

Baseline Customer Satisfaction Survey

Report

FOR THE WATER SERVICES REGULATORY BOARD

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Preamble

Good customer service is the lifeline of any organization. With the ever evolving changes in regard to access to information and services as a result of new technology platforms, a complex organization like Water Services Regulatory Board is at full stretch on how to evaluate and reach the ever-growing expectations of its spectrum of customers regarding water access benchmarks. The discerning customer has been exposed to more choices, different levels of customer experience and more importantly increased awareness on quality of service expectation.

Customer experience is imperative in organizational development. It is also a useful tool in forecasting the future of businesses, unless it is a monopoly. Customer loyalty and ability to recommend your business to others is critical to business survival and is widely pegged to experience with the organization more than the cost of product or service.

For many years, focus on customer satisfaction measure was a preserve of private entities. However, the Government of Kenya embraced this initiative into its systems and performance contracting within its bodies is pegged on the level of customer satisfaction among other factors.

Water Services Regulatory Board is mandated to regulate provision of water services towards universal access. The board works hand in hand with Water Service Boards, Water Service Providers and the county governments among other stakeholders who handle various roles as stipulated in the Water Act 2002.

The Board's key thrust is built on a number of areas which includes Issuing licenses for provision of water services, developing Service Provision Agreements (SPAs), determining standards for provision of water services, developing guidelines for fixing of tariffs, developing guidelines for efficient management of water services, monitoring compliance with established standards, monitoring the national water services strategies (NWSS), disseminating information on water services, publishing forecasts and projections on water services, establishing procedures for handling consumer complaints, engaging with stakeholders for better management of water services, enforcing regulation, advising the Cabinet Secretary on matters related to water services and overall regulatory role. Over the years, the Board has developed various performance measurement tools and platforms towards enhancing its mandate. These measures help the Board to work out on strategies that would ensure customer experience is enhanced in a great way, which is in line with The Kenya Constitution, Vision 2030 Goals, Vision 2030 Targets and current government guidelines and policies.

The survey findings would facilitate the Board in understanding the expectations of their customers, perceptions of the Board's performance in managing and provision of infrastructure for the WSPs by WSBs and the perceived role by county governments. Further, the survey findings would also help the Board to receive objective feedback on its perceived performance in the eyes of its spectrum of customers which enables it to provide the right direction and measures necessary for galvanizing quality water services to the mwananchi.

SBO Research (the Consultant) started off the assignment by studying documentation on water interventions carried out by WASREB across all counties as well as the organization's strategy for the period 2013-2017. In addition to this, the team studied various items of literature provided after the



inception meeting in an effort to establish the validity of the need for development of a communication strategy as well as establish the workings of the Board in the eyes of customers and various stakeholders. This process culminated in the establishment of key hypotheses that were tested in stage two of the assignment which comprised of two key components namely the field survey and stakeholder interviews.

To validate the tools in terms of ability to address the study objectives a pilot study was necessary. This was also part of the quality control mechanism and was used to measure content and construct validity towards operationalization of the variables under study to ensure consistency with the WASREB's expectations. The validation exercise involved a pilot survey among 25 water consumers sampled across 9 water utilities in 9 counties. Feedback from the pilot survey was used to review and edit all tools in order to eliminate internal inconsistencies, grammatical errors and logical flow of questions.

After piloting and reviewing the tools the study was carried out among 1669 partners covering 5 consumer segments: Water Consumers, Water Services Boards, Water Services Providers, County Executives and Partners.

The final stage of the study involved triangulation of various information sources, information analysis using various methods and presentation of the findings to the WASREB and APN team to establish if recommendations made based on responses emanating from field findings were in line with the organization's goals for the medium and long term. Based on these, the final decision regarding WASREB's mandate in various Counties was established and fed directly into the communication strategy.

Acknowledgement

The Authors would like to acknowledge and thank various individuals for their encouragement and help while conducting this study. First and foremost, we would like to appreciate the valuable help, suggestions, guidance, complements, and encouraging responsive attitude expressed by Water Service Regulatory Board representatives. In particular, the Authors would like to acknowledge the selfless dedication of Mr. Herbert Kassamani and Ms. Terry Micheni in coordinating the various heads of department during the inception phase teams and timely help in various areas.

We are also highly indebted to various WASREB customers, stakeholders and senior management for their input by providing valuable feedback to us. We are grateful for their honest and timely responses, which have made the study a reality. It is our hope that the survey will directly have a positive impact on you as stakeholders and other water consumers.

Finally, our gratitude goes to all staff of Apex Porter Novelli who participated in preparation of the communication strategy, your comments have helped greatly in improving the final report. Any flaws in this document are the responsibility of the authors.

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EXECUTIVE SUMMARY

Water consumers

The sampled consumer population comprised of 1613 households spread across 22 counties. The largest sample was drawn from Nairobi (22%) given the concentration of clientele, while the distribution in the rest of the WSPs was almost uniform. To ensure good spread within WSPs a random routing method was applied.

Based on the survey, awareness of water utilities amongst domestic customers was 75% while awareness of WASREB was 26% with only 10% of those aware of WASREB claiming to have had some sought of interaction with the Board. The leading points of contact for the Board were identified as via telephone (32%) personal visits (24%) and television (18%).

Majority (74%) of water consumers were neither aware of WASREB as the regulator nor existence of a regulator in the water sector. Upon further probing 22% were able recall that WASREB was the regulator. Overall satisfaction in areas where WASREB is present was computed at 66% (among the 26% who are aware of WASREB's existence) and at 59% among areas where WASREB does not have presence. Overall satisfaction with mandate execution stands at 73% among customers aware of WASREB. Expectedly, consumers in the various regions were fully aware of their current WSP. The leading source of awareness for the WSPs by consumers is water bills at 45%. Asked if they had interacted with the respective WSPs in the last 6 months, only 45% had had any contact with their service provider mainly to pay water bills or to query water bill readings.

Water Service Boards

We talked to various WSBs. In total, 4 WSBs shared their opinions.

According to the stakeholders, WASREB was rated well for dealing promptly with issues (83%) and improvement of water quality (80%). However a majority of WSBs felt the Board requires some improvement on the licensing process and service provision agreements.

In terms of the actual WASREB's roles, the ratings were as below for the various functions.

- Other satisfaction indicators were rated as follows:
- Licensing process: 61%
- SPAs: 63%
- Technical standards and guidelines: 71%
- Tariff setting: 69%
- Sector monitoring: 71%
- Customer service: 75%
- Consumer engagement: 70%
- Maji voice programme: 60%
- Communication effectiveness: 63%.

On satisfaction, WSBS rated their satisfaction index with WASREB at 69%.

Water Service Providers

We talked to various WSPs. In total, 19 managing directors or their appointed representatives of Water Service providers shared their opinions.

According to the stakeholders, WASREB was rated well on their staff being good communicators (79%) and staff being transparent and accountable (77%). However a majority of them felt the Board required improvement on enforcement and compliance initiatives on licensing process, time taken to evaluate compliance with SPAs and tariff period.

The overall satisfaction index given by the WSPs was 60% as indicated below.

- Overall satisfaction with achieving of WASREB's mandate stand at 66%
- Other satisfaction indicators were rated as follows:
 - Licensing process: 61%
 - SPAs: 53%
 - Sector growth: 53%
 - Technical standards and guidelines: 58%
 - Tariff setting: 49%
 - Enforcement and compliance: 49%
 - Sector monitoring: 53%
 - Customer service: 74%
 - Consumer engagement: 57%
 - Maji voice programme: 59%
 - Communication effectiveness: 89%

County Governments

We talked to various County Executive Chiefs in charge of water. In total, 10 CECs shared their opinions.

According to the CECs, WASREB was rated well on management of non-revenue water (72%) and water quality (71%). However a majority of them felt the Board needed to improve on access to sewerage services, improving access to the poor and time taken to approve tariffs. It is worth noting that while all other stakeholders gave the highest rating to staff, county government staff gave WASREB staff the lowest rating.

The overall satisfaction index given by the counties was 58% as indicated below.

- Overall satisfaction with achieving of WASREB's mandate stand at 58%
- Other satisfaction indicators were rated as follows:
 - Sector growth: 52%
 - Technical standards and guidelines: 67%
 - Tariff setting: 57%
 - Sector monitoring: 61%
 - Customer service: 39%
 - Consumer engagement: 60%
 - Maji voice programme: 60%
 - Communication effectiveness: 63%

Partners and affiliates

We talked to various partners. In total, 22 WASREB partners and affiliates participated in the survey.

According to the stakeholders, WASREB was rated well on their staff being knowledgeable (81%) and WAGS on complaints handling (80%). However a majority of them felt the Board required to improvement in regards to the duration of the license, duration of the SPA and improving access to the poor.

The overall satisfaction index given by the WSPs was 70% as indicated below.

- Overall satisfaction with achieving of WASREB's mandate stand at 70%
- Other satisfaction indicators were as follows:
 - Licensing process: 65%
 - SPAs: 66%
 - Technical standards and guidelines: 71%
 - Tariff setting: 67%
 - Sector monitoring: 68%
 - Customer service: 78%
 - Consumer engagement: 73%
 - Communication effectiveness: 73%

Action points

1. **Communication**
Enhance marketing communications to customers to manage customers' expectations and to enlighten them on ongoing WASREB initiatives especially those towards addressing universal access to water and sewerage services. Communication will also enhance advocacy especially towards water management and water conservation.
2. **Relationship management**
There is need for greater partnerships between WASREB and stakeholders especially county governments. This could be achieved through creating more platforms for engagement and partnerships with stakeholders.
3. **Sector Growth**
While stakeholders acknowledge evidence of in sector growth, customers see frequency of sewer bursts and water leakages as an indication of inadequate infrastructure. Towards this end, it is crucial to enhance partnerships with development partners and the private sector.
4. **Tariff guidelines**
There is need to demystify the tariff setting process given that guidelines are well rated while the tariffs are rated poorly. The need for a socio-economic balance calls for a delicate handling to avoid politicization by counties and WSPs.
5. **Consumer Engagement**
Lastly, it would be prudent for the board to continuously inform the public (water consumers) on the continuous efforts in relations to technology platforms (USSD/Maji voice) and engagement platforms (WAGS).

1. INTRODUCTION

1.1 Study Background

The Water Services Regulatory Board (WASREB) is a non-commercial State Corporation established in March 2003 as part of the comprehensive reforms in the water sector. The mandate of the institution is to oversee the implementation of policies and strategies relating to provision of water and sewerage services. WASREB sets rules and enforces standards that guide the sector towards ensuring that consumers are protected and have access to efficient, adequate, affordable and sustainable services.

WASREB believes that customers are at the centre of all its activities. This is in line with global trends where customers are continuously gaining prominence, prompting entities to put them at the beginning of the business chain. WASREB believes that feedback from customers is vital in helping improve its services. In this regard, WASREB commissioned SBO Research to conduct a survey to facilitate better understanding of its customer needs and gauge performance in the eyes of customers.

The customer satisfaction survey focused on measuring customer perceptions of how well the Board delivers on its mission, critical success factors, dimensions of the core business and improvement in service delivery or the lack thereof in the eyes of water consumers at various levels.

1.2 Significance of the study

Customer satisfaction surveys are used to capture the idea of measuring how satisfied an organization's customers are with its efforts in service delivery. Good customer service is the lifeline of any organization. Although winning new customers is important, efficient and effective service delivery will help generate loyalty and attract new business. Good customer service is imperative for an organization's development. It is therefore in pursuit of improving service delivery to its customers and to be responsive to their needs that the WASREB through this survey sought to gain insights into the

perceptions of its service. Through understanding of customers' satisfaction, WASREB would determine actions required to meet the customers' needs and to identify its own strengths and weaknesses and chart out future progress and improvement.

1.3 Research objectives

1.3.1 Main Objective

The main objective of the main customer satisfaction survey was to establish the satisfaction of customers with services received in line with WASREB's mandate. These would then inform the development of an effective communication strategy that would result in measurable outcomes.

1.3.2 Specific objectives

The specific objectives were meant to:

- Establish the levels of awareness among consumers on the role of regulation in water service provision
- Establish the level of awareness on WASREB's mandate
- Establish whether consumers understand the meaning of water as a right
- Establish consumers' knowledge, attitudes and practices in water services regulation
- Establish whether consumers understand their roles and obligations in water service provision
- Rate the levels of satisfaction with WASREB's mandate.

2. DATA COLLECTION METHOD

2.1 Document Review

The survey began by reviewing all available literature to identify knowledge gaps. Secondary data was extensively reviewed to extract various benchmarks and learning's on all the aspects under study. This entailed identifying and analyzing secondary information on WASREB and regulatory agencies. The documents reviewed during this phase included:

- WASREB's strategic plan 2013-2017
- WASREB's service charter
- The Water Act 2002
- National Water Services Strategy and Pro-poor Implementation Plan
- IMPACT Report
- Consumer Engagement Guideline
- Tariff guidelines
- Aqualink Newsletters
- Vision 2030 blueprint
- Customer Care Reports
- Various WAG Reports
- WASREB's Work plan for 2016 events
- AFWA Congress Reports
- Devolution Conference Reports
- County Engagement Reports
- World Bank Group open day Report

2.2 Research Instruments

Preliminary questions were then developed jointly with the client following the literature review and tested among senior management. The research instruments were then developed jointly with the client and piloted. Quantitative tools were finalized, approved and scripted on MAPI (Mobile Aided Personal Interviews) and CATI (Computer Aided Telephonic Interviews) platforms while qualitative tools were finalized based on feedback from the pilot.

2.2 Quality Assurance Measures

Consideration was taken to ensure that the instruments utilized in the survey had sufficient validity and reliability. Content validity helped develop a valid instrument while Cronbach's alpha assessed the reliability of the instrument. The reliability test of the research instrument before the data collection was 0.893 well beyond the recommended alpha coefficient level of ≥ 0.7 . Content validity for the main study was assessed using ratings of the data collection tools by the experts from WASREB and SBO Research. Construct validity on the other hand was used to evaluate validity of operationalization of the variables under study to ensure consistency with the WASREB's expectations; Lambda, critical ratio and coefficient of termination were within acceptable limits. Overall model fit test as internal validity tests were also utilized. External validity helps ensure that survey results can be generalized beyond the experimental subjects. External validity was enhanced in two ways: one, by consulting with the team that deals with stakeholders on a day to day basis during selection of WSPs to participate in the study and approaching all the stakeholders selected to participate in the study, and two, interviewing more customers from counties where WASREB has presence.

As part of the quality assurance measures, a pilot sample was selected among 1% of the initially proposed water consumer sample size and administered in 9 counties. The pilot report based on the sample in table 1 below was then shared with the client and the findings used to finalize the tools jointly with the client prior to final approval.

Table 1: Pilot Sample

Categorization	Location	Frequency	Percent
WSP/County	Garissa	1	4%
	Kisumu	5	20%
	Meru	3	12%
	Mombasa	3	12%
	Nairobi	3	12%
	Nakuru	3	12%
	Nyandarua	1	4%
	Nyeri	3	12%
	Uasin Gishu	3	12%
Category	Metered Residential	12	48%
	Commercial (Bulk)	2	8%
	General public	11	44%
Classification	Rural	3	12%
	Urban	22	88%
Gender	Male	17	68%
	Female	8	32%
Age	19 – 25years	4	16%
	26-30 years	6	24%
	31- 35 years	11	44%
	36 - 40 years	1	4%
	41 – 45 years	3	12%
	No formal education	1	4%
	Primary school	1	4%
	Form 4	5	20%
	College certificate	7	28%
	Diploma	4	16%
	University Degree	7	28%

Other quality control and assurance measures adopted included:

- ♦ Thorough training and briefing of the entire research team ahead of the main study
- ♦ Training on respondent confidentiality
- ♦ Training on the need to assure respondents on the independence of the survey team to make them aware that the study though commissioned by WASREB, was not being carried out by WASREB staff or affiliates
- ♦ Review of all tools jointly with WASREB's management based on the pilot feedback to remove inconsistencies
- ♦ Process supervision through accompanying enumerators in 20% of the interviews and back office auditing of 30% of the interviews
- ♦ Client involvement in all survey stages from inception to the final report
- ♦ Involvement of competent and experienced staff
- ♦ Application of lateral thinking in interpretation and delivery of insights

2.3 Data Collection Process

The data collection team was assessed after the pilot survey and successful enumerators were re-trained and briefed on the revised tools. Thereafter, quantitative data was gathered through Mobile Aided Personal Interviews (MAPI) among water consumers, Water Service Boards, Water Service Providers, corporates, partners and affiliates. This approach provided an opportunity to apply statistical measures generating percentages and mean scores on respondents' opinions and perceptions. This also allowed for the calculation of single unit measure such as Customer Satisfaction Index which forms the basis of comparison in future evaluations. Qualitative data on the other hand was gathered through in-depth interviews among water consumers, Water Service Boards, Water Service Providers, corporates, partners and affiliates and focus group discussions among consumers and WAGS.

2.4 Analysis

Quantitative findings were analyzed through SPSS and categorized into 5 main water customer segments. Qualitative data was analyzed through content analysis and findings collectively used to supplement the quantitative findings. Once data was analyzed, information was related and aggregated for meaningful reporting. Data was then reassembled and synthesized to facilitate in accomplishment of the study objectives.

2.5 Interpretation

Study findings were related to pertinent information through interpretative analysis. The interpretative process applied deductive and inductive logic. Once data was analyzed, the various bits of new information were related and combined to one another and to other existing information relevant to the study. This data was then reassembled and synthesized to enable objectives of the study to be accomplished. This was then realigned with the secondary data.

3 STUDY FINDINGS (WATER CONSUMER SEGMENT)

3.1 Domestic Consumers Profile

The survey was carried out among 1613 randomly selected customers of selected Water Service providers regulated by various water boards from 22 counties.

Table 2: Water Consumer Demographics

Classification	Classification Type	Count (N)	Percent
Setting	Rural	334	21%
	Urban	1279	79%
Customer type	Metered Residential	1206	75%
	Commercial (Bulk)	53	3%
	Corporate	18	1%
	Government	22	1%
	General public	314	19%
Gender	Male	862	53%
	Female	751	47%
Age	19 – 25years	217	13%
	26-30 years	432	27%
	31- 35 years	353	22%
	36 - 40 years	235	15%
	41 – 45 years	143	9%
	46- 50 years	104	6%
	51 – 55 Years	55	3%
	56 -60 Years	30	2%
	Above 60 years	44	3%
Education	No formal education	27	1.7
	Primary school	127	7.9
	Secondary/High School	489	30.3
	College/certificate	671	41.6
	Undergraduate Degree	228	14.1
	Postgraduate degree	65	4.0
	Declined	6	.4
	Total	1613	100%

Majority (82%) of those interviewed have their own piped connection while others have multiple shared sources as shown below:

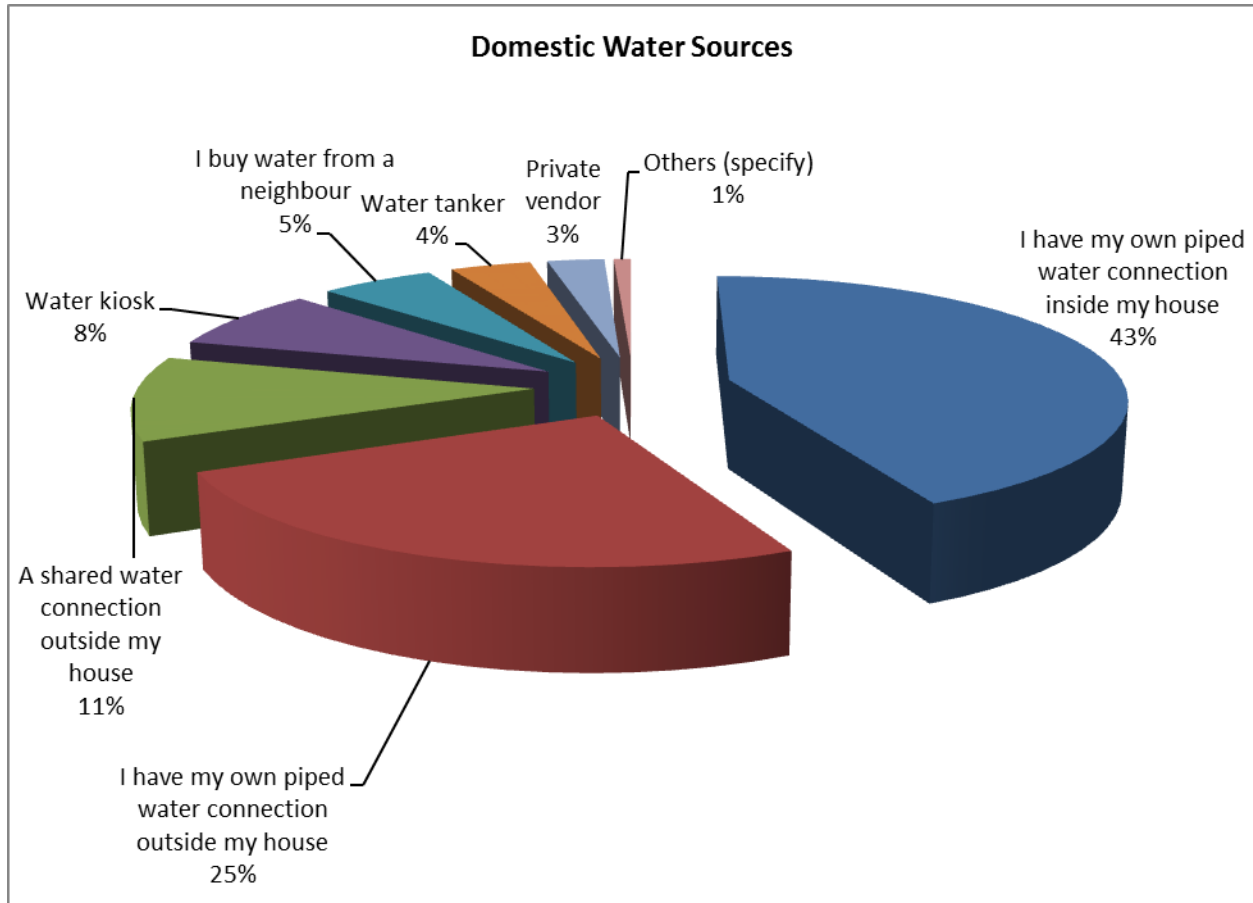


Figure 1: Domestic water sources

3.2 General Awareness of water utilities

Overall, awareness of water utilities among domestic consumers is relatively high at 75%. Of those aware of the water utility companies supplying them with water, about 49% could recall the duration it took them to get connected with majority having been connected within two weeks; only one instance was recorded where a customer had taken 4 years to be supplied with water connection.

