

IMPACT



A Performance Report of Kenya's Water Services Sector 2023/24

REPORT HIGHLIGHTS

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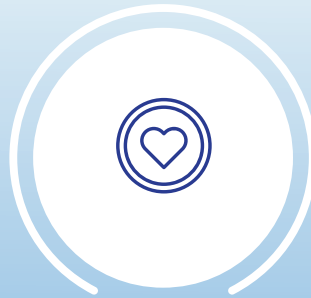
THE MANDATE OF THE WATER SERVICES REGULATORY BOARD

“ To protect the interest and rights of consumers in provision of water services” (Water Act 2016, section 70)

Functions of WASREB (Sec.72 of the Act)



Determine & prescribe standards for WSS provision



Licensing WSPs



Economic regulation- approve WSS tariffs



Monitoring & Enforcing of license conditions

Section 85 of the Act

“(1) A person shall not provide water services except under a licence issued by the Regulatory Board.....

(2) A person who provides water services in contravention of this section commits an offence”

SUMMARY : ROLE / FUNCTION FOR REGULATION

Develop vision / priorities in the sector

- Issue rules & tools
- Consumers protection - service standards
- Efficiency - control costs / profits
- Sustainability / cost recovery
- Competition in & for the market
- Conservation and protection Ensure access for all / pro-poor

Propose secondary legislation

Advise government/inform public WSS

- Coherence with sector policy, legislation and rules
- Feedback on sector development and on policy
- Avoid predominant position of provider

The SDG 6: Access To Water And Sanitation Services For All :The Global Perspective

WATER ACCESS

91% of the global population has access to basic drinking water, but only 73% to safely managed services.

THE GOAL

91% of the global population has access to basic drinking water, but only 73% to safely managed services.

BASIC HAND WASHING

75% have access to basic handwashing facilities

SANITATION ACCESS

57% of the global population uses safely managed sanitation services

Save drinking water

91%

Managed Sanitation

57%

Basic Hand Washing

75%

The Goal

100%



The Global Perspective

Water Use Efficiency

The global water use efficiency is USD 19/m³.



Transboundary Cooperation

Out of 153 countries sharing transboundary waters, only 32 had operational arrangements in all shared basins by 2022.



Support for Implementation

Weakening. International financial assistance for water and sanitation has declined since 2018



Water Stress

Water Stress remains a growing concern. Rising demand and climate change increase stress further in the coming years.



Water Related Ecosystems

Wetlands and other water-dependent ecosystems are shrinking due to land use, pollution, and overextraction



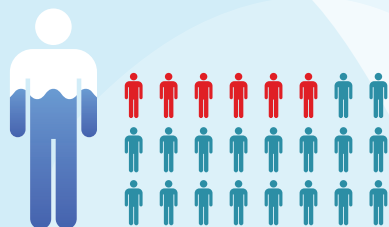
Community Participatin

Has improved in many countries, driven by stronger institutional frameworks.



The Elusive SDG 6

The Water Safety Gap



Over **2 billion** people still lack safe drinking water.

Sanitation Gap



About **3.5 billion** lack safely managed sanitation, and **1.4 billion** lack basic hygiene

The Poor Rural



Rural areas and least developed countries lag far behind in services



Waste water treatment Capacity

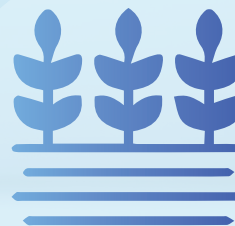
Wastewater treatment capacity and infrastructure remain inadequate, especially in low income regions

The Elusive SDG 6



Poor Data Capturing and Reporting.

Many countries lack robust data collection and reporting systems



Agriculture and Water Use Disconnect

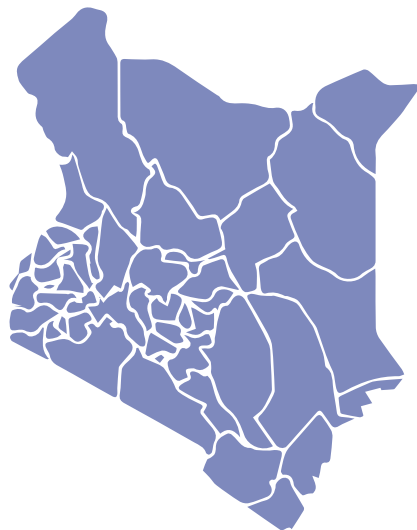
Agriculture remains inefficient in water use

The Kenya Water Sector : Coverage at a glance.

85 %

2.78 million people served by SSPs, accounting for 85% of 3.27 million People

Population Served by Small Scale Service Providers



17.9%

The population within the service areas of the 95 regulated WSP's grew by 9.5% equivalent to 2.68 million people.

Population Served Increased

Population Growth

9.5%

The population within the service areas of the 95 regulated WSP's grew by 9.5% equivalent to 2.68 million people.

85 %



17.9%



9.5%



The Kenya Water Sector : Coverage at a glance.



1.56%

Number of individuals served increased by 482,582, corresponding to a coverage increase of only 1.56%.



