

# NEWSLETTER Aqualink

A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



- WORLD WATER DAY 2025.
- FOSTERING STRATEGIC PARTNERSHIPS FOR SUSTAINABLE WATER MANAGEMENT.
- SECTOR PERFORMANCE REPORT.
- ENVIRONMENTAL STEWARDSHIP.
- SUPPORTING DEVOLVED WATER GOVERNANCE.





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## Content Highlights

- Impact 17 Report Launch
- Public Participation Meetings
- Stakeholder Engagements
- Partnerships
- World Water Day 2025

**D**ear Reader,  
The year 2025 began on a strong note, with the Regulator prioritizing consumer engagement to ensure that consumers are aware of their rights and obligations regarding water access. Working in collaboration with Water Service Providers (WSPs), we rolled out consumer clinics as part of our regulatory mandate on consumer protection. We also launched the 17th edition of the Impact Report (2023/24) in Mombasa County. More than just a collection of data and statistics, the Impact Report provides a comprehensive narrative of the sector's journey—capturing achievements, challenges, and progress. It remains a key tool for transparency, accountability, benchmarking, progress tracking, and stakeholder engagement. To further strengthen consumer participation, WASREB unveiled the Citizen Engagement Standard, a landmark milestone in our regulatory journey. This Standard provides a structured roadmap for enhancing consumer involvement in water and sanitation services, ensuring that policy shifts are inclusive and responsive. This issue also highlights other impactful activities undertaken to deepen stakeholder engagement, strengthen partnerships, and enhance compliance across the sector.

**Happy reading!**  
**Lucy**



*Impact 17 Report Launch*

## MESSAGE FROM Ag. CEO



“

*Crucially, the regulatory environment must ensure that non-compliance is not a viable option—through consistent enforcement, appropriate sanctions, and strengthened institutional accountability.*

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This half year had great achievements with the launch of 17th Impact Report that highlights the performance of the water services sector for the period 2023/2024. The report indicates that in the current period, coverage showed an improvement of five percentage points rising from 65% to 70% in the regulated areas. This report provides an impartial assessment of sector performance across licensed Water Service Providers (WSPs) and counties, highlighting key insights into their levels of compliance. Most importantly, it reinforces our regulatory philosophy: that compliance serves as a pathway to enhanced efficiency, strengthened consumer confidence, and inclusive development — not as a tool for punitive action.

Established by the Water Act of 2016, WASREB has continued promoting a regulatory framework that guarantees sustainable service delivery and fair access. This year's theme, "Regulatory Compliance for Equitable Access to Water and Sanitation," emphasizes our commitment to closing service delivery gaps to Kenyans through water service providers' (WSPs') adherence to regulations, performance, and standards.

Crucially, the regulatory environment must ensure that non-compliance is not a viable option—through consistent enforcement, appropriate sanctions, and strengthened institutional accountability.

WASREB has prioritized collaborative regulation in accordance with national and international commitments, such as the Sustainable Development Goals (SDGs). We are still collaborating closely with County Governments, WSPs, consumers, and development partners to enhance governance, enhance investment planning, and open up new financing options. We hope these collaborations will spur quantifiable improvements in service resilience, quality, and coverage.

Since we can only attain universal and equitable access to water and sanitation for all Kenyans through shared responsibility, I implore all stakeholders in the sector to continue to be resolute in their commitment to regulatory compliance as we proceed.

**Richard Cheruiyot,**  
**Ag. Chief Executive Officer**





## IMPACT 17 REPORT LAUNCH

WASREB released its 17th annual IMPACT Report, showing improvements in water service delivery across the country. The report was officially launched in a colourful way by Water Cabinet Secretary, Eng. Eric Mugaa on June 25, 2025, at Pridelnn Paradise Beach Resort in Mombasa County.

The report reviewed the performance of 92 water service providers, including 88 public and 4 private ones, and also looked at how all 47 county governments performed in the 2023/2024 financial year. It included data from urban utilities and smaller providers in underserved rural areas.

