

**DETAILS OF PUBLIC CONSULTATION FOR NAROK AND SEWERAGE SERVICES COMPANY LTD
(FOR THE PERIOD 2026/2027 – 2028/2029)**

1.0 Cost and Revenue Structure for the Tariff Period

Expenditure Item	2025/26	2026/27	2027/2028	2028/2029
Operations	146,011,784	152,738,114	159,233,990	166,027,742
Maintenance	26,417,774	28,538,663	30,037,096	31,441,454
Regulatory Levy	6,209,000	8,292,467	8,606,021	8,844,221
Total O&M Costs	178,638,558	189,569,244	197,877,107	206,313,417
Investment Costs	2,393,180	3,692,600	4,647,180	2,690,000
Debt Repayment	-	-	-	-
Total Costs	181,031,738	193,261,844	202,524,287	209,003,417
Total Billing (KSh)	148,092,745	207,311,665	215,150,536	221,105,531
Collection Efficiency	95%	95%	95%	95%
Projected Revenue	140,688,108	196,946,081	204,393,009	210,050,254
O&M Cost Coverage	79%	104%	103%	102%
Total Cost Coverage	78%	102%	101%	101%

2.0 Proposed Change in Water Tariff Structure for the Period

2.1 Water Tariff

Proposed Water Tariff for Narok Water and Sewerage Services Co				
Consumer Categories	Consumption Block	Current Tariff	Consumption Block	Proposed Tariff
	(M³)	(KSh/M³)	(M³)	(KSh/M³)
Domestic/Residential	1-6	90	1-6	140
	7-20	125	7-20	155
	21-50	135	21-50	165
	51-100	145	51-100	175
	101-300	160	101-300	185
	>300	180	>300	200
Multi-Dwelling Units/Gated Communities	Flat rate	130	Flat rate	155
Commercial/Government Institutions	1-50	125	1-50	150
	51-100	145	51-100	165
	101-300	160	101-300	180
	>300	180	>300	200
Schools, Universities, and Colleges	1-600	110	1-600	150
	601-1200	140	601-1200	160
	>1200M ³	160	>1200M ³	180
Water Bowsing Points	Per M ³	130	Per M ³	155
Water Kiosks	Per M ³	35	Per M ³	70

Customers with non-functional meters shall be billed based on the average of the last three months' bills

2.2 Sewerage Tariff

a) Consumers with a Water Connection

Proposed Water Tariff for Narok Water and Sewerage Services Co				
Consumer Categories	Consumption Block	Current Tariff	Consumption Block	Proposed
	(m3)	(KSh/M ³)	(75% of water consumed) (m3)	(KSh/M ³)
Domestic/Residential	1-6	90	1-6	125
	7-20.	125	7-20.	135
	21-50	135	21-50	145
	51-100	145	51-100	155
	101-300	160	101-300	165
	>300	180	>300	180
Multi-Dwelling Units		130	Per M3	135
Commercial/Industrial	1-50	125	1-50	135
	51-100	145	51-100	145
	101-300	160	101-300	165
	>300	180	>300	180
Government/Institutions	1-50	125	1-50	135
	51-100	145	51-100	145
	101-300	160	101-300	165
	>300	180	>300	180
Public Schools, Colleges, and Universities	1-600	110	1-600	135
	601-1200	140	601-1200	145
	>1200m ³	160	>1200m ³	170

b) Consumers without a Water Connection

Sewerage consumers without a water connection shall be charged as follows:

- Single dwelling Domestic unit: Ksh. 350 Per Month
- All other categories: 75% of the Volume of water consumed as per the metered source at the rates specified in 2.2 (a) above.

3.0 Indexation

The utility's tariffs for water and sewerage shall be eligible for annual indexation as per the regulations of the Water Services Regulatory Board (WASREB). The inflation adjustment shall come into effect after a full year of implementation, on the 15th day of July every year, and shall remain in force until the 14th day of July the following year.

4.0 Miscellaneous Charges

These shall be charged as per the approved miscellaneous charges approved by WASREB.

Item/ Service	Charge (Ksh.)
Water Deposit	
Category of consumer	
Domestic	2500
Retail shops less than 10m ³	3000
Retail shops with more than 10m ³	3,500
Bar and restaurants with less than 15 m ³	4000

