



**CUSTOMER SATISFACTION
SURVEY REPORT
JUNE 2025**

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EXECUTIVE SUMMARY

The Customer Satisfaction Survey, conducted by the University of Nairobi Enterprises and Services (UNES) Limited on behalf of the Water Services Regulatory Board (WASREB), sought to assess customer perceptions, satisfaction levels, and awareness of WASREB's regulatory functions. The survey engaged a broad range of stakeholders, including Water Service Providers (WSPs), county governments, and consumer groups, achieving a response rate of 60.5%, though participation from county governments was notably limited.

Findings from the survey reveal a generally positive perception of WASREB's performance, with an overall Customer Satisfaction Index (CSI) of 83.47%. Respondents expressed strong confidence in WASREB's regulatory role, particularly in setting and regulating water tariffs, enforcing water quality standards, protecting consumer rights, and promoting accountability within the sector. Consumers also demonstrated a high level of awareness regarding WASREB's mandate, regulatory functions, and initiatives aimed at improving service reliability and accessibility.

Nonetheless, the survey identified several areas requiring improvement. These include the accessibility and responsiveness of complaint resolution mechanisms, the transparency of the tariff-setting process, and the alignment and practicality of capacity-building programs. Notably, consumer advocacy groups reported the lowest satisfaction level (58.39%), pointing to concerns over the effectiveness of consumer protection, communication, and regulatory visibility.

Customer feedback further highlighted the need for enhanced capacity-building initiatives, governance reforms, more flexible approaches to tariff regulation, stronger stakeholder engagement, digital transformation, and expanded support for rural service delivery. Further, priorities include improving monitoring and evaluation systems, regulating informal providers, and establishing decentralized regional offices for improved local oversight.

In sum, while the survey affirms WASREB's overall effectiveness and strong performance as a regulator, it also underscores the need for strategic improvements, particularly in strengthening consumer engagement, advancing adaptive regulatory practices, and promoting inclusive and equitable water service delivery.

SECTION I: INTRODUCTION

This analysis report presents the findings, interpretations, and insights derived from the recently concluded Customer Satisfaction Survey commissioned by the Water Services Regulatory Board (WASREB). The survey was undertaken in line with WASREB's commitment to continuously enhance the quality of water and sanitation services nationwide continuously. The analysis herein is based on data collected from a wide spectrum of stakeholders, interpreted through both quantitative and qualitative lenses, and aligned with the Terms of Reference (ToR) outlined in the consultancy contract between the University of Nairobi Enterprises and Services (UNES) Limited and WASREB.

1.1 Background

The Water Services Regulatory Board (WASREB) is a state corporation established under the Water Act 2002 and reconstituted under the Water Act 2016, which came into effect in April 2017. WASREB's core mandate is to safeguard the rights and interests of consumers while ensuring the viability and accountability of the water services sector.

WASREB fulfills this mandate by setting national service standards, monitoring compliance, approving tariffs, and supporting continuous service improvement by water service providers (WSPs). Under Section 72 of the Water Act 2016, WASREB is also mandated to regulate licensees, promote investment, inspect water services infrastructure, and maintain a national database on water services.

To operationalize its functions, WASREB has streamlined its regulatory focus into six key areas:

1. Licensing water service providers,
2. Regulating tariffs to ensure affordability and sustainability,
3. Setting and enforcing water quality standards,
4. Protecting consumer rights,
5. Building capacity within the sector,
6. Setting performance standards for equitable access.

1.2 Purpose of the Customer Satisfaction Survey

The primary purpose of this survey was twofold:

1. To assess the satisfaction levels of external customers with the services they receive, in alignment with WASREB's mandate, and
2. To provide insights that would inform the development of an effective communication strategy, leading to measurable improvements in service delivery.

In essence, the survey was conducted with the overarching goal of evaluating customer satisfaction. The findings from this assessment would then serve as the foundation for designing a communication strategy that enhances customer engagement and service effectiveness.

1.3 Objectives of the Survey

The specific objectives were to:

1. Establish the extent to which consumers understand the meaning of water as a right,
2. Establish consumers' knowledge, attitudes, and practices in water services regulation,
3. Establish the extent to which consumers understand their roles and obligations in water service provision.
4. Rate the levels of satisfaction with WASREB's mandate,
5. Establish the levels of satisfaction among consumers on WASREB's role as a regulator of water service provision, and
6. Establish the extent to which consumers understand WASREB's role in enhancing the water right.

Specific objectives 1 to 3 initially anticipated the inclusion of direct water consumers. However, following discussions, it was determined that engaging direct consumers fell outside the Board's direct sphere of control and was more appropriately the responsibility of Water Service Providers. As a result, these objectives were excluded from the survey.

Objectives 4 and 5, which were closely related and aligned with WASREB's regulatory mandate, were merged to eliminate redundancy. Consequently, the survey was streamlined and limited to focus on WASREB's six core regulatory functions.

SECTION II METHODOLOGY

This section presents the methodology employed during the execution of the customer satisfaction survey. It covers the research design, population and sampling, data collection and analysis procedures, and the satisfaction threshold that guided interpretation of results. The approach adhered to the Terms of Reference (ToR).

2.1 Process

The survey followed a participatory approach, engaging various stakeholders throughout the study to ensure the outputs met WASREB's expectations. The process involved the development of research tools, data collection, data cleaning, analysis, and reporting. This process ensured the validity, reliability, and relevance of the findings.

2.2 Research Design

This study employed a descriptive research design to collect relevant data, making it well-suited for a point-in-time survey aimed at capturing customer perceptions during the survey period. To ensure a comprehensive analysis, a mixed-methods approach was adopted, incorporating both quantitative and qualitative data collection means for triangulation.

2.3 Population and Sampling

The survey targeted both primary and secondary customers of WASREB, as defined in the scope of work. The primary customers included:

- Nine Water Works Development Agencies (WWDAs)
- 32 Water Service Providers (WSPs) sampled from the WWDAs
- County governments from 32 counties (drawn across 8 regions)
- The Ministry of Water, Sanitation and Irrigation

Secondary customers included:

- Water Sector Trust Fund
- Kenya National Bureau of Statistics (KNBS)
- Water Resources Authority (WRA)
- Kenya Water Institute (KEWI)
- Water Services Providers Association (WASPA)
- Consumer Federation of Kenya (COFEK)

Table 1 shows the targeted sample size for each category.

Table 1: Targeted Sample Size

	Customer Category	Realized Sample
1	Water Works Development Agencies	9
2	County Governments	32
3	Water Service Providers	32
4	Ministry of Water, Sanitation and Irrigation	1

5	Water Sector Trust Fund	1
6	Kenya National Bureau of Statistics	1
7	Water Resources Authority	1
8	Kenya Water Institute	1
9	Water Services Providers Association	1
10	Consumer Federation of Kenya	1
Total		80

2.4 Customer Satisfaction Factors

The survey assessed multiple dimensions of customer satisfaction, including:

1. Knowledge of WASREB’s mandate to its customers;
2. WASREB’s regulatory roles
3. Customer Care variables
 - a) Service delivery and standards
 - b) Outcome of services sought through physical visits to WASREB
 - c) Outcome of services sought through telephone
 - d) Outcome of services sought through email
 - e) Outcome of services sought through the website
 - f) Outcome of services sought through letters
 - g) Communication and engagement
4. Quality of Service – measured by reliability, assurance, tangibility, empathy, and responsiveness (RATER)

2.5 Data Collection Process

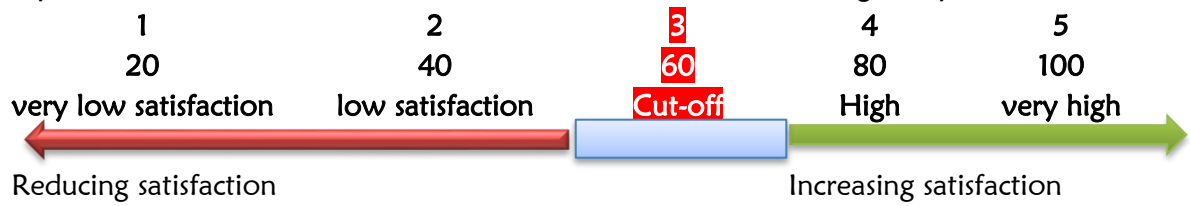
Data was collected using a structured questionnaire administered through Kobo Toolbox, while key informant interviews were conducted using a pre-developed interview guide by a member of the technical team. This approach enabled real-time monitoring of responses and data management. Given the relatively slow pace of virtual data collection, adequate time and resources were allocated to ensure successful data capture and completeness.

2.6 Data Analysis

Data were analyzed using SPSS Version 20 and Microsoft Excel to generate both descriptive and inferential statistics. Kobo Toolbox also provided preliminary analytics to support the initial review. Qualitative data were analyzed through content analysis, which involved organizing, interpreting, and extracting key themes aligned with the survey objectives. This process was supported by Python software, which facilitated the generation of Word Cloud visualizations. The data analysis team harmonized the quantitative and qualitative datasets and conducted a systematic evaluation of satisfaction levels across various dimensions and customer categories.

2.7 Satisfaction Threshold

A five-point Likert scale was used to rate satisfaction, with the following interpretation:



An index above 60% was considered satisfactory, while values below indicated areas needing improvement. The final Customer Satisfaction Index (CSI) was calculated using means, standard deviations, and correlation coefficients across the evaluated variables.

SECTION III: PRESENTATION OF THE FINDING

3.0 Introduction

This chapter presents the analysis and interpretation of data collected during the WASREB Customer Satisfaction Survey. The survey aimed to assess stakeholder perceptions, satisfaction levels, and awareness of WASREB's regulatory functions. Using a mixed-methods approach, the findings provide insights into customer experiences across six core regulatory areas: licensing, tariffs, water quality, consumer rights, capacity building, and performance standards.