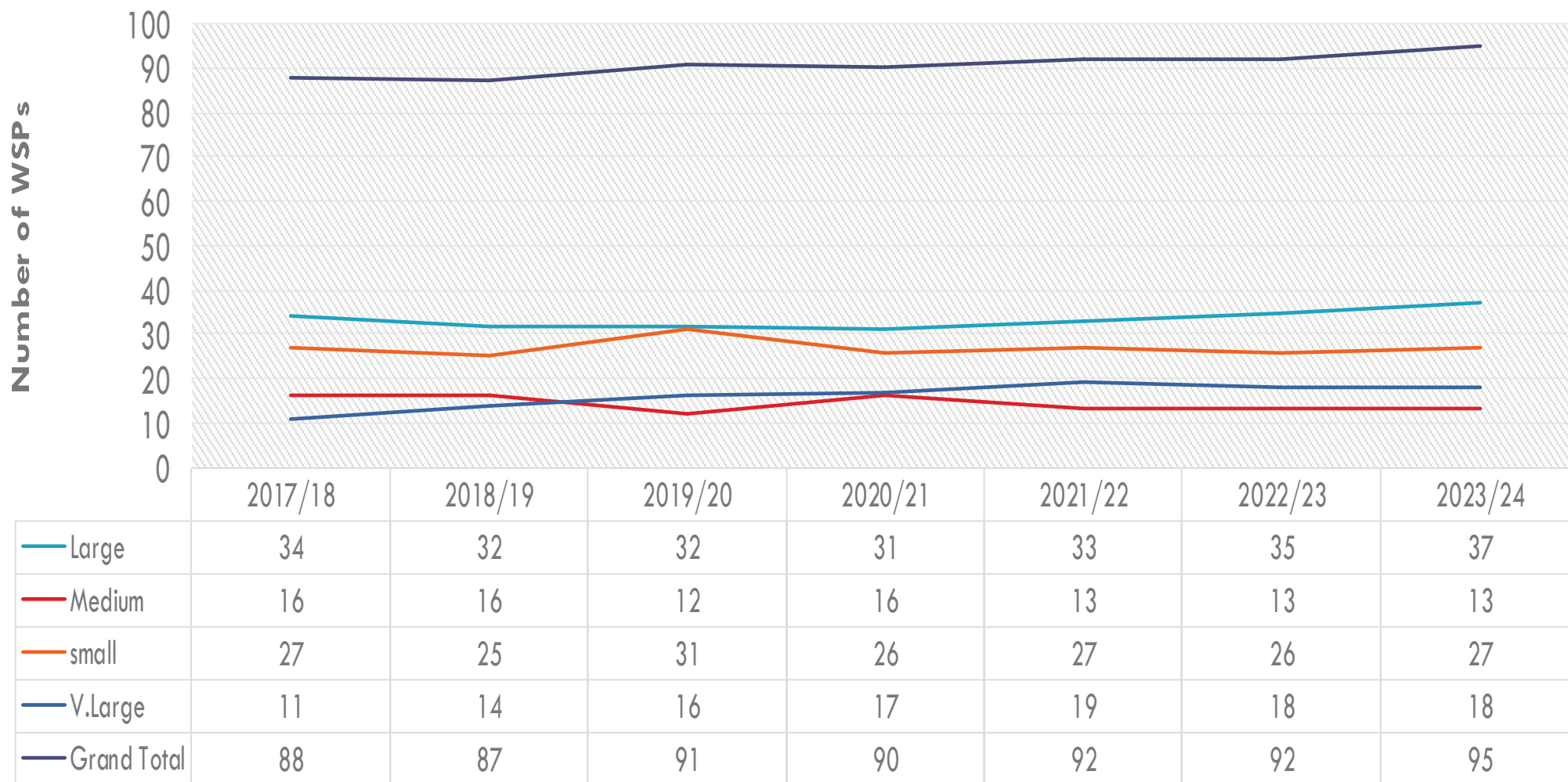
15%

As of 2023, only 15% of domestic wastewater was safely treated, far below the global average of 58%