3.3 Overall satisfaction with service delivery

Overall satisfaction on service delivery among domestic consumers was measured based on five attributes namely: billing and payments (74%), customer care (74%), water safety (71%), quality of service (68%) and communication (66%). The overall satisfaction level stands at **70%** as shown in the figure below:

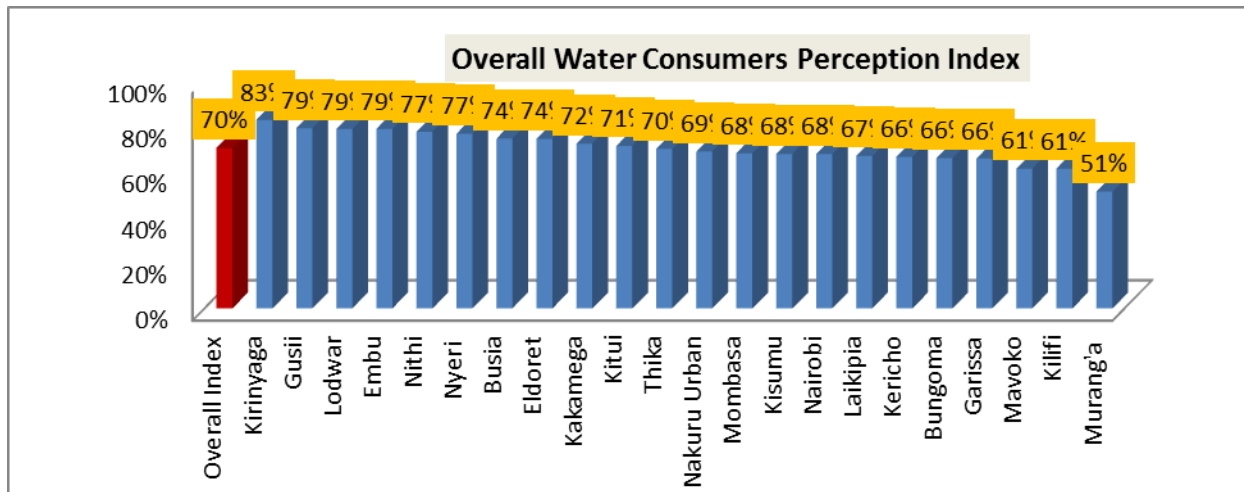


Figure 2: Overall Satisfaction among water consumers

Overall Domestic Water Consumers are generally happy with the flexibility in the mode of payment (billing and payment terms). On the other hand, communication was the least rated elements. The best performing individual attributes were water availability and steady flow/pressure while the worst performing attributes were regular maintenance of sewerage system and response to address unscheduled shortages. Kirinyaga WSP had the highest satisfaction rating among its customers an attribute largely driven by the affordability of water. Murang'a WSP had the lowest satisfaction ratings from its consumers especially on their perceived policy on water disconnection.

The main satisfaction barriers by attribute were identified as follows:

Service quality: First response to water shortages and sewer bursts and regular maintenance were identified as some of the areas falling below water consumer expectations

Billings and Payments: Accuracy of bills and efficiency in complaints handling fell below water consumer expectations.

Communication: There is need for interventions towards efficiency in handling complaints and correspondence, water management and a mechanism for communication rationing days/hours given that these fell below water consumer expectations.

Customer Care: There is need to ensure regular trainings to customer-facing staff given that these fell below water consumer expectations.

Safety Measures: First response to water shortages and sewer bursts were identified as some of the areas falling below water consumer expectations.

Ratings for each of these Individual attributes by county are included in Annex 1: [Customer Satisfaction Attributes-Water Consumers](#)

3.4 Access to water

Overall, knowledge on regulation of the water sector among domestic consumers is relatively minimal with 12% of all respondents being aware that WASREB is the body in charge of water access in the country. This was the case especially among urban users (87%) indicating a very low awareness level of 13% of WASREB among the rural population. The majority of those interviewed (52%) perceive the WSP to be in charge of water access within their county of jurisdiction followed by 19% who perceive the county government to be in charge of water access and 5% who perceive the ministry of water and irrigation services to be in charge of water access. This is as shown in the figure below.

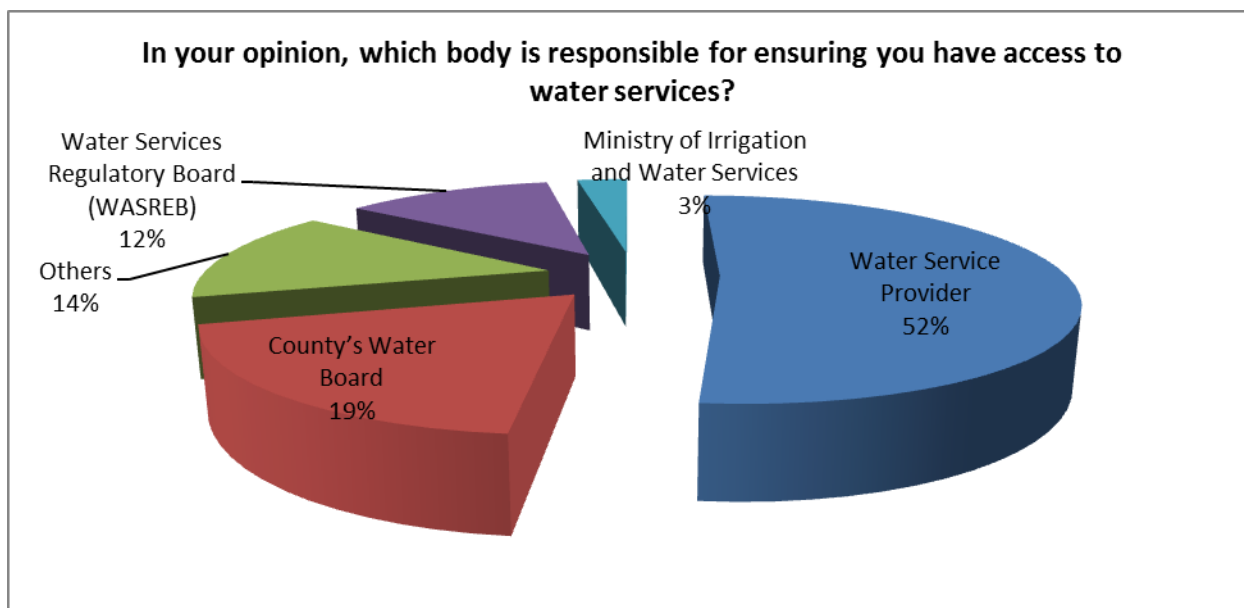


Figure 3: Water services access

Given the low perception on the regulator aspect, we recommend that messaging and advocacy on universal access to water needs be championed by WASREB to ensure that the consumers resonate well with the role of WASREB in terms of service provision.

3.5 Complaints Incidence and Reporting

Further, consumers were asked where they reported complaints related to water services. The findings below indicate that Majority of the complaints are channeled through the WSPs.

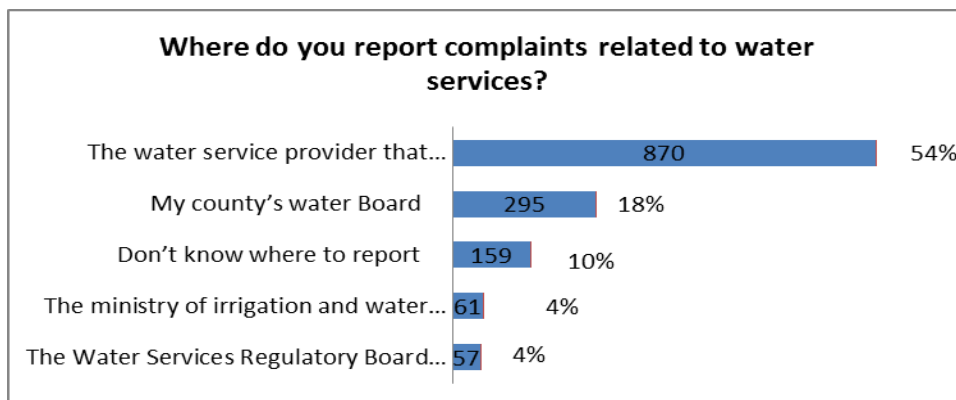


Figure 4: Complaints Incidence

Mention of WASREB was seen to be minimal which could be an indication of lack of awareness and knowledge on the role of WASREB. It is also worth noting that 10% of the respondents are not aware of any complaints handling mechanisms on water issues.

3.6 Interaction with WSPs

Most of the water consumers (55%) interviewed had interacted with their respective WSPs. The rest (45%) had either not interacted with WSPs or had an indirect interaction through third parties like landlords or agents. In terms of the preferred mode of interaction survey findings indicate that most of the interactions between consumers and WSPs are through office visits (58%) as shown below.

Table 3: WSP Interaction Channels

BASE	883	100%
Physical Visits	516	58%
Calling via phone	227	26%
SMS/Text Messages	208	24%
Email	36	4%
Through the water action group in my area	16	2%
Other – please specify	13	1%
Through their website - Webmail	9	1%

From the findings above, there is need for enhanced communication to enhance adoption of use of technology to ensure faster access to services

Further, the main reasons for interaction were identified as bill settlements followed by complaints as shown in the table below.

Table 4: WSP Interaction Channels

BASE	883	100%
To pay a bill	393	45%
To make a complaint	296	34%
To query a bill that did not seem correct	97	11%
To make a general inquiry on their services	69	8%
Other – please specify	28	3%

Qualitative findings further indicate that while WAGS were seen as an efficient complaints handling mechanism, there is need for enhanced WAG's awareness through other media.

3.7 Perception of WASREB

Overall, knowledge of the water regulator of the water sector among domestic consumers is relatively low. While 26% of those interviewed indicated they were aware of the body mandated with water sector regulation only 47% of these indicated knowledge of WASREB as the regulator. This translates to an overall **12%** top of mind awareness of WASREB.

Table 5: Perception of WASREB

Are you aware of the organization that is mandated to regulate the water sector?(Base = 418)		
No	74%	
Yes	26%	
What is the name of the body that is mandated to regulate the water sector in Kenya? (Base = 418)		
The Water Services Regulatory Board (Wasreb)	196	47%
The water service provider that supplies me with water	48	11%
The ministry of irrigation and water services	27	6%
Others	147	35%

Among those not aware of existence of a regulator in the water sector 22% were able to identify with WASREB as the regulator upon further probing.

3.8 Awareness of the role played by WASREB

The consumers were further asked to identify their perceived role(s) of WASREB. The responses as recorded in the table below illustrate that water consumers are not familiar with the roles of WASREB except for licensing, determination of standards and enforcement.

Table 6: Familiarity with the roles of Wasreb

What are WASREB's role?	TOTAL	Percent
BASE	351	100%
Issuing licenses for provision of water services	118	34%
Determining standards for provision of water services	100	28%
Enforcing regulation	94	27%
Developing guidelines for efficient management of water service	70	20%
Monitoring the national water services strategies (NWSS)	60	17%
Disseminating information on water services	60	17%
Monitoring compliance with established standards	59	17%
Developing guidelines for fixing of tariffs	54	15%
Developing Service Provision Agreements (SPAs)	43	12%
Establishing procedures for handling consumer complaints	26	7%
Engaging with stakeholders for better management of water se	22	6%
Publishing forecasts and projections on water services	20	6%
Advising the cabinet secretary on matters related to water s	19	5%
Don't know	15	4%

3.9 Overall Satisfaction with WASREB in areas Where WASREB is Present

To measure the impact of WASREB's presence, data was filtered for customers aware of WASREB and further filtered for areas where WASREB is present. Overall satisfaction Index using these parameters stands at **66%**. This is derived from a satisfaction score of 67% from urban water users and a satisfaction score of 64% from their rural counterparts. Among areas where WASREB does not have presence, the satisfaction ratings stands at 59% as shown in *other regions* below.

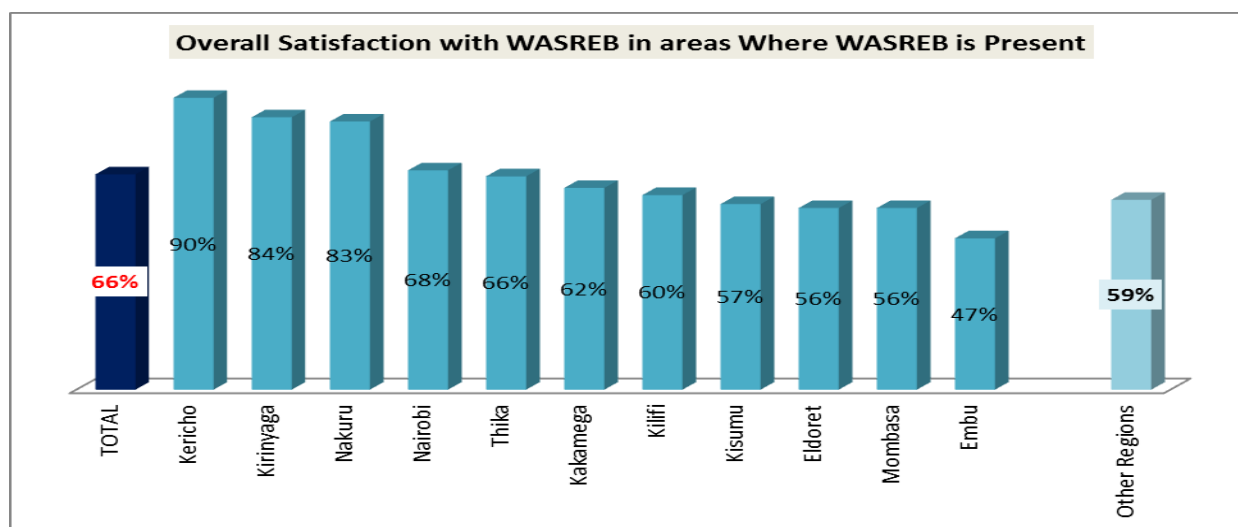


Figure 5: Overall Satisfaction among consumers aware of WASREB

Some of the reasons behind the various levels of satisfaction are presented below (verbatim):

“Because I am not totally enlightened of what is their role in the water service industry”

“They have not created any public awareness in recent past to educate the public on their mandate”

“Their role is not felt on the ground very much because there are so many leaking pipes and they do not question the owners of the project”

“There are some places where water is a problem and one cannot easily access clean water e.g. Mutate in Igembe. They should license a water provider in that area”

There is need for enhancement of communication to ensure improvement of awareness levels. This could be driven through road shows and public engagement forums among areas with low awareness. Overall satisfaction with mandate execution stands at 71% among those who are aware (of WASREB) while Overall satisfaction with efforts geared towards achieving the mission of WASREB stand at 71%. Ratings for each of these Individual attributes by county are included in Annex 2: [Customer Satisfaction Attributes-Water Consumers aware of WASREB](#)

3.10 Consumer Communication

Consumers were asked to identify the mode of communication used to contact WASREB where the latter had interactions with WASREB, 32% of consumers had accessed WASREB through calling while 24% had done so through physical visits to their offices. The Consumers had minimal interaction through SMS (12%) and there is need to raise awareness and continue promoting use of SMS.

	Count	%
BASE	158	100%
Telephone	51	32%
Personal Visits	38	24%
TV	28	18%
Newspapers	25	16%
SMS	19	12%
Radio	18	11%
Social media	17	11%
Email	13	8%
Website	11	7%

Figure 6: Consumer communication Channels

Consumers were then asked to identify their most preferred mode of communication from WASREB. SMS communication was identified as the most preferred communication channel among (66%) of water consumers followed by telephone/calling, personal visits and TV and radio. While radio and TV had a combined percent of 39%, the proliferation of radio and TV channels implies that their efficiency can only be enhanced by taking cognizant of the pan-territorial channels and those with perceived national reach to reach consumers from different counties or those under the jurisdiction of different WSPS.

	TOTAL	
	Count	%
BASE	1612	100%
SMS	1060	66%
Telephone	757	47%
Personal Visits	406	25%
TV	382	24%
Radio	341	21%
Email	287	18%
Newspapers	141	9%
Social media	140	9%
Mail (post)	79	5%
Website	65	4%

Figure 7: Consumer communication Channels

In terms of overall satisfaction, majority of the interactions were perceived to be satisfying which is commendable. The overall satisfaction with the service level/interactions at WASREB is as shown below.

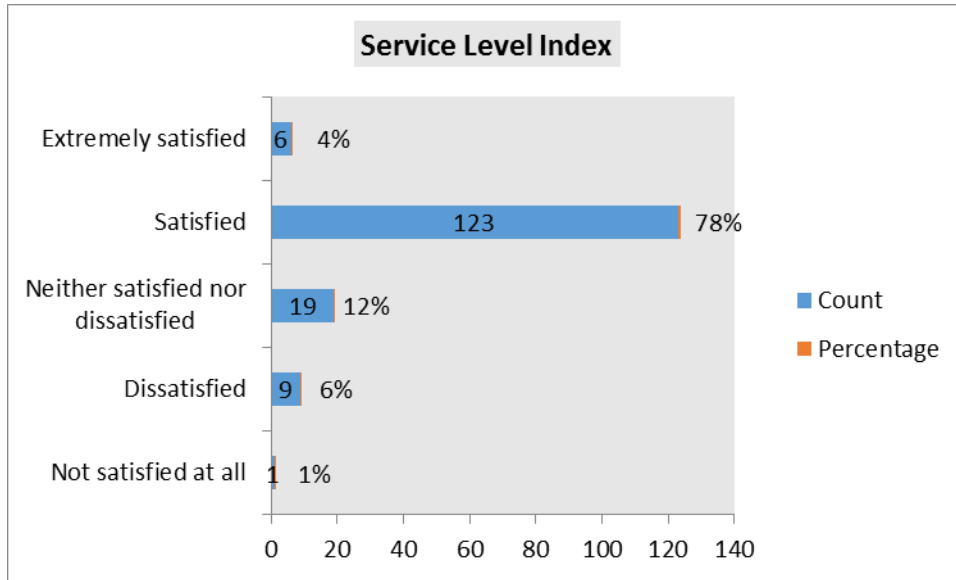


Figure 8: Service Level Rating

4 STUDY FINDINGS (WATER SERVICE BOARDS)

4.1 Respondent Profile

The survey was carried out among 4 managing directors or their appointed representatives of Water Service Boards among the eight WSBs.

Table 7: List of respondents

WSB	Base
Athi	1
Coast	1
Rift Valley	1
Tanathi	1
Total	4

4.2 Overall satisfaction with service delivery

Overall satisfaction on service delivery among WSBs was measured based on thirteen attributes tied to the mandate of WASREB. Overall WSBs are generally satisfied with how WASREB carries out its mandate on the following: stakeholder engagement, tariff guidelines, information dissemination, enforcement measures and advice to the ministry.