National piped water coverage increased from 65% to 70%, bringing access to over 21.5 million people—an addition of more than 3 million in a single year. Principal Secretary for Water, Julius Korir, attributed the gains to targeted investments and policy reforms, particularly in growing urban areas. The CS for Water, Eng. Eric Mugaa, said that Climate change is fundamentally a water crisis. PS Korir emphasized that Kenya must increase water coverage by at least 2% annually and sewerage coverage by 3.5% to stay on track for its 2030 targets.

The report supports WASREB mandate under the Water Act 2016 to ensure that water and sanitation providers are transparent and accountable to the public. Despite challenges, especially with water losses and sanitation infrastructure, the report showed steady progress in water access and financial management. The gains strengthen the goal of achieving universal water and sanitation coverage in Kenya.



Water CS Eng. Eric Mugaa (L) joined by Laikipia Governor, Joshua Irungu, EGH, PS irrigation CPA Ephantus Kimotho and WASREB Chairperson (R) Job Chirchir during the launch of IMPACT Report 17



WASREB Ag. CEO Richard Cheruiyot presenting the Report



WASREB Board of Directors (front)



CS Water Eng. Eric Mugaa



Governor Laikipia County  
Joshua Irungu, EGH



PS Water Julius Korir



PS Irrigation CPA  
Ephantus Kimotho



Water Secretary  
Eng. Samuel Alima



WASREB Board Chairperson  
Mr. Job Chirchir

## EMPOWERING CITIZENS TO DEMAND BETTER SERVICES

Consumer engagement is a critical part of the regulator's mandate to protect the rights of water and sanitation service consumers. It ensures that consumers are not just passive recipients of services but active stakeholders in how those services are delivered, monitored, and improved.

### Public participation on Tariff

One of the key pillar of WASREB's regulatory mandate, is public participation which ensures WASREB implements several measures to engage, inform, and involve the public in tariff-setting processes.

Public participation is a legal and regulatory requirement in Kenya's water sector. WASREB before it approves tariff adjustments, ensures that consumers have a voice in decisions that directly affect the cost and quality of their water and sanitation services.

The Regulator oversaw a total number of seven public consultations on Tariff reviews across different Counties. These utilities include Kibwezi-Makindu, Meru Rural, Mandera, Marsabit, Nanyuki, Nakuru Urban and Olkejuado Water and Sanitation Companies. The stakeholders involved expressed support or while others objected, while seeking clarification on how the changes affect them.



*WASREB and WSP officers engaging stakeholders during tariff review public participation*

### Public Participation on License Renewal

Public consultation meetings on license renewal were held where stakeholders of Transnzoia and Narok Water Companies participated raised concerns on their WSP's performance. WASREB expressed its commitment in ensuring monitoring and compliance by the WSPs through doing audits on the WSPs.



*Stakeholders' participation*



*WASREB's Licencing Officer engaging stakeholders on licensing conditions*



*Stakeholders' listening on*



## ENHANCING DIRECT ENGAGEMENT WITH CONSUMERS

WASREB partners with water utilities to enlighten consumers on their rights and responsibilities in water management. This provides a platform for face-to-face interaction between Water utilities, the Regulator, and consumers, creating space for citizens to raise concerns, ask questions, and receive direct responses on water and sanitation services. WASREB conducted successful consumer clinics in Runda (Nairobi), several locations across Kitui County, including the Kitui town, Kivaa, and Kithyoko regions, Kakamega County that included Mumias area and Kisumu County.

These forums were aimed at empowering consumers with knowledge on water service delivery and providing a platform to raise and resolve challenges they face in accessing water and sanitation services.

The key issues raised by consumers were;

1. Inconsistent hours of water supply
2. Concerns around billing accuracy
3. Pricing of water and sewer services
4. Limited access to sewer connections

Consumers' issues were addressed directly on the ground, providing them with an opportunity for open dialogue between service providers and themselves, thereby reinforcing WASREB's mandate on consumer protection.



## SUPPORTING DEVOLVED WATER GOVERNANCE

The Regulator plays a key role in ensuring that county governments—who are responsible for water service provision—are guided by national standards and regulations. Engagement helps align county operations with the Water Act 2016.