3.1 The Respondents

This section presents the response rate and background information.

3.1.1 Response Rate

The response rate of 60.5% is considered sufficiently reliable for generating credible findings. In social survey research, a response rate between 50–60% is generally acceptable, with rates above 60% deemed good, especially when surveying institutional stakeholders who often face constraints on availability or ambiguity as to who should be the respondent. Notably, over-representation in Water Service Providers (WSPs) enhances the reliability of findings, as WSPs are the main implementers of WASREB's regulatory framework. However, significant under-representation was observed for county governments (4 out of 32). This suggests that while operational insights are well captured, perspectives from other customer categories are limited and should be treated with appropriate caution. Overall, the 60.5% response rate offers a strong basis for assessing customer satisfaction in operational areas, with acknowledgement of the said limitations in customer category representation.

3.1.2 Gender Distribution

As illustrated in Figure 1 below, the gender distribution of respondents to the customer satisfaction survey shows a predominance of male participants, who comprised 65.3% of the total sample, while female respondents accounted for the remaining 34.7%.

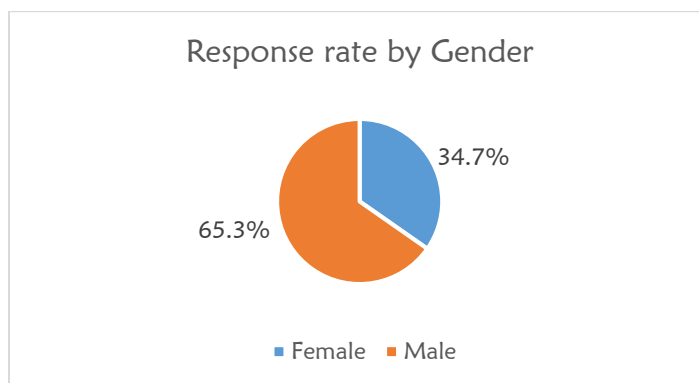
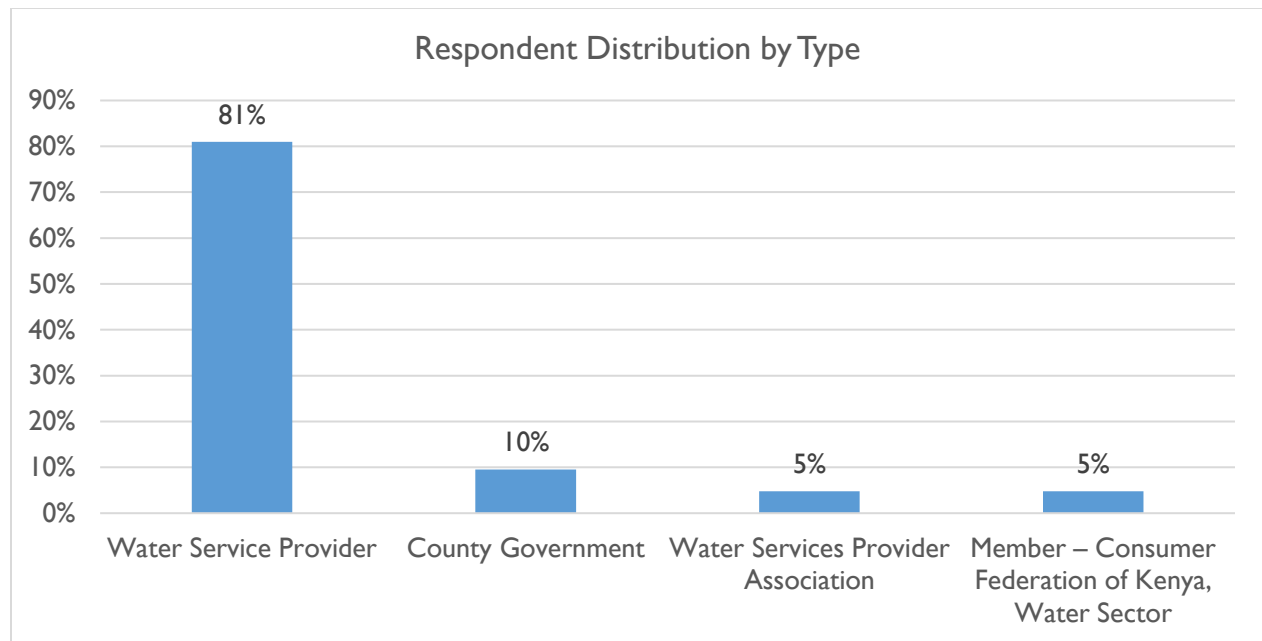


Figure 1: Response Rate

3.1.4 Respondent Distribution by Category

Most respondents (81%) were from Water Service Providers (WSPs); indicating that the survey captured strong input from those directly responsible for delivering water services. County Governments made up 10% of responses, offering insights into local governance and coordination challenges.

Smaller contributions came from the Water Services Provider Association and the Consumer Federation of Kenya, each representing 5% of respondents. Below is a presentation of this distribution.



3.2 The Findings by Objectives

This section presents findings by the objectives of the survey.

3.2.1 Understanding of Water Rights

This section assessed the extent of respondents' understanding of water rights across four dimensions: (a) awareness that access to clean and safe water is a fundamental human right; (b) understanding of the government's responsibility in ensuring universal access to water; (c) belief that water should be distributed equitably, regardless of socioeconomic status; and (d) awareness of the legal frameworks that safeguard the right to water services. The results are presented in Table 2.

Table 2: Level of understanding of water rights

Understanding of Water Rights	Rating					Mean Rating
	1 (Strongly Disagree)	2 (Disagree)	3 (Neutral)	4 (Agree)	5 (Strongly Agree)	

	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) I am aware that access to clean and safe water is a fundamental human right.	2	5%	0	0%	0	0%	3	7%	37	88%	4.74
b) I understand the government's role in ensuring access to water for all citizens	1	2%	1	2%	1	2%	10	24%	29	69%	4.55
c) I believe that water should be provided equitably, regardless of socioeconomic status.	1	2%	1	2%	1	2%	7	17%	32	76%	4.62
d) I am aware of legal frameworks that protect my right to water services.	1	2%	0	0%	4	10%	12	29%	25	60%	4.43

The findings presented in Table 2 indicate a high level of awareness and understanding of water rights among respondents across all four assessed dimensions.

- a) **Awareness that access to clean and safe water is a fundamental human right** recorded the highest mean rating of **4.74**, with a strong majority (88%) strongly agreeing with the statement, and an additional 7% agreeing. Only 5% strongly disagreed, while no respondents disagreed or remained neutral. This suggests widespread recognition of water as a basic human entitlement.
- b) **Understanding of the government's role in ensuring universal access to water** also reflected strong awareness, with a mean rating of **4.55**. A combined 93% of respondents either agreed (24%) or strongly agreed (69%) with the statement. Minimal levels of disagreement or neutrality (6%) were observed, indicating general confidence in the public's comprehension of the state's responsibility in water provision.
- c) **Belief in equitable access to water regardless of socioeconomic status** was similarly high, with a mean score of **4.62**. Most respondents (76% strongly agreed and 17% agreed) affirmed the principle of equity in water distribution. This highlights a shared public value around fairness and inclusivity in access to water services.
- d) **Awareness of legal frameworks protecting the right to water services** had the lowest, though still strong, mean rating of **4.43**. While 89% of respondents either agreed (29%) or strongly agreed (60%), a small portion expressed neutrality (10%) or disagreement (2%). This suggests that, while legal awareness is generally good, there remains room for improvement in educating the public on the specific laws and policies that safeguard their water rights.

Overall, the findings demonstrate a high level of understanding and positive perception regarding water rights, particularly around human rights, equity, and government responsibility. However, slightly lower scores on legal framework awareness point to a need for increased education and advocacy in this area.

3.2.2 Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation

This section assessed consumers' knowledge, attitudes, and practices regarding the regulation of water services by WASREB. The assessment focused on four dimensions: (a) awareness that WASREB is the agency responsible for regulating water services in Kenya; (b) understanding the role of regulations in ensuring the quality and reliability of water services; (c) proactive efforts by consumers to seek information about water service regulations as part of their rights; and (d) belief that regulations set by WASREB contribute for improved water service delivery. The results are presented in Table 3.

Table 3: Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation

Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) I am aware that WASREB is responsible for regulating water services in Kenya.	2	5%	0	0%	0	0%	2	5%	38	90%	4.76
b) I understand the role of regulations in ensuring the quality and reliability of water services.	2	5%	0	0%	1	2%	7	17%	32	76%	4.60
c) I actively seek information about water service regulations and my rights as a consumer.	1	2%	0	0%	7	17%	15	36%	19	45%	4.21
d) I believe that regulations set by WASREB help improve water service delivery.	2	5%	1	2%	1	2%	15	36%	23	55%	4.33

The findings from Table 3 reveal generally high levels of awareness and positive attitudes among consumers regarding the regulation of water services by WASREB, with varying degrees of active engagement.

- a) **Awareness that WASREB regulates water services in Kenya:** received the highest level of agreement, with a **mean rating of 4.76**. A vast majority of respondents (90%) strongly agreed, and an additional 5% agreed with the statement. Only 5% strongly disagreed. This indicates widespread awareness of WASREB's regulatory mandate.
- b) **Understanding the role of regulations in ensuring the quality and reliability of water services:** also scored highly, with a **mean rating of 4.60**. A total of 93% of respondents either strongly agreed (76%) or agreed (17%), suggesting strong recognition of the value of regulations in safeguarding service standards.

- c) **Active information-seeking behaviour regarding water regulations and consumer rights:** had a relatively lower, but still positive, **mean rating of 4.21**. While 81% of respondents agreed (36%) or strongly agreed (45%) with the statement, 17% remained neutral. This suggests that although many consumers value their rights, fewer take proactive steps to stay informed, pointing to a potential area for consumer empowerment.
- d) **Belief that WASREB’s regulations help improve service delivery:** yielded a **mean rating of 4.33**. A combined 91% of respondents agreed (36%) or strongly agreed (55%) with this statement, indicating general confidence in the effectiveness of regulatory measures. However, a small percentage expressed neutrality or disagreement (9%), signalling that perceptions of regulatory impact may not be uniformly strong.