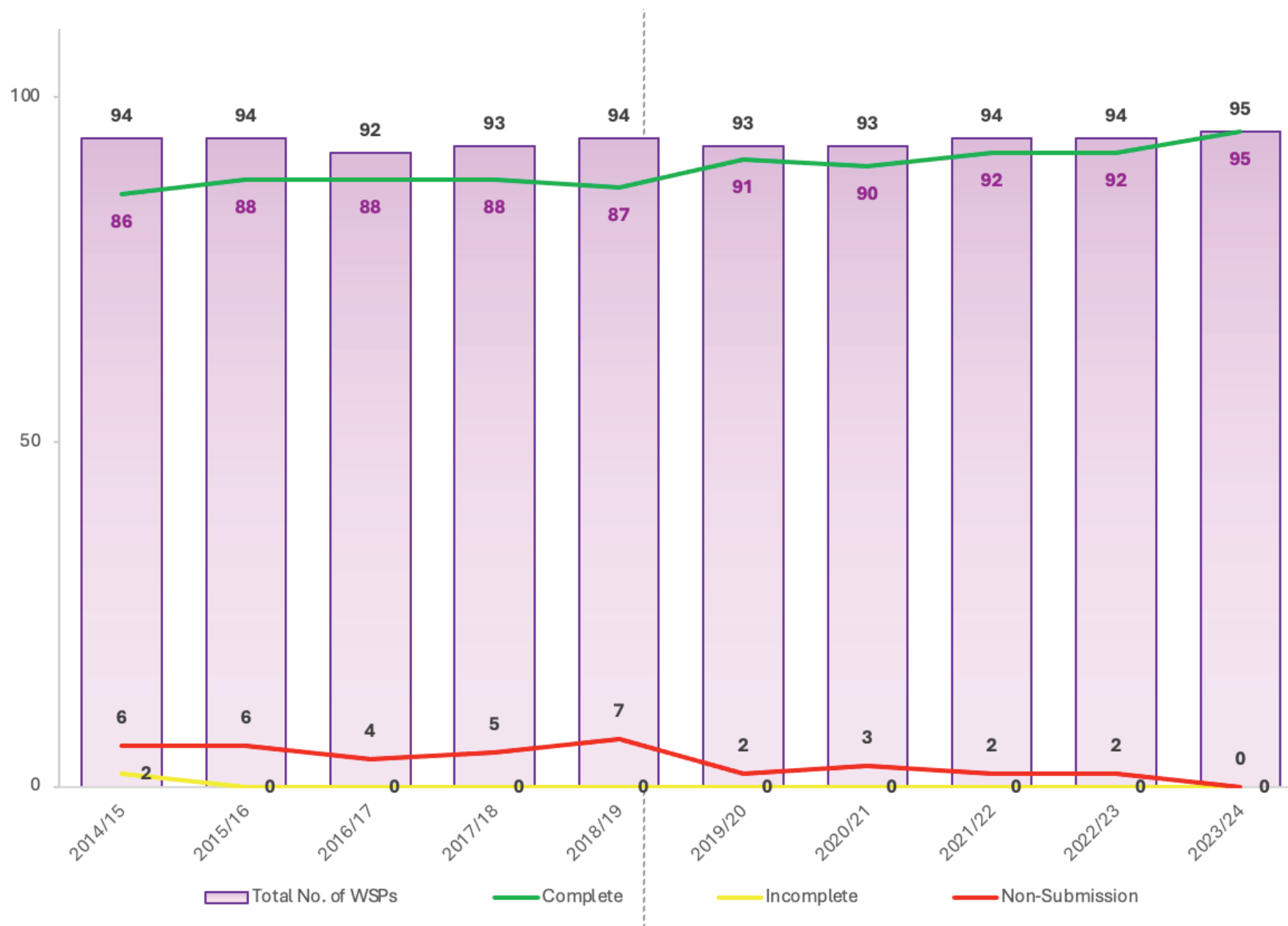
56%

Around 56% of Kenya's monitored water bodies met national quality standards

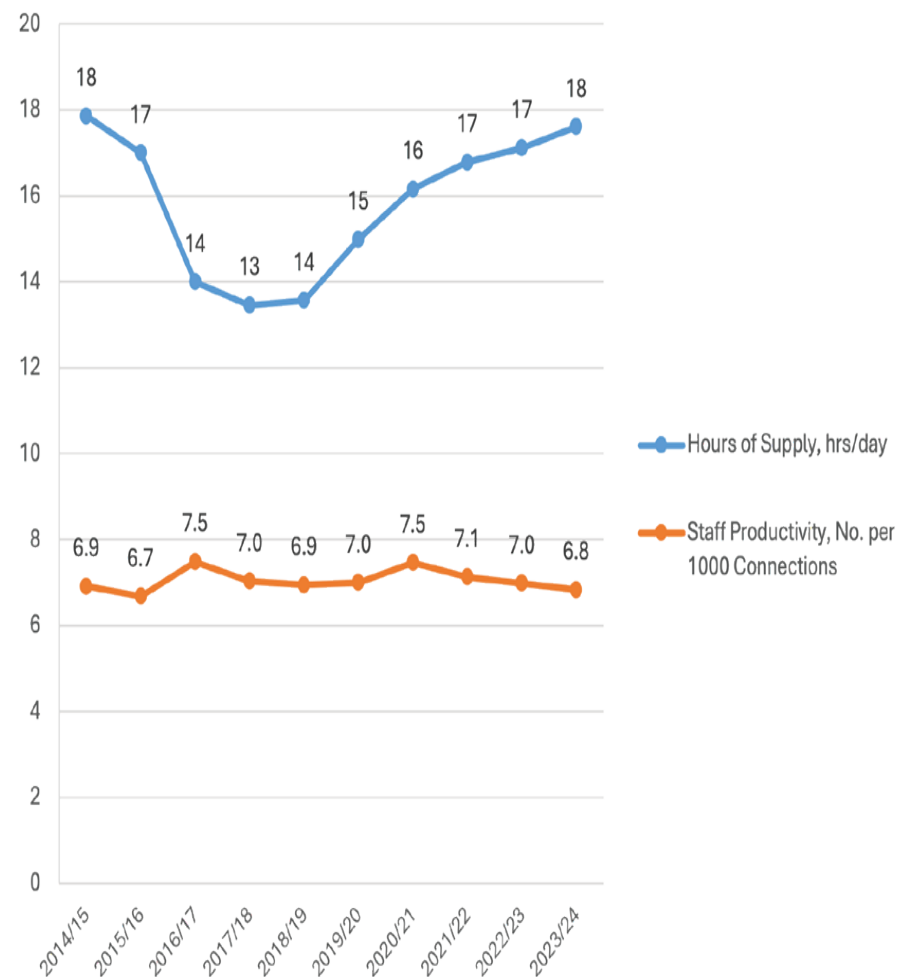
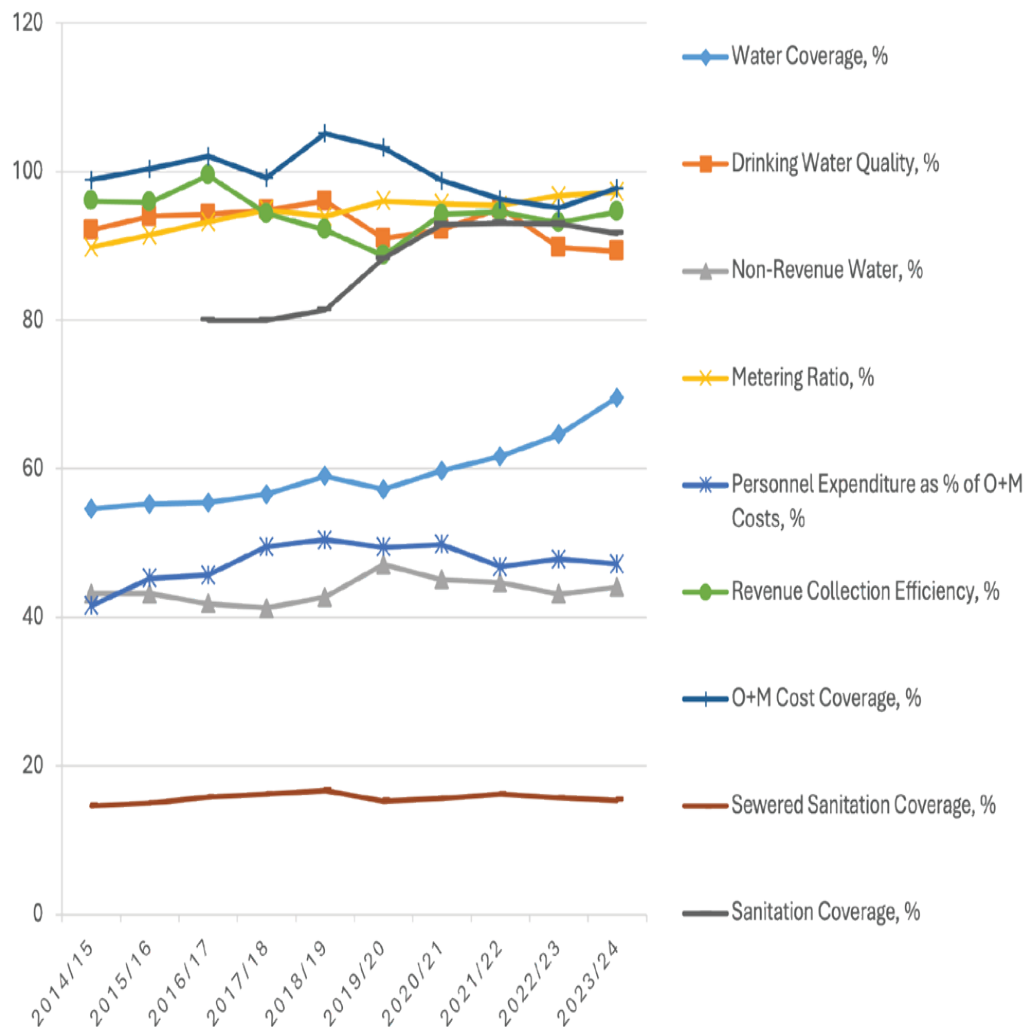
The Kenya Water Sector : The Status