Through these engagements, WASREB monitors how counties are managing their WSPs, ensuring compliance with licensing, tariff regulation, consumer protection, and performance benchmarks. WASREB also helps counties strengthen their institutions through:

- Training on governance and utility management
- Guidance on tariff application and public participation processes
- Sharing sector data with counties, which is critical for evidence-based planning, investment targeting, and reporting on national goals such as SDG 6.

WASREB conducted several engagements with different counties from capacity building, compliance workshops, forums with County Governors e.t.c.

1. Marsabit Water & Sewerage Company (MARWASCO) hosted a three-day Governance consultative stakeholder workshop in collaboration with the County Government of Marsabit, MARWASCO's Board and management, WASREB, WRA, and development partners - Pastoralist Community Initiative and Development Assistance (PACIDA) and the Horn of Africa Ground Water for Resilience Project (HOAGW4R project).

Key discussions on resolution;

1. Legalising Boreholes: The County committed to ensuring all communal boreholes in the County have valid permits.

2. Tariff Review: WASREB and MARWASCO will expedite the tariff review process. WASREB was urged to ensure the tariff reflects the pastoralist community's way of life.

3. Formalising Rural Water Services: The County will support all Small-scale service providers' transition to Water User Associations (WUAs).

(a) Short-term:

All water supply systems will operate under delegated models, under the existing service providers (MARWASCO). They will retain their independence & MARWASCO and the County Water Department will support them in improving their performance and guide them on the requirements for their registration as WUAs.

(b) Medium-long term:

- Viable WUAs will transition to independent Water Service Providers.

- A Rural Water Service Provider will be established to support non-commercial WUAs.

The Governor of Marsabit County H.E. Mohamed M. Ali emphasized the importance of extensive public participation, with guidance from WASREB and WRA, facilitated under PACIDA and the Horn of Africa Gateway Development Project.

This initiative aims to enhance access to sustainable and regulated water services in Marsabit County





2. On 6th February 2025, WASREB held a consultative meeting with the Machakos County Government to evaluate proposed clustering models for water service provision. The discussions focused on improving financial sustainability, governance, and service coverage in the county. The session offered valuable insights into the opportunities and challenges of clustering, with emphasis on collaboration and informed decision-making. Key participants included Deputy Governor H.E. Francis Mwangangi, Water CECM Benedict Ngumbau, Tanathi Water Works Development Agency, and WASREB's management team.



WASREB Ag. CEO Richard Cheruiyot (left) and Deputy Governor H.E. Francis Mwangangi (right)



WASREB and Machakos County team

3. On 11th February 2025, the Regulator held an engagement with the Nyeri County Governor H.E Mutahi Kahiga EGH, and Management of the five Water Service Providers within the County: Nyeri, Othaya, Naromoru, Mathira and Tetu Water companies. This marked the beginning of achieving an amicable solution to workable water tariffs which would achieve the balance between affordability and quality water service provision.



4. On 13th February 2025, WASREB hosted a dispute resolution meeting with the Murang'a County Government, mediated by the Intergovernmental Relations Technical Committee (IGRTC). The session focused on the proposed tariffs for Gatanga, Murang'a West, and Gatamathi Water Companies. Key discussions centered on balancing affordability and service quality, with an emphasis on the need for county support to ensure sustainable service delivery. Attending were Governor Hon. Irungu Kang'ata, the IGRTC team, and WASREB officials.

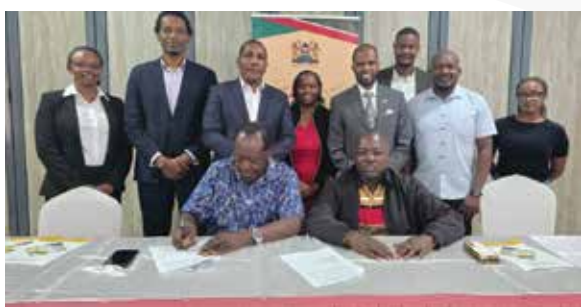


5. WASREB participated in the Council of Governors' Environment, Forestry, Climate Change, and Water Committees meeting held in Nanyuki, focusing on sustainable financing, intergovernmental coordination, and partnerships in the water sector.