On the other hand, areas of improvement include:

- Licensing,
- Guidelines for water efficiency,
- Strategy monitoring and
- Forecasts/projections.

The overall satisfaction level with how WASREB executes her mandate stands at **69%** as shown in the figure below:

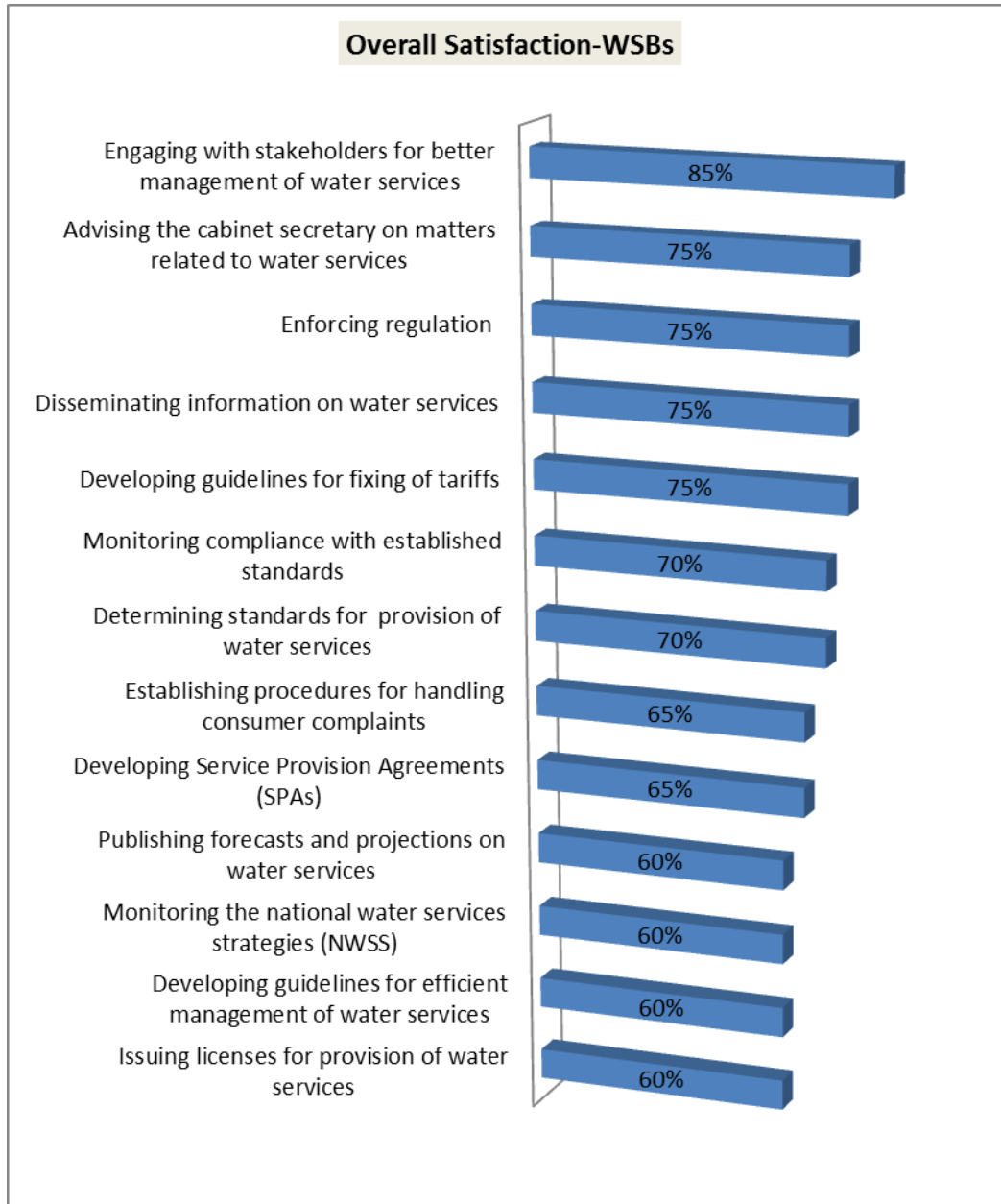


Figure 9: Overall Satisfaction among WSBs

4.3 Licensing Process

Majority of WSBs were generally satisfied with the licensing process of WASREB. This is as shown in the table below.

Table 8: Licensing Process

LICENSING PROCESS	Mean	Perception Index
Conditions of the license	7.00	70%
Duration of the license (10 year duration)	6.50	65%
Duration for evaluation	6.00	60%
Documentation requirements for issuance	5.00	50%
Overall Satisfaction	6.13	61%

Given the low ratings on documentation of requirements for issuance, there is need however to review this as there seemed to be some levels of dissatisfaction and/or compliance barriers

4.4 Service Provision Agreements

Further, WSBs were asked to rate WASREB's SPAs. The findings below indicate that WSBs are fairly satisfied with the SPAs as shown below.

Table 9: Rating of SPAs

SERVICE PROVISION AGREEMENTS	Mean	Perception Index
Conditions of the license	7.00	70%
Documentation requirements for issuance	6.75	68%
Conditions of the SPA	6.75	68%
Duration for evaluation	5.75	58%
Duration of the SPA	5.00	50%
Overall Satisfaction-SPAs	6.25	63%

There is need however to review the duration of evaluation and duration of the SPAs themselves as there seemed to be some levels of dissatisfaction and/or compliance barriers.

4.5 Sector Growth

Most of the WSBs commended WASREB for promoting sector growth and there is need to maintain and continuously improve on this.

Table 10: Rating of Sector Growth

SECTOR GROWTH	Mean	Perception Index
Improving water quality	8.00	80%
Ensuring service reliability (Service hours)	7.75	78%
Improving access to water services	7.50	75%
Improving access to the poor	7.50	75%
Strengthening governance within the sector	7.25	73%
Promoting reduction of non-revenue water	7.25	73%
Improving access to sewerage services	7.00	70%
Ensuring affordability of water services	6.25	63%
Overall Satisfaction	7.31	71%

Affordability of water service was the only attribute rated below 70% and there is need for efforts to ensure tariffs set do not leave water consumers disadvantaged

4.6 Technical Standards and Guidelines

Overall, majority of WSBs were generally satisfied with technical standards and guidelines.

Table 11: Perception of WASREB technical standards and guidelines

TECHNICAL STANDARDS AND GUIDELINES	Mean	Perception Index
Corporate governance	7.75	78%
Water services rules	7.50	75%
Water conservation and demand management	7.25	73%
Consumer engagement	7.25	73%
Water quality	7.00	70%
Tariff setting	7.00	70%
Reporting	6.75	68%
Non-revenue water management	6.25	63%
Overall Satisfaction	7.09	71%

Reporting and non-revenue water management were rated below 70% and there is need for efforts to ensure improvement towards this end

4.7 Tariff Setting

Majority of WSBs were generally satisfied with tariff setting.

Table 12: Satisfaction with Tariff Setting

TARIFF APPROVAL PROCESS	Mean	Perception Index
Usefulness of the post implementation review	8.00	80%
Duration /tariff period	7.50	75%
Tariff conditions	6.75	68%
Time taken to approve	6.50	65%
Requirements for approval	5.50	55%
Overall Satisfaction	6.85	69%

Requirements for approval were rated below 70% and there is need for efforts to review them towards promoting efficiency.

4.8 Sector Monitoring

Satisfaction on sector monitoring stands at **71%**. This is derived from satisfaction scores on inspections at 73%, the sector impact report at 72% enforcement and compliance at 67%.

Table 13: Satisfaction with Sector Monitoring

ENFORCEMENT AND COMPLIANCE	Mean	Perception Index
Sanctions	7.00	70%
Enforcement and compliance strategy	6.75	68%
Incentives	6.25	63%
Overall Satisfaction with Enforcement and Compliance	6.67	67%
INSPECTIONS	Mean	Perception
Effectiveness of part-time inspector	8.25	83%
Fairness of reports	7.75	78%
Scope of inspections	7.50	75%
Notice given prior to inspection	7.00	70%
Feedback	7.00	70%
Frequency of inspections	6.25	63%
Overall Satisfaction with Inspections	7.29	73%
SECTOR IMPACT REPORT	Mean	Perception
Dissemination/launch	8.00	80%
Structure of the report	7.50	75%
Effectiveness of report	7.50	75%
Scope covered/Key Performance Indicators	7.00	70%
Process of information/data collection	6.00	60%
Overall Satisfaction with the Sector Impact Report	7.20	72%
Satisfaction with Sector Monitoring	7.05	71%

4.9 Customer Service

WSBs were also asked to rate their interactions with WASREB officials. On attitude, staff was rated at 72% and on competence they were rated at 77%. The overall satisfaction on customer service or service level is based on these two attributes and was computed at 74%.

Table 14: Service Level Rating

INTERACTION WITH WASREB OFFICIALS/STAFF	Mean	Perception Index
ATTITUDE		
WASREB officials/staff treat you with courtesy and respect	3.75	75%
WASREB officials/staff are transparent and accountable	3.75	75%
WASREB staff members provide high quality services	3.25	65%
Overall Satisfaction with Staff Attitude	3.58	72%
COMPETENCE		
WASREB officials/staff deal with problems/queries promptly	4.25	85%
WASREB officials/staff are professionals	4.00	80%
WASREB officials/staff are good communicators	4.00	80%
WASREB officials/staff are knowledgeable in their line of duty	3.75	75%
WASREB officials/staff uphold integrity	3.25	65%
Overall Satisfaction with Staff Competence	3.85	77%
Overall Satisfaction with Internal Service	3.72	74%

4.10 Consumer Engagement Mechanisms

Table 15: Consumer Engagement Level Rating

CONSUMER ENGAGEMENT	Mean	Perception Index
Setting and monitoring of customer service standards in the sector	6.50	65%
WAG MECHANISM		
Information dissemination	6.75	68%
Promotion of public participation	7.00	70%
Complaints handling	7.75	78%
Overall Satisfaction with Consumer Engagement mechanisms	7.00	70%

Setting and monitoring of customer service standards in the sector was rated at 65% while the WAG mechanism is rated at 70% which is commendable and this should be rolled out in more WSPs.

4.11 Maji Voice Programme

Maji Voice Programme was rated at 60%.

Table 16: Rating of Maji Voice Programme

Maji Voice Programme	Mean	Perception Index
Rate the effectiveness of the Maji voice programme	6	60%

4.12 Communication Effectiveness

The effectiveness of outbound communication from WASREB was rated at 100% amongst WSBs which is worth of praise and should be maintained

Table 17: Communication Rating

Communication	Mean	Perception Index
Personal Visits	7.25	73%
Mail (Post)	7.00	70%
Website	6.75	68%
TV	6.50	65%
Social media	6.50	65%
Email	5.75	58%
Radio	5.75	58%
Newspapers	5.75	58%
Telephone	5.50	55%
Performance/Effectiveness of WASREB in terms of utilizing communication channels	6	63%

5 STUDY FINDINGS (WATER SERVICE PROVIDERS)

5.1 Respondent Profile

The survey was carried out among 19 managing directors or their appointed representatives of Water Service providers.

Table 18: List of respondents

WSP	Frequency
Embu	1
Githunguri	1
Kiambu	1
Kiamumbi	1
Meru	1
Nithi	1
Laikipia	1
Kiamumbi	1
Kilifi	1
Kirinyaga	1
Kitui	1
Mavoko	1
Mombasa	1
Nairobi	1
Nakuru Urban	1
Nanyuki	1
Nyeri	1
Oloolaiser	1
Wote	1
Total	19

5.2 Overall satisfaction with service delivery

Overall satisfaction on service delivery among WSPs was measured based on thirteen attributes tied to the mandate of WASREB. Overall WSPs are generally satisfied with development of guidelines for fixing of tariffs.

On the other hand, areas of improvement include:

- SPAs
- Standards
- Information dissemination.

The overall satisfaction level with how WASREB executes her mandate stands at **66%** as shown in the figure below:

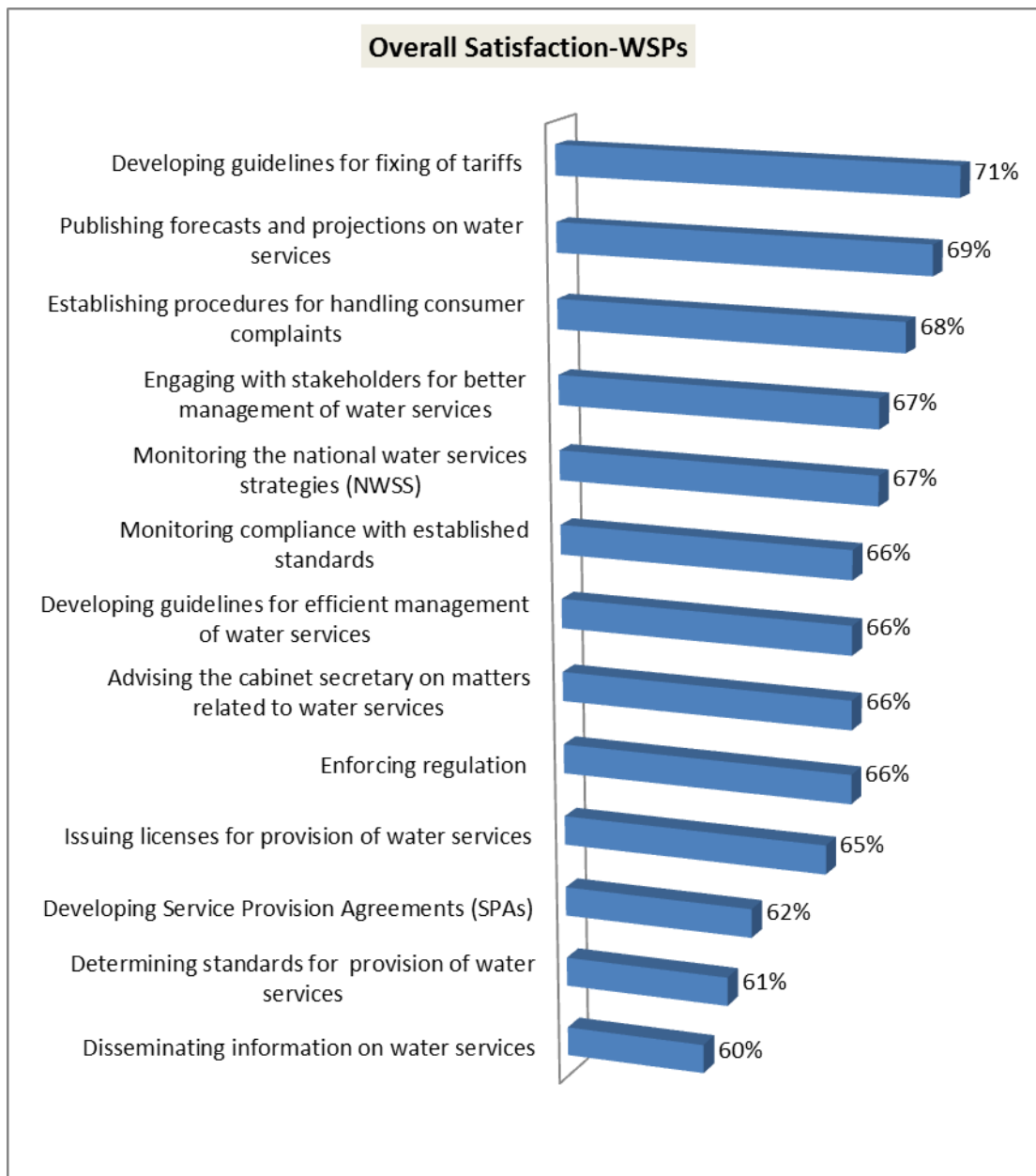


Figure 10: Overall Satisfaction among WSPs

5.3 Service Provision Agreements

Further, WSPs were asked to rate WASREB's SPAs. The findings below indicate that WSPs are fairly satisfied with the SPAs as shown below.

Table 19: Rating of SPAs

SERVICE PROVISION AGREEMENTS	Mean	Perception Index
Conditions of the SPA	6.00	60%
Duration of the SPA	5.37	54%
Documentation requirements for issuance	5.21	52%
Duration for evaluation	4.63	46%
Overall Satisfaction -SPAs	5.30	53%

There is need to review the duration of evaluation, documentation and duration of the SPAs themselves as there seemed to be some levels of dissatisfaction and/or compliance barriers.

5.4 Sector Growth

Most of the WSPs commended WASREB for promoting sector growth albeit reservations and indication that there is room for improvement.

Table 20: Rating of Sector Growth

SECTOR GROWTH	Mean	Perception Index
Improving water quality	5.89	59%
Ensuring affordability of water services	5.68	57%
Strengthening governance within the sector	5.53	55%
Ensuring service reliability (Service hours)	5.32	53%
Improving access to water services	5.26	53%
Promoting reduction of non-revenue water	5.16	52%
Improving access to sewerage services	4.95	49%
Improving access to the poor	4.84	48%
Overall Satisfaction	5.33	53%

Some of the barriers to sector growth are seen as low access to the poor, low penetration of sewerage services and excess non-revenue water.

5.5 Technical Standards and Guidelines

Overall, majority of WSPs were fairly satisfied with technical standards and guidelines.

Table 21: Perception of WASREB technical standards and guidelines

TECHNICAL STANDARDS AND GUIDELINES	Mean	Perception Index
Water services rules	6.16	62%
Non-revenue water management	6.11	61%
Corporate governance	5.89	59%
Water quality	5.89	59%
Consumer engagement	5.84	58%
Reporting	5.58	56%
Water conservation and demand management	5.47	55%
Tariff setting	5.16	52%
Overall Satisfaction	5.76	58%

Tariff setting, Water conservation and demand management and reporting were rated below 60% and there is need for efforts to ensure improvement towards this end.

5.6 Tariff Setting

Majority of WSPs were not satisfied with tariff setting.

Table 22: Satisfaction with Tariff Setting

TARIFF SETTING	Mean	Perception Index
Usefulness of the post implementation review	5.68	57%
Tariff conditions	5.37	54%
Requirements for approval	5.00	50%
Duration /tariff period	4.47	45%
Time taken to approve	4.05	41%
Overall Satisfaction-Tariff setting	4.92	49%

Time before approval and tariff period were rated below 50% and there is need for efforts to review them towards promoting efficiency.

5.7 Sector Monitoring

Satisfaction on sector monitoring stands at **53%**. This is derived from satisfaction scores on the sector impact report at 55%, inspections at 53% and enforcement & compliance at 49%.

Table 23: Satisfaction with Sector Monitoring

ENFORCEMENT AND COMPLIANCE	Mean	Perception Index
Enforcement and compliance Sanctions	5.21	52%
Enforcement and compliance strategy	5.05	51%
Enforcement and compliance Incentives	4.58	46%
Overall Satisfaction with Enforcement and compliance	4.95	49%
INSPECTIONS	Mean	Perception Index
Fairness of inspection reports	5.53	55%
Process of Sector Impact Report information/data collection	5.53	55%
Feedback on inspection reports	5.42	54%
Effectiveness of part-time inspector	5.37	54%
Scope of inspections	5.26	53%
Notice given prior to inspection	5.21	52%
Frequency of inspections	5.11	51%
Overall Satisfaction with Inspections	5.35	53%
SECTOR IMPACT REPORT	Mean	Perception Index
Sector Impact Report scope covered/Key Performance Indicators	5.79	58%
Effectiveness of Sector Impact Report	5.53	55%
Sector Impact Report Structure	5.37	54%
Dissemination/launch of Sector Impact Report	5.32	53%
Overall Satisfaction with the Sector Impact Report	5.50	55%
Overall Satisfaction -Sector Monitoring	5.26	53%

5.8 Customer Service

WSPs were also asked to rate their interactions with WASREB officials. On attitude, staff competence was rated at 75% while attitude was rated at 72%. The overall satisfaction on customer service or service level is based on these two attributes and was computed at 74%.

Table 24: Service Level Rating

CUSTOMER SERVICE-INTERNAL SERVICE	Mean	Perception Index
ATTITUDE		
WASREB officials/staff are transparent and accountable	3.84	77%
WASREB officials/staff treat you with courtesy and respect	3.58	72%
WASREB staff members provide high quality services	3.42	68%
Overall Satisfaction with Staff Attitude	3.61	72%
COMPETENCE	Mean	Perception Index
WASREB officials/staff are good communicators	3.95	79%
WASREB officials/staff deal with problems/queries promptly	3.84	77%
WASREB officials/staff are professionals	3.74	75%
WASREB officials/staff uphold integrity	3.68	74%
WASREB officials/staff are knowledgeable in their line of duty	3.63	73%
Overall Satisfaction	3.77	75%
Overall Satisfaction - Customer Service	3.69	74%

5.9 Consumer Engagement

Overall Satisfaction with consumer engagement was rated at 57%. Setting and monitoring of customer service standards in the sector was rated at 59% while the WAG mechanism is rated at 54% which is commendable and this should be rolled out in more WSPs.