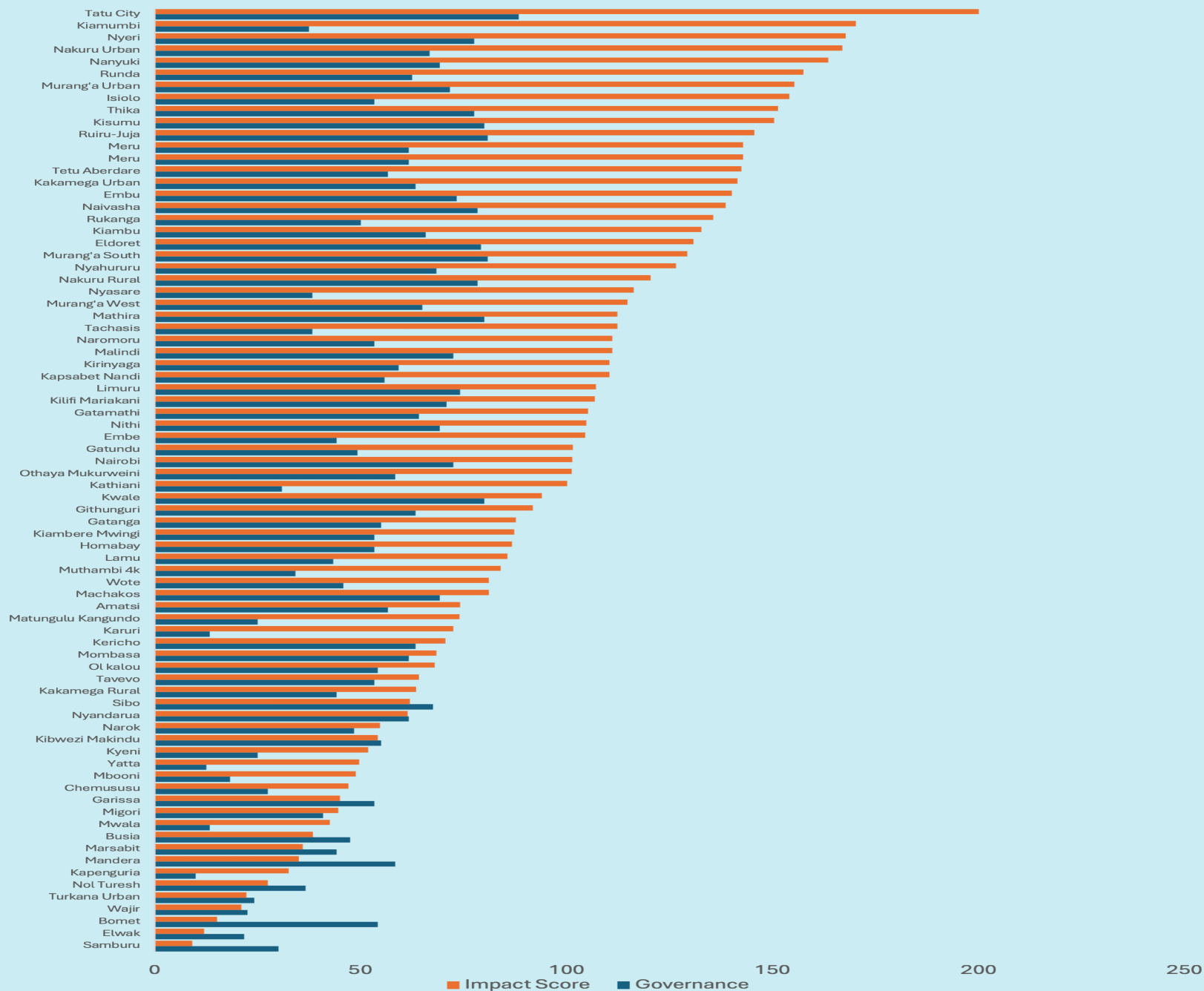
WSPs - Data Submission Status



The Kenya Water Sector: Key Performance Indicators in the last 10 Yrs



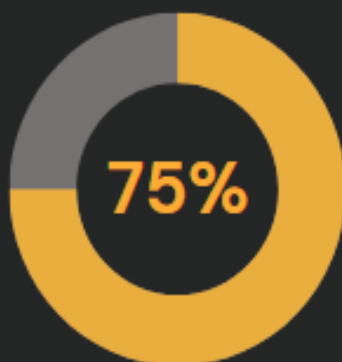
Governance Assessment



Key Performance Indicators : Pro-Poor

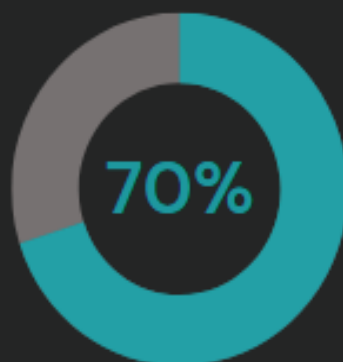
Performance on selected Pro-Poor assessment areas