WASREB Ag. CEO Richard Cheruiyot highlighted the Accountability Framework and Tariff Adjustment process as key regulatory tools for enhancing governance. He emphasized the vital role of counties in:

- Advocating for justified tariff reviews
- Supporting utilities with subsidies
- Monitoring tariff implementation
- Oversighting WSPs through performance contracts

He warned against the risks of WSPs operating without approved tariffs, including financial instability and poor service delivery, and stressed the importance of timely tariff reviews to avoid consumer backlash. The meeting reinforced the need for stronger collaboration between counties and WASREB to promote compliance, transparency, and equitable water service delivery.



WASREB, Council of Governors, GATSBY and Laikipia County teams



Group photo of participants

6. WASREB did an assessment visit to Turkana to set the stage for a transformative approach to water service provision, focusing on the County Government's preparedness to integrate water services for both refugee and host communities.

Stakeholders critically examined the current service model and explored practical pathways aligned with WASREB's delegated management frameworks under the KWASH P4R programme.

A key takeaway from the discussions—attended by the County Director of Water Services, MCAs, chairman of the newly formed water company, and UNHCR representatives—was the need to rethink a one-size-fits-all approach. The financial and operational constraints of the new water entity became evident, alongside growing concerns from refugee communities about the shift to paid water services.

More critically, the engagement underscored the necessity of establishing multiple Water Service Providers (WSPs) tailored to the unique needs of different communities, particularly in Kakuma and Turkana rural areas. This marks the beginning of a crucial policy shift. Moving forward, deeper dialogue and strategic decision-making will be required to ensure that the water integration process is not only financially viable but also equitable, resilient, and responsive to the distinct realities of Turkana's diverse populations.





## WORLD WATER DAY 2025

On 22nd March 2025, WASREB joined the water sector stakeholders in marking the World Water Day 2025, which was commemorated under the theme "Glacier Conservation." The national event was held at St. Joseph's Tigithi Boys High School, Naromoru, Laikipia County. The choice of venue was the urgency of protecting mountain catchments and glaciers, under threat from climate change but now still vital to Kenya's and East Africa's water supply, agriculture, and hydropower.

The subject was supported by the UN declaration of 2025 as the International Year of Glacier Conservation, which called for a wider awareness of the global water crisis and impacts of rapidly melting glaciers. The event highlighted the importance of these natural water stores in maintaining river flows, supporting biodiversity, and ensuring long-term water security for communities. Hosting the event at the school also drove home the importance of educating the future generation on water conservation and environmental sustainability by WASREB and other stakeholders.

Top national and county government officials attended the celebration, including Cabinet Secretary for Water, Sanitation and Irrigation Eng. Eric Mugaa, Principal Secretary Julius Korir, Water Secretary Eng. SAO Alima, Governor of Laikipia County Joshua Irungu, and MP Laikipia East Mwangi Kiunjuri. WASREB was adequately represented by its Board Chairman, CPA Symon Kimaru, and were joined by our own WASREB Ag. CEO Richard Cheruiyot. During the event, the above leaders referred to the need to strengthen Kenya's water governance structures, provide accountability within the water sector, and build climate-resilient infrastructure. The officials also engaged in a tree-planting exercise that will support the national target of planting 15 billion trees by 2032 for the restoration of degraded ecosystems as well as the protection of water catchments.

WASREB used the forum to speak to its stakeholders about the critical role regulation plays in ensuring equitable and sustainable access to water. WASREB has shown ongoing efforts in making performance accountability to the Water Service Providers (WSPs) a reality through facilitating timely reviews of tariffs, and increasing oversight at national and county levels. WASREB Ag. CEO Richard Cheruiyot stressed again the risks posed by delayed tariff reviews and unchecked business practices, such as financial exposure of utilities and loss of consumer confidence. He also emphasized the importance of joint efforts between counties and WASREB in ensuring service standards and embracing climate-resilient policies. The World Water Day event provided a special platform for collaboration between national agencies, county governments, schools, and members of the community. It once again reiterated the importance of a collaborative effort to ensure sustainability on matters of water and sanitation in the face of climate change, population, and urbanization. WASREB reaffirmed its commitment to collaborate closely with all stakeholders in ensuring that Kenya's water sector continues to remain efficient, transparent, and responsive to the needs of its citizens. Despite the nation experiencing growing threat to water security, initiatives such as this continue to serve as a powerful reminder that the conservation of natural resources especially glaciers and mountain environment is not only an international responsibility, but also a local imperative.