Table 25: Consumer Engagement Level Rating

SECTOR GROWTH	Mean	Perception Index
How would you rate WASREB' Performance/Effectiveness on "Setting and monitoring of customer service standards in the sector"?	5.95	59%
Overall Satisfaction	5.95	59%
WAG MECHANISM	Mean	Perception Index
Information dissemination	5.37	54%
Promotion of public participation	5.37	54%
Complaints handling	5.58	56%
Overall Satisfaction	5.44	54%
Overall Satisfaction - Consumer Engagement	5.69	57%

5.10 Maji Voice Programme

Maji Voice Programme was rated at 59%.

Table 26: Rating of Maji Voice Programme

Maji Voice Programme	Mean	Perception Index
Rate the effectiveness of the Maji voice programme	6	59%

5.11 Communication Effectiveness

The effectiveness of communication stands at 89% amongst WSPs which is worth of praise and should be maintained.

Table 27: Communication Rating

COMMUNICATION	Mean	Perception Index
Mail	5.58	56%
Email	6.05	61%
Telephone	6.58	66%
TV	5.11	51%
Radio	5.32	53%
Newspapers	5.47	55%
Social media	5.26	53%
Website	6.26	63%
Personal Visits	6.00	60%
Overall Satisfaction with Communication	5.74	57%

6 COUNTIES' REPORT

6.1 Respondent Profile

The survey was carried out among County Chief Executives in charge of water from 10 counties.

Table 28: List of counties

County	Frequency
Nairobi	1
Mombasa	1
Nakuru	1
Kiambu	1
Nyeri	1
Garissa	1
Uasin Gishu	1
Kitui	1
Meru	1
Embu	1

6.2 Overall satisfaction with service delivery

Overall satisfaction on service delivery among counties was measured based on thirteen attributes tied to the mandate of WASREB. Overall counties are generally satisfied with how WASREB carries out its mandate on the following: monitoring compliance with established standards, developing Service Provision Agreements (SPAs), determining standards for provision of water services and developing guidelines for efficient management of water services.

On the other hand, areas of improvement include:

- Tariff guidelines
- Forecasts/projections
- Strategy monitoring and
- Complaints handling

The overall satisfaction level stands at **72%** as shown in the figure below:

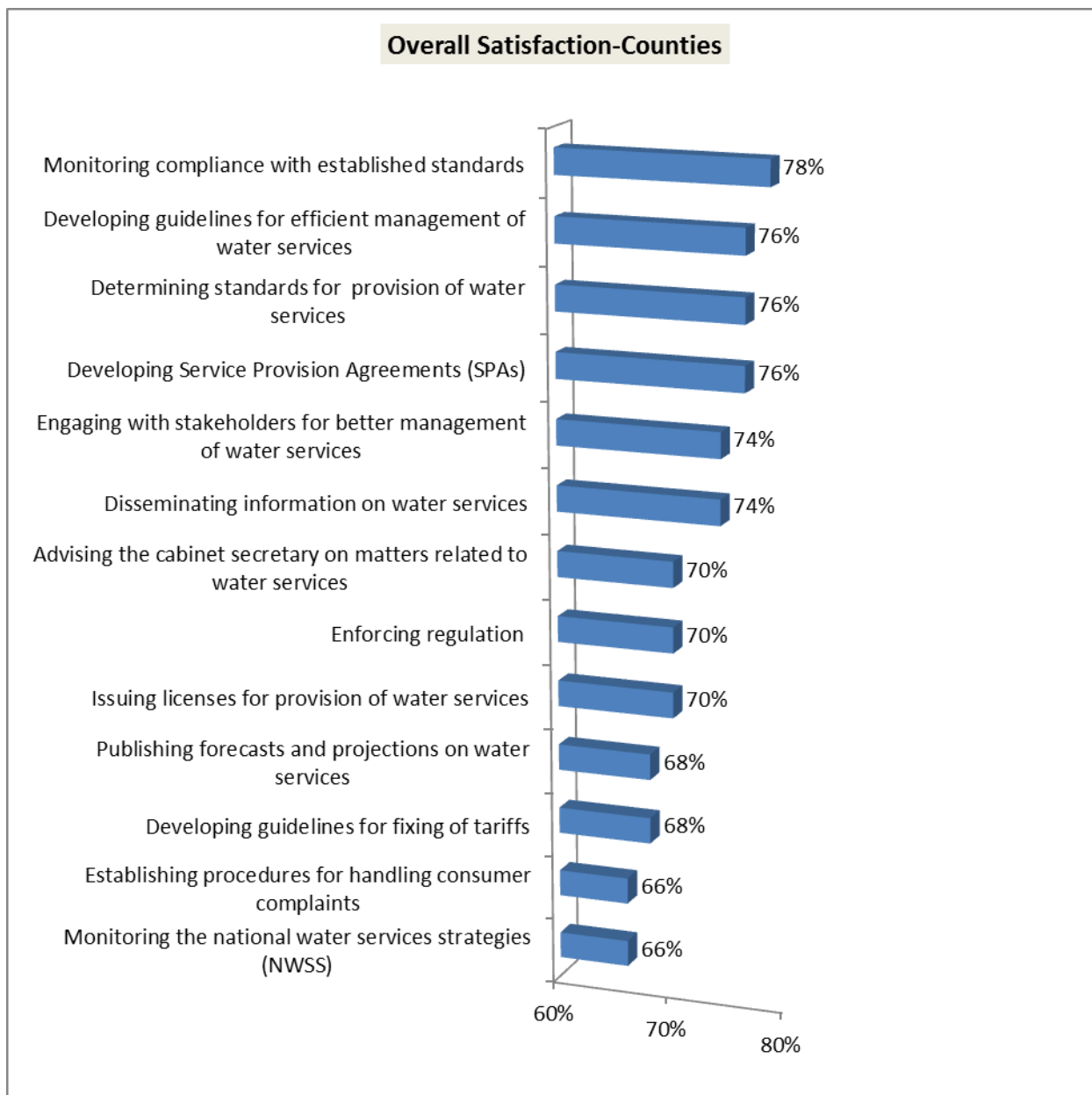


Figure 11: Overall Satisfaction among Counties

6.3 Sector Growth

Counties fairly commended WASREB for promoting sector growth and there is need to improve on the relations with counties.

Table 29: Rating of Sector Growth

SECTOR GROWTH	Mean	Perception Index
Strengthening governance within the sector	5.80	58%
Promoting reduction of non-revenue water	5.80	58%
Improving water quality	5.40	54%
Ensuring affordability of water services	5.30	53%
Ensuring service reliability (Service hours)	5.30	53%
Improving access to water services	4.80	48%
Improving access to the poor	4.70	47%
Improving access to sewerage services	4.60	46%
Overall Satisfaction	5.21	52%

Some of the barriers to sector growth are seen as low penetration of sewerage services, low access to the poor and low access to water.

6.4 Technical Standards and Guidelines

Overall, majority of Counties were generally satisfied with technical standards and guidelines.

Table 30: Perception of WASREB technical standards and guidelines

TECHNICAL STANDARDS AND GUIDELINES	Mean	Perception Index
Non-revenue water management	7.20	72%
Water quality	7.10	71%
Reporting	7.00	70%
Water conservation and demand management	6.70	67%
Water services rules	6.70	67%
Tariff setting	6.50	65%
Corporate governance	6.50	65%
Consumer engagement	6.00	60%
Overall Satisfaction	6.71	67%

Consumer engagement had the lowest rating of 60% and there is need for efforts to ensure improvement towards reaching out to water users in counties.

6.5 Tariff Setting

Majority of Counties were generally satisfied with tariff setting.

Time taken to approve tariffs was rated below 50% and there is need for efforts to review the time taken towards promoting efficiency.

Table 31: Satisfaction with Tariff Setting

TARIFF APPROVAL PROCESS	Mean	Perception Index
Usefulness of the post implementation review	6.40	64%
Tariff conditions	5.90	59%
Requirements for approval	5.80	58%
Duration /tariff period	5.70	57%
Time taken to approve	4.60	46%
Overall Satisfaction	5.68	57%

6.6 Sector Monitoring

Satisfaction on sector monitoring stands at **61%**. This is derived from satisfaction scores on inspections at 62%, the sector monitoring at 61% enforcement and compliance at 58%.

Table 32: Satisfaction with Sector Monitoring

ENFORCEMENT AND COMPLIANCE	Mean	Perception Index
Enforcement and compliance strategy	5.90	59%
Incentives	5.60	56%
Satisfaction with Enforcement and compliance	5.75	58%
INSPECTIONS	Mean	Perception Index
Sanctions	6.40	64%
Fairness of reports	6.40	64%
Satisfaction with Inspections	6.20	62%
SECTOR IMPACT REPORT	Mean	Perception Index
Effectiveness of report	6.40	64%
Dissemination/launch	6.40	64%
Feedback	6.20	62%
Scope covered/Key Performance Indicators	6.00	60%
Satisfaction with Sector Impact Report	6.25	63%
Satisfaction with Sector Monitoring	6.07	61%

6.7 Customer Service

Counties were also asked to rate their interactions with WASREB officials. On attitude, staff was rated at 39% and on competence they were rated at 40%. The overall satisfaction on customer service or service level is based on these two attributes and was computed at 39%.

Table 33: Service Level Rating

INTERNAL SERVICE		
ATTITUDE	Mean	Perception Index
WASREB staff members provide high quality services	4.10	41%
WASREB officials/staff treat you with courtesy and respect	3.80	38%
WASREB officials/staff are transparent and accountable	3.80	38%
Satisfaction with Staff Attitude	3.90	39%
COMPETENCE	Mean	Perception Index
WASREB officials/staff deal with problems/queries promptly	4.10	41%
WASREB officials/staff are knowledgeable in their line of duty	4.00	40%
WASREB officials/staff are professionals	4.00	40%
WASREB officials/staff are good communicators	3.90	39%
WASREB officials/staff uphold integrity	3.80	38%
Satisfaction with Staff Competence	3.96	40%
Satisfaction with Internal Service	3.93	39%

These had the lowest ratings in all surveys and there is need for efforts to improvement relationships and perception by counties.

6.8 Consumer Engagement

Satisfaction with consumer engagement is rated at 60% which is commendable

Table 34: Consumer Engagement Level Rating

CONSUMER ENGAGEMENT		
SECTOR GROWTH	Mean	Perception Index
Setting and monitoring of customer service standards in the sector	5.70	57%
Satisfaction with Customer Service Standards	5.70	57%
WAG Mechanism	Mean	Perception Index
Complaints handling	6.70	67%
Promotion of public participation	6.30	63%
Information dissemination	6.20	62%
Satisfaction with WAG mechanism	6.40	64%

Customer service standards in the sector were rated at 57% while the WAG mechanism is rated at 64% which is commendable and this should be rolled out in more WSPs.

6.9 Maji Voice Programme

Maji Voice Programme was rated at 60%.

Table 35: Rating of Maji Voice Programme

Maji Voice Programme	Mean	Perception Index
Rate the effectiveness of the Maji voice programme	6.00	60%
Satisfaction with Maji Voice	6.00	60%
Satisfaction with Consumer Engagement	6.03	60%

6.10 Communication Effectiveness

The effectiveness of outbound communication from WASREB was rated at 60% amongst Counties which is worth of praise and should be maintained

Table 36: Communication Rating

COMMUNICATION CHANNELS	Mean	Perception Index
Personal Visits	7.10	71%
Website	6.50	65%
Telephone	6.30	63%
Email	6.30	63%
TV	6.30	63%
Mail (Post)	6.20	62%
Social media	6.20	62%
Radio	5.80	58%
Newspapers	5.80	58%
Satisfaction with Communication Channels	6.28	63%

7 PARTNERS AND AFFILIATES' REPORT

7.1 Respondent Profile

The survey was carried out among 22 WASREB Partners.

Table 37: List of partners

Partner/Affiliate	Frequency
AFD (French Development Agency)	1
African Development Bank Group	1
Article 19 Kenya/Eastern Africa - Director	1
Consumer Federation of Kenya	1
Director Water Services (Ministry of Water And Irrigation)	1
Ernest & Young	1
Frame	1
Giz - Water Sector Reform Programme Manager	1
HPGauff	1
Institute of Certified Public Accountants (ICPAK)	1
Japan International Cooperation Agency Kenya Office	1
Kenya Bureau of Standards (KEBS)	1
Kenya Water and Sanitation	1
Kenya Water for Health Organization (KWAHO)	1
Kenya Water Industry Association (KWIA)	1
KFW- Senior Programme Manager	1
Maji na Ufanisi	1
Network for Water and Sanitation (NETWAS)	1
SWAP-BFZ (Strengthening Water Association Project) Project	1
The Institution of Engineers of Kenya	1
Transparency International	1
World Bank Water and Sanitation Programme Africa	1

7.2 Overall satisfaction with service delivery

Overall satisfaction on service delivery among Partners was measured based on thirteen attributes tied to the mandate of WASREB. Overall Partners are generally satisfied with how WASREB carries out its mandate on the following: developing guidelines for fixing of tariffs, developing guidelines for efficient management of water services and monitoring the national water services strategies (NWSS).

On the other hand, areas of improvement include:

- Stakeholder engagement
- Development of SPAs
- Complaints handling

The overall satisfaction level stands at **66%** as shown in the figure below:

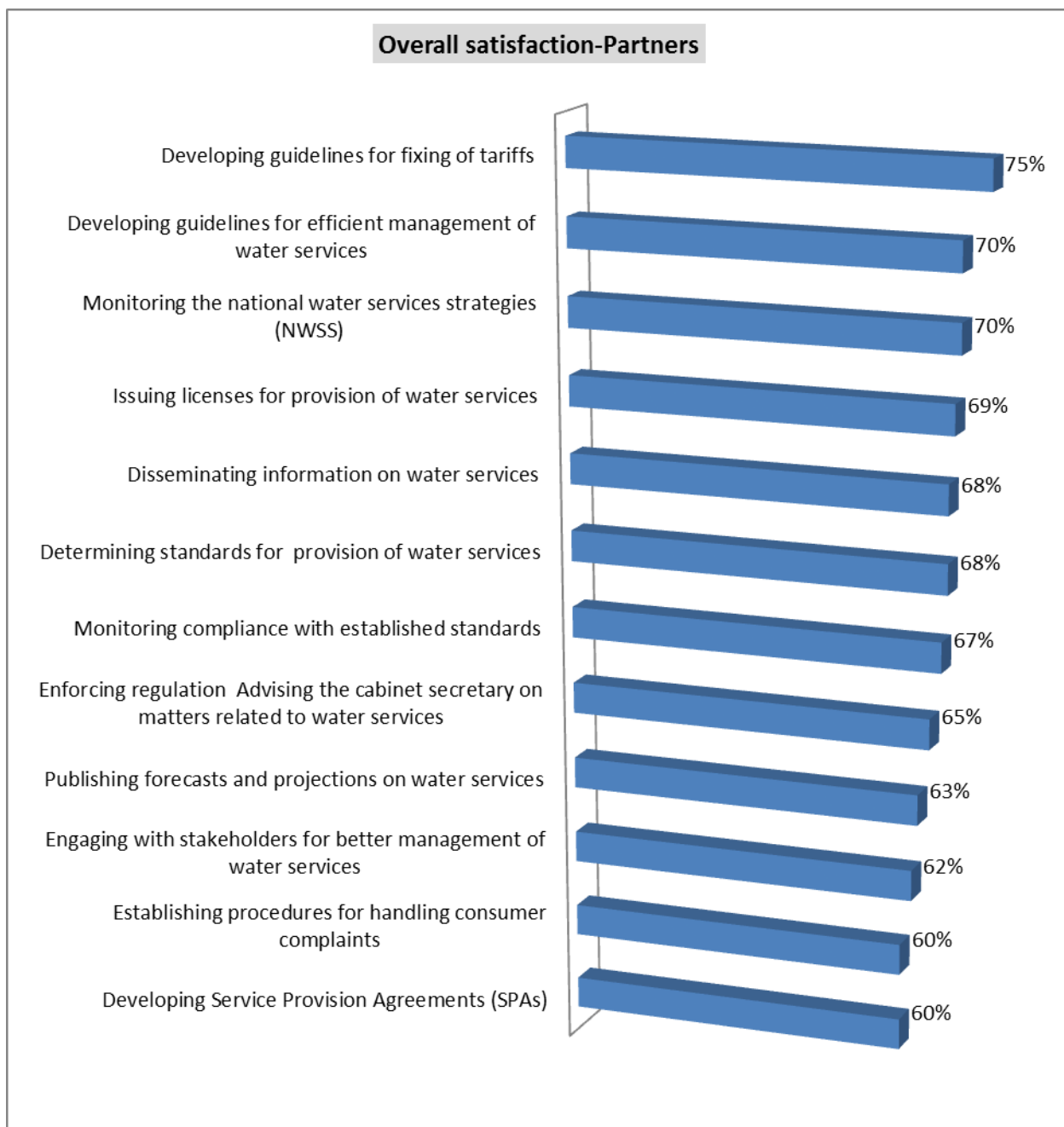


Figure 12: Overall Satisfaction among Partners

7.3 Licensing Process

Majority of partners were generally satisfied with the licensing process of WASREB. This is as shown in the figure below.

Table 38: Licensing Process

LICENCING PROCESS	Mean	Perception Index
Conditions of the license	6.78	68%
Duration of the license (10 year duration)	6.09	61%
Overall Satisfaction with licensing process	6.43	64%
SERVICE PROVISION AGREEMENTS	Mean	Perception Index
Conditions of the SPA	6.74	67%
Duration of the SPA	6.22	62%
Overall Satisfaction with SPAs	6.48	65%
Overall Satisfaction	6.46	65%

Given the low ratings on documentation of requirements for issuance, there is need however to review this as there seemed to be some levels of dissatisfaction and/or compliance barriers

7.4 Service Provision Agreements

Further, partners were asked to rate WASREB's SPAs. The findings below indicate that partners commended WASREB for promoting sector growth and there is need to maintain and continuously improve on this. This is shown on the table below.

Table 39: Rating of SPAs

SECTOR GROWTH	Mean	Perception Index
Promoting reduction of non-revenue water	7.04	70%
Strengthening governance within the sector	7.00	70%
Ensuring affordability of water services	6.91	69%
Improving water quality	6.74	67%
Ensuring service reliability (Service hours)	6.65	67%
Improving access to water services	6.43	64%
Improving access to sewerage services	6.26	63%
Improving access to the poor	6.04	60%
Overall Satisfaction	6.64	66%

More focus should be directed towards access to the poor and improvement of sewerage services.

7.5 Technical Standards and Guidelines

Overall, majority of Partners were generally satisfied with technical standards and guidelines.

Table 40: Perception of WASREB technical standards and guidelines

TECHNICAL STANDARDS AND GUIDELINES	Mean	Perception Index
Water quality	7.39	74%
Corporate governance	7.35	73%
Reporting	7.22	72%
Water services rules	7.13	71%
Water conservation and demand management	7.00	70%
Tariff setting	6.91	69%
Non-revenue water management	6.74	67%
Consumer engagement	6.70	67%
Overall Satisfaction	7.05	71%

Consumer engagement and non-revenue water management were rated below 70% and there is need for efforts to ensure improvement on these two attributes.

7.6 Tariff Setting

Majority of partners were generally satisfied with tariff setting.

Table 41: Satisfaction with Tariff Setting

TARIFF APPROVAL PROCESS	Mean	Perception Index
Duration /tariff period	6.57	66%
Tariff conditions	6.83	68%
Overall Satisfaction	6.70	67%

Both attributes were rated below 70% and there is need for efforts to review them to ensure faster implementation.

7.7 Sector Monitoring

Satisfaction on sector monitoring stands at **68%**.

Table 42: Satisfaction with Sector Monitoring

ENFORCEMENT AND COMPLIANCE	Mean	Perception Index
Fairness of inspection reports	7.09	71%
Enforcement and compliance Sanctions	7.00	70%
Inspection Feedback	6.87	69%
Effectiveness of Sector Impact Report	6.43	64%
Overall Satisfaction	6.85	68%

7.8 Customer Service

Partners were also asked to rate their interactions with WASREB officials. On attitude, staff was rated at 77% and on competence they were rated at 78%. The overall satisfaction on customer service or service level is based on these two attributes and was computed at 78%.