Overall, consumers demonstrate high levels of awareness and positive attitudes toward WASREB’s regulatory role and the importance of water service regulations. However, lower engagement in actively seeking regulatory information suggests the need for increased education and outreach to strengthen consumer participation and awareness of their rights. Strengthening feedback mechanisms and communication could further enhance trust and accountability in the regulatory framework.

3.2.3 Consumers’ Roles and Obligations in Water Service Provision

This section examined consumers’ roles and responsibilities in the provision of water services, focusing on four key dimensions: (a) understanding the obligation to pay water bills promptly to support sustainable service delivery; (b) reporting water leaks, illegal connections, or service disruptions to the relevant authorities; (c) adopting water conservation practices within households or businesses; and (d) engaging with their respective Water Service Providers (WSPs) to provide feedback on service quality. The results are presented in Table 4.

Table 4: Consumers’ Roles and Obligations in Water Service Provision

Consumers’ Roles and Obligations in Water Service Provision	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) I understand my responsibility to pay water bills on time to support sustainable service provision.	1	2%	1	2%	1	2%	10	24%	29	69%	4.55
b) I report water leaks, illegal connections, or service disruptions to the relevant authorities.	2	5%	1	2%	3	7%	11	26%	25	60%	4.33
c) I take measures to conserve water in my household/business.	2	5%	0	0%	2	5%	12	29%	26	62%	4.43

d) I engage with my Water Service Provider (WSP) to provide feedback on service quality.	2	5%	2	5%	1	2%	13	31%	24	57%	4.31
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The results from Table 4 suggest that consumers generally demonstrate a strong sense of responsibility in supporting water service delivery, particularly in areas of bill payment and water conservation, though levels of engagement vary slightly across different obligations.

- a) **Timely payment of water bills to support sustainable service provision:** received the highest level of agreement, with a **mean rating of 4.55**. A combined 93% of respondents either agreed (24%) or strongly agreed (69%) with this responsibility, indicating a strong awareness of the financial obligations necessary for maintaining effective water services. Only 6% expressed disagreement or neutrality.
- b) **Reporting water leaks, illegal connections, or service disruptions to relevant authorities:** scored a **mean rating of 4.33**. The majority of respondents (86%) either agreed (26%) or strongly agreed (60%), showing that most consumers recognize their role in safeguarding water infrastructure and reducing losses. However, a combined 14% reported disagreement or neutrality, suggesting there may still be gaps in reporting culture or mechanisms.
- c) **Practicing water conservation at home or in businesses:** also received a strong response, with a **mean rating of 4.43**. About 91% of respondents agreed (29%) or strongly agreed (62%) that they take steps to conserve water, indicating good awareness of environmental responsibility. Only a small minority (10%) were neutral or disagreed, suggesting an opportunity for further behaviour reinforcement through public education.
- d) **Engaging with Water Service Providers (WSPs) to provide feedback on service quality:** received the lowest, though still positive, **mean rating of 4.31**. While 88% of respondents expressed agreement (31%) or strong agreement (57%), a slightly higher percentage (12%) either disagreed or remained neutral compared to the other dimensions. This may reflect limited consumer awareness of feedback channels or low confidence in the responsiveness of WSPs.

Overall, the results reflect a strong sense of consumer responsibility in water service provision, particularly in timely bill payment and water conservation. However, there is a moderate decline in active engagement with service providers and in reporting system irregularities. These areas present opportunities for strengthening consumer participation through improved communication, accessible feedback mechanisms, and public sensitization campaigns.

3.2.4 Levels of Satisfaction with WASREB's Role as a Regulator

This section examined Levels of Satisfaction with WASREB's Role as a Regulator, focusing on four important dimensions: (a) belief that WASREB fairly balances the interests of consumers and Water Service Providers, (b) Belief that WASREB holds Water Service Providers accountable for service delivery, (c) level of satisfaction with the complaint resolution mechanisms facilitated by WASREB, and (d) the extent with which WASREB ensures that water services remain affordable and accessible to all consumers. The results are presented in Table 5.

Table 5: Levels of Satisfaction with WAREB's Role as a Regulator

Levels of Satisfaction with WASREB's Role as a Regulator	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) I believe WASREB fairly balances the interests of consumers and Water Service Providers.	3	7%	2	5%	4	10%	13	31%	20	48%	4.07
b) I am confident that WASREB holds Water Service Providers accountable for service delivery.	1	2%	2	5%	3	7%	14	33%	22	52%	4.29
c) I am satisfied with the complaint resolution mechanisms facilitated by WASREB.	3	7%	2	5%	7	17%	13	31%	17	40%	3.93
d) WASREB ensures that water services remain affordable and accessible to all consumers.	3	7%	0	0%	7	17%	11	26%	21	50%	4.12

The results reveal that across all four dimensions, the mean ratings range from 3.93 to 4.29 on a indicating generally positive perceptions of WASREB's performance. However, there is some variation in how strongly respondents agree with each statement.

- a) **Balancing Interests:** received a mean satisfaction rating of 4.07. Nearly half of the respondents (48%) strongly agreed with this statement, and another 31% agreed, indicating that 79% see WASREB as an impartial regulator. Ten percent were neutral, while a small minority, 5% disagreed and 7% strongly disagreed, felt that more could be done to balance competing interests.
- b) **Accountability:** the mean rating was the highest at 4.29. Over half of respondents (52%) strongly agreed, and 33% agreed, so 85% express confidence in WASREB's enforcement role. Only 7% were neutral, with just 5% disagreeing and 2% strongly disagreeing, highlighting broad trust in the regulator's ability to ensure provider compliance.
- c) **Complaint Resolution:** averaged 3.93. A combined 71% agreed (31%) or strongly agreed (40%) that the processes are adequate, but 17% remained neutral and 12% expressed outright disagreement (5%) or strong disagreement (7%). This dimension shows the greatest proportion—29%—of respondents who are undecided or dissatisfied, suggesting room to enhance transparency and responsiveness in handling complaints.

- d) **Affordability & Accessibility:** the mean score was 4.12. Half of the respondents (50%) strongly agreed and 26% agreed, totaling 76% in favour. Seventeen percent were neutral, and 7% disagreed, indicating that while affordability and access are generally perceived as well managed, about one in four consumers' sees potential to strengthen subsidies or outreach efforts.

Overall, respondents express strong confidence in WASREB's accountability mechanisms and its balancing of interests, with mean scores above 4.00 in those areas. The affordability/accessibility function also rates positively, though 24% remain neutral or dissatisfied. The complaint resolution system, with a mean of 3.93 and nearly 30% not fully satisfied, emerges as the key area for improvement. Focusing on faster, more transparent complaint handling and better communication around outcomes could raise overall satisfaction even further.

3.2.5 Understanding of WASREB's Role in Enhancing the Right to Water

This section examined the understanding of WASREB's role in enhancing the water right, focusing on four important dimensions: (a) a belief that WASREB plays a key role in ensuring that water services are accessible to all, (b) the awareness of WASREB's initiatives to improve water service quality, (c) a belief that WASREB's interventions have led to improvements in water supply reliability, and (d) the confidence in WASREB to advocate for consumers' rights in the water sector. The results are presented in Table 6.

Table 6: Understanding of WASREB's Role in Enhancing the Right to Water

Understanding of WASREB's Role in Enhancing the Right to Water	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) I believe WASREB plays a key role in ensuring that water services are accessible to all.	2	5%	5	12%	3	7%	12	29%	20	48%	4.02
b) I am aware of WASREB's initiatives to improve water service quality.	2	5%	0	0%	7	17%	13	31%	20	48%	4.17
c) I believe WASREB's interventions have led to improvements in water supply reliability.	2	5%	1	2%	7	17%	17	40%	15	36%	4.00
d) I trust WASREB to advocate for consumers' rights in the water sector.	2	5%	2	5%	7	17%	10	24%	21	50%	4.10

The results reveal the following:

- a) **Accessibility of Water Services:** A clear majority of respondents believe that WASREB plays a critical role in ensuring water services are accessible to all. Nearly half of the sample (48%) “strongly agree” and another 29% “agree” with this statement, yielding a combined positive endorsement of 77%. Only 17% are neutral or in disagreement (12% “disagree,” 5% “strongly disagree”). With a mean score of 4.02 out of 5, the data indicate broad recognition of WASREB’s mandate on service accessibility, though a non-negligible minority remains unconvinced.
- b) **Awareness of Quality-Improvement Initiatives:** Awareness of WASREB’s initiatives to enhance water service quality scored the highest of the four dimensions. A total of 79% of respondents agree or strongly agree (48% “strongly agree,” 31% “agree”), while 17% remain neutral and none actively disagree. This dimension achieved the highest mean rating (4.17), reflecting that communication or visibility of quality-improvement programmes has been particularly effective.
- c) **Perceived Reliability Improvements:** Seventy-six percent of respondents perceive that WASREB’s interventions have tangibly improved water supply reliability (40% “agree,” 36% “strongly agree”), with only 7% indicating disagreement and 17% neutral. The mean rating for this item is 4.00, matching the accessibility dimension closely. While the overall sentiment is positive, the slightly lower proportion of “strongly agree” responses suggests there may be room for demonstrating clearer impacts on reliability.
- d) **Trust in Consumer Advocacy:** Half of all respondents (50%) “strongly agree” that they trust WASREB to advocate for consumers’ rights, and an additional 24% “agree,” for a total positive rating of 74%. Seventeen percent are neutral, and 10% express some degree of distrust (5% “disagree,” 5% “strongly disagree”). The mean trust score is 4.10, indicating solid confidence in WASREB’s consumer-protection role, though building that trust further could help convert neutrals into advocates.