## WATER, SANITATION AND IRRIGATION CONFERENCE 2025

WASREB joined sector stakeholders at the Water, Sanitation, and Irrigation Conference held at Radisson Blu, Upperhill, Nairobi. The event, officially opened by CS Water, Eng. Eric Mugaa, brought together government leaders, development partners, private sector players, and community representatives to chart a shared path toward inclusive, climate-resilient WASH and irrigation services.

WASREB Ag. CEO, Richard Cheruiyot, delivered a presentation on tariff structures that balance cost recovery with affordability and equity, highlighting reforms to catalyze sustainable financing. His remarks addressed strategies for reducing non-revenue water in urban systems, enhancing operational and capital efficiency, and implementing progressive tariff reforms.

He emphasized the importance of progressively realizing the right to water, with strategies aligned to Kenya Vision 2030.

As the sector regulator, WASREB continues to play a central role in policy direction, consumer protection, and annual monitoring of water and sanitation access levels nationwide.



*CS Water, Eng. Eric Mugaa speaking during the conference opening*



*WASREB Ag. CEO Richard Cheruiyot (centre) part of panellists*



*Water CS, PS and Water Secretary at WASREB's stand*



*WASREB's Ag. CEO and Board of Directors listening on*



*Engaging the stakeholders at WASREB stand*



## ENVIRONMENTAL STEWARDSHIP: TREE PLANTING AT TIKONDO KIMANA SPRINGS, KAJIADO COUNTY .

The Regulator participated in a national tree-planting campaign organized by the Ministry of Water, Sanitation, and Irrigation at Tikondo Kimana Springs, Kajiado County. The exercise, which saw the planting of 50,000 seedlings, was led by Eng. S.A.O. Alima, the Water Secretary, representing the Cabinet Secretary.

This initiative is vital in safeguarding the long-term availability and quality of water services nationwide. WASREB affirms that environmental conservation is central to effective water regulation and remains committed to supporting sustainable service delivery.

One tree at a time!



Water Secretary Eng. Samuel Alima



WASREB's Director Licensing, Standards & Advocacy Eng. James Ngũgũ



## 2ND ANNUAL CONFERENCE ON REGULATORY AUTHORITIES AND AGENCIES

WASREB Ag. CEO Richard Cheruiyot highlighted the critical role regulation plays in ensuring equitable and sustainable service delivery during the 2nd Annual Conference on Regulatory Authorities and Agencies, convened by the Chief of Staff and Head of Public Service, in Eldoret, Uasin Gishu County.

The conference 'Strengthening Regulators; Enhancing Compliance' brought together key regulators across sectors to share experiences, innovations, and strategies to reinforce compliance and governance.

The water sector Regulators shared approaches they are implementing, from digital monitoring systems to enhanced stakeholder engagement frameworks, demonstrating the sector's commitment to transparency, accountability, and improved service delivery.

The Ministry remains steadfast in supporting the Regulator's efforts to strengthen the regulatory environment and ensure that every Kenyan has access to clean, safe, and reliable water.



*PS Water, Mr. Julius Korir*



*WASREB Ag. CEO, Richard Cheruiyot*



*WASREB Ag. CEO, Richard Cheruiyot delivering his presentation*





## Empowering Women in Water & Sanitation: WASREB Engages WIWAS

WASREB, led by Ag. Director Corporate Services Ms. Angela Kimani held a productive engagement with Women in Water & Sanitation (WIWAS) to discuss areas of mutual interest and collaboration. The session brought together key leaders, including WIWAS Executive Director Margaret Maina (Former MD, Limuru WSP), WIWAS Chairperson Eldah Odongo (Head of Corporate Affairs & Communication, Kisumu WSP) and Martha Keega, WIWAS Private Sector & NGOs Representative.