Table 43: Service Level Rating

INTERNAL SERVICE		
ATTITUDE	Mean	Perception Index
WASREB officials/staff treat you with courtesy and respect	3.91	78%
WASREB staff members provide high quality services	3.87	77%
WASREB officials/staff are transparent and accountable	3.78	76%
Overall Satisfaction with staff attitude	3.86	77%
COMPETENCE	Mean	Perception Index
WASREB officials/staff are knowledgeable in their line of duty	4.04	81%
WASREB officials/staff are professionals	4.00	80%
WASREB officials/staff uphold integrity	3.96	79%
WASREB officials/staff deal with problems/queries promptly	3.83	77%
WASREB officials/staff are good communicators	3.70	74%
Overall Satisfaction with staff competence	3.90	78%
Overall Satisfaction	3.88	78%

7.9 Consumer Engagement

The WAG mechanism is rated at 77% a testimony towards its impact in ensuring public engagement and grassroots service.

Table 44: Consumer Engagement Level Rating

Water Action Group (WAGs) mechanism	Mean	Perception Index
Complaints handling	8.00	80%
Promotion of public participation	7.57	76%
Information dissemination	7.43	74%
Overall Satisfaction	7.67	77%

Setting and monitoring of customer service standards in the sector was rated at 66% which is commendable.

7.10 Maji Voice Programme

Maji Voice Programme was rated at 69%.

Table 45: Rating of Maji Voice Programme

Maji voice programme	Mean	Perception Index
How would you rate the Performance/Effectiveness of Maji voice programme?	6.87	69%

7.11 Communication Effectiveness

The effectiveness of outbound communication from WASREB was rated at 56% amongst partners and there is need for improvement on this end to ensure this is at par with ratings from other stakeholders.

Table 46: Communication Rating

Communication Channels	Mean	Perception Index
Personal Visits	8.35	83%
Website	8.17	82%
Telephone	7.91	79%
Email	7.48	75%
Social media	7.43	74%
Mail	7.04	70%
Newspapers	6.74	67%
TV	6.35	63%
Radio	6.35	63%
Satisfaction	7.31	73%

7.12 Stakeholders Suggestions for Improvement

Table 47: Stakeholder Suggestions for Improvement

Statement	Percent
Working together	100
Use various means of communication to pass information	95.7
Use other means of dissemination of information	91.3
Engage stakeholders more in every activity they per take	87.0
Ensure constant communication and involve stakeholders in decision making	82.6
Make arrangements to have more forums	78.3
Enhance existing communication channels	73.9
Ensure visibility not just in the website but in other avenues	69.6
Enhance information dissemination channels	65.2

8 CONCLUSIONS AND RECOMMENDATIONS

The following insights would be useful in addressing the level of output in terms of service delivery and customer experience at WASREB level while some will be applicable to WSPs OR WSBs or Counties or Partners.

1. Communication

Overall WASREB was given an above average rating in in communication and more importantly it was rated poorly in communicating its roles/mandate to the general public. As indicated by stakeholders, WASREB has actively communicated its mandate as rated in the various stakeholder surveys.

Enhanced communication to its customers would help in improving service delivery as customers' expectations would be managed. Further, through marketing efforts, customers will be enlightened on the necessary actions WASREB is taking in addressing universal access to water and sewerage services, and water and sewerage leakages/bursts affecting them. Communication would also play a greater role in enhancing advocacy in regards to water management and water conservation.

2. Relationship management

To deliver satisfactory services, there is need for greater partnerships between WASREB and its Water Service Boards, Water Service Providers within the areas of WASREB jurisdiction as well as county governments. This would allow for concerted efforts between these bodies in terms of achieving goals related to water and sewerage service provision as well as customer relationship management. The same applies to the board's relationship with stakeholders who feel that the Board could do more in regards to enhancing water access to the poor and towards maintaining stakeholder relations as per expectation. This could be achieved through creating more platforms for engagement and partnerships.

3. Sector Growth

Although stakeholders generally acknowledged there is notable improvement in sector growth, the same has remained a thorny issue amongst customers who feel the pace of achieving growth in this area is hampered by regular sewer bursts and water leakages. In recognition of the huge monetary implications infrastructural development requires, it is important for WASREB to continue developing partnerships with donors, the private sector, County governments and WSPs and WSBs. Further, it would be prudent for the board to continuously

inform the public (water consumers) on the continuous efforts in relations to technology platforms (USSD/Maji voice), engagement platforms (WAGS) and ongoing infrastructural developments as a way of managing consumer expectations.

4. Water supply

Overall there emerged some issues in regard to consistency of water supply and communication around rationing programs. Whereas consumers understand the underlying reasoning behind rationing (scarcity), there is concern that this is not properly communicated and where schedules are provided, adherence to the schedules is minimal. Where efforts are being made to increase water supply, consumers should feel valued by WSPs if communication on scheduled rationing is passed on to the consumers in advance.

LIST OF APPENDICES

Appendix 1: County Questionnaire

CUSTOMER PERCEPTION SURVEY: QUESTIONNAIRE: SEPTEMBER 2016			
Interviewer's Name			
Interviewer No.			
Name of County Stakeholder			
Stakeholder's County Job Title			
Respondent's Contacts	Phone		Email
County			
I HEREBY CONFIRM THAT THIS QUESTIONNAIRE HAS BEEN FILLED IN ACCORDANCE TO THE BRIEFING I RECEIVED. IT IS A TRUE AND ACCURATE RECORD OF THE INTERVIEW THAT I CARRIED OUT WITH THE RESPONDENT NAMED ABOVE.			

INTRODUCTION

Thank you for participating in this survey that is being conducted by SBO Research Ltd on behalf of Water Services Regulatory Board (WASREB). The aim of the survey is to get your opinion on the services offered by WASREB. We encourage you to provide your honest opinion. The information you provide will remain confidential and the results will be analyzed and reported collectively. As such no findings will be directly attributed to you as an individual.

SBO is bound by Marketing & Social Research Association (MSRA) and ESOMAR Code of Conduct in observing respondent confidentiality.

The entire exercise will take you approximately 20 minutes to complete.

SECTION 1: MAIN INTERVIEW

Q1a) How *long* has your organization dealt with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

Less than 1 year	01
Between 1 year and 3 years	02
Between 3 years and 5 years	03
Over 5 years	04

Q1b) How *often* does your organization interact with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

More than twice a year	01
Every month	02
Every 2 to 3 months	03
Twice a year	04
Once a year	05

INTERROGATE PERFORMANCE OF WASREB

Q2 Using a 5 point scale where 1 represents POOR; 2 represents FAIR, 3 represents GOOD, 4 represents VERY GOOD and 5 represents EXCELLENT, please rate how well you think WASREB performs on the following;

Q2	OVERALL MANDATE	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW
a)	Issuing licenses for provision of water services	1	2	3	4	5	99
b)	Developing Service Provision Agreements (SPAs)	1	2	3	4	5	99
c)	Determining standards for provision of water services	1	2	3	4	5	99
d)	Developing guidelines for fixing of tariffs	1	2	3	4	5	99
e)	Developing guidelines for efficient management of water services	1	2	3	4	5	99
f)	Monitoring compliance with established standards	1	2	3	4	5	99
g)	Monitoring the national water services strategies (NWSS)	1	2	3	4	5	99
h)	Disseminating information on water services	1	2	3	4	5	99
i)	Publishing forecasts and projections on water services	1	2	3	4	5	99
j)	Establishing procedures for handling consumer complaints	1	2	3	4	5	99
k)	Engaging with stakeholders for better management of water services	1	2	3	4	5	99
l)	Enforcing regulation	1	2	3	4	5	99
m)	Advising the cabinet secretary on matters related to water services	1	2	3	4	5	99

OVERALL SATISFACTION

Q 3a) In which areas has WASREB performed well?

Q 3b) What are your suggested improvement areas?

Q 3a) Areas of performance	Q 3b) Suggested Improvements
• • •	

Q4 We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of her mandate.

Q4 On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate **WASREB' Performance/Effectiveness** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q4	SECTOR GROWTH	Very Poor.....Excellent									
a.	Improving access to water services	1	2	3	4	5	6	7	8	9	10
b.	Improving access to sewerage services	1	2	3	4	5	6	7	8	9	10
c.	Improving access to the poor	1	2	3	4	5	6	7	8	9	10
d.	Ensuring affordability of water services	1	2	3	4	5	6	7	8	9	10
e.	Improving water quality	1	2	3	4	5	6	7	8	9	10
f.	Ensuring service reliability (Service hours)	1	2	3	4	5	6	7	8	9	10
g.	Strengthening governance within the sector	1	2	3	4	5	6	7	8	9	10
h.	Promoting reduction of non-revenue water	1	2	3	4	5	6	7	8	9	10

TECHNICAL STANDARDS AND GUIDELINES

Q5 a) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the **usefulness** of the the following WASREB's guidelines? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q5a	TECHNICAL STANDARDS AND GUIDELINES	Very Poor.....Excellent									
a.	Water quality	1	2	3	4	5	6	7	8	9	10
b.	Tariff setting	1	2	3	4	5	6	7	8	9	10
c.	Water conservation and demand management	1	2	3	4	5	6	7	8	9	10
d.	Reporting	1	2	3	4	5	6	7	8	9	10
e.	Corporate governance	1	2	3	4	5	6	7	8	9	10
f.	Consumer engagement	1	2	3	4	5	6	7	8	9	10
g.	Non-revenue water management	1	2	3	4	5	6	7	8	9	10
h.	Water services rules	1	2	3	4	5	6	7	8	9	10

Q 5 b) Which areas **in order of priority** require more standards/guidelines to be developed?

Q5 c) What do you suggest WASREB should do to enhance implementation of the standards/guidelines developed?

--

TARIFF SETTING

Q6 We would like you to assess your perception of WASREB's tariff approval process.

Q6 On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S tariff approval process?**
[SHOW DEVICE] _____ **RECORD ON GRID BELOW**

Q5a	TARIFF APPROVAL PROCESS	Very Poor.....Excellent									
a.	Time taken to approve	1	2	3	4	5	6	7	8	9	10
b.	Requirements for approval	1	2	3	4	5	6	7	8	9	10
c.	Duration /tariff period	1	2	3	4	5	6	7	8	9	10
d.	Tariff conditions	1	2	3	4	5	6	7	8	9	10
e.	Usefulness of the post implementation review	1	2	3	4	5	6	7	8	9	10

SECTOR MONITORING

Q7 We would like you to assess your perception of WASREB's sector monitoring programme.

Q7a On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S enforcement process?**
[SHOW DEVICE] _____ **RECORD ON GRID BELOW**

Q7a	ENFORCEMENT AND COMPLIANCE	Very Poor.....Excellent									
a.	Enforcement and compliance strategy	1	2	3	4	5	6	7	8	9	10
b.	Incentives	1	2	3	4	5	6	7	8	9	10
c.	Sanctions	1	2	3	4	5	6	7	8	9	10
Q7b	INSPECTIONS	Very Poor.....Excellent									
a.	Fairness of reports	1	2	3	4	5	6	7	8	9	10
b.	Feedback	1	2	3	4	5	6	7	8	9	10
Q7c	SECTOR IMPACT REPORT	Very Poor.....Excellent									
a.	Scope covered/Key Performance Indicators	1	2	3	4	5	6	7	8	9	10
b.	Effectiveness of report	1	2	3	4	5	6	7	8	9	10
c.	Dissemination/launch	1	2	3	4	5	6	7	8	9	10

CUSTOMER SERVICE

A. INTERNAL SERVICE

Q8a Based on your interaction with WASREB officials/staff, please tell me the extent to which you agree or disagree with each of the following statements with regard to WASREB staff where 5 means "Strongly agree" and 1 means "Strongly disagree"

INTERACTION WITH WASREB OFFICIALS/STAFF		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly agree
ATTITUDE						
(a)	WASREB officials/staff treat you with courtesy and respect	1	2	3	4	5
(b)	WASREB staff members provide high quality services	1	2	3	4	5
(c)	WASREB officials/staff are transparent and accountable	1	2	3	4	5
COMPETENCE						
(d)	WASREB officials/staff are knowledgeable in their line of duty	1	2	3	4	5
(e)	WASREB officials/staff uphold integrity	1	2	3	4	5
(f)	WASREB officials/staff are professionals	1	2	3	4	5
(g)	WASREB officials/staff deal with problems/queries promptly	1	2	3	4	5
(h)	WASREB officials/staff are good communicators	1	2	3	4	5

B. CONSUMER ENGAGEMENT

Q8b We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of consumer engagement.

Q8b On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate **WASREB' Performance/Effectiveness** on the following aspects? **[SHOW DEVICE]** _____ **RECORD ON GRID BELOW**

Q8b	SECTOR GROWTH	Very Poor.....Excellent									
a.	Setting and monitoring of customer service standards in the sector	1	2	3	4	5	6	7	8	9	10

Q8c (i) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the **Performance/Effectiveness** of the Water Action Group (WAGs) mechanism on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

	Rate the effectiveness in terms of	Very Poor.....Excellent									
a)	Information dissemination	1	2	3	4	5	6	7	8	9	10
b)	Promotion of public participation	1	2	3	4	5	6	7	8	9	10
c)	Complaints handling	1	2	3	4	5	6	7	8	9	10

Q8 c (ii) How do you think the WAGs mechanism can be improved?

Q8d (i) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the **Performance/Effectiveness** of the Maji voice programme the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

a)	Rate the effectiveness of the Maji voice programme	1	2	3	4	5	99
----	--	---	---	---	---	---	----

Q8 d (i) How do you think the (Maji voice) programme can be improved?

C. COMMUNICATION

Q9 a) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the **Performance/Effectiveness** of WASREB in terms of utilizing the following communication channels? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

	Rate the effectiveness in terms of	Very Poor.....Excellent									
d)	Mail	1	2	3	4	5	6	7	8	9	10
e)	Email	1	2	3	4	5	6	7	8	9	10
f)	Telephone	1	2	3	4	5	6	7	8	9	10
g)	TV	1	2	3	4	5	6	7	8	9	10
h)	Radio	1	2	3	4	5	6	7	8	9	10
i)	Newspapers	1	2	3	4	5	6	7	8	9	10
j)	Social media	1	2	3	4	5	6	7	8	9	10
k)	Website	1	2	3	4	5	6	7	8	9	10
l)	Personal Visits	1	2	3	4	5	6	7	8	9	10

Q 9 b) Which of the following statements best describes your impression of communications from WASREB?

Keeps us fully informed	1
Keeps us fairly well informed	2
Keeps us adequately informed	3
Gives us only a limited amount of information	4
Doesn't tell use much about what is happening	5

Q 10 What does WASREB need to do to engage productively with the county?

RESPONDENT'S PROFILE

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Busia	01	Lamu	09	Kiambu	17
Kajiado	02	Machakos	10	Kilifi	18
Garissa	03	Meru	11	Kitui	19
Isiolo		Mombasa	12	Kisumu	20
Kakamega	04	Murang'a	13	Kwale	21
Kericho	05	Nairobi	14	Laikipia	22
Nyeri	06	Nakuru	15	Narok	23
Homa Bay	07	Kirinyaga	16	Embu	24
Uasin Gishu	08				



FOR OFFICIAL USE ONLY

FULL Name of Research Assistant:		Code:		
Activity	Circle appropriate Section below	Write in Name	Signature	Date
<u>FIELD QUALITY CHECKS</u>				
RESEARCH ASSISTANT	1			/ /2016
TEAM LEADER/ SUPERVISOR	2			/ /2016
<u>DP QUALITY CHECKS</u>				
Editing confirmed by	6			/ /2016
Coding confirmed by	7			/ /2016
Data entry by	8			/ /2016
Data validation (double entry) by	9			/ /2016

Appendix 2: Water Services Board Questionnaire

CUSTOMER PERCEPTION SURVEY: QUESTIONNAIRE: SEPTEMBER 2016			
Interviewer's Name			
Interviewer No.			
Name of WSB Official			
WSB Official's Job Title			
Respondent's Contacts	Phone		Email
Name of Water Services Board			
I HEREBY CONFIRM THAT THIS QUESTIONNAIRE HAS BEEN FILLED IN ACCORDANCE TO THE BRIEFING I RECEIVED. IT IS A TRUE AND ACCURATE RECORD OF THE INTERVIEW THAT I CARRIED OUT WITH THE RESPONDENT NAMED ABOVE.			

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Q1a) How *long* has your organization dealt with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

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Between 1 year and 3 years	02
Between 3 years and 5 years	03
Over 5 years	04

Q1b) How *often* does your organization interact with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

More than twice a year	01
Every month	02
Every 2 to 3 months	03
Twice a year	04
Once a year	05

INTERROGATE PERFORMANCE OF WASREB

Q2 Using a 5 point scale where 1 represents POOR; 2 represents FAIR, 3 represents GOOD, 4 represents VERY GOOD and 5 represents EXCELLENT, please rate how well you think WASREB performs on the following;

Q2	OVERALL MANDATE	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW
n)	Issuing licenses for provision of water services	1	2	3	4	5	99
o)	Developing Service Provision Agreements (SPAs)	1	2	3	4	5	99
p)	Determining standards for provision of water services	1	2	3	4	5	99
q)	Developing guidelines for fixing of tariffs	1	2	3	4	5	99
r)	Developing guidelines for efficient management of water services	1	2	3	4	5	99
s)	Monitoring compliance with established standards	1	2	3	4	5	99
t)	Monitoring the national water services strategies (NWSS)	1	2	3	4	5	99
u)	Disseminating information on water services	1	2	3	4	5	99
v)	Publishing forecasts and projections on water services	1	2	3	4	5	99
w)	Establishing procedures for handling consumer complaints	1	2	3	4	5	99
x)	Engaging with stakeholders for better management of water services	1	2	3	4	5	99
y)	Enforcing regulation	1	2	3	4	5	99
z)	Advising the cabinet secretary on matters related to water services	1	2	3	4	5	99

OVERALL SATISFACTION

Q 3a) In which areas has WASREB performed well?

Q 3b) What are your suggested improvement areas?

Q 3a) Areas of performance	Q 3b) Suggested Improvements
• • •	

Q4 We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of her mandate.

<p>Q4a) On a 10 point scale where 10 means “Very adequate” and 1 means “Inadequate”, how would you rate the adequacy of WASREB's licensing process on the following aspects? [SHOW DEVICE] RECORD ON GRID BELOW</p>											
Q4	LICENCING PROCESS	Inadequate.....Very Adequate									
i.	Duration for evaluation	1	2	3	4	5	6	7	8	9	10
j.	Documentation requirements for issuance	1	2	3	4	5	6	7	8	9	10
k.	Duration of the license (10 year duration)	1	2	3	4	5	6	7	8	9	10
l.	Conditions of the license	1	2	3	4	5	6	7	8	9	10
<p>Q4b) On a 10 point scale where 10 means “Very adequate” and 1 means “Inadequate” how would you rate the adequacy of WASREB's SPA process on the following aspects? [SHOW DEVICE] RECORD ON GRID BELOW</p>											
Q4b)	SERVICE PROVISION AGREEMENTS	Inadequate.....Very Adequate									
a.	Duration for evaluation	1	2	3	4	5	6	7	8	9	10
b.	Documentation requirements for issuance	1	2	3	4	5	6	7	8	9	10
c.	Duration of the SPA	1	2	3	4	5	6	7	8	9	10
d.	Conditions of the SPA	1	2	3	4	5	6	7	8	9	10
<p>Q4c) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate WASREB' Performance/Effectiveness on the following aspects? [SHOW DEVICE] RECORD ON GRID BELOW</p>											
Q4c)	SECTOR GROWTH	Very Poor.....Excellent									
e.	Improving access to water services	1	2	3	4	5	6	7	8	9	10
f.	Improving access to sewerage services	1	2	3	4	5	6	7	8	9	10
g.	Improving access to the poor	1	2	3	4	5	6	7	8	9	10
h.	Ensuring affordability of water services	1	2	3	4	5	6	7	8	9	10
i.	Improving water quality	1	2	3	4	5	6	7	8	9	10
j.	Ensuring service reliability (Service hours)	1	2	3	4	5	6	7	8	9	10
k.	Strengthening governance within the sector	1	2	3	4	5	6	7	8	9	10
l.	Promoting reduction of non-revenue water	1	2	3	4	5	6	7	8	9	10

TECHNICAL STANDARDS AND GUIDELINES

<p>Q5 a) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the usefulness of the the following WASREB's guidelines? [SHOW DEVICE] RECORD ON GRID BELOW</p>											
Q5a	TECHNICAL STANDARDS AND GUIDELINES	Very Poor.....Excellent									
i.	Water quality	1	2	3	4	5	6	7	8	9	10
j.	Tariff setting	1	2	3	4	5	6	7	8	9	10
k.	Water conservation and demand management	1	2	3	4	5	6	7	8	9	10
l.	Reporting	1	2	3	4	5	6	7	8	9	10
m.	Corporate governance	1	2	3	4	5	6	7	8	9	10
n.	Consumer engagement	1	2	3	4	5	6	7	8	9	10
o.	Non-revenue water management	1	2	3	4	5	6	7	8	9	10
p.	Water services rules	1	2	3	4	5	6	7	8	9	10

Q 5 b) Which areas in order of priority require more standards/guidelines to be developed?