POLICY



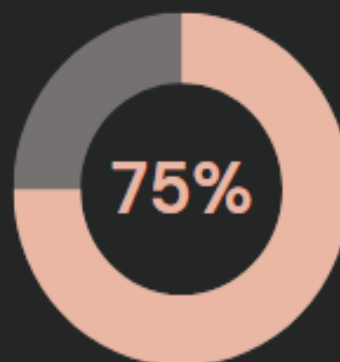
%WSPs with an approved Pro-poor policy

ORGANIZATION



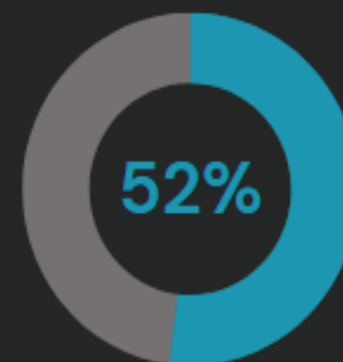
%WSPs with a pro-poor function

FINANCING



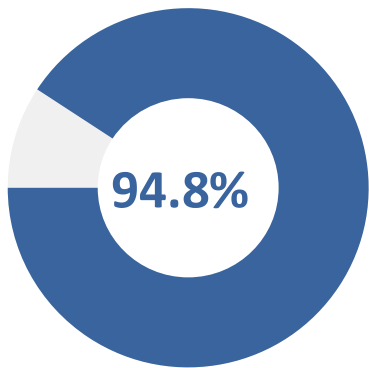
%WSPs with a pro-poor specific budget

EQUITY

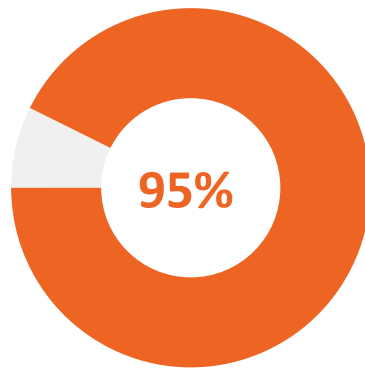


%WSPs with LIA per capita budget > 1/3

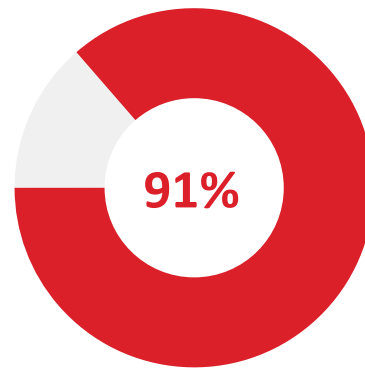
Key Performance Indicators : Pro-Poor



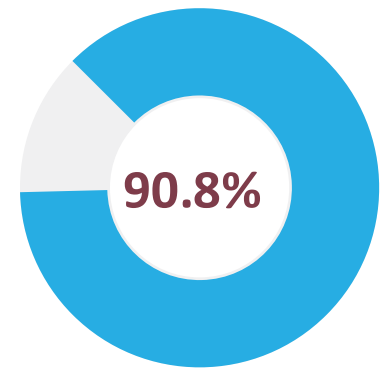
Nakuru Water, Kenya



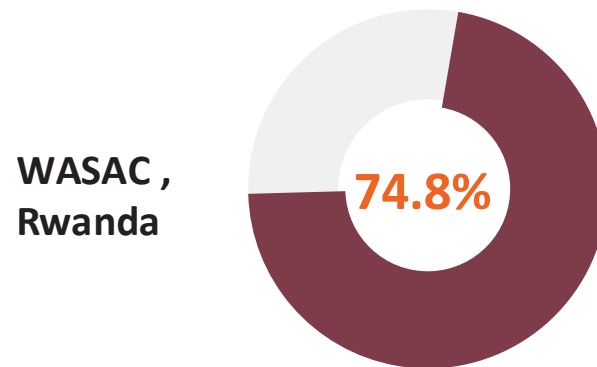
Southern WSC,
Zambia



Iringa WSSA, Tanzania

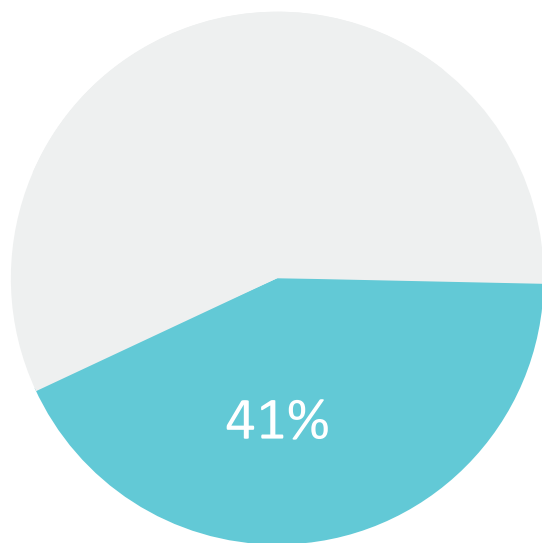


LilongweWB, Malawi

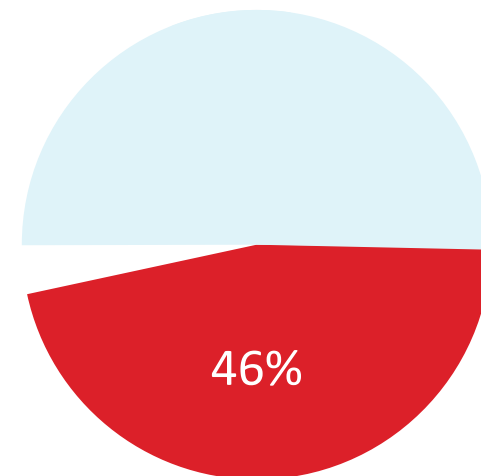
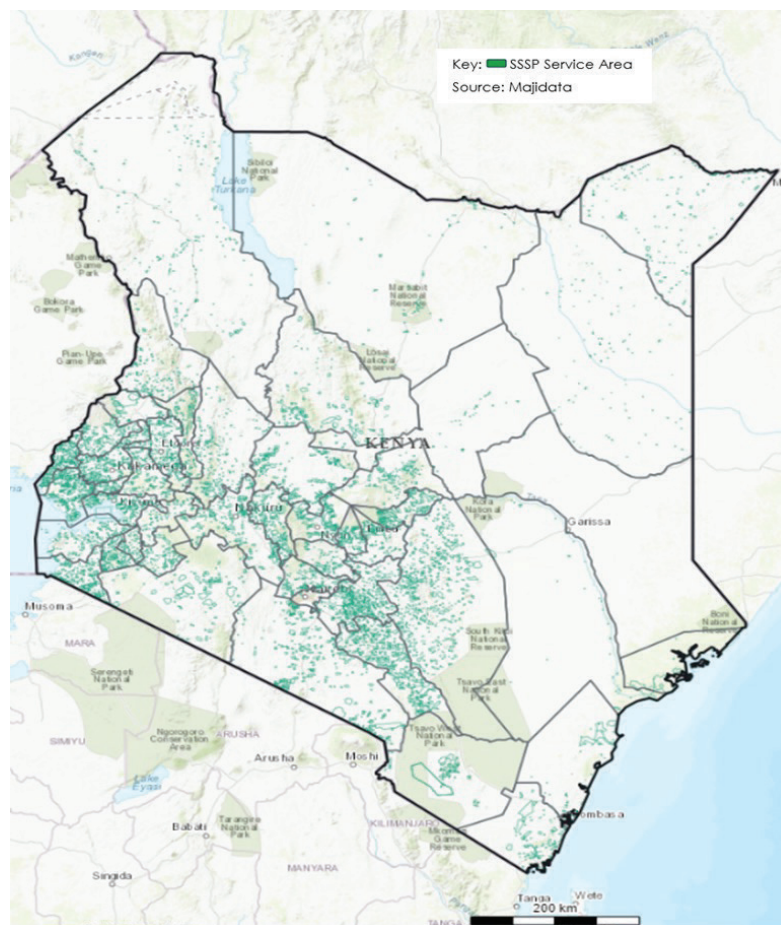


WASAC ,
Rwanda

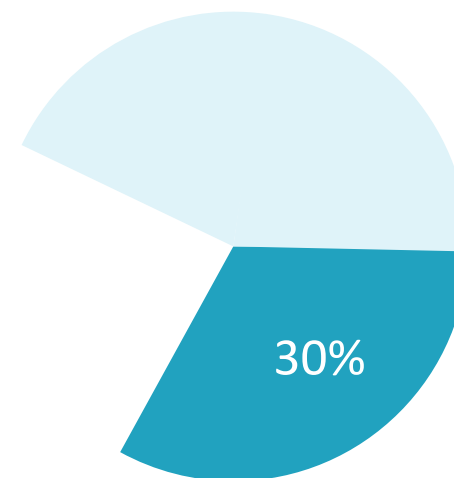
State of water and sanitation at County Level



41% of Kenyans live outside regulated WSP coverage.