Key discussions focused on challenges faced by women in the water sector, including:

1. Limited female representation in leadership roles
2. Low participation in public forums
3. Limited platforms to educate women on their roles in WASH governance

Despite women playing a significant role in water, sanitation, and hygiene (WASH) at the grassroots level, they remain underrepresented in decision-making spaces—with over 95% of leadership positions in Water Sector Institutions held by men.

WASREB reaffirmed its commitment to consumer protection and public accountability in water service provision, aligning with Strategic Objective 5: Increasing public accountability by working with like-minded stakeholders towards this goal. The agency also pledged to support and encourage female professionals within the organization to join WIWAS for greater collaboration and mentorship.

WIWAS reiterated its mission to:

1. Advocate for women in leadership positions
2. Mentor & coach women in career progression
3. Amplify the voice of women in WASH
4. Strengthen the involvement of professional women in communities, schools & homes



### WASREB and KEWASNET Establish Strategic Partnership to Strengthen Accountability in the Water Sector

WASREB and Kenya Water and Sanitation Civil Society Network (KEWASNET) did a strategic partnership meeting aimed at consolidating partnership in seeking better governance, service delivery, and public accountability in the water sector.

The deliberations concentrated on co-operation areas like bulk water supply, rural water supply services, capacity building for consumer groups, and the facilitation of public-private partnerships. These are aligned with the mandate of WASREB under Section 72 of the Water Act 2016, that is, the protection of consumer rights in water service provision.

KEWASNET, renowned for its role in facilitating partnerships and promoting governance in the Water, Sanitation, and Hygiene (WASH) and Water Resources Management (WRM) fields, was especially interested in supporting collaborative efforts with WASREB.

The two organizations pledged their assistance to the advancement of the right to clean and safe water, as provided under Article 43(d) of the Kenyan Constitution. The deal opens the door for collective work that will promote equitable and sustainable access to water services throughout the country.



### Peer learning visit by The Malawi Ministry of Water and Sanitation to WASREB on Gender streaming in water sector

WASREB hosted a delegation from the Lilongwe Water Board, Malawi, for a benchmarking visit focused on Gender and Economic Policy in the water sector. The delegation acknowledged Kenya as a leader in gender mainstreaming and aimed to learn from WASREB due to its relevance to the delegation's objectives.

The objective of the visit was to gain insights into the following areas:

- Gender Mainstreaming in the Water Sector
- Policy Development
- Innovative approaches in economic policies

Through the engagement, WASREB reaffirmed its commitment to promoting gender-inclusive water governance while fostering international collaboration to enhance sustainable and equitable service delivery.



WASREB and Lilongwe Water Board, Malawi team



**WASREB and WASPA Sync Initiatives to Mitigate Sectoral Challenges and Promote Sustainable Water Service**

WASREB held a top-level meeting with the Water and Sanitation Providers Association (WASPA) to enhance synergies for better water and sanitation service provision across the country. The platform included top-level leadership from the two organizations, which included the CEO and Chairman of WASPA.

The key highlights in the discussion were:

- **Water Pricing Matters:** Prioritizing matters in tariff setting and the affordability of water services for all levels of society.
- **Capacity Building:** Developing structures to enhance the technical and operating capabilities of water service utilities.
- **Consumer Involvement:** Enhancing consumer participation and feedback processes to build trust and accountability.
- **Regulatory Compliance:** Emphasizing compliance with performance requirements and legal frameworks underpinning the industry.
- **County-Level Coordination:** Consolidating improved collaboration with the county governments to decentralize and streamline delivery of services.

WASREB and WASPA reaffirmed their commitment to collaborate in managing sectoral challenges, stimulating innovations, and offering safe and sustainable access to water services for all Kenyans.