Q5 c) What do you suggest WASREB should do to enhance implementation of the standards/guidelines developed?

--

TARIFF SETTING

Q6 We would like you to assess your perception of WASREB's tariff approval process.

Q6 On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S tariff approval process?**
[SHOW DEVICE] **RECORD ON GRID BELOW**

Q5a	TARIFF APPROVAL PROCESS	Very Poor.....Excellent									
f.	Time taken to approve	1	2	3	4	5	6	7	8	9	10
g.	Requirements for approval	1	2	3	4	5	6	7	8	9	10
h.	Duration /tariff period	1	2	3	4	5	6	7	8	9	10
i.	Tariff conditions	1	2	3	4	5	6	7	8	9	10
j.	Usefulness of the post implementation review	1	2	3	4	5	6	7	8	9	10

SECTOR MONITORING

Q7 We would like you to assess your perception of WASREB's sector monitoring programme.

Q7a On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S enforcement process?**
[SHOW DEVICE] **RECORD ON GRID BELOW**

Q7a	ENFORCEMENT AND COMPLIANCE	Very Poor.....Excellent									
d.	Enforcement and compliance strategy	1	2	3	4	5	6	7	8	9	10
e.	Incentives	1	2	3	4	5	6	7	8	9	10
f.	Sanctions	1	2	3	4	5	6	7	8	9	10
Q7b	INSPECTIONS	Very Poor.....Excellent									
c.	Notice given prior to inspection	1	2	3	4	5	6	7	8	9	10
d.	Frequency of inspections	1	2	3	4	5	6	7	8	9	10
e.	Scope of inspections	1	2	3	4	5	6	7	8	9	10
f.	Fairness of reports	1	2	3	4	5	6	7	8	9	10
g.	Feedback	1	2	3	4	5	6	7	8	9	10
h.	Effectiveness of part-time inspector	1	2	3	4	5	6	7	8	9	10
Q7c	SECTOR IMPACT REPORT	Very Poor.....Excellent									
d.	Process of information/data collection	1	2	3	4	5	6	7	8	9	10
e.	Scope covered/Key Performance Indicators	1	2	3	4	5	6	7	8	9	10
f.	Structure of the report	1	2	3	4	5	6	7	8	9	10
g.	Effectiveness of report	1	2	3	4	5	6	7	8	9	10
h.	Dissemination/launch	1	2	3	4	5	6	7	8	9	10

CUSTOMER SERVICE

D. INTERNAL SERVICE

Q8a Based on your interaction with WASREB officials/staff, please tell me the extent to which you agree or disagree with each of the following statements with regard to WASREB staff where 5 means **"Strongly agree"** and 1 means **"Strongly disagree"**

INTERACTION WITH WASREB OFFICIALS/STAFF		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly agree
ATTITUDE						
(i)	WASREB officials/staff treat you with courtesy and respect	1	2	3	4	5
(j)	WASREB staff members provide high quality services	1	2	3	4	5
(k)	WASREB officials/staff are transparent and accountable	1	2	3	4	5
COMPETENCE						
(l)	WASREB officials/staff are knowledgeable in their line of duty	1	2	3	4	5
(m)	WASREB officials/staff uphold integrity	1	2	3	4	5
(n)	WASREB officials/staff are professionals	1	2	3	4	5
(o)	WASREB officials/staff deal with problems/queries promptly	1	2	3	4	5
(p)	WASREB officials/staff are good communicators	1	2	3	4	5

E. CONSUMER ENGAGEMENT

Q8b We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of consumer engagement.

Q8b On a 10 point scale where 10 means **"Excellent"** and 1 means **"Very poor"**, how would you rate **WASREB' Performance/Effectiveness** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q8b	SECTOR GROWTH	Very Poor.....Excellent									
b.	Setting and monitoring of customer service standards in the sector	1	2	3	4	5	6	7	8	9	10

Q8c (i) On a 10 point scale where 10 means **"Excellent"** and 1 means **"Very poor"**, how would you rate the **Performance/Effectiveness** of the Water Action Group (WAGs) mechanism on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

	Rate the effectiveness in terms of	Very Poor.....Excellent									
m)	Information dissemination	1	2	3	4	5	6	7	8	9	10
n)	Promotion of public participation	1	2	3	4	5	6	7	8	9	10
o)	Complaints handling	1	2	3	4	5	6	7	8	9	10

Q8 c (ii) How do you think the WAGs mechanism can be improved?

Q8d (i) On a 10 point scale where 10 means **"Excellent"** and 1 means **"Very poor"**, how would you rate the **Performance/Effectiveness** of the Maji voice programme the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

b)	Rate the effectiveness of the Maji voice programme	1	2	3	4	5	99
----	--	---	---	---	---	---	----

Q8 d (i) How do you think the (Maji voice) programme can be improved?

F. COMMUNICATION

Q9 a) On a 10 point scale where 10 means **"Excellent"** and 1 means **"Very poor"**, how would you rate the **Performance/Effectiveness** of WASREB in terms of utilizing the following communication channels? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

	Rate the effectiveness in terms of	Very Poor.....Excellent									
p)	Mail (Post)	1	2	3	4	5	6	7	8	9	10
q)	Email	1	2	3	4	5	6	7	8	9	10
r)	Telephone	1	2	3	4	5	6	7	8	9	10
s)	TV	1	2	3	4	5	6	7	8	9	10
t)	Radio	1	2	3	4	5	6	7	8	9	10

u)	Newspapers	1	2	3	4	5	6	7	8	9	10
v)	Social media	1	2	3	4	5	6	7	8	9	10
w)	Website	1	2	3	4	5	6	7	8	9	10
x)	Personal Visits	1	2	3	4	5	6	7	8	9	10

Q 9 b) Which of the following statements best describes your impression of communications from WASREB?

Keeps us fully informed	1
Keeps us fairly well informed	2
Keeps us adequately informed	3
Gives us only a limited amount of information	4
Doesn't tell use much about what is happening	5

Q 10 What does WASREB need to do to engage productively with your Board?

RESPONDENT'S PROFILE

WSB	CODE	WSB	CODE	COUNTY	CODE
Athi	01	Lake Victoria South	04	Tana	07
Coast	02	Nothern	05	Tanathi	08
Lake Victoria North	03	Rift Valley	06		

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FULL Name of Research Assistant:		Code:		
Activity	Circle appropriate Section below	Write in Name	Signature	Date
FIELD QUALITY CHECKS				
RESEARCH ASSISTANT	1			/ /2016
TEAM LEADER/ SUPERVISOR	2			/ /2016
DP QUALITY CHECKS				
Editing confirmed by	6			/ /2016
Coding confirmed by	7			/ /2016
Data entry by	8			/ /2016
Data validation (double entry) by	9			/ /2016

Appendix 3: Water Services Provider Questionnaire

CUSTOMER PERCEPTION SURVEY: QUESTIONNAIRE: SEPTEMBER 2016			
Interviewer's Name			
Interviewer No.			
Name of WSP Official			
WSP Official's Job Title			
Respondent's Contacts	Phone		Email
Name of Water Services Provider			
I HEREBY CONFIRM THAT THIS QUESTIONNAIRE HAS BEEN FILLED IN ACCORDANCE TO THE BRIEFING I RECEIVED. IT IS A TRUE AND ACCURATE RECORD OF THE INTERVIEW THAT I CARRIED OUT WITH THE RESPONDENT NAMED ABOVE.			

INTRODUCTION
<p>Thank you for participating in this survey that is being conducted by SBO Research Ltd on behalf of Water Services Regulatory Board (WASREB). The aim of the survey is to get your opinion on the services offered by WASREB. We encourage you to provide your honest opinion. The information you provide will remain confidential and the results will be analyzed and reported collectively. As such no findings will be directly attributed to you as an individual.</p> <p>SBO is bound by Marketing & Social Research Association (MSRA) and ESOMAR Code of Conduct in observing respondent confidentiality.</p> <p>The entire exercise will take you approximately 20 minutes to complete.</p>

SECTION 1: MAIN INTERVIEW

Q1a) How *long* has your organization dealt with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

Less than 1 year	01
Between 1 year and 3 years	02
Between 3 years and 5 years	03
Over 5 years	04

Q1b) How *often* does your organization interact with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

More than twice a year	01
Every month	02
Every 2 to 3 months	03
Twice a year	04
Once a year	05

INTERROGATE PERFORMANCE OF WASREB

Q2 Using a 5 point scale where 1 represents POOR; 2 represents FAIR, 3 represents GOOD, 4 represents VERY GOOD and 5 represents EXCELLENT, please rate how well you think WASREB performs on the following;

Q2	OVERALL MANDATE	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW
aa)	Issuing licenses for provision of water services	1	2	3	4	5	99
bb)	Developing Service Provision Agreements (SPAs)	1	2	3	4	5	99
cc)	Determining standards for provision of water services	1	2	3	4	5	99
dd)	Developing guidelines for fixing of tariffs	1	2	3	4	5	99
ee)	Developing guidelines for efficient management of water services	1	2	3	4	5	99
ff)	Monitoring compliance with established standards	1	2	3	4	5	99
gg)	Monitoring the national water services strategies (NWSS)	1	2	3	4	5	99
hh)	Disseminating information on water services	1	2	3	4	5	99
ii)	Publishing forecasts and projections on water services	1	2	3	4	5	99
jj)	Establishing procedures for handling consumer complaints	1	2	3	4	5	99
kk)	Engaging with stakeholders for better management of water services	1	2	3	4	5	99
ll)	Enforcing regulation	1	2	3	4	5	99
mm)	Advising the cabinet secretary on matters related to water services	1	2	3	4	5	99

OVERALL SATISFACTION

Q 3a) In which areas has WASREB performed well?

Q 3b) What are your suggested improvement areas?

Q 3a) Areas of performance	Q 3b) Suggested Improvements
• • •	

Q4 We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of her mandate.

Q4a) On a 10 point scale where 10 means “**Very adequate**” and 1 means “**Inadequate**” how would you rate the **adequacy of WASREB's SPA process** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q4b)	SERVICE PROVISION AGREEMENTS	Inadequate.....Very Adequate									
m.	Duration for evaluation	1	2	3	4	5	6	7	8	9	10
n.	Documentation requirements for issuance	1	2	3	4	5	6	7	8	9	10
o.	Duration of the SPA	1	2	3	4	5	6	7	8	9	10
p.	Conditions of the SPA	1	2	3	4	5	6	7	8	9	10

Q4b) On a 10 point scale where 10 means “**Excellent**” and 1 means “**Very poor**”, how would you rate **WASREB' Performance/Effectiveness** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q4c)	SECTOR GROWTH	Very Poor.....Excellent									
a.	Improving access to water services	1	2	3	4	5	6	7	8	9	10
b.	Improving access to sewerage services	1	2	3	4	5	6	7	8	9	10
c.	Improving access to the poor	1	2	3	4	5	6	7	8	9	10
d.	Ensuring affordability of water services	1	2	3	4	5	6	7	8	9	10
e.	Improving water quality	1	2	3	4	5	6	7	8	9	10
f.	Ensuring service reliability (Service hours)	1	2	3	4	5	6	7	8	9	10
g.	Strengthening governance within the sector	1	2	3	4	5	6	7	8	9	10
h.	Promoting reduction of non-revenue water	1	2	3	4	5	6	7	8	9	10

TECHNICAL STANDARDS AND GUIDELINES

Q5 a) On a 10 point scale where 10 means “**Excellent**” and 1 means “**Very poor**”, how would you rate the **usefulness** of the the following WASREB's guidelines? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q5a)	TECHNICAL STANDARDS AND GUIDELINES	Very Poor.....Excellent									
q.	Water quality	1	2	3	4	5	6	7	8	9	10
r.	Tariff setting	1	2	3	4	5	6	7	8	9	10
s.	Water conservation and demand management	1	2	3	4	5	6	7	8	9	10
t.	Reporting	1	2	3	4	5	6	7	8	9	10
u.	Corporate governance	1	2	3	4	5	6	7	8	9	10
v.	Consumer engagement	1	2	3	4	5	6	7	8	9	10
w.	Non-revenue water management	1	2	3	4	5	6	7	8	9	10
x.	Water services rules	1	2	3	4	5	6	7	8	9	10

Q 5 b) Which areas **in order of priority** require more standards/guidelines to be developed?

Q5 c) What do you suggest WASREB should do to enhance implementation of the standards/guidelines developed?

--

TARIFF SETTING

Q6 We would like you to assess your perception of WASREB's tariff approval process.

Q6 On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S tariff approval process**?
[SHOW DEVICE] **RECORD ON GRID BELOW**

Q5a	TARIFF APPROVAL PROCESS	Very Poor.....Excellent									
k.	Time taken to approve	1	2	3	4	5	6	7	8	9	10
l.	Requirements for approval	1	2	3	4	5	6	7	8	9	10
m.	Duration /tariff period	1	2	3	4	5	6	7	8	9	10
n.	Tariff conditions	1	2	3	4	5	6	7	8	9	10
o.	Usefulness of the post implementation review	1	2	3	4	5	6	7	8	9	10

SECTOR MONITORING

Q7 We would like you to assess your perception of WASREB's sector monitoring programme.

Q7a On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S enforcement process**?
[SHOW DEVICE] **RECORD ON GRID BELOW**

Q7a	ENFORCEMENT AND COMPLIANCE	Very Poor.....Excellent									
g.	Enforcement and compliance strategy	1	2	3	4	5	6	7	8	9	10
h.	Incentives	1	2	3	4	5	6	7	8	9	10
i.	Sanctions	1	2	3	4	5	6	7	8	9	10
Q7b	INSPECTIONS	Very Poor.....Excellent									
i.	Notice given prior to inspection	1	2	3	4	5	6	7	8	9	10
j.	Frequency of inspections	1	2	3	4	5	6	7	8	9	10
k.	Scope of inspections	1	2	3	4	5	6	7	8	9	10
l.	Fairness of reports	1	2	3	4	5	6	7	8	9	10
m.	Feedback	1	2	3	4	5	6	7	8	9	10
n.	Effectiveness of part-time inspector	1	2	3	4	5	6	7	8	9	10
Q7c	SECTOR IMPACT REPORT	Very Poor.....Excellent									
i.	Process of information/data collection	1	2	3	4	5	6	7	8	9	10
j.	Scope covered/Key Performance Indicators	1	2	3	4	5	6	7	8	9	10
k.	Structure of the report	1	2	3	4	5	6	7	8	9	10
l.	Effectiveness of report	1	2	3	4	5	6	7	8	9	10
m.	Dissemination/launch	1	2	3	4	5	6	7	8	9	10

CUSTOMER SERVICE

G. INTERNAL SERVICE

Q8a Based on your interaction with WASREB officials/staff, please tell me the extent to which you agree or disagree with each of the following statements with regard to WASREB staff where 5 means "Strongly agree" and 1 means "Strongly disagree"

INTERACTION WITH WASREB OFFICIALS/STAFF		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly agree
ATTITUDE						
(q)	WASREB officials/staff treat you with courtesy and respect	1	2	3	4	5
(r)	WASREB staff members provide high quality services	1	2	3	4	5
(s)	WASREB officials/staff are transparent and accountable	1	2	3	4	5

INTERNAL SERVICE (Cont....)

COMPETENCE						
(t)	WASREB officials/staff are knowledgeable in their line of duty	1	2	3	4	5
(u)	WASREB officials/staff uphold integrity	1	2	3	4	5
(v)	WASREB officials/staff are professionals	1	2	3	4	5
(w)	WASREB officials/staff deal with problems/queries promptly	1	2	3	4	5
(x)	WASREB officials/staff are good communicators	1	2	3	4	5

A. CONSUMER ENGAGEMENT

Q8b We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of consumer engagement.

Q8b On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate **WASREB' Performance/Effectiveness** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q8b	SECTOR GROWTH	Very Poor.....Excellent									
c.	Setting and monitoring of customer service standards in the sector	1	2	3	4	5	6	7	8	9	10

Q8c (i) On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **Performance/Effectiveness** of the Water Action Group (WAGs) mechanism on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

	Rate the effectiveness in terms of	Poor.....VeryExcellent									
y)	Information dissemination	1	2	3	4	5	6	7	8	9	10
z)	Promotion of public participation	1	2	3	4	5	6	7	8	9	10
aa)	Complaints handling	1	2	3	4	5	6	7	8	9	10

Q8 c (ii) How do you think the WAGs mechanism can be improved?

Q8d (i) On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **Performance/Effectiveness** of the Maji voice programme the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

c)	Rate the effectiveness of the Maji voice programme	1	2	3	4	5	99
----	--	---	---	---	---	---	----

Q8 d (i) How do you think the (Maji voice) programme can be improved?

B. COMMUNICATION

Q9 a) On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **Performance/Effectiveness** of WASREB in terms of utilizing the following communication channels? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

	Rate the effectiveness in terms of	Very Poor.....Excellent									
bb)	Mail (Post)	1	2	3	4	5	6	7	8	9	10
cc)	Email	1	2	3	4	5	6	7	8	9	10
dd)	Telephone	1	2	3	4	5	6	7	8	9	10
ee)	TV	1	2	3	4	5	6	7	8	9	10
ff)	Radio	1	2	3	4	5	6	7	8	9	10
gg)	Newspapers	1	2	3	4	5	6	7	8	9	10
hh)	Social media	1	2	3	4	5	6	7	8	9	10
ii)	Website	1	2	3	4	5	6	7	8	9	10
jj)	Personal Visits	1	2	3	4	5	6	7	8	9	10

Q 9 b) Which of the following statements best describes your impression of communications from WASREB?

Keeps us fully informed	1
Keeps us fairly well informed	2
Keeps us adequately informed	3
Gives us only a limited amount of information	4
Doesn't tell use much about what is happening	5

Q 10 What does WASREB need to do to engage productively with you?

LIST OF WATER SERVICE PROVIDERS

WATER SERVICE COMPANIES					
WSP	CODE	WSP	CODE	WSP	CODE
Kwale	1	Mikutra	16	Runda	30
Bungoma	2	Murang'a	17	Kiamumbi	31
Busia	3	Lodwar	18	Nithi	32
Garissa	4	Laikipia	19	Githunguri	33
Isiolo	5	Homabay	20	Trans Nzoia	34
Oololaiser	6	Tavevo	21	Narok	35
Kakamega	7	Kericho	21	Kajiado	36
Kiambu	8	Embu	22		37
Kilifi	9	Meru	23		38
Kirinyaga	10	Nakuru Urban	24		39
Gusii	11	Nyeri	25		40
Kitui	12	Eldoret	26		
Nanyuki	13	Nairobi	27		
Mavoko	14	Kisumu	28		
Wote	15	Mombasa	29		

CLOSE INTERVIEW AND THANK RESPONDENT

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FULL Name of Research Assistant:			Code:	
Activity	Circle appropriate Section below	Write in Name	Signature	Date
FIELD QUALITY CHECKS				
RESEARCH ASSISTANT	1			/ /2016
TEAM LEADER/ SUPERVISOR	2			/ /2016
DP QUALITY CHECKS				
Editing confirmed by	6			/ /2016
Coding confirmed by	7			/ /2016
Data entry by	8			/ /2016
Data validation (double entry) by	9			/ /2016

Appendix 4: Water Consumer Questionnaire

CUSTOMER PERCEPTION SURVEY: QUESTIONNAIRE: SEPTEMBER 2016	
Interviewer's Name	
Interviewer No.	
Respondent's Name	
Respondent's Physical Address	
Respondent's Telephone Contacts	

Category of sampling point	CATEGORY	
Rural.....1	Metered Residential	1
Urban..... 2	Commercial (Bulk)	2
	Corporate	3
	Government	4

I HEREBY CONFIRM THAT THIS QUESTIONNAIRE HAS BEEN FILLED IN ACCORDANCE TO THE BRIEFING I RECEIVED. IT IS A TRUE AND ACCURATE RECORD OF THE INTERVIEW THAT I CARRIED OUT WITH THE RESPONDENT NAMED ABOVE.

INTRODUCTION

Good morning / afternoon / evening. My name is from SBO Research Limited, an independent market research agency. We are conducting a household survey, particularly about the utilities people use in their homes, their opinions of particular service providers among other things. May I please speak to the person who deals with the day to day matters concerning your water supply?

A. USAGE

1. From where do you and other members of your household obtain water from?

I have my own piped water connection inside my house	1
I have my own piped water connection outside my house	2
A shared water connection outside my house	3
I buy water from a neighbour	4
Private vendor	5
Water kiosk	6
Water tanker	7
Others (specify)	

2. a) Do you know the company that supplies you with water?