Overall, respondents demonstrate a strong understanding and support of WASREB’s multifaceted role in enhancing the water rights. Awareness of WASREB’s quality-improvement initiatives is highest (mean 4.17), followed by trust in consumer advocacy (4.10), accessibility (4.02), and perceived reliability gains (4.00). Each dimension enjoys a clear majority of agreement, yet modest pockets of neutrality or disagreement suggest targeted communication on tangible outcomes especially reliability improvements and continued efforts to reinforce accessibility and trust could further strengthen stakeholder buy-in.

3.2 6 WASREB's Mandate

The survey aimed to assess customer satisfaction with WASREB’s mandate by evaluating perceptions across its six core regulatory functions. This section presents and discusses the key findings from the analysis.

1. Issuing licenses for water distribution and sanitation services to water service providers

This section examined WASREB's mandate of issuing licenses for water distribution and sanitation services to water service providers, evaluated in four dimensions: (a) the competence of water service providers, (b) the monitoring of licensed providers, (c) transparency and fairness of licensing (d) promotion of competitive service quality. The results are presented in Table 7.

Table 7: Issuance of Licenses for water distribution and sanitation services

i) Issuing licenses for water distribution and sanitation services to water service providers	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) The licensing process ensures that only competent water service providers operate.	2	5%	3	7%	2	5%	14	33%	21	50%	4.17
b) WASREB effectively monitors licensed providers to ensure compliance with service standards	2	5%	5	12%	3	7%	11	26%	21	50%	4.05
c) The licensing criteria and process are transparent and fair.	1	2%	1	2%	5	12%	16	38%	19	45%	4.21
d) The licensing process encourages competition and improved service quality.	2	5%	2	5%	4	10%	19	45%	15	36%	4.02

The results reveal the following:

- a) **Competence of Licensed Providers:** A strong majority of respondents (83%) agreed or strongly agreed that the licensing process ensures only competent water service providers are allowed to operate. Specifically, 50% “strongly agreed” and 33% “agreed.” Only a small minority expressed disagreement (5% “strongly disagree,” 7% “disagree”), with a mean rating of 4.17. This indicates substantial confidence in the credibility of WASREB’s licensing system to screen for quality service providers.
- b) **Monitoring for Compliance:** Regarding WASREB’s oversight of licensed providers, half of the respondents (50%) “strongly agreed” that WASREB effectively monitors compliance, with an additional 26% agreeing, making for 76% positive responses. However, 17% expressed some level of disagreement, slightly more than in other dimensions. The mean

rating of 4.05 reflects solid approval but also suggests that improved visibility or enforcement of monitoring efforts may help address remaining scepticism.

- c) **Transparency and Fairness of Licensing:** The licensing process is widely seen as transparent and fair, with a combined 83% of respondents agreeing or strongly agreeing (45% “strongly agree,” 38% “agree”). Only 4% expressed disagreement, while 12% were neutral. The dimension received the highest mean score of 4.21, suggesting strong stakeholder trust in the integrity and fairness of the licensing framework.
- d) **Promotion of Competition and Quality:** A combined 81% of respondents agree that the licensing process promotes competition and improved service quality (45% “agree,” 36% “strongly agree”), with only 10% neutral and 10% disagreeing. The mean score of 4.02 reflects broad endorsement, though somewhat less emphatic compared to other dimensions. This may indicate a perception gap between licensing and tangible market-level improvements.

Overall, respondents express a high level of satisfaction with WASREB’s licensing function. Confidence is strongest in the fairness and transparency of the licensing process (mean: 4.21) and in its ability to ensure competent providers (mean: 4.17). While monitoring and promoting competition are positively rated (means: 4.05 and 4.02, respectively), these areas could benefit from enhanced communication and more demonstrable outcomes to boost stakeholder perception. The consistently high ratings across all four dimensions affirm that licensing is a well-regarded regulatory tool in WASREB’s mandate.

2 Regulating water tariffs and pricing structures

This section examined WASREB’s mandate in regulating water tariffs and pricing structures, assessed across five key dimensions: (a) the fairness and affordability of water tariffs, (b) the transparency of the tariff-setting process, (c) the extent to which affordability is balanced with the financial sustainability of water service providers, (d) the effectiveness of communication regarding tariff adjustments, and (e) the involvement of stakeholders in decision-making processes related to tariff reviews. The results are presented in Table 8.

Table 8: Regulating Water Tariffs and Pricing Structure

ii) Regulating water tariffs and pricing structures	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) WASREB ensures that Water tariffs are fair and affordable.	4	10%	2	5%	5	12%	17	40%	14	33%	3.83
b) The tariff-setting process is transparent and	4	10%	1	2%	5	12%	16	38%	16	38%	3.93

considers consumer needs												
c) WASREB balances affordability for consumers with financial sustainability for water service providers	4	10%	1	2%	3	7%	16	38%	18	43%	4.02	
d) Water tariff adjustments are communicated clearly and in a timely manner.	2	5%	2	5%	5	12%	16	38%	17	40%	4.05	
e) WASREB involves stakeholders in decision-making processes regarding tariff reviews	2	5%	2	5%	4	10%	11	26%	23	55%	4.21	

The results reveal the following:

- a) **Fairness and Affordability of Water Tariffs:** A combined 73% of respondents agreed (40%) or strongly agreed (33%) that WASREB ensures water tariffs are fair and affordable. However, 15% expressed disagreement, and 12% remained neutral. The mean rating of 3.83 suggests moderately strong approval but also indicates room for improvement in ensuring affordability is felt across all consumer categories.
- b) **Transparency of the Tariff-Setting Process:** Approximately 76% of respondents agreed or strongly agreed that the tariff-setting process is transparent and considers consumer needs. Only 12% remained neutral, and another 12% expressed disagreement. The relatively high mean rating of 3.93 reflects general satisfaction with the openness of the process, though some stakeholders may still perceive gaps in clarity or inclusivity.
- c) **Balancing Affordability with Financial Sustainability:** The highest consensus was recorded in this dimension, with 81% of respondents agreeing (38%) or strongly agreeing (43%) that WASREB balances consumer affordability with the financial sustainability of Water Service Providers (WSPs). A mean score of 4.02 confirms strong positive sentiment, indicating that stakeholders recognize WASREB's dual mandate in this regard.
- d) **Communication of Tariff Adjustments:** A total of 78% of respondents agreed (38%) or strongly agreed (40%) that water tariff adjustments are clearly and timely communicated. Only 10% disagreed, and 12% remained neutral. The mean score of 4.05 shows that most stakeholders feel adequately informed, although clarity and timing can still be strengthened for full stakeholder confidence.

- e) **Stakeholder Involvement in Tariff Reviews:** This dimension received the highest approval, with **81%** of respondents either agreeing (26%) or strongly agreeing (55%) that WASREB involves stakeholders in tariff review decision-making processes. The mean score of 4.21 indicates strong endorsement, reflecting positively on WASREB’s participatory approach in regulatory decisions.

Overall, the feedback demonstrates a generally high level of satisfaction with WASREB’s regulatory role in water tariffs and pricing structures. All five dimensions recorded mean ratings above 3.8, with stakeholder involvement and communication scoring particularly high. These results underscore the importance of sustained transparency, inclusive engagement, and timely communication to reinforce trust and regulatory legitimacy in water service delivery.

3 Establishing and enforcing standards for water quality

This section examined WASREB’s mandate in establishing and enforcing standards for water quality, assessed across five key dimensions: (a) the safety of drinking water, (b) enforcement of water quality regulations, (c) consumer confidence in the safety of the water they consume, (d) the promptness of action taken against providers who fail to meet water quality standards, and (e) the extent to which consumers are informed about water quality issues and associated risks. The results are presented in Table 9.

Table 9: Establishing and Enforcing Standards for Water Quality

iii) Establishing and enforcing standards for water quality	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) WASREB ensures that drinking water meets national safety and health requirements	1	2%	2	5%	1	2%	13	31%	25	60%	4.40
b) Water quality regulations are effectively enforced across service providers	2	5%	1	2%	1	2%	17	40%	21	50%	4.29
c) I am confident that the water I receive is safe for consumption	1	2%	1	2%	5	12%	16	38%	19	45%	4.21
d) WASREB takes prompt action against providers who fail to meet water quality standards.	1	2%	5	12%	2	5%	16	38%	18	43%	4.07

e) Consumers are well-informed about water quality issues and risks	1	2%	4	10%	4	10%	18	43%	15	36%	4.00
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The Results reveal the following:

- a) **Safety of Drinking Water:** An overwhelming majority of respondents (91%) agreed (31%) or strongly agreed (60%) that WASREB ensures drinking water meets national safety and health requirements. Only 7% disagreed or strongly disagreed, while a minimal 2% remained neutral. The high mean rating of 4.40 indicates strong stakeholder confidence in WASREB’s role in safeguarding water quality.
- b) **Enforcement of Water Quality Regulations:** A combined 90% of respondents agreed (40%) or strongly agreed (50%) that water quality regulations are effectively enforced across service providers. With only 7% expressing disagreement and a low neutral response (2%), the mean rating of 4.29 reflects strong approval of WASREB’s enforcement mechanisms.
- c) **Confidence in Water Safety:** About 83% of respondents expressed confidence that the water they receive is safe for consumption, with 38% agreeing and 45% strongly agreeing. Only 4% disagreed, and 12% were neutral. The mean score of 4.21 suggests general consumer trust in the safety of water supplied under WASREB’s oversight.
- d) **Prompt Action against Non-Compliant Providers:** While 81% agreed or strongly agreed that WASREB takes prompt action against providers who fail to meet water quality standards, this dimension showed slightly more mixed perceptions. A total of 14% disagreed (2% strongly, 12% disagreed), and 5% were neutral. The mean score of 4.07 remains positive but highlights an opportunity to enhance responsiveness and visibility of enforcement actions.
- e) **Consumer Awareness of Water Quality Issues:** combined 79% of respondents agreed (43%) or strongly agreed (36%) that consumers are well-informed about water quality issues and risks. However, this dimension also had the highest proportion of disagreement (12%) and neutral responses (10%) among the five. The mean score of 4.00 suggests adequate performance, with room to improve public communication and education.