*Water and Sanitation Providers Association  
Chairperson Thomas Odongo (L)  
and CEO Anthony Njaramba (R)*

**Empowering Utilities for Better Service: Ministry, World Bank, and WASREB Roll Out Performance Boost Program**

The Ministry of Water, Sanitation and Irrigation has again reaffirmed the Government of Kenya's commitment to improved delivery of public services with greater efficiency and resource use. Supported by the World Bank, the Ministry—through regulatory oversight of WASREB—is targeting 33 Water Service Providers (WSPs) to improve their performance through the Performance Improvement Action Plan (PIAP) in the Kenya Water and Sanitation Development Project (K-WASH). The PIAP is a planning instrument that can facilitate improved operating and financial performance, expanded access to safe water and sanitation services, elimination of open defecation, and enhanced financial sustainability of utilities. It enables each WSP to develop a bespoke and realistic plan of action to improve efficiency, service quality, and accountability. The instrument also comes in handy to support WASREB by making monitoring of progress towards industry standards easier, in particular, the Operational Cost Coverage Ratio (OCCR) that is a key indicator of utility performance and sustainability. The PIAP tool was used in training conducted from 20th to 30th January in three regions—Embu, Naivasha, and Mombasa—that brought together dedicated WSPs for capacity development and knowledge exchange to support efficient roll-out of the program.





### WASREB and APSSA Ink Partnership to Scale Up Sanitation Sector

WASREB held a high-level engagement with the Association of Private Sector Sanitation Players (APSSA) on 2nd April 2025, deliberate on collaborative efforts to scale up sanitation service delivery in Kenya. The meeting, led by APSSA Chairperson Peter Khamisi, brought together key stakeholders to address critical gaps in the sanitation value chain.

As the national umbrella body for all mechanical and manual pit emptiers, APSSA is instrumental in advancing on-the-ground sanitation solutions. The roundtable session was focused on:

Promoting Behaviour Change: Launching education campaigns to raise awareness on proper segregation and disposal of waste at the community and household levels.

- Sanitation Actor Mapping: Mapping all sanitation actors in the private sector to improve coordination, visibility, and regulation in the sector.
- Technology Alignment: Identifying appropriate sanitation technologies that respond to the unique geographic and infrastructural needs of different areas.
- Policy Advocacy: Pushing for more investment in sanitation infrastructure, including more discharge points and transfer stations for pit emptier.

This partnership is a tremendous step towards sustainable and equitable sanitation solutions. WASREB's engagement with APSSA is an indicator of a shared ambition to ensure cleaner environments and improved public health outcomes for all Kenyans.



### WASREB Engages AfDB on Kisumu Inclusive Sanitation Project

WASREB hosted a delegation from the African Development Bank (AfDB) as part of its appraisal mission for the preparation of the Kisumu City-Wide Inclusive Sanitation (CWIS) Project Plan.

During the session, WASREB provided an overview of the performance of water service providers in delivering sanitation services. The discussion also focused on the regulator's monitoring mechanisms, including annual audits used to assess utilities' performance in sanitation provision. In addition, WASREB shared insights on capacity development initiatives aimed at strengthening the ability of utilities to manage both sewerage systems and on-site sanitation solutions.

The meeting underscored the importance of collaborative efforts in promoting inclusive, efficient, and sustainable sanitation services across urban areas.



**Driving Regional Collaboration in Water Regulation and Financing**

WASREB hosted a delegation from WASREB hosted a delegation from Uganda's Umbrella Authorities (UAs), Ministry of Water and Environment (MWE), WSUP Advisory, and the World Bank.

WASREB shared Kenya's experience in creditworthiness reporting, including the Creditworthiness Index (CWI) methodology and approaches to performance improvement planning.

These insights showcased how regulation can support utilities in enhancing governance, financial and operational management, investment planning, and access to commercial finance.

The engagement provided a valuable opportunity for mutual learning, with rich discussions around regulatory best practices and shared challenges in the region.



*WASREB, Uganda's Umbrella Authorities (UAs), Ministry of Water and Environment (MWE), WSUP Advisory, and the World Bank teams*

1. WASREB held a 3-day capacity building workshop for Board Chairs and Senior Managers of Kenya's Very Large Water Service Providers (VLWSPs). Upholding Pareto's principle, though only 20% of all licensed utilities, these (17) WSPs contribute over 75% of total water sales nationally. Strengthening their leadership is critical for sector progress.