Yes1 **Go To 2 B** No2 **SKIP TO QUESTION 3**

2 b) Please tell me the water and Sanitation Company that you get water from? - **SHOW CARD 1** _____

2 c) Can you recall how long it took to get connected?

Yes1 **Go To 2 D** No2 **SKIP TO QUESTION 3**

2 d) Please tell me how long you took to get connected _____

B. SATISFACTION WITH SERVICE DELIVERY

3. I would like to know how satisfied you are with the way your water provider has performed in each of the following service aspects using this 5 point scale. What is your opinion regarding the following **(READ OUT STATEMENTS).SHOW CARD)**

READ OUT STATEMENT	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
QUALITY OF SERVICE					
(a) Water supply being readily/always available	5	4	3	2	1
(b) The flow/pressure of water supplied being steady	5	4	3	2	1
(c) Availability of connectivity to the sewer system	5	4	3	2	1
(d) Quick response in attending to unscheduled water shortage/interruptions	5	4	3	2	1
(e) Quick response in attending to sewerage leaks/bursts	5	4	3	2	1
(f) The sewerage system being maintained regularly	5	4	3	2	1
(g) The sewerage systems always works well	5	4	3	2	1
(h) Fair water disconnection policy	5	4	3	2	1
(i) Ease of water reconnection	5	4	3	2	1
(j) Transparent water connection procedures/policy	5	4	3	2	1
BILLING AND PAYMENT TERMS					
(k) Timeliness in delivery of bills	5	4	3	2	1
(l) Accuracy of bills	5	4	3	2	1
(m) Ease of understanding the details in the bills	5	4	3	2	1
(n) Flexibility in modes of water payment (Cash/Bank/Mobile etc.)	5	4	3	2	1
(o) Efficiency in handling bill complaints	5	4	3	2	1
(p) Affordability of water	5	4	3	2	1
(q) Cost charged for purchase of water meter	5	4	3	2	1
COMMUNICATION					
(r) Informing customers in advance (in case of planned rationing)	5	4	3	2	1
(s) Efficiency in answering customers' letters/telephones/emails	5	4	3	2	1
(t) Adequate & reliable information on water saving methods	5	4	3	2	1
(u) Adequate information on complaints procedure	5	4	3	2	1
CUSTOMER CARE					
(v) Ease of accessing a person in customer care department	5	4	3	2	1
(w) Politeness and helpfulness of person dealing with you	5	4	3	2	1
(x) Ability to solve problems quickly	5	4	3	2	1
(y) Listening to you (when you have a problem)	5	4	3	2	1
(z) Customer care staff being to resolve problems	5	4	3	2	1
SAFETY MEASURES					
(aa) Provision of properly cleaned /purified water	5	4	3	2	1
(bb) Proper connections that do not lead to/have water leaks	5	4	3	2	1
(cc) Quick response to emergency cases (e.g. water/sewer leaks/bursts)	5	4	3	2	1

C. WATER SECTOR REGULATION

4. Which body is responsible for ensuring you have access to water services? **One response – Do not read list**

The Water Services Regulatory Board (Wasreb)	1
My county's water Board	2
The water service provider that supplies me with water	3
The ministry of irrigation and water services	4
Other (specify)	

5. Where do you report complaints related to water services?

Yes 1 No2

6. Where do you report complaints related to water services? **One response – Do not read list**

The water service provider that supplies me with water	1
My county's water Board	2
The ministry of irrigation and water services	3

The Water Services Regulatory Board (Wasreb)	4
Don't know where to report	5
Other (Specify)	

7. Have you ever had any complaint regarding the following?

	Yes	No
Interrupted water supply	1	2
Being supplied with poor quality of water/ dirty water	1	2
Getting water bills late	1	2
Getting incorrect water bills	1	2
Burst sewers	1	2
Spillage or blockages with the water pipes?	1	2
Poor customer service	1	2

8. Where did you report the complaint?

	Interrupted water supply	Being supplied with poor quality of water/ dirty water	Getting water bills late	Getting incorrect water bills	Burst sewers	Spillage or blockages with the water pipes
My county's water Board	1	1	1	1	1	1
The water service provider that supplies me with water	2	2	2	2	2	2
The ministry of irrigation and water services	3	3	3	3	3	3
The Water Services Regulatory Board (Wasreb)	4	4	4	4	4	4
Did not report the complaint	5	5	5	5	5	5
Other (Specify)						

9. Have you interacted with your Water Service Provider in the past 6 months?

Yes	01	CONTINUE
No	02	IF NO, SKIP TO 12

10. What mode of communication did you use to contact your Water Service Provider (WSP)? DO NOT READ LIST. MULTIPLE MENTIONS ALLOWED

SMS/Text Messages	1
Email	2
Physical Visits	3
Calling via phone	4
Through their website - Webmail	5
Through the water action group in my area	6
Other – please specify	

11. What type of service/information were you seeking from (...insert your Water Service Provider here)?

To pay a bill	1
To make a complaint	2
To query a bill that did not seem correct	3
To make a general inquiry on their services	4
Other – please specify	

12. How would you rate your overall level of satisfaction with how (...insert your Water Service Provider here) served you on a scale of 1 to 5 where 1 is "not satisfied at all" and 5 is "Extremely satisfied"

Not satisfied at all	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

13. Why do you say so?

--

D. AWARENESS OF WASREB AND ITS MANDATE

14. Are you aware of the organization that is mandated to regulate the water services sector?

Yes.....1 **CONTINUE** No.....2 **SKIP TO QUESTION 16**

15. What is the name of the body that is mandated to regulate the water sector in Kenya?

The water service provider that supplies me with water (Insert name)	1
The Water Services Regulatory Board (Wasreb)	2
The ministry of irrigation and water services	3
Other (specify)	4

16. Have you ever heard of Wasreb? (Water Services Regulatory Board)

Yes.....1

CONTINUE

No.....2 **SKIP TO QUESTION 22**

17. What is the first thing that comes to mind when the words Water Services Regulatory Board are mentioned?

--

18. What would you say are the roles of Water Services Regulatory Board?

OVERALL MANDATE	
Issuing licenses for provision of water services	01
Developing Service Provision Agreements (SPAs)	02
Determining standards for provision of water services	03
Developing guidelines for fixing of tariffs	04
Developing guidelines for efficient management of water services	05
Monitoring compliance with established standards	06
Monitoring the national water services strategies (NWSS)	07
Disseminating information on water services	08
Publishing forecasts and projections on water services	09
Establishing procedures for handling consumer complaints	10
Engaging with stakeholders for better management of water services	11
Enforcing regulation	12
Advising the cabinet secretary on matters related to water services	13

19. a) On a scale of 1 to 10 where 1 is "Very poor" and 10 is "Excellent" how would you rate the performance of Wasreb in executing their roles?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

20. Please give a reason for your answer to question 19

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21. How satisfied are you with the way Wasreb has performed on the following?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Issuing licenses for provision of water services	5	4	3	2	1
Developing Service Provision Agreements (SPAs)	5	4	3	2	1
Determining standards for provision of water services	5	4	3	2	1
Developing guidelines for fixing of tariffs	5	4	3	2	1
Developing guidelines for efficient management of water services	5	4	3	2	1
Monitoring compliance with established standards	5	4	3	2	1
Monitoring the national water services strategies (NWSS)	5	4	3	2	1
Disseminating information on water services	5	4	3	2	1
Publishing forecasts and projections on water services	5	4	3	2	1
Establishing procedures for handling consumer complaints	5	4	3	2	1
Engaging with stakeholders for better management of water services	5	4	3	2	1
Enforcing regulation	5	4	3	2	1
Advising the cabinet secretary on matters related to water services	5	4	3	2	1

22. To what extent do you agree with the following statements

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Access to water services has improved	5	4	3	2	1
Access to water sewerage services has improved	5	4	3	2	1
Prices charged for water are fair	5	4	3	2	1
The service I get is reliable	5	4	3	2	1
Consumers are involved in setting of prices of water	5	4	3	2	1

My water service provider is well run	5	4	3	2	1
The quality of services I receive is good	5	4	3	2	1
There is commendable effort to extend water access to the poor	5	4	3	2	1

23. A) Which of the following statements best describes your impression of communications with the water service players?

Keeps us fully informed	1
Keeps us fairly well informed	2
Keeps us adequately informed	3
Gives us only a limited amount of information	4
Doesn't tell us much about what is happening	5

23 b) 'Please tell me to what extent you consider the following sources of information to be reliable when it comes to passing information on water and sewerage services?

	Not reliable at all	Not reliable	Neither reliable nor unreliable	Reliable	Very reliable
Mail (post)	1	2	3	4	5
Email	1	2	3	4	5
Telephone	1	2	3	4	5
TV	1	2	3	4	5
Radio	1	2	3	4	5
Newspapers	1	2	3	4	5
Social media	1	2	3	4	5
Website	1	2	3	4	5
Personal Visits	1	2	3	4	5

29 C) How would you prefer to receive information on water and sewerage services in future?

Mail (post)	1
Email	2
Telephone	3
TV	4
Radio	5
SMS	6
Newspapers	7
Social media	8
Website	9
Personal Visits	10

24. Have you interacted with Wasreb?

Yes	01	CONTINUE
No	02	IF NO, SKIP TO 29

25. What mode of communication did you use to contact Wasreb? DO NOT READ LIST. MULTIPLE MENTIONS ALLOWED

Mail (post)	1
Email	2
Telephone	3
TV	4
Radio	5
SMS	6
Newspapers	7
Social media	8
Website	9
Personal Visits	10

26. What type of service/information were you seeking from Wasreb?

--

27. How would you rate your overall level of satisfaction with how Wasreb served you on a scale of 1 to 5 where 1 is "not satisfied at all" and 5 is "Extremely satisfied"

Not satisfied at all	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

28. Why do you say so?

29. Any other comment on Wasreb/water regulation in Kenya?

E. CUSTOMERDEMOGRAPHICS

GENDER		EDUCATION	
Male	1	No formal education	01
Female	2	Primary school	02
AGE		Secondary/High School	03
18 – 25years	1	College/certificate	04
26-30 years	2	Undergraduate Degree	05
31- 35 years	3	Postgraduate degree	06
36 - 40 years	4	Region	
41 – 45 years	5	Code	
46- 50 years	6		
51 – 55 Years	7		
56 -60 Years	8		
Above 60 years	9		

F. LIST OF WATER SERVICE PROVIDERS

WATER SERVICE COMPANIES					
WSP	CODE	WSP	CODE	WSP	CODE
Kwale	1	Mikutra	16	Runda	30
Bungoma	2	Murang'a	17	Kiamumbi	31
Busia	3	Lodwar	18	Nithi	32
Garissa	4	Laikipia	19	Githunguri	33
Isiolo	5	Homabay	20		34
Ooolaiser	6	Tavevo	21		35
Kakamega	7	Kericho	21		36
Thika	8	Embu	22		37
Kilifi	9	Meru	23		38
Kirinyaga	10	Nakuru Urban	24		39
Gusii	11	Nyeri	25		40
Kitui	12	Eldoret	26		
Nanyuki	13	Nairobi	27		
Mavoko	14	Kisumu	28		
Wote	15	Mombasa	29		

CLOSE INTERVIEW AND THANK RESPONDENT

Appendix 5: Partners Questionnaire

CUSTOMER PERCEPTION SURVEY: QUESTIONNAIRE: SEPTEMBER 2016			
Interviewer's Name			
Interviewer No.			
Name of Stakeholder			
Stakeholder's Job Title			
Respondent's Contacts	Phone		Email
Organization			
I HEREBY CONFIRM THAT THIS QUESTIONNAIRE HAS BEEN FILLED IN ACCORDANCE TO THE BRIEFING I RECEIVED. IT IS A TRUE AND ACCURATE RECORD OF THE INTERVIEW THAT I CARRIED OUT WITH THE RESPONDENT NAMED ABOVE.			

INTRODUCTION
<p>Thank you for participating in this survey that is being conducted by SBO Research Ltd on behalf of Water Services Regulatory Board (WASREB). The aim of the survey is to get your opinion on the services offered by WASREB. We encourage you to provide your honest opinion. The information you provide will remain confidential and the results will be analyzed and reported collectively. As such no findings will be directly attributed to you as an individual.</p> <p>SBO is bound by Marketing & Social Research Association (MSRA) and ESOMAR Code of Conduct in observing respondent confidentiality.</p> <p>The entire exercise will take you approximately 20 minutes to complete.</p>

SECTION 1: MAIN INTERVIEW

Q1a) How *long* has your organization dealt with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

Less than 1 year	01
Between 1 year and 3 years	02
Between 3 years and 5 years	03
Over 5 years	04

Q1b) How *often* does your organization interact with Water Services Regulatory Board (WASREB)? **CIRCLE AS APPROPRIATE**

More than twice a year	01
Every month	02
Every 2 to 3 months	03
Twice a year	04
Once a year	05

INTERROGATE PERFORMANCE OF WASREB

Q2 Using a 5 point scale where 1 represents POOR; 2 represents FAIR, 3 represents GOOD, 4 represents VERY GOOD and 5 represents EXCELLENT, please rate how well you think WASREB performs on the following;

Q2	OVERALL MANDATE	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	DON'T KNOW
nn)	Issuing licenses for provision of water services	1	2	3	4	5	99
oo)	Developing Service Provision Agreements (SPAs)	1	2	3	4	5	99
pp)	Determining standards for provision of water services	1	2	3	4	5	99
qq)	Developing guidelines for fixing of tariffs	1	2	3	4	5	99
rr)	Developing guidelines for efficient management of water services	1	2	3	4	5	99
ss)	Monitoring compliance with established standards	1	2	3	4	5	99
tt)	Monitoring the national water services strategies (NWSS)	1	2	3	4	5	99
uu)	Disseminating information on water services	1	2	3	4	5	99
vv)	Publishing forecasts and projections on water services	1	2	3	4	5	99
ww)	Establishing procedures for handling consumer complaints	1	2	3	4	5	99
xx)	Engaging with stakeholders for better management of water services	1	2	3	4	5	99
yy)	Enforcing regulation	1	2	3	4	5	99
zz)	Advising the cabinet secretary on matters related to water services	1	2	3	4	5	99

OVERALL SATISFACTION

Q 3a) In which areas has WASREB performed well?

Q 3b) What are your suggested improvement areas?

Q 3a) Areas of performance	Q 3b) Suggested Improvements
• • •	

Q4 We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of her mandate.

Q4a) On a 10 point scale where 10 means “**Very adequate**” and 1 means “**Inadequate**”, how would you rate the **adequacy of WASREB's licensing process** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q4	LICENCING PROCESS	Inadequate.....	Very Adequate								
m.	Duration of the license (10 year duration)	1	2	3	4	5	6	7	8	9	10
n.	Conditions of the license	1	2	3	4	5	6	7	8	9	10

Q4b) On a 10 point scale where 10 means “**Very adequate**” and 1 means “**Inadequate**” how would you rate the **adequacy of WASREB's SPA process** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q4b)	SERVICE PROVISION AGREEMENTS	Inadequate.....	Very Adequate								
q.	Duration of the SPA	1	2	3	4	5	6	7	8	9	10
r.	Conditions of the SPA	1	2	3	4	5	6	7	8	9	10

Q4c) On a 10 point scale where 10 means “**Excellent**” and 1 means “**Very poor**”, how would you rate **WASREB' Performance/Effectiveness** on the following aspects? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q4c)	SECTOR GROWTH	Very Poor.....	Excellent								
s.	Improving access to water services	1	2	3	4	5	6	7	8	9	10
t.	Improving access to sewerage services	1	2	3	4	5	6	7	8	9	10
u.	Improving access to the poor	1	2	3	4	5	6	7	8	9	10
v.	Ensuring affordability of water services	1	2	3	4	5	6	7	8	9	10
w.	Improving water quality	1	2	3	4	5	6	7	8	9	10
x.	Ensuring service reliability (Service hours)	1	2	3	4	5	6	7	8	9	10
y.	Strengthening governance within the sector	1	2	3	4	5	6	7	8	9	10
z.	Promoting reduction of non-revenue water	1	2	3	4	5	6	7	8	9	10

TECHNICAL STANDARDS AND GUIDELINES

Q5 a) On a 10 point scale where 10 means “**Excellent**” and 1 means “**Very poor**”, how would you rate the **usefulness** of the the following WASREB's guidelines? **[SHOW DEVICE]** **RECORD ON GRID BELOW**

Q5a	TECHNICAL STANDARDS AND GUIDELINES	Very Poor.....	Excellent								
y.	Water quality	1	2	3	4	5	6	7	8	9	10
z.	Tariff setting	1	2	3	4	5	6	7	8	9	10
aa.	Water conservation and demand management	1	2	3	4	5	6	7	8	9	10
bb.	Reporting	1	2	3	4	5	6	7	8	9	10
cc.	Corporate governance	1	2	3	4	5	6	7	8	9	10
dd.	Consumer engagement	1	2	3	4	5	6	7	8	9	10
ee.	Non-revenue water management	1	2	3	4	5	6	7	8	9	10
ff.	Water services rules	1	2	3	4	5	6	7	8	9	10

Q 5 b) Which areas **in order of priority** require more standards/guidelines to be developed?

Q5 c) What do you suggest WASREB should do to enhance implementation of the standards/guidelines developed?

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TARIFF SETTING

Q6 We would like you to assess your perception of WASREB's tariff approval process.

Q6 On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S tariff approval process**?

[SHOW DEVICE] **RECORD ON GRID BELOW**

Q5a	TARIFF APPROVAL PROCESS	Very Poor.....Excellent									
p.	Duration /tariff period	1	2	3	4	5	6	7	8	9	10
q.	Tariff conditions	1	2	3	4	5	6	7	8	9	10

SECTOR MONITORING

Q7 We would like you to assess your perception of WASREB's sector monitoring programme.

Q7a On a 10 point scale where 10 means "Excellent" and 1 means "Very poor", how would you rate the **WASREB'S enforcement process**?

[SHOW DEVICE] **RECORD ON GRID BELOW**

Q7a	ENFORCEMENT AND COMPLIANCE	Very Poor.....Excellent									
j.	Incentives	1	2	3	4	5	6	7	8	9	10
k.	Sanctions	1	2	3	4	5	6	7	8	9	10
Q7b	INSPECTIONS	Very Poor.....Excellent									
o.	Fairness of reports	1	2	3	4	5	6	7	8	9	10
p.	Feedback	1	2	3	4	5	6	7	8	9	10
Q7c	SECTOR IMPACT REPORT	Very Poor.....Excellent									
n.	Effectiveness of report	1	2	3	4	5	6	7	8	9	10

CUSTOMER SERVICE

H. INTERNAL SERVICE

Q8a Based on your interaction with WASREB officials/staff, please tell me the extent to which you agree or disagree with each of the following statements with regard to WASREB staff where 5 means "Strongly agree" and 1 means "Strongly disagree"

INTERACTION WITH WASREB OFFICIALS/STAFF		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly agree
ATTITUDE						
(y)	WASREB officials/staff treat you with courtesy and respect	1	2	3	4	5
(z)	WASREB staff members provide high quality services	1	2	3	4	5
(aa)	WASREB officials/staff are transparent and accountable	1	2	3	4	5
COMPETENCE						
(bb)	WASREB officials/staff are knowledgeable in their line of duty	1	2	3	4	5
(cc)	WASREB officials/staff uphold integrity	1	2	3	4	5
(dd)	WASREB officials/staff are professionals	1	2	3	4	5
(ee)	WASREB officials/staff deal with problems/queries promptly	1	2	3	4	5
(ff)	WASREB officials/staff are good communicators	1	2	3	4	5

I. CONSUMER ENGAGEMENT

Q8b We would like you to assess your perception of WASREB's on how well you think WASREB has performed on specific aspects of consumer engagement.

Q8 b (i) Do you find the WAGs mechanism effective?

YES	Proceed
NO	Skip to Q8 b (iii)

Q8b (ii) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the <u>Performance/Effectiveness</u> of the Water Action Group (WAGs) mechanism on the following aspects? [SHOW DEVICE] RECORD ON GRID BELOW											
	Rate the effectiveness in terms of	Very Poor.....Excellent									
kk)	Information dissemination	1	2	3	4	5	6	7	8	9	10
ll)	Promotion of public participation	1	2	3	4	5	6	7	8	9	10
mn)	Complaints handling	1	2	3	4	5	6	7	8	9	10

Q8b (iii) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate WASREB’ Performance/Effectiveness on the following aspects? [SHOW DEVICE] RECORD ON GRID BELOW											
Q8b	SECTOR GROWTH	Very Poor.....Excellent									
d.	Setting and monitoring of customer service standards in the sector	1	2	3	4	5	6	7	8	9	10

Q8 c (i) Do you find the Maji voice programme effective?	
YES	Proceed
NO	Skip to Q8 c (iii)

Q8c (ii) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the <u>Performance/Effectiveness</u> of the Maji voice programme the following aspects? [SHOW DEVICE] RECORD ON GRID BELOW							
d)	Rate the effectiveness of the Maji voice programme	1	2	3	4	5	99

Q8 c (iii) How do you think the (Maji voice) programme can be improved?