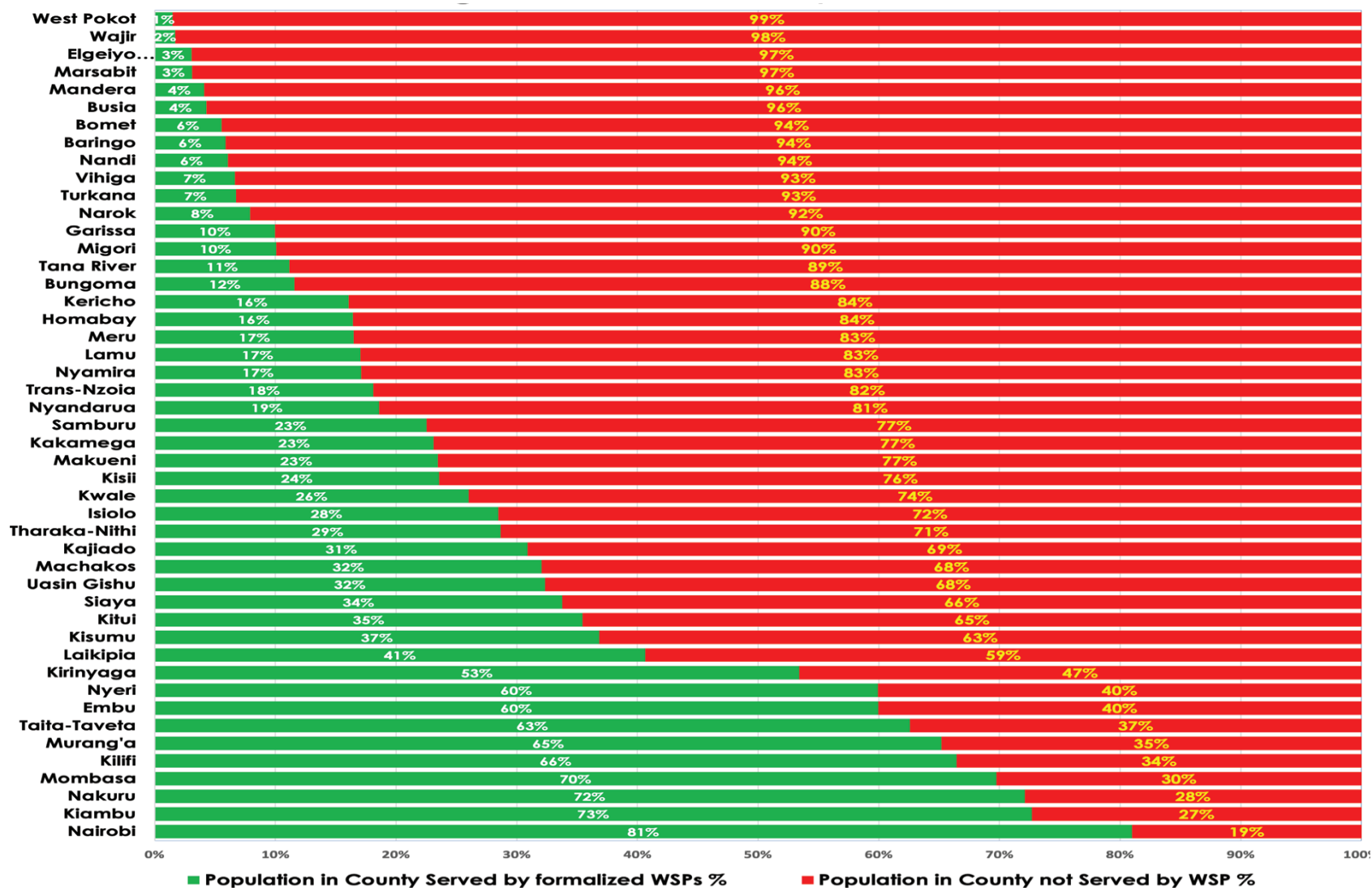


46% of Kenyans are served by regulated WSPs.

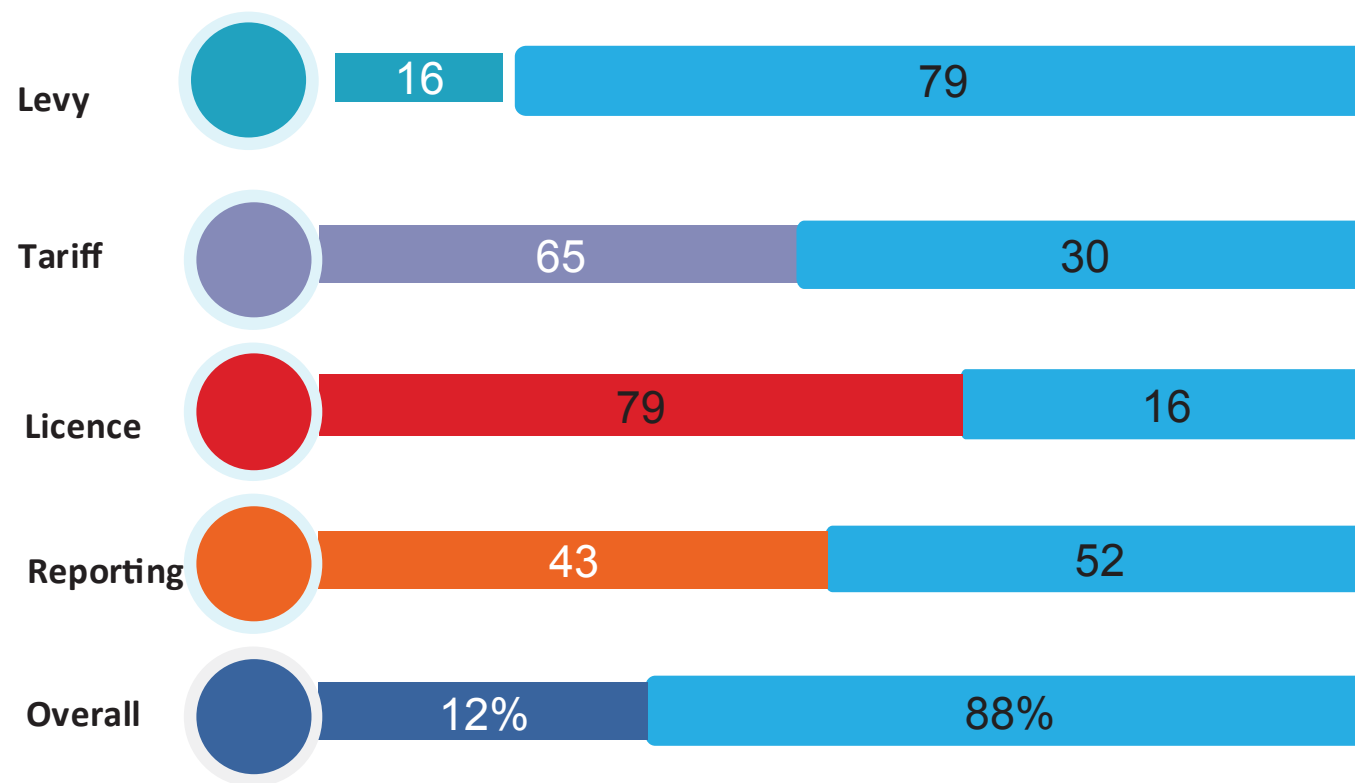


30% of Kenyans within WSP service areas do not have access to services from regulated WSPs.

