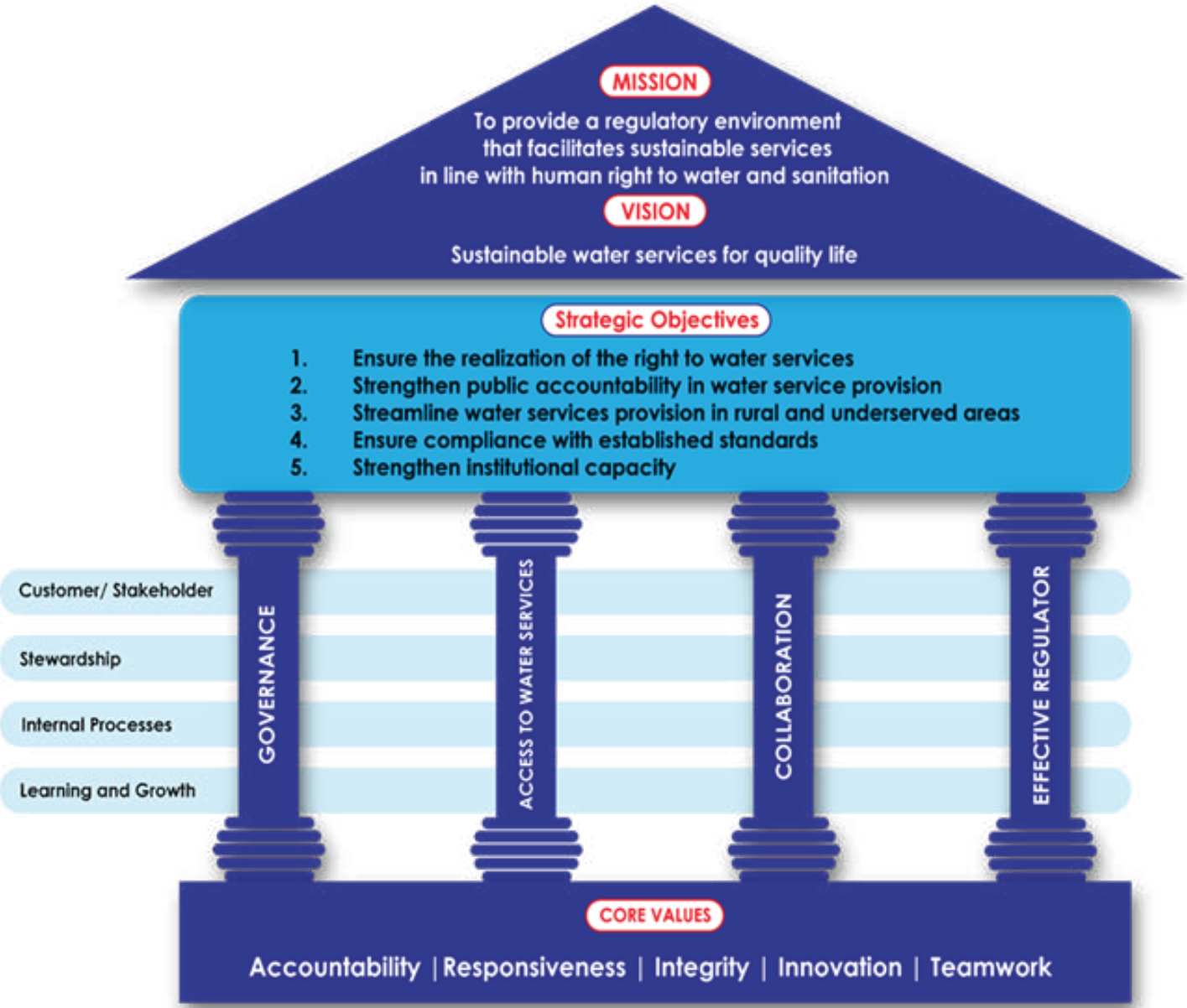
WASPA CEO Anthony Njaramba speaking



WASREB Ag. CEO Richard Cheruiyot speaking



# STRATEGIC DIRECTION 2023-2027





# SERVICE CHARTER

## HUDUMA ZINAZOTOLEWA WASREB

	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.	Mapitio ya Ushuru	Ombi la kufanya mabadiliko ya ada	Bure	Miezi 6 endapo ombi limekamilika
3.	Maombi 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.	Majuba ya mawasiliano	Imeandikwa (barua)	Bure	Siku 5
		Barua pepe na mitandao ya kijamii (X, Facebook, Instagram, LinkedIn)	Bure	Siku 1
6.	Majibu ya malalamiko yaliyokezwa na wananchi	Kutoa malalamiko	Bure	Siku 5
7.	Kusuluhisha Malalamiko	<ul style="list-style-type: none"> <li>Piga simu</li> <li>Andika barua</li> <li>Tembelea afisi za WASREB</li> </ul>	Bure	Wiki 2
8.	Jibu kwa Simu (Simu ya waya au yoyote nyingine rasmi)	Simu	Bure	Sekunde 15
9.	Majibu ya maswali kutoka kwa wateja wanaotembelea afisi	Wateja wanaotembelea afisi kuuliza maswali	Bure	Dakika 2
10.	Usajili wa wauzaji	Kukamilisha uwasilishaji wa hati	Bure	Wiki 2
11.	Usindikaji wa zabuni	Uwasilishaji wa zabuni za bidhaa na huduma	Bure	Siku 90
12.	Taarifa ya Matokeo ya zabuni	Upatikanaji wa tovuti wa uagizaji kwa arifa	Bure	Siku 1
13.	Utupaji wa mali ya kizamani	Uwasilishaji wa zabuni	Bure	Siku 60 kutoka tarehe ya tangazo
14.	Ushiriki wa umma katika mchakato wa kutengeneza sera	Kufahamu masuala na ushirikishi	Bure	Siku 1
15.	Kuajiri wafanyakazi	Kufanya maombi rasmi kulingana na tangazo	Bure	Siku 90
16.	Kuwasilisha ombi la taarifa	Ombi la kupata taarifa	Bure	Siku 21

## SERVICES OFFERED AT WASREB

	Service rendered	Customer Requirement	Charges	Timeline
1.	Issuance of License	Complete Application	Kshs.100,000 for large and very large utilities and 75,000 for small and medium utilities	6 months
2.	Review of Tariffs	Tariff review receipt of complete application	Free	6 months
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.	Response to correspondence	Written (letters)	Free	5 Days
		Email & social media (X, Facebook, Instagram, LinkedIn)	Free	1 day
6.	Response to public complaints and grievances	Make a complaint	Free	5 days
7.	Resolution of Complaints	<ul style="list-style-type: none"> <li>Call</li> <li>Write</li> <li>Visit</li> <li>WASREB</li> </ul>	Free	14 days
8.	Response to Phone Calls (Landline/any other official line)	Phone Call	Free	15 seconds
9.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	2 minutes
10.	Registration of suppliers	Complete submission of documents	Free	14 days
11.	Processing of tenders	Submit bids for goods and services	Free	90 days
12.	Notification of bidding outcome	Access the e-procurement portal for the notification	Free	1 day
13.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
14.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
15.	Recruitment of staff	Make a formal application based on the advert	Free	90 days
16.	Processing the request for information	Make a request for information	Free	21 days

'Water Services For All'



**WATER SERVICES REGULATORY BOARD**

5th Floor SHA Building Ngong Road  
P.O. Box 41621-00100, Nairobi, Kenya  
+254 (0) 202 733 561, +254 709 482 000  
Info@wasreb.go.ke | www.wasreb.go.ke