J. COMMUNICATION

Q9 a) On a 10 point scale where 10 means “Excellent” and 1 means “Very poor”, how would you rate the <u>Performance/Effectiveness</u> of WASREB in terms of utilizing the following communication channels? [SHOW DEVICE] RECORD ON GRID BELOW											
	Rate the effectiveness in terms of	Very Poor.....Excellent									
nn)	Mail	1	2	3	4	5	6	7	8	9	10
oo)	Email	1	2	3	4	5	6	7	8	9	10
pp)	Telephone	1	2	3	4	5	6	7	8	9	10
qq)	TV	1	2	3	4	5	6	7	8	9	10
rr)	Radio	1	2	3	4	5	6	7	8	9	10
ss)	Newspapers	1	2	3	4	5	6	7	8	9	10
tt)	Social media	1	2	3	4	5	6	7	8	9	10
uu)	Website	1	2	3	4	5	6	7	8	9	10
vv)	Personal Visits	1	2	3	4	5	6	7	8	9	10

Q 9 b) Which of the following statements best describes your impression of communications from WASREB?	
Keeps us fully informed	1
Keeps us fairly well informed	2
Keeps us adequately informed	3
Gives us only a limited amount of information	4
Doesn't tell use much about what is happening	5

Q 10 What does WASREB need to do to engage productively with stakeholders in the water services sector?

RESPONDENT'S PROFILE

Partner	CODE
Director Water Services (Ministry of Water And Irrigation)	
Giz - Water Sector Reform Programme Manager	
World Bank Water and Sanitation Programme Africa	
African Development Bank Group	
Kfw- Senior Programme Manager	
Japan International Cooperation Agency Kenya Office - Environment & Water	
SNV – Netherlands	
Netherlands Embassy	
AFD (French Development Agency)	
WSUP Country Manager	
Italian Development Corporation Programme Manager	
Executive Officer-Water Service Providers Association (WASPA)	
Consumer Federation of Kenya	
Chief Executive Officer-Kenya Water and Sanitation csos Network (Kewasnet)	
Network for Water and Sanitation (NETWAS)	
Kenya Water for Health Organization (KWAHO)	
Kenya Water Industry Association (KWIA) Chairman	
Kenya Bureau of Standards (KEBS)	
Transition Authority	
SWAP-BFZ (Strengthening Water Association Project) Project Manager	
Maji na Ufanisi	
Article 19 Kenya/Eastern Africa - Director	
Transparency International	
The Institution of Engineers of Kenya	
Institute of Certified Public Accountants (ICPAK)	
Ernest Young	
Frame	
HPGauff	
Samez Consultants	

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- 6 Consumer Engagement Guideline
- 7 Tariff guidelines
- 8 Aqualink Newsletter
- 9 Vision 2030
- 10 Customer Care Reports
- 11 Various WAG Reports
- 12 Work plan for 2016 events
- 13 AFWA Congress Reports
- 14 Devolution Conference Reports
- 15 County Engagement Reports
- 16 World Bank Group open day Report

ANNEXES

Customer Satisfaction Attributes-Water Consumers

	TOTAL	LIST OF WATER SERVICE PROVIDERS																					
		Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Murang'a	Lodwar	Laikipia	Kenicho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
QUALITY OF SERVICE	3.38	3.28	3.63	3.44	3.70	3.42	3.05	4.02	3.91	3.33	2.98	2.70	3.93	3.37	3.32	3.63	3.20	3.88	3.72	3.29	3.25	3.20	3.01
Water supply being readily/always available	3.49	3.39	3.90	3.45	3.48	3.77	3.33	4.03	3.87	2.78	2.53	2.00	3.81	3.75	3.35	4.00	3.23	3.92	3.65	3.41	3.56	2.72	4.20
The flow/pressure of water supplied being steady	3.49	3.45	3.80	3.23	3.52	3.42	2.67	4.03	3.87	3.30	2.98	4.00	3.74	3.81	3.35	4.10	3.14	3.76	3.81	3.44	3.52	2.96	4.21
Availability of connectivity to the sewer system	3.39	3.26	3.47	3.18	3.62	3.70	2.50	4.07	3.94	3.22	2.94	2.00	4.00	3.48	3.58	3.07	3.50	3.84	3.72	3.44	3.37	3.27	1.39
Quick response in attending to unscheduled water shortage/interruptions	3.27	3.29	3.63	3.45	3.94	3.20	2.83	3.87	3.87	3.07	2.75	4.00	3.88	3.13	3.27	3.58	3.01	3.84	3.84	3.09	2.98	3.06	3.34
Quick response in attending to sewerage leaks/bursts	3.16	3.23	3.43	3.32	3.58	3.23	2.67	3.73	3.87	3.30	3.13	2.00	3.95	2.98	3.27	3.21	2.86	3.89	3.78	3.08	3.03	3.29	1.44
The sewerage system being maintained regularly	3.26	3.19	3.40	3.45	3.69	3.55	3.00	4.07	3.87	3.26	3.04	3.00	3.95	3.17	3.35	2.96	3.19	3.86	3.86	3.20	3.09	3.07	1.49
The sewerage systems always works well	3.32	3.26	3.57	3.55	4.00	3.60	3.33	3.90	3.81	3.33	3.09	3.00	3.98	3.35	3.27	3.06	3.22	3.92	3.71	3.25	3.22	3.30	1.50
Fair water disconnection policy	3.42	3.23	3.63	3.73	3.83	2.97	4.33	4.17	3.90	3.59	3.06	1.00	4.00	3.31	3.27	3.99	3.34	3.92	3.57	3.30	3.12	3.39	3.96
Ease of water reconnection	3.44	3.23	3.67	3.55	3.79	3.14	3.17	4.17	4.03	3.48	3.00	4.00	3.98	3.54	3.15	4.06	3.17	3.86	3.62	3.28	3.24	3.54	4.10
Transparent water connection procedures/policy	3.57	3.26	3.77	3.45	3.54	3.56	2.67	4.13	4.03	3.96	3.23	2.00	4.05	3.19	3.31	4.31	3.28	4.03	3.63	3.41	3.41	3.43	4.46

	TOTAL	LIST OF WATER SERVICE PROVIDERS																					
		Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Muranga	Lodwar	Laikipia	Kericho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
BILLING AND PAYMENT TERMS	3.69	3.35	3.78	3.32	3.50	3.77	3.05	4.23	3.97	3.65	3.17	2.43	4.02	3.47	3.77	3.98	3.79	3.84	3.70	3.57	3.64	3.56	4.18
(a) Timeliness in delivery of bills	3.67	3.39	3.90	3.23	3.33	3.67	3.17	4.10	3.84	3.19	3.00	1.00	4.00	3.77	4.00	4.10	3.90	3.95	3.48	3.46	3.73	3.74	4.34
(b) Accuracy of bills	3.57	3.35	3.93	2.59	3.29	3.92	3.17	4.17	3.90	3.37	3.04	3.00	3.95	3.29	4.00	3.79	3.85	3.68	3.50	3.41	3.40	3.14	4.06
(c) Ease of understanding the details in the bills	3.71	3.39	3.73	3.32	3.58	3.94	3.17	4.27	4.03	3.59	3.13	4.00	3.93	3.73	3.58	4.03	3.71	3.73	3.79	3.59	3.44	3.56	4.53
(d) Flexibility in modes of water payment (Cash/Bank/Mobile etc.)	3.94	3.35	3.83	3.41	3.73	4.17	3.67	4.27	4.06	3.78	3.70	2.00	4.21	3.96	4.00	4.17	3.87	3.95	3.80	3.86	4.05	4.04	4.17
(e) Efficiency in handling bill complaints	3.58	3.29	3.73	3.45	3.62	3.78	2.83	4.27	3.90	3.59	2.96	2.00	3.98	3.58	3.27	3.92	3.57	3.70	3.72	3.45	3.37	3.38	3.96
(f) Affordability of water	3.67	3.32	3.87	3.41	3.60	3.45	2.83	4.37	4.03	4.04	3.43	3.00	4.02	3.02	3.54	3.90	3.72	3.84	3.90	3.56	3.99	3.51	4.13
(g) Cost charged for purchase of water meter	3.65	3.32	3.47	3.82	3.37	3.46	2.50	4.17	4.00	4.00	2.94	2.00	4.02	2.96	4.00	3.93	3.92	4.05	3.71	3.63	3.49	3.57	4.06
	TOTAL	LIST OF WATER SERVICE PROVIDERS																					
		Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Muranga	Lodwar	Laikipia	Kericho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
COMMUNICATION	3.28	3.30	3.61	3.20	3.52	3.07	2.25	4.03	3.97	3.53	2.79	2.75	3.73	2.74	2.97	3.83	3.23	3.45	3.71	3.10	3.11	3.12	3.80
(a) Informing customers in advance (in case of planned rationing)	3.10	3.26	3.53	3.14	3.29	2.96	1.50	3.80	3.87	3.33	2.40	3.00	3.60	2.77	2.81	3.89	3.08	3.03	3.38	3.12	2.71	2.60	3.39
(b) Efficiency in answering customers' letters/telephones/emails	3.31	3.29	3.80	3.14	3.44	2.82	3.00	4.00	3.90	3.44	3.02	2.00	3.71	2.77	3.19	3.92	3.24	3.76	3.47	3.20	3.21	3.25	4.23
(c) Adequate & reliable information on	3.30	3.35	3.57	3.14	3.69	3.25	2.17	4.17	4.06	3.63	2.87	4.00	3.81	2.69	3.04	3.65	3.29	3.30	3.83	2.98	3.20	3.28	3.67

water saving methods																							
(d) Adequate information on complaints procedure	3.39	3.29	3.53	3.41	3.65	3.25	2.33	4.17	4.03	3.70	2.89	2.00	3.81	2.75	2.85	3.87	3.32	3.70	4.17	3.10	3.31	3.34	3.91
	TOTAL	LIST OF WATER SERVICE PROVIDERS																					
		Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Murang'a	Lodwar	Laikipia	Kericho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
CUSTOMER CARE	3.68	3.29	3.80	3.34	3.60	3.80	3.47	4.23	3.95	3.59	3.26	2.60	3.92	3.64	3.58	4.07	3.74	3.86	3.65	3.57	3.45	3.56	4.19
(a) Ease of accessing a person in customer care department	3.65	3.32	3.87	3.23	3.52	3.74	3.67	4.27	3.90	3.19	3.13	2.00	4.00	3.83	3.31	4.03	3.63	3.95	3.33	3.61	3.59	3.66	4.13
(b) Politeness and helpfulness of person dealing with you	3.79	3.32	4.13	3.32	3.58	3.88	3.33	4.23	3.90	3.37	3.26	2.00	3.98	3.75	3.92	4.18	3.86	4.05	3.66	3.72	3.69	3.74	4.34
(c) Ability to solve problems quickly	3.51	3.29	3.60	3.36	3.35	3.67	3.17	4.17	3.94	3.63	3.09	4.00	3.81	3.44	3.35	3.96	3.63	3.62	3.73	3.35	3.12	3.18	4.09
(d) Listening to you (when you have a problem)	3.81	3.26	3.73	3.36	3.65	3.93	3.67	4.33	4.00	3.81	3.55	2.00	3.93	3.69	4.00	4.18	3.84	3.86	3.82	3.76	3.51	3.73	4.37
(e) Customer care staff being to resolve problems	3.63	3.26	3.67	3.41	3.88	3.78	3.50	4.13	4.03	3.96	3.26	3.00	3.88	3.48	3.31	4.01	3.71	3.81	3.71	3.44	3.36	3.49	4.01
	TOTAL	LIST OF WATER SERVICE PROVIDERS																					
		Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Murang'a	Lodwar	Laikipia	Kericho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
SAFETY MEASURES	3.57	3.27	3.80	3.15	3.74	3.45	3.50	4.18	3.97	3.73	3.13	2.33	4.07	3.50	2.99	4.16	3.27	4.12	3.83	3.39	3.50	3.58	4.20
(a) Provision of properly cleaned /purified water	3.75	3.29	3.97	3.14	3.63	3.67	3.83	4.27	3.97	3.63	3.06	2.00	4.26	3.54	3.15	4.24	3.61	4.41	3.55	3.68	4.00	3.84	4.33
(b) Proper connections that do not lead to/have water	3.57	3.26	3.93	3.14	3.88	3.45	3.50	4.30	4.00	3.78	3.15	4.00	4.02	3.79	3.08	4.06	3.24	4.03	3.94	3.38	3.34	3.61	4.13

leaks																							
(c) Quick response to water and sewer leaks/bursts	3.38	3.26	3.50	3.18	3.69	3.22	3.17	3.97	3.94	3.78	3.17	1.00	3.93	3.17	2.73	4.18	2.96	3.92	3.99	3.13	3.16	3.28	4.14
	TOTAL	LIST OF WATER SERVICE PROVIDERS																					

Overall perception
Index
Overall Mean

Overall Index	Kirinyaga	Gusii	Lodwar	Embu	Nithi	Nyeri	Busia	Eldoret	Kakamega	Kitui	Thika	Nakuru Urban	Mombasa	Kisumu	Nairobi	Laikipia	Kericho	Bungoma	Garissa	Mavoko	Kilifi	Murang'a
70%	66%	74%	66%	72%	70%	61%	83%	79%	71%	61%	51%	79%	67%	66%	79%	69%	77%	74%	68%	68%	68%	77%
3.52	3.30	3.72	3.29	3.61	3.50	3.06	4.14	3.95	3.57	3.07	2.56	3.93	3.35	3.32	3.93	3.44	3.83	3.72	3.38	3.39	3.40	3.87

Customer Satisfaction Attributes-Water Consumers aware of WASREB

	TOTAL	LIST OF WATER SERVICE PROVIDERS																					
		Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Murang'a	Lodwar	Laikipia	Kericho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
Developing guidelines for fixing of tariffs	3.76	4.00	4.00	3.57	3.60	4.00	4.00	4.00	4.00	4.60	3.82	4.00	3.60	3.72	3.82	4.13	3.95	3.50	3.00	4.00	3.67	4.00	4.00
Monitoring the national water services strategies (NWSS)	3.70	3.00	3.00	4.00	4.00	2.50	4.00	3.33	4.00	4.00	4.00	3.00	3.71	3.69	3.56	4.18	3.20	3.67	3.88	3.25	4.00	3.00	4.00
Issuing licenses for provision of water services	3.69	4.00	4.00	3.78	3.35	3.00	4.33	3.40	3.00	3.00	1.00	3.00	3.00	4.00	4.00	4.03	4.00	4.00	4.33	3.67	3.72	3.94	3.73
Determining standards for provision of water services	3.62	4.00	4.33	3.25	3.25	4.50	4.00	4.00	2.00	3.50	4.00	3.00	3.50	4.00	3.68	4.06	3.31	3.00	3.58	3.69	3.84	3.64	3.52
Engaging with stakeholders for better management of water services	3.59	4.00	4.00	4.00	3.00	2.00	4.50	3.71	3.69	3.44	3.40	3.75	3.60	3.50	3.33	4.00	4.00	4.00	4.40	3.33	3.20	3.50	4.00
Developing guidelines for efficient management of water services	3.58	4.00	4.00	3.25	4.50	4.00	3.00	3.00	4.00	3.64	4.00	2.67	3.45	3.71	4.00	4.00	3.07	3.50	3.50	3.67	2.33	2.00	4.17
Disseminating information on water services	3.57	4.00	3.57	4.00	1.00	2.50	4.25	3.76	2.50	2.00	3.33	3.80	3.89	3.68	3.45	3.25	3.50	2.50	4.00	4.00	3.50	3.48	3.67
Developing Service Provision Agreements (SPAs)	3.52	3.00	4.00	4.00	4.00	1.00	2.67	4.25	4.00	3.86	3.00	3.42	3.65	3.44	4.00	3.55	2.57	3.00	4.00	4.00	3.85	3.53	3.38
Enforcing regulation	3.51	4.00	3.40	4.00	4.00	3.75	3.00	3.39	4.33	3.00	4.00	3.33	3.47	3.57	4.29	3.75	3.38	3.38	3.38	3.82	3.29	3.38	3.13
Publishing forecasts and projections on water services	3.50	4.00	3.00	2.00	5.00	3.86	5.00	3.79	2.83	3.60	3.00	3.83	3.67	3.00	4.00	3.50	3.29	3.44	5.00	3.00	3.25	2.75	4.00
Monitoring compliance with established standards	3.35	4.00	3.11	3.25	4.00	4.00	2.67	2.00	3.33	3.64	4.50	2.00	3.00	3.22	3.54	3.45	3.61	3.13	3.10	4.00	3.00	2.00	4.00
Establishing procedures	3.35	4.00	4.00	3.00	2.25	5.00	3.00	3.00	3.56	3.00	3.88	3.00	3.75	2.83	2.00	4.00	4.00	4.00	2.00	4.33	2.92	3.75	3.00

for handling consumer complaints																							
Advising the cabinet secretary on matters related to water services	3.16	3.80	3.50	2.00	2.00	2.80	2.00	2.67	3.60	3.00	4.00	2.50	2.50	3.00	2.67	4.00	2.00	4.00	2.90	3.20	3.67	2.00	3.50
Overall Satisfaction (Mandate Execution)	3.53	3.83	3.69	3.39	3.38	3.30	3.57	3.41	3.45	3.41	3.53	3.18	3.45	3.49	3.56	3.84	3.38	3.47	3.62	3.69	3.40	3.15	3.70
Overall Satisfaction (Mandate Execution)	70.6%	77%	74%	68%	68%	66%	71%	68%	69%	68%	71%	64%	69%	70%	71%	77%	68%	69%	72%	74%	68%	63%	74%
	LIST OF WATER SERVICE PROVIDERS																						
	TOTAL	Bungoma	Busia	Garissa	Kakamega	Thika	Kilifi	Kirinyaga	Gusii	Kitui	Mavoko	Murang'a	Lodwar	Laikipia	Kericho	Embu	Nakuru Urban	Nyeri	Eldoret	Nairobi	Kisumu	Mombasa	Nithi
Access to water services has improved	3.70	3.39	3.90	3.23	3.54	3.96	3.00	4.20	3.90	3.59	2.75	4.00	4.05	4.00	4.00	3.87	3.84	3.97	3.67	3.47	3.84	3.31	4.10
The service I get is reliable	3.68	3.29	3.70	3.36	3.88	3.74	3.00	4.33	3.97	3.74	3.15	4.00	3.95	3.81	3.58	3.96	3.59	3.89	3.91	3.47	3.56	3.41	4.51
The quality of services I receive is good	3.67	3.29	3.90	3.55	4.04	3.74	3.00	4.23	3.94	3.74	3.09	4.00	4.00	3.58	3.65	3.82	3.63	3.97	3.86	3.44	3.63	3.53	4.23
My water service provider is well run	3.60	3.29	3.90	3.41	3.81	3.69	3.00	4.27	4.00	3.81	2.94	3.00	4.02	3.40	3.88	3.73	3.62	3.81	3.80	3.42	3.60	3.36	3.79
Prices charged for water are fair	3.56	3.35	3.47	3.27	3.56	3.30	3.00	4.30	4.03	3.70	3.00	4.00	4.00	3.19	3.92	3.68	3.90	3.70	3.95	3.37	3.72	3.58	3.37
There is commendable effort to extend water access to the poor	3.53	3.29	3.67	3.77	3.62	3.93	2.50	4.20	3.97	4.19	3.08	4.00	4.02	2.58	3.69	2.90	3.90	2.78	3.66	3.33	3.46	3.24	3.80
Access to water sewerage services has improved	3.51	3.29	3.80	3.18	3.46	3.92	2.67	4.23	3.90	3.41	2.92	4.00	4.05	3.58	3.92	3.42	3.80	3.95	3.69	3.25	3.65	3.18	2.44
Consumers are involved in setting of prices of water	3.07	3.23	3.70	3.27	3.69	3.40	2.17	4.10	3.90	3.74	2.62	3.00	3.79	1.73	3.15	2.55	3.08	2.59	3.72	2.88	2.91	2.76	2.76
Overall Satisfaction (Mandate Execution)	3.54	3.30	3.75	3.38	3.70	3.71	2.79	4.23	3.95	3.74	2.95	3.75	3.99	3.23	3.73	3.49	3.67	3.58	3.78	3.33	3.55	3.30	3.63
Overall Satisfaction (Mandate Execution)	70.8%	66%	75%	68%	74%	74%	56%	85%	79%	75%	59%	75%	80%	65%	75%	70%	73%	72%	76%	67%	71%	66%	73%