State of water and sanitation at County Level



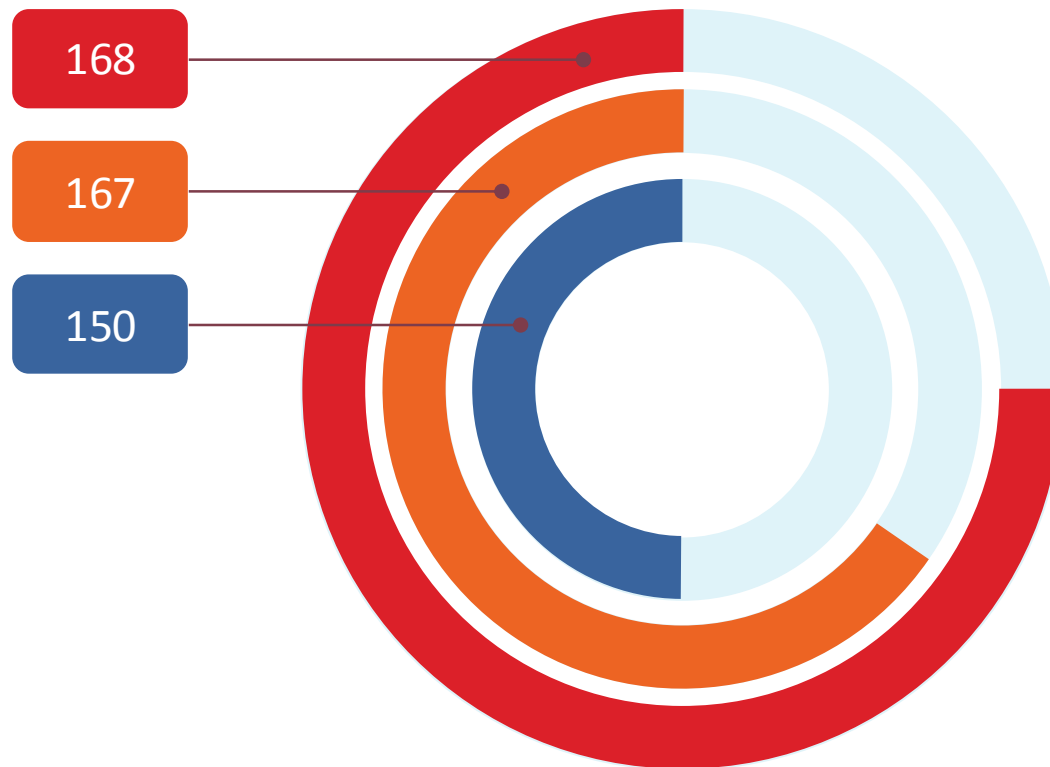
Overall compliance Status



Non-Compliance



Top Three Utility Ranking - FY 2023/24



Nyeri

Nyeri Water Emerged the best in 2023/24 Utility Ranking with 168 points out of 200

Nakuru Urban

Nakuru Urban emerged second best utility ranking with 167 points out of 200

Nanyuki

Nanyuki Water emerged third in the utility ranking with 150 points out of 200

WSPs Performance Ranking : Very Large Utilities

Indicator Public Utilities	DWG (%)	Non revenue water (%)	Water Coverage (%)	Hours of Supply (hrs/d)	Staff Productivity (no. staff/K conns.)	Revenue collection efficiency (%)	Personnel expenditures as % of total O + M costs	O + M Costs coverage (%)	Metering Ratio (%)	Total Score	Ranking by category	Overall Ranking
Very Large Utilities												
Nyeri	100	15	100	24	4	108	49	108	100	168	1	1
Nakuru Urban	100	26	92	21	3	94	27	102	100	167	2	2
Thika	100	36	92	21	5	95	34	118	100	151	3	6
Kisumu	100	37	93	24	5	96	31	105	100	150	4	7
Ruiru-Juja	100	44	95	21	5	90	33	136	100	145	5	8
kakamega Urban	93	37	98	21	4	97	55	118	100	141	6	12
Embu	100	35	83	23	5	95	49	102	100	140	7	13
Eldoret	93	37	83	23	4	103	54	106	100	131	8	18
Murang'a South	100	40	75	20	4	99	47	103	100	129	9	19
Malindi	100	21	73	20	8	85	38	102	100	111	10	27
Kirinyaga	100	52	65	21	5	92	56	85	100	110	11	28
Kilifi Mariakani	96	49	64	18	7	97	28	70	100	107	12	32
Gatundu	68	33	74	21	5	95	53	70	100	102	13	36
Nairobi	95	48	79	7	7	94	61	105	100	101	14	37
Othaya Mukurweini	100	45	48	24	6	93	43	98	99	101	15	38
Nzoia	93	42	47	20	6	112	37	97	100	93	16	42
Kericho	100	58	37	18	7	75	65	101	100	71	17	57
Mombasa	92	55	70	15	8	90	37	104	100	68	18	59