Overall, the results demonstrate a high level of stakeholder satisfaction with WASREB’s role in setting and enforcing water quality standards. The strongest ratings relate to ensuring safety and effective enforcement. However, slightly lower scores on prompt enforcement actions and consumer awareness suggest areas for improvement, particularly in transparency, communication, and responsiveness.

4 Protecting the rights and interests of water consumers

This section examined WASREB’s mandate in protecting the rights and interests of water consumers, assessed across five key dimensions: (a) the effectiveness of mechanisms for addressing complaints and grievances, (b) the transparency and fairness of the complaint resolution process, (c) accountability in handling consumer concerns, (d) the extent to which consumer feedback is taken

seriously, and (e) the accessibility of channels for lodging complaints and making inquiries. The results are presented in Table 10.

Table 10: Protecting the Rights and Interests of Water Consumers

iv) Protecting the rights and interests of water consumers	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) WASREB has effective mechanisms for addressing complaints and grievances	1	2%	2	5%	3	7%	22	52%	14	33%	4.10
b) The complaint resolution process is transparent and fair	1	2%	3	7%	4	10%	20	48%	14	33%	4.02
c) WASREB ensures accountability in water service delivery	2	5%	1	2%	4	10%	18	43%	17	40%	4.12
d) Consumer feedback is taken into account when improving water services	1	2%	2	5%	6	14%	19	45%	14	33%	4.02
e) WASREB provides accessible channels for consumer complaints and inquiries	1	2%	1	2%	6	14%	22	52%	12	29%	4.02

The results reveal the following:

- a) **Effectiveness of Complaint and Grievance Mechanisms:** A strong majority of respondents (85%) agreed (52%) or strongly agreed (33%) that WASREB has effective mechanisms for addressing complaints and grievances. Only 7% disagreed, while 7% were neutral. The mean rating of 4.10 indicates general satisfaction, reflecting positively on WASREB's complaint-handling systems.
- b) **Transparency and Fairness of Complaint Resolution:** 81% of respondents agreed (48%) or strongly agreed (33%) that the complaint resolution process is both transparent and fair. A small portion (9%) expressed disagreement, and 10% remained neutral. The mean rating of 4.02 shows that most stakeholders trust the integrity of the resolution process, though minor concerns remain.
- c) **Accountability in Water Service Delivery:** This dimension recorded a high level of satisfaction, with 83% of respondents agreeing (43%) or strongly agreeing (40%) that

WASREB ensures accountability in water service delivery. Only 7% disagreed and 10% were neutral. The mean score of 4.12 reflects strong stakeholder confidence in WASREB's role in upholding service accountability.

- d) **Consideration of Consumer Feedback:** A total of 78% of respondents agreed (45%) or strongly agreed (33%) that consumer feedback is taken into account when improving water services. However, 14% were neutral and 7% disagreed. The mean score of 4.02 suggests broad agreement but also indicates a need for clearer demonstration of how feedback informs decision-making.
- e) **Accessibility of Consumer Complaint Channels:** Respondents were largely positive on the accessibility of channels for complaints and inquiries, with 81% agreeing (52%) or strongly agreeing (29%). Only 4% disagreed, and 14% were neutral. The mean score of **4.02** indicates good performance, although enhancing visibility or user-friendliness of channels may further improve perceptions.

Overall, the findings indicate strong stakeholder approval of WASREB's efforts to protect consumer rights and interests, with all five dimensions achieving mean ratings above 4.0. The highest satisfaction was noted in accountability and the effectiveness of complaint-handling mechanisms. Nonetheless, moderate levels of neutrality in areas such as feedback consideration and channel accessibility suggest opportunities for WASREB to strengthen communication and demonstrate responsiveness more visibly.

5 Providing training, technical assistance, and capacity building

This section examined WASREB's mandate in providing training, technical assistance, and capacity building, assessed across five key dimensions: (a) the relevance of training and technical support to water sector stakeholders, (b) the effectiveness of capacity-building initiatives, (c) the extent to which the training provided meets stakeholder needs, (d) the accessibility and practicality of training sessions and technical assistance, and (e) the extent to which WASREB regularly updates stakeholders on emerging trends in water service management. The results are presented in Table 11.

Table 11: Providing Training, Technical Assistance, and Capacity Building

v) Providing training, technical assistance, and capacity building	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) WASREB offers relevant training and technical support to water sector stakeholders	1	2%	7	17%	5	12%	16	38%	13	31%	3.79

b) Capacity-building initiatives have improved water service delivery	1	2%	6	14%	5	12%	18	43%	12	29%	3.81
c) The training provided by WASREB meets the needs of stakeholders	1	2%	6	14%	8	19%	18	43%	9	21%	3.67
d) Training sessions and technical assistance are easily accessible and practical	1	2%	6	14%	11	26%	14	33%	10	24%	3.62
e) WASREB regularly updates stakeholders on emerging trends in water service management	1	2%	2	5%	5	12%	23	55%	11	26%	3.98

The results reveal the following:

- a) **Relevance of Training and Technical Support:** A total of 69% of respondents agreed (38%) or strongly agreed (31%) that WASREB provides relevant training and technical support to stakeholders. However, 17% disagreed and 12% remained neutral. With a mean score of **3.79**, the responses suggest moderate satisfaction with the relevance of capacity-building efforts, although a notable minority perceive gaps in alignment with stakeholder needs.
- b) **Improvement from Capacity-Building Initiatives:** Most respondents (72%) acknowledged that WASREB’s capacity-building initiatives have contributed to improved water service delivery. This includes 43% who agreed and 29% who strongly agreed. Still, 14% disagreed and 12% remained neutral. The mean score of **3.81** reflects fairly strong approval, though continuous evaluation and refinement may be needed to enhance impact.
- c) **Alignment of Training with Stakeholder Needs:** The extent to which WASREB’s training meets the actual needs of stakeholders received a more mixed response. While 64% agreed (43%) or strongly agreed (21%), 14% disagreed and 19% were neutral—the highest neutrality in this category. The mean rating of **3.67** is the lowest among the five dimensions, suggesting that tailoring training to diverse stakeholder expectations remains an area for improvement.
- d) **Accessibility and Practicality of Support:** The accessibility and practical applicability of training sessions and technical assistance was another relatively lower-rated area. While 57% of respondents expressed agreement or strong agreement, 14% disagreed and 26% remained neutral—the highest neutral rate in the table. The mean rating of **3.62** implies that more could be done to improve logistical access and the hands-on usefulness of support offered.
- e) **Updates on Emerging Trends in Water Service Management:** This dimension received the most positive feedback, with 81% of respondents agreeing (55%) or strongly agreeing

(26%) that WASREB regularly updates stakeholders on emerging sector trends. Only 7% disagreed and 12% remained neutral. The mean score of **3.98** indicates solid performance in keeping stakeholders informed and aligned with developments in water service management.

Overall, stakeholder feedback indicates general satisfaction with WASREB’s training, technical assistance, and capacity-building role, particularly in providing sector updates and contributing to improved service delivery. However, relatively lower scores on training accessibility, practical application, and alignment with stakeholder needs highlight the need for more targeted, inclusive, and user-friendly capacity development strategies. Addressing these gaps could significantly enhance the effectiveness and reach of WASREB’s support initiatives.

6 Establishing performance standards and service level benchmarks

This section examined WASREB’s mandate in establishing performance standards and service level benchmarks, assessed across five key dimensions: (a) the effectiveness with which WASREB sets and enforces performance benchmarks for water service providers, (b) the extent to which these standards contribute to reliable and efficient water service delivery, (c) the degree to which WASREB ensures equitable access to water and sanitation services for all citizens, (d) the extent to which service providers are held accountable for meeting established benchmarks, and (e) the extent to which WASREB evaluates the impact of its regulations on the effectiveness of service delivery. The results are presented in Table 12.

Table 12: Establishing Performance Standards and Service Level Benchmarks

vi) Establishing performance standards and service level benchmarks	Rating										Mean Rating
	1 (Strongly Disagree)		2 (Disagree)		3 (Neutral)		4 (Agree)		5 (Strongly Agree)		
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	
a) WASREB effectively sets and enforces performance benchmarks for water service providers	2	5%	0	0%	7	17%	18	43%	15	36%	4.05
b) The performance standards contribute to reliable and efficient water service delivery	1	2%	1	2%	3	7%	22	52%	15	36%	4.17
c) WASREB ensures equitable access to water and sanitation services for all citizens	1	2%	3	7%	3	7%	24	57%	11	26%	3.98
d) Service providers are held accountable for meeting performance benchmarks	3	7%	2	5%	1	2%	22	52%	14	33%	4.00

e) WASREB evaluates the impact of its regulations on service delivery effectiveness	1	2%	1	2%	2	5%	24	57%	14	33%	4.17
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The results reveal the following:

- a) **Effectiveness in Setting and Enforcing Performance Benchmarks:** A strong majority (79%) of respondents agreed (43%) or strongly agreed (36%) that WASREB effectively sets and enforces performance benchmarks for water service providers. A relatively high neutral response (17%) and a small 5% of strong disagreement slightly temper this positive perception. The mean rating of 4.05 reflects generally strong stakeholder confidence in this regulatory function, though there may be a need for more visibility or clarity in benchmark enforcement.
- b) **Contribution of Standards to Reliable and Efficient Services:** This dimension received one of the highest ratings, with 88% of respondents agreeing (52%) or strongly agreeing (36%) that WASREB’s performance standards contribute to reliable and efficient water service delivery. Only 4% disagreed or strongly disagreed. The high mean score of 4.17 demonstrates a strong endorsement of the effectiveness of WASREB’s standards in driving service quality.
- c) **Promotion of Equitable Access to Water and Sanitation:** Here, 83% of respondents agreed (57%) or strongly agreed (26%) that WASREB ensures equitable access to water and sanitation services. However, 14% were either neutral or disagreed. The mean score of 3.98 is positive, though slightly lower than others, suggesting that while stakeholders recognize efforts toward equity, implementation gaps or disparities in certain regions may still persist
- d) **Accountability of Service Providers:** A combined 85% of respondents agreed (52%) or strongly agreed (33%) that WASREB holds service providers accountable for meeting performance benchmarks. Disagreement levels were slightly higher here (12% combined), although the low neutral response (2%) indicates that most stakeholders have a firm view on this aspect. The mean score of 4.00 confirms overall satisfaction with WASREB’s oversight role, with some room to strengthen enforcement mechanisms or public visibility of accountability measures.
- e) **Evaluation of Regulatory Impact on Service Delivery:** Respondents expressed high satisfaction with WASREB’s efforts to evaluate the impact of its regulations on service delivery, with 90% agreeing (57%) or strongly agreeing (33%). Only 4% disagreed or were neutral. The strong mean rating of 4.17 reflects a high level of confidence in WASREB’s capacity to monitor and learn from regulatory interventions to improve service delivery.

The results indicate strong stakeholder approval of WASREB’s role in establishing and enforcing performance standards and service level benchmarks. Dimensions related to the impact of regulations and contribution to reliable service scored highest, while equitable **access** and enforcement accountability show slightly lower but still positive ratings. These findings highlight the importance of sustaining rigorous performance monitoring, expanding equitable service delivery, and enhancing transparency in enforcement actions to maintain stakeholder trust.

- c) **Tariff and Affordability:** Words such as “tariff,” “affordable,” and “cost” highlight concerns around water pricing and the perceived fairness of tariff-setting processes. This suggests that affordability remains a critical area of interest or concern for consumers and stakeholders.
- d) **Complaint Mechanisms and Consumer Protection:** Terms like “complaints,” “grievances,” “feedback,” and “mechanisms” point to significant discussion around how responsive WASREB is to consumer issues. This aligns with the guide's questions probing the effectiveness and accessibility of complaint resolution processes.
- e) **Awareness and Engagement:** Words such as “awareness,” “trust,” “role,” “information,” and “initiatives” suggest variability in public understanding of WASREB’s mandate and regulatory interventions. It also reflects perceptions about the regulator’s visibility and stakeholder engagement strategies.
- f) **Capacity Building and Support:** Mentions of “training,” “support,” and “capacity” reveal that WASREB’s technical assistance and institutional strengthening programs are either valued or critiqued, depending on their relevance and accessibility.
- g) **Suggestions and Recommendations:** The inclusion of terms like “improve,” “transparency,” “communication,” and “monitoring” reflects a collective call from stakeholders for greater transparency, improved communication strategies, and robust enforcement.

The Word Cloud offers a thematic snapshot confirming that customer satisfaction hinges on WASREB’s regulatory visibility, complaint handling, tariff transparency, and effectiveness in enforcing standards. It also underscores the need for greater stakeholder engagement and continued investment in building institutional capacity across the sector. These findings largely corroborate the findings from the quantitative data.

3.2.8 Respondents' suggestions for WASREB to improve its service delivery

The respondents were asked to provide suggestions or recommendations that would improve WASREB’s service delivery. The results are summarized by themes and ranked by order of priority based on the frequency and percentages, as indicated in Table 13.

Table 13: Suggestions for WASREB to Improve Service Delivery

Rank	Theme	Frequency	% Share	Interpretation Summary
1	Capacity Building & Training	9	21%	Upskill sector actors to enhance regulation and service delivery.
2	Governance & Institutional Strengthening	7	17%	Improve WSP governance and reduce political interference.
3	Tariff Regulation & Financial Sustainability	6	14%	Allow flexible, transparent tariff reviews responsive to economic conditions.
4	Stakeholder Engagement & Communication	5	12%	Build structured communication channels and partnerships.
5	Digital Transformation & Technology Use	3	7%	Promote tech use for improved regulatory responsiveness.

5	Rural Water Service Delivery	3	7%	Support rural WSPs through benchmarks and monitoring.
5	Monitoring, Evaluation & Feedback	3	7%	Strengthen data-driven performance and accountability.
8	Private Sector Regulation	2	5%	Regulate informal water suppliers for quality and equity.
8	Decentralization & Regional Offices	2	5%	Establish regional offices for greater accessibility.
10	Climate Resilience & Sustainability	1	2%	Integrate climate adaptation into regulation.

The details of these suggestions and their implications are discussed as follows:

- 1. Strong Demand for Capacity Building & Training (21%):** The most frequently cited area for improvement is capacity building. Respondents highlighted the importance of continuous training and technical support for Water Service Providers (WSPs), county officials, and sector professionals. This reflects a recognition that effective regulation and service delivery require ongoing skills development and institutional learning. This demand suggests WASREB could increase its impact through structured training programs and guidelines dissemination.
- 2. Governance & Institutional Strengthening (17%):** There were notable concerns about the governance structures within WSPs, including the influence of politics, weak board appointments, and unclear ownership models. This points to a need for WASREB to strengthen its oversight role, particularly in enforcing governance standards and promoting institutional autonomy for better service outcomes.
- 3. Tariff Regulation & Financial Sustainability (14%):** Respondents criticized rigid tariff structures and called for more flexible and transparent tariff reviews. This feedback reflects the financial strain on WSPs due to insufficient revenue recovery and changing economic realities. WASREB is thus encouraged to revisit its tariff-setting methodologies to ensure financial viability while balancing affordability for consumers.
- 4. Need for Enhanced Stakeholder Engagement (12%):** A significant portion of respondents expressed the need for improved communication and collaboration between WASREB, consumers, county governments, and WSPs. Poor coordination was seen as a cause of confusion and inefficiency, underlining the need for regular stakeholder forums and clear communication protocols.
- 5. Digital Transformation & Technology Integration (7%):** Respondents urged WASREB to leverage technology, including mobile apps and data analytics, to improve responsiveness, transparency, and efficiency. This aligns with global trends in utility regulation, suggesting that digital innovations could enhance regulatory effectiveness and consumer trust.
- 6. Improved Rural Water Service Delivery (7%):** There were calls to prioritize underserved rural and ASAL areas by tailoring benchmarks, increasing funding, and decentralizing oversight. This reflects a concern that current regulatory models may not adequately account for geographic disparities, necessitating a more inclusive and context-sensitive approach.

7. **Stronger Monitoring, Evaluation & Feedback Systems (7%):**The need for robust monitoring and evaluation (M&E) mechanisms was emphasized, including regular field visits, performance tracking, customer feedback, and training needs assessments. This suggests stakeholders want a more data-driven and performance-oriented regulatory framework.
8. **Regulation of Informal/Private Water Providers (5%):** Some respondents highlighted the unregulated nature of private borehole operators and informal suppliers, raising concerns about service quality and equity. WASREB is encouraged to broaden its regulatory scope to include these actors to ensure universal standards.
9. **Call for Decentralization & Regional Offices (5%):** Respondents suggested that WASREB establish regional offices to increase its presence and effectiveness on the ground. This would enhance the Board’s capacity for real-time oversight and tailored support for region-specific challenges.
10. **Climate Resilience & Sustainability (2%):** Though only raised by one respondent, the issue of climate change adaptation in regulatory planning reflects an emerging priority. WASREB is encouraged to integrate climate resilience strategies to future-proof water service delivery.

3.3 Customer Satisfaction Index

3.3.1 Water Service Provider

The Table below presents the satisfaction index from 34 respondents under the category “Water Service Provider.

Table 14: Customer Satisfaction Rating – Water Service Provider

N=34		Mean Rating
1	Understanding of Water Rights	4.69
2	Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation	4.58
3	Consumers' Roles and Obligations in Water Service Provision	4.52
4	Levels of Satisfaction with WASREB's Role as a Regulator	4.21
5	Understanding of WASREB's Role in Enhancing the Right to Water	4.21
	WASREB'S Mandate	
6	Issuing licenses for water distribution and sanitation services to water service providers	4.21
7	Regulating water tariffs and pricing structures	4.11
8	Establishing and enforcing standards for water quality	4.21
9	Protecting the rights and interests of water consumers	4.09
10	Providing training, technical assistance, and capacity building	3.71
11	Establishing performance standards and service level benchmarks	4.11

Grand Mean	4.24
% Mean (Satisfaction Index)	84.84%

The findings from 34 Water Service Providers indicate a generally high level of satisfaction with WASREB's performance, with an overall satisfaction index of **84.84%** and a grand mean rating of **4.24** out of 5. The highest ratings were recorded in areas related to understanding of water rights (4.69), consumer awareness of regulatory practices (4.58), and roles and obligations in service provision (4.52), suggesting strong stakeholder engagement and awareness at the operational level. Moderate satisfaction levels were noted for WASREB's core regulatory functions such as licensing, standard enforcement, and tariff regulation, averaging between 4.09 and 4.21, while the lowest rating was for training and capacity building (3.71), signaling a key area for improvement. Overall, Water Service Providers view WASREB positively, particularly in consumer-related dimensions, but see room to strengthen technical support and institutional capacity-building efforts.

3.3.2 County Government

The Table below presents the satisfaction index from 4 respondents under the category "County Government.