The workshop focused on: Governance, Human Resource Management, Tariff Management and Regulatory Compliance. It featured sessions, panel discussions, debates, and a presentation on Cape Town's Water Turnaround Story by Michael John Webster, Program Manager, 2030 WRG – Water, World Bank. Peer learning and networks were strengthened, Compliance roadmaps developed, and lessons learnt.

WASREB remains committed to building leadership that delivers accountability and reliable service.





2. WASREB's mandate is to enhance capacity and compliance in the water sector. A compliance workshop was held for the Coast Water Works Development Agency (CWWDA) region that targeted county officers in charge of water affairs, core management of the Coast Bulk Water Supply System, and management of WSPs in Lamu, Kilifi, Mombasa, Kwale, Taita-Taveta, and Tana River counties.

The aim was to improve water service delivery in the coastal region. The areas covered were:

- Legal and institutional frameworks for water services
- Harnessing human resources for optimal performance and productivity management in WSPs
- Licensing framework and process for WSPs
- Tariff framework and setting process
- Guidelines on the provision of water and sanitation services in rural and underserved areas
- Overview of compliance and performance status of the WSPs

Each WSP regulatory compliance status was assessed, and an action plan was developed with timelines for compliance.



“As SK-KAWANISHI, we strongly believe that our pipe joints technology is an effective tool and a game changer in fighting against non-revenue water (NRW), especially the physical losses due to water leakages in water pipelines in Kenya.” (Mr. Akihiro KAWANISHI, President – SK-KAWANISHI CO., LTD).

SK-KAWANISHI CO., LTD, a leading Japanese pipe joints manufacturer has an effective technology to completely seal physical water leakages. Based in Kagawa Prefecture, Japan and having a fully registered Kenyan local subsidiary, SK-KAWANISHI AFRICA LTD, the company has partnered with the Ministry of Water, Sanitation and Irrigation (MWSI), Water Services Regulatory Board (WASREB), Water Services Providers Association (WASPA), Water Service Providers (WSPs), Water Works Development Agencies (WWDAs) and other Japanese agencies like Japan International Cooperation Agency (JICA) and the Embassy of Japan to showcase their outstanding pipe joints technology to the Kenyan water sector.

“...fixing water losses will help us to be able to increase access to water services. We have a current partnership with SK-KAWANISHI just to look at how we can address Non-Revenue Water from a perspective of addressing physical losses...” (Mr. Richard Cheruiyot, Ag CEO - Water Services Regulatory Board, WASREB)

Having completed and commissioned the Ainamoi Water Supply Distribution Project in February 2024 funded by JICA and the Belgut Water Pipeline Extension Project in July 2025 funded by the Embassy of Japan both in Kericho, the Kericho water company now reports a reduced recurrence of leakages, shorter repairing times and posts a reduced non-revenue water (NRW) within the project areas where HDPE pipes installation was done using SK-KAWANISHI mechanical joints.

“SK Kawanishi Mechanical Joints offer a revolutionary solution that surpasses traditional butt fusion methods in terms of strength, flexibility, ease of installation, versatility, and exemplary performance.” (Eng. Kibii Chepkwony Siele, Former Managing Director – Kericho Water and Sanitation Company, KEWASCO)

SK-KAWANISHI pipe joints are made of ductile cast iron, epoxy resin powder coated internally and externally and are shock-absorbent, flexible, durable, leak-proof, requiring neither lubricants nor stiffeners, with external pull-out restraints and self-torque controlling mechanism.

Joint installations take minutes to complete, cutting down on thousands of working hours in addition to their ability to slide over the pipes to connect and to adapt different pipe material types (that is HDPE, PVC, PPR and GI/Steel pipe materials).



Ag. CEO WASREB Mr. Richard Cheruiyot (R) and Mr. Akihiro KAWANISHI, President SK KAWANISHI (L)



SK-KAWANISHI joint installation



Joint installation training

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