WSPs Performance Ranking : Large utilities

Indicator Public Utilities	DWG (%)	Non Revenue Water (%)	Water Coverage (%)	Hours of Supply (hrs/d)	Staff Productivity (no. staff/K conns.)	Revenue Collection Efficiency (%)	Personnel expenditures as % of total O +M costs	O +M cost coverage (%)	Metering ration(%)	Total Score	Ranking by capacity	Overall Ranking
Large Utilities												
Nanyuki	100	28	95	23	4	97	50	123	100	163	1	3
Murang'a Urban	100	31	96	24	5	101	52	111	100	155	2	4
Isiolo	100	29	92	20	4	103	53	104	100	154	3	5
Ngandori Nginda	93	31	89	24	4	103	52	109	100	145	4	9
Meru	100	20	77	20	7	104	40	106	100	143	5	10
Tetu Aberdare	100	35	93	22	5	94	52	103	100	142	6	11
Naivasha	93	25	91	24	7	96	41	101	100	139	7	14
Ngagaka	99	35	73	24	5	102	54	101	100	133	8	16
Kiambu	98	32	82	21	6	93	34	103	100	133	9	17
Nyahururu	100	39	91	23	6	102	51	89	100	127	10	20
Nakuru Rural	100	43	75	22	6	95	45	104	98	120	11	21
Murang'a West	100	46	52	23	5	98	50	113	100	115	12	23
Mathira	100	36	64	24	4	84	42	119	100	112	13	24
Kitu	98	49	77	16	10	108	27	52	100	108	14	30
Limuru	93	33	80	17	7	101	37	90	100	107	15	31
Gatamathi	99	59	79	23	6	100	62	96	55	105	16	33
Nithi	100	56	58	19	6	102	44	92	100	105	17	34
Gusii	99	64	48	21	5	96	35	81	98	101	18	39
Kwale	98	50	37	17	10	110	24	72	100	94	19	41
Githunguri	96	63	22	16	5	75	30	68	100	92	20	43
Meru Rural	93	36	84	20	16	103	43	90	81	91	21	44
Gatanga	99	33	33	20	8	103	58	89	92	88	22	46
Kiambere Mwingi	93	37	59	9	9	92	30	54	100	87	23	47
Homa bay	100	43	63	20	12	88	31	71	100	87	24	48
Machakos	100	27	66	10	9	89	48	75	100	81	25	53
Amatsi	93	45	7	21	17	100	37	57	98	74	26	54
Karuri	66	33	70	13	8	96	32	83	100	72	27	56
Tavevo	89	50	61	15	13	93	19	60	100	64	28	62
Kikuyu	50	38	81	12	9	94	34	72	100	64	29	63
Sibo	45	55	62	19	8	112	40	88	99	62	30	65
Mavoko	64	36	53	7	6	99	36	93	100	58	31	67
Kibwezi Makindu	92	58	50	14	14	96	57	83	100	54	32	69
Kyeni	0	31	14	18	6	79	72	105	72	52	33	70
Garissa	78	48	65	22	12	65	37	124	40	45	34	74
Busia	93	44	11	15	12	56	55	69	78	38	35	77
Turkana urban	33	56	65	8	9	79	44	69	89	22	36	83
Bomet	51	61	12	14	20	77	46	40	46	15	37	85

WSPs Performance Ranking : Medium utilities

Indicator Public Utilities	DWG (%)	Non Revenue Water (%)	Water Coverage (%)	Hours of Supply (hrs/d)	Staff Productivity (no. of staff/ K. conns.)	Revenue Collection Efficiency (%)	Personnel expenditures as % total O + M costs	O + M Cost Coverage (%)	Metering Ratio (%)	Total Score	Ranking by category	Overall Ranking
Medium												
Kapsabet Nandi	100	38	37	20	8	95	35	85	100	110	1	29
Embe	93	54	77	16	9	97	51	79	100	105	2	35
Lamu	93	54	74	12	24	96	50	40	100	86	3	49
Murugi Mugumango	21	47	59	24	5	96	65	82	100	82	4	51
Kirandich	77	59	30	12	7	92	24	32	92	69	5	58
Nyandarua	79	42	59	20	13	96	42	88	100	61	6	66
Narok	70	33	78	10	11	81	34	89	100	55	7	68
Chemususu	50	66	22	19	16	96	45	107	45	47	8	73
Migori	93	44	26	8	15	75	17	33	92	45	9	75
Nol Turesh	84	68	13	14	9	79	58	75	84	27	10	82
Tuuru	0	64	5	6	40	71	76	124	0	14	11	86
Samburu	83	40	23	9	16	40	50	37	85	9	12	88
Tana	72	65	32	10	16	63	42	76	46	8	13	89

WSPs Performance Ranking : Small utilities

Indicator Public Utilities	DWQ (%)	Non-Revenue Water (%)	Water Coverage (%)	Hours of Supply (hrs./d)	Staff Productivity (no. staff/K conns.)	Revenue Collection Efficiency (%)	Personnel expenditures as % of total O +M Costs	O + M Cost coverage (%)	Metering Ratio (%)	Total Score	Ranking by Category	Overall Ranking
Rukanga	95	23	57	23	8	95	43	99	100	136	1	15
Nyasare	93	36	74	10	8	89	40	123	100	116	2	22
Tachasis	95	23	65	14	10	90	50	118	93	112	3	25
Naromoru	52	26	87	22	10	120	49	99	100	111	4	26
Kathiani	76	20	73	10	41	186	33	65	100	100	5	40
Iten Tambach	93	31	17	17	18	96	46	93	100	88	6	45
Muthambi 4K	23	31	40	24	6	83	37	98	100	84	7	50
Wote	100	33	57	7	19	108	46	68	100	81	8	52
Matungulu Kangundo	23	30	3	15	11	79	33	86	100	74	9	55
Ol Kalou	62	35	39	19	13	100	43	84	100	68	10	60
Olkejuado	0	24	17	16	56	27	26	51	95	66	11	61
Kakamega Rural	93	34	2	18	15	66	22	56	70	63	12	61
Yatta	70	32	68	13	14	70	47	103	100	50	13	71
Mbooni	100	45	3	10	48	58	66	53	95	49	14	72
Mwala	63	27	22	8	40	89	62	55	100	42	15	76
Marsabit	93	75	10	3	156	68	56	36	100	36	16	78
Mandera	86	47	21	18	83	67	14	13	0	35	17	79
Namanga	1	25	30	12	10	57	60	n.c.d	10	34	18	80
Kapenguria	0	44	6	10	49	101	51	102	54	33	19	81
Wajir	78	65	7	18	143	57	47	7	81	21	20	84
Elwak	0	44	11	12	30	73	52	7	65	12	21	87
Oloitokitok	0	64	20	8	31	63	65	31	83	6	22	90
Not Ranked												
Oloolaiser	90	41	80	18	17	95	54	68	100	X	X	X

WSPs Performance Ranking : Private Utilities

Indicator Private Utilities	DWQ (%)	Non-Revenue Water (%)	Water Coverage (%)	Hours of Supply (hrs./d)	Staff Productivity (no. staff/K conns.)	Revenue Collection Efficiency (%)	Personnel expenditures as % of total O + M Costs	O + M Cost coverage (%)	Metering Ratio (%)	Total Score	Ranking by Category	Overall Ranking
Tatu City	100	2	100	24	5	96	38	171	100	200	1	1
Kiamumbi	100	25	98	24	6	100	23	94	100	170	2	2
Runda	93	19	100	16	19	100	26	118	100	157	3	3
Two Rivers	93	8	100	24	22	100	0	106	100	153	4	4



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