Table 15: Customer Satisfaction Rating – County Government

N=4		Mean Rating
1	Understanding of Water Rights	4.81
2	Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation	4.44
3	Consumers' Roles and Obligations in Water Service Provision	4.31
4	Levels of Satisfaction with WASREB's Role as a Regulator	4.31
5	Understanding of WASREB's Role in Enhancing the Right to Water	3.94
WASREB'S Mandate		
6	Issuing licenses for water distribution and sanitation services to water service providers	4.25
7	Regulating water tariffs and pricing structures	4.40
8	Establishing and enforcing standards for water quality	4.35
9	Protecting the rights and interests of water consumers	4.10
10	Providing training, technical assistance, and capacity building	3.90
11	Establishing performance standards and service level benchmarks	4.50
Grand Mean		4.30
% Mean(Satisfaction Index)		86.02%

The satisfaction ratings from the four County Government respondents reveal a high overall satisfaction index of 86.02%, with a grand mean score of 4.30, indicating a strong positive perception of WASREB's role and services. The highest rating was given to understanding of water

rights (4.81), followed by appreciation for performance standards and tariff regulation. These suggest that counties recognize WASREB’s contribution to structured and rights-based water governance. However, slightly lower ratings for capacity building (3.90) and WASREB’s role in enhancing the water right (3.94) imply some perceived gaps in engagement, support, or clarity around WASREB’s direct impact on rights realization. Overall, County Governments express confidence in WASREB’s regulatory framework but suggest strengthening capacity-building efforts and rights-awareness initiatives.

An important caveat on the findings under this category is the very limited response rate. Thus, the findings may not necessarily reveal the representative true state of affairs.

3.3.3 Member – Consumer Federation of Kenya, Water Sector

The Table below presents the satisfaction index from 2 respondents under the category “Member, Consumer Federation of Kenya, Water Sector”.

Table 16: Customer Satisfaction Rating – Consumer Federation of Kenya, Water Sector

N=2		Mean Rating
1	Understanding of Water Rights	4.81
2	Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation	2.75
3	Consumers' Roles and Obligations in Water Service Provision	3.00
4	Levels of Satisfaction with WASREB's Role as a Regulator	1.50
5	Understanding of WASREB's Role in Enhancing the Right to Water	1.88
<i>WASREB'S Mandate</i>		
6	Issuing licenses for water distribution and sanitation services to water service providers	2.38
7	Regulating water tariffs and pricing structures	1.40
8	Establishing and enforcing standards for water quality	3.60
9	Protecting the rights and interests of water consumers	3.50
10	Providing training, technical assistance, and capacity building	4.20
11	Establishing performance standards and service level benchmarks	3.10
Grand Mean		2.92
% Mean(Satisfaction Index)		58.39%

The feedback from the Consumer representative bodies, respondents, reflects a moderately low overall satisfaction index of 58.39% with a grand mean of 2.92, signaling significant dissatisfaction with WASREB’s performance from a consumer advocacy perspective. While respondents showed strong awareness of water rights (4.81) and appreciated WASREB’s efforts in training and capacity building (4.20) and standards enforcement, they expressed notably low satisfaction with WASREB’s core regulatory functions, particularly in tariff regulation (1.40) and general regulatory role (1.50). Further, WASREB’s perceived contribution to advancing the right to water (1.88) was rated poorly. These findings suggest a disconnect between WASREB’s regulatory actions and consumer-focused

outcomes, emphasizing the need for stronger engagement with consumer bodies, improved transparency in tariff setting, and more visible protection of consumer rights.

3.3.4 Water Services Provider Association

The Table below presents the feedback from respondents under the category "Water Services Provider Association", based on responses from 2 participants.

Table 17: Customer Satisfaction Rating – Water Service Provider Association

N=2		Mean Rating
1	Understanding of Water Rights	3.88
2	Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation	4.50
3	Consumers' Roles and Obligations in Water Service Provision	4.00
4	Levels of Satisfaction with WASREB's Role as a Regulator	4.38
5	Understanding of WASREB's Role in Enhancing the Right to Water	4.13
WASREB's Mandate		
6	Issuing licenses for water distribution and sanitation services to water service providers	4.00
7	Regulating water tariffs and pricing structures	4.20
8	Establishing and enforcing standards for water quality	4.20
9	Protecting the rights and interests of water consumers	4.00
10	Providing training, technical assistance, and capacity building	4.10
11	Establishing performance standards and service level benchmarks	3.50
Grand Mean		4.08
% Mean(Satisfaction Index)		81.59%

The feedback from the Water Service Provider Association indicates a high overall satisfaction index of 81.59% with a grand mean score of 4.08, reflecting strong approval of WASREB's regulatory role and engagement. Respondents expressed high satisfaction with consumer education efforts (4.50), WASREB's regulatory oversight (4.38), and its functions related to tariff regulation, quality standards, and training support, suggesting that the Association views WASREB as an effective and responsive regulator. Slightly lower scores on understanding of water rights (3.88) and performance standards (3.50) point to areas that may benefit from enhanced communication and clearer benchmarks. Overall, the Association's feedback affirms WASREB's credibility while highlighting opportunities for further strengthening of regulatory clarity and performance metrics.

3.4 Overall Satisfaction Index

Table 18 presents a weighted breakdown of the Overall Customer Satisfaction Index for WASREB based on four respondent categories.

Table 18: Overall Satisfaction Index

#	Respondent Category	Freq.	%	Satisfaction Index	Weighted Satisfaction Index
1.	Water Service Provider	34	81%	84.84%	67.87%
2.	County Government	4	10%	86.02%	8.60%
3.	Water Services Provider Association	2	5%	81.59%	4.08%
4.	Member – Consumer Federation of Kenya, Water Sector	2	5%	58.39%	2.92%
Overall Customer Satisfaction Index					83.47%

The overall satisfaction index stands at **83.47%**, reflecting a high level of stakeholder approval for WASREB’s regulatory role across the sector. However, a closer examination of the weighted scores by respondent type reveals important nuances and implications for service delivery. The following are the key observations:

- Water Service Providers (WSPs):** WSPs constitute the majority voice in the sample and significantly influence the overall index. Their high satisfaction score demonstrates confidence in WASREB’s regulatory support, technical engagement, and oversight functions, especially in licensing, tariff regulation, and standards enforcement. However, given their weight, any shift in WSP sentiment would heavily impact the overall satisfaction perception.
- County Governments:** Although county governments gave the highest satisfaction score, suggesting strong alignment between WASREB and devolved units, the finding may not reflect the true state of affairs since the low response rate. WASREB may need to establish why there was very low interest in this survey. But the weighted average indicates that its relative effect on the overall satisfaction index is minimal.
- Water Services Provider Association:** The association’s feedback is also strongly positive, affirming WASREB’s effectiveness in sector regulation and stakeholder engagement. Their ratings support the view that WASREB is promoting collaborative relationships with representative bodies.
- Consumer Federation of Kenya (Water Sector):** This is the lowest-rated category, indicating significant dissatisfaction among consumer advocacy stakeholders, particularly around WASREB’s performance in consumer rights protection, regulatory visibility, and tariff regulation transparency. While the weighted impact is minimal due to low representation, it highlights an important service delivery gap, especially from the end-user advocacy perspective.

SECTION 4: SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

4.0 Introduction

This chapter presents the report's concluding section, summarizing the key findings, drawing conclusions aligned with the survey objectives, and providing actionable recommendations to guide WASREB's next steps.

4.1 Summary of the Findings

This section summarizes the key findings in each of the objectives of the survey.

4.1.2 Understanding of Water Rights

The survey findings reveal a high level of public awareness and understanding of water rights among respondents. There is near-universal recognition that access to clean and safe water is a fundamental human right (mean rating 4.74), strong awareness of the government's responsibility in ensuring universal access (4.55), and broad agreement on the principle of equitable access regardless of socioeconomic status (4.62). Although awareness of the legal frameworks protecting water rights was slightly lower (4.43), it remains strong, with 89% affirming their understanding. These results indicate a well-informed public on core water rights issues, though further efforts are needed to enhance knowledge of the specific legal provisions underpinning these rights.

4.1.3 Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation

The survey findings indicate that consumers hold strong awareness and positive attitudes toward WASREB's role in regulating water services, with widespread recognition of its mandate (mean rating 4.76) and the value of regulations in ensuring service quality and reliability (4.60). While belief in the effectiveness of regulations in improving service delivery is also high (4.33), active information-seeking behavior among consumers is comparatively lower (4.21), with a notable proportion remaining neutral. This suggests that although consumers are generally informed and supportive of regulation, there is a need to enhance outreach, education, and engagement strategies to encourage more proactive consumer involvement and strengthen the regulatory framework's accountability.

4.1.4 Consumers' Roles and Obligations in Water Service Provision

The survey findings reveal that consumers generally exhibit a strong sense of responsibility in supporting water service provision, particularly through timely bill payment (mean rating 4.55) and water conservation practices (4.43). High levels of agreement also reflect awareness of the need to report leaks and illegal connections (4.33), though some gaps remain in reporting behavior. Engagement with Water Service Providers to offer feedback received the lowest, yet still positive, rating (4.31), suggesting room for improvement in promoting participatory communication. Overall, while consumer awareness and commitment are commendable, targeted efforts to enhance feedback channels and promote active engagement can further strengthen consumer roles in water service delivery.

4.1.5 Levels of Satisfaction with WASREB's Role as a Regulator

The survey findings indicate generally positive perceptions of WASREB's regulatory role, with mean satisfaction ratings ranging from 3.93 to 4.29 across four key dimensions. Respondents expressed the highest confidence in WASREB's accountability role (mean 4.29), followed by its efforts to ensure affordability and accessibility (4.12) and balance stakeholder interests (4.07). While these areas reflect strong public trust, the complaint resolution mechanism received the lowest rating (3.93), with nearly 30% of respondents either neutral or dissatisfied. This highlights a need to improve transparency, responsiveness, and communication in addressing consumer grievances to enhance overall satisfaction with WASREB's regulatory functions.

4.1.6 Understanding of WASREB's Role in Enhancing the Right to Water

The survey results reflect strong public understanding and support for WASREB's role in enhancing water rights, with high agreement levels across all dimensions. Awareness of quality-improvement initiatives rated highest (mean 4.17), followed by trust in WASREB's consumer advocacy (4.10), perceptions of improved accessibility (4.02), and reliability of water supply (4.00). While the majority of respondents agreed that WASREB contributes positively in these areas, small pockets of neutrality or skepticism, particularly on accessibility and reliability, indicate opportunities to strengthen stakeholder engagement through clearer communication of impact and ongoing consumer outreach.

4.1.7 Evaluation of WASREB's Mandate

Respondents' perceptions of WASREB's regulatory mandate are summarized below across each of its six core regulatory functions.

1. **Issuing Licenses for Water Distribution and Sanitation Services:** Respondents expressed strong satisfaction with WASREB's licensing function. There was high confidence in the competence of licensed providers (mean: 4.17) and the transparency and fairness of the licensing process (4.21). Monitoring compliance scored positively (4.05), though some stakeholders suggested the need for improved visibility. The licensing framework's role in promoting competition and quality was also acknowledged (4.02). Overall, the licensing mandate is perceived as credible, fair, and effective, with opportunities to enhance perception through more visible enforcement and competitive outcomes.
2. **Regulating Water Tariffs and Pricing Structures:** Stakeholders generally approved of WASREB's role in regulating tariffs. The process was seen as transparent (mean: 3.93), and there was strong confidence in balancing affordability with sustainability (4.02). Communication of tariff adjustments (4.05) and stakeholder involvement (4.21) were particularly well rated. While fairness and affordability scored slightly lower (3.83), the results overall reflect a well-managed process, with continuous stakeholder engagement and timely information as key strengths.
3. **Establishing and Enforcing Water Quality Standards:** WASREB received high marks for safeguarding water quality. The safety of drinking water (mean: 4.40) and enforcement of quality regulations (4.29) were particularly well rated. Consumer confidence in water safety (4.21) and prompt action against non-compliant providers (4.07) also scored

- positively. Awareness of water quality issues received a slightly lower mean (4.00), indicating the need for improved public education. Overall, WASREB is seen as effective in upholding water quality, with room to enhance communication and responsiveness.
4. **Protecting the Rights and Interests of Water Consumers:** Findings show strong satisfaction with WASREB's consumer protection mandate. Complaint and grievance mechanisms (mean: 4.10), accountability (4.12), and fairness of resolution processes (4.02) were rated highly. Consideration of consumer feedback and accessibility of complaint channels both scored 4.02, though moderate neutrality in these areas suggests room to better demonstrate responsiveness and improve access. Overall, stakeholders trust WASREB's consumer protection systems, with potential to strengthen engagement and visibility.
 5. **Providing Training, Technical Assistance, and Capacity Building:** This was the lowest-rated regulatory function, though still positively perceived. Updates on emerging trends scored highest (mean: 3.98), while capacity-building impact (3.81) and relevance (3.79) were viewed as moderately effective. Alignment of training with stakeholder needs (3.67) and accessibility/practicality (3.62) were identified as key areas for improvement. Stakeholders expressed a need for more targeted, user-friendly, and accessible training initiatives to better meet sector needs.
 6. **Establishing Performance Standards and Service Level Benchmarks:** Respondents expressed strong support for WASREB's performance benchmarking role. The highest ratings were for contributions to reliable service (mean: 4.17) and evaluation of regulatory impact (4.17). Setting and enforcing benchmarks (4.05) and ensuring accountability (4.00) were also positively rated. Promotion of equitable access received a slightly lower, yet still favourable, score (3.98). These results highlight stakeholder approval of WASREB's standards framework, while indicating opportunities to enhance equity and visibility of enforcement outcomes.

4.2 Conclusions

The WASREB Customer Satisfaction Survey reveals generally strong stakeholder confidence in the regulator's mandate and performance across its core functions. Respondents demonstrated high awareness of water rights and a solid understanding of WASREB's role in upholding these rights, particularly through quality regulation, licensing, and consumer protection. WASREB's accountability mechanisms and regulatory transparency received commendable ratings, especially regarding tariff-setting, water safety, and performance benchmarking.

While the overall satisfaction index of 83.47% confirms widespread approval, the findings also reveal important areas for improvement. Complaint resolution, consumer feedback mechanisms, and the visibility of enforcement actions, though positively rated, require enhanced communication and responsiveness. Similarly, the relatively lower scores in capacity-building efforts point to a need for more tailored, accessible, and impactful training and technical support.

Stakeholder-level analysis provides further insight. Water Service Providers (WSPs) and representative bodies such as the Water Services Provider Association expressed strong satisfaction, reinforcing WASREB's credibility among sector implementers. However, low participation from

county governments and critical feedback from the Consumer Federation of Kenya highlight gaps in engagement with devolved units and consumer advocacy bodies.

In sum, the survey affirms that WASREB is broadly perceived as a competent and trustworthy regulator. To sustain and enhance this trust, strategic focus should now be directed toward strengthening consumer-centred approaches, refining capacity-building programmes, and deepening outreach to underrepresented customers in the regulatory discourse.

4.3 Recommendations

Besides the suggestions made by respondents in section 3.2.7, the following recommendations have been drawn from the findings per the objectives:

Table 19: Recommendations

Issues/Gaps Identified	Recommendations
The Six Core Regulatory Mandate	
<p>1. Issuing Licenses for Water Distribution and Sanitation Services: Findings Recap: High satisfaction was reported regarding the competence of licensed providers and the fairness of the licensing process. Monitoring and promotion of competition were positively viewed, but with slightly lower scores.</p>	<p>a. Strengthen visibility of compliance monitoring by regularly publishing compliance status reports of licensed providers.</p> <p>b. Enhance competitive outcomes by incorporating incentives for innovation and service excellence in licensing criteria.</p> <p>c. Improve stakeholder communication around the value and impact of licensing on service delivery to increase public awareness.</p>
<p>2. Regulating Water Tariffs and Pricing Structures: Findings Recap: Transparency, stakeholder involvement, and communication of tariff changes scored highly. However, affordability perceptions and fairness received relatively lower ratings.</p>	<p>a. Enhance transparency in tariff reviews by simplifying tariff information and providing clearer justifications for adjustments.</p> <p>b. Strengthen affordability safeguards through targeted subsidies or differentiated tariff structures for vulnerable groups.</p> <p>c. Increase public education on the cost components of water pricing and how tariffs support sustainable service delivery.</p>

<p>3. Establishing and Enforcing Water Quality Standards: Findings Recap: Stakeholders rated enforcement and safety assurance highly. Lower ratings were noted in prompt action against non-compliant providers and consumer awareness of water quality issues.</p>	<ul style="list-style-type: none"> a. Improve public awareness campaigns to educate consumers about water quality standards and risks. b. Accelerate enforcement action and ensure transparency by publicizing sanctions or corrective measures taken against non-compliant providers. c. Enhance consumer-facing dashboards with real-time or periodic water quality data to promote transparency and trust.
<p>4. Protecting the Rights and Interests of Water Consumers: Findings Recap: Stakeholders showed confidence in WASREB's accountability and complaint mechanisms. However, there were moderate concerns regarding the visibility of feedback utilization and the accessibility of complaint channels.</p>	<ul style="list-style-type: none"> a. Expand and publicize user-friendly complaint channels, including mobile, online, and in-person options across counties. b. Institutionalize feedback loops by demonstrating how consumer input influences regulatory decisions or corrective actions. c. Undertake periodic audits of complaint resolution systems to enhance speed, fairness, and responsiveness.
<p>5. Providing Training, Technical Assistance, and Capacity Building: Findings Recap: This was the lowest-rated function. While sector trend updates were appreciated, stakeholder alignment, accessibility, and practicality of training sessions were seen as weak points.</p>	<ul style="list-style-type: none"> a. Redesign training programmes based on stakeholder needs assessments to ensure relevance and applicability. b. Adopt flexible delivery models (e.g., blended learning, regional hubs) to improve accessibility and participation. c. Track the impact of capacity-building through follow-up assessments and integrate lessons into future programs.
<p>6. Establishing Performance Standards and Service Level Benchmarks: Findings Recap: High satisfaction was reported in relation to the contribution of standards to reliability and evaluation of impact. Lower ratings were observed on</p>	<ul style="list-style-type: none"> a. Strengthen equity monitoring frameworks by tracking and reporting service disparities across regions and user groups. b. Increase transparency in benchmark enforcement by publishing provider scorecards and performance audits. c. Promote data-driven performance improvements by offering technical

equitable access and visibility of enforcement actions.	support and peer-learning platforms for underperforming providers.
Other Areas	
7. Understanding of Water Rights: slightly lower scores on legal framework awareness	Increase education and advocacy in this area.
8. Consumers' Knowledge, Attitudes, and Practices in Water Services Regulation: lower engagement in actively seeking regulatory information	Increase education and outreach to strengthen consumer participation and awareness of their rights. Strengthening feedback mechanisms and communication to enhance trust and accountability in the regulatory framework
9. Consumers' Roles and Obligations in Water Service Provision: A moderate decline in active engagement with service providers and in reporting system irregularities.	Strengthen consumer participation through improved communication, accessible feedback mechanisms, and public sensitization campaigns.
10. Levels of Satisfaction with WASREB's Role as a Regulator: Overall, respondents express strong confidence in WASREB's accountability mechanisms and its balancing of interests.	The finding is largely positive, but focusing on faster, more transparent complaint handling and better communication around outcomes could raise overall satisfaction even further
11. Understanding of WASREB's Role in Enhancing the Right to Water: There are modest pockets of neutrality or disagreement.	The finding is largely positive, but there is an opportunity for targeted communication on tangible outcomes, especially reliability improvements, and continued efforts to

	reinforce accessibility and trust could further strengthen stakeholder buy-in
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