Item/ Service	Charge (Ksh.)
Bar and restaurants more than 15 m ³	6,000
Hotel class "A" and "B" with less than 150 m ³	12,000
Hotel class "A" and "B" with more than 150 m ³	15000
Hotel class "C" and 'D' less than 150 m ³	18000
Hotel class "C" and 'D' more than 150 m ³	20,000
Hospitals and Health centres with more than 150 m ³	20,000
Hospitals and Health centres with less than 150 m ³	12,000
Schools and other institutions have more than 200 m ³	20,000
Schools and other institutions with less than 200 m ³	10,000
Minor construction sites of more than 200 m ³	15,000
Major construction sites with more than 300 m ³	50,000
Light industries with less than 200 m ³	30,000
Medium industries between 200 m ³ and 300 m ³	50,000
Heavy industries of more than 300 m ³	100,000
Water Kiosks	5,000
Customers with only a sewer connection are to be charged a deposit equivalent to a water connection	
Other Charges	
Service	
New water connection fee – Connection size: ½ inch to 1 inch	2,500
New water connection fee – Connection size: 1.5 inches to 3 inches	7,500
New water connection fee – Connection size above 3inches	15,000
Water Reconnection fee – at meter point	1,000
Water Reconnection fee – at mains	5,000 and double deposit
Tanker – 8000 & 16,000 litres	2,500 & 5,000, respectively, per tanker within the WSP area for all consumers
Sale of water per M ³ at Browsing Point (own tanker)	155
Replacement of stolen or damaged meters	100% of the market cost of the meter
Meter testing on request	500
Special meter reading under the customer's request	500
Sewer Connection- Residential/ Domestic	5,000
Sewer Connection- Commercial, Government, Schools, Universities, and Colleges	7,500
Sewer Connection- Industrial	15,000
Private sewer unblocking	2,500
Leak detection services	1,000
Sewer Reconnection fee	15,000
Printing of the customer's statement on their own request	200
For cutting off the supply at the request of the consumer	200
For turning on the supply other than in respect of a first connection	200
Exhauster Services (Company Exhauster)	5,000 for other customers and 4,000 for informal settlements
Private Exhausters (Dumping into the company's sewer system)	15,000 per Truck per month
Penalties	
Illegal water connection -Commercial, Industry, Construction (Fraud)	100,000 plus estimated consumption during the period of illegality
Illegal water connection (Fraud) – Domestic	30,000 plus estimated consumption during the period of the
Overcharging (fraud) at the water kiosk	15,000
Illegal sewer connection- Commercial, Industry, Construction	100,000
Illegal sewer connection- Domestic, Government, Schools, Universities &	30,000
Self-reconnection after cut-off for non-payment	5,000, and billing to be backdated from the date of the cut-off
Surcharge for tampering with meters (this includes meter removal, meter	5,000
Surcharge for direct suction of water from the supply line using a pump	10,000

5.0 Service Delivery Conditions attached to the Tariff.

The conditions attached to this approval, which shall form part of the license conditions of Narok Water and Sewerage Services Company Ltd, are:

Target	2024/2025	2025/2026	2026/2027	2027/2028	2028/2029
Water Coverage (%)	76.88	78%	80%	82%	83%
Water quality standards (%)	93.49	100% Compliance with Standards			
Personnel Expenditure as % of O&M	36	35%	34%	33%	33%
Maintenance Expenditure as % of O&M	16%	15%	15%	15%	15%
Investment Expenditure as a % of Total		1%	2%	2%	1%
Non-Revenue Water	33	33%	32%	31%	30%
Hours of Supply (Hrs.)	11	12	13	14	15
Staff per 1000 connections	12	12	12	11	11
Metering ratio (%)	100%	100%	100%	100%	100%
Collection Efficiency (%)	89	90%	95%	95%	95%
Resale at Kiosk	Regulate resale by kiosk vendors at Ksh. 5 per 20 litres. Tariffs at kiosks must be displayed at strategic points for public awareness				

5.1 Other Conditions

- i. **Annual budgets:** The utility shall adhere to the budgetary levels set in the tariff.
- ii. **Surpluses:** The surpluses projected to be realised shall be set aside to implement priority service delivery capital projects. NARWASCO shall be required at the end of every financial year to identify the priority project to be implemented and obtain approval from WASREB.
- iii. **Reporting:** The utility shall submit quarterly performance reports to WASREB in the prescribed format.
- iv. **Creation of distinct water and sewer cost centres:** NARWASCO shall create separate water and sewer cost centres and maintain a distinct record of operations of the two centres.
- v. **Catchment Protection:** The utility shall undertake measures to conserve/ protect the catchment areas of their source of water as part of Corporate Social Responsibility.
- vi. **Investments:** The utility shall undertake the investments as follows: -

PROPOSED INVESTMENTS – INTERNALLY GENERATED FUNDS

TARGETTED INVESTMENT	PROJECT AREA	GUIDE	SIZE	DESCRIPTIONS	UNIT COST	QUANTITY	2026/2027	2027/2028	2028/2029
A. Metering	Ilmashariani area	Purchase of 200No Plastic Water meters	DN15	Plastic Meters	5,000	200	250,000	250,000	250,000
		Procurement of 1No GI Pipe-dn15, other pipe fittings for water connections, Threading of GI Pipes, and installations	DN15	Pipes and fittings for customer connections	15,000	200	750,000	750,000	750,000
B. Movable Assets	Narok Scheme and Ololulunga Scheme	Purchase of 4 No Motobikes	155cc	KIBO	150,000	4	300,000	300,000	-
C. NRW REDUCTION PLAN	CAPEX	Installation of a production meter in Ololulunga	DN100	Production meters	124,750	2	249,500		-
		Installation of a DMA meter in the Ilmashariani area	DN100	DMA	167,000	1		167,000	-
		Installation of a production meter in the Suswa area	DN100	DMA	197,000	1		197,000	-
		Procure and install a data logger/memory card for Fanaka and other UFM'S at NWTP	N/A	Production meters	141,840	2	-	283,680	-
		Procurement and installation of the Hass line DMA Meter	ND75	DMA	156,800	1	156,800		-
		Procurement and installation of the CHAMBAL line DMA Meter	DN100	DMA	127,000	1		127,000	-
		Procure and installation of Garage line DMA Meter	DN50	DMA	116,800	1	116,800		-
		Procurement and installation of the Mwamba line DMA Meter	DN100	DMA	197,000	1	197,000		-
		Procurement and Installation of Smart meters for major consumers, selected customers, and the water collection point	DN25	SMART METERING	40,000	6	240,000		-
			DN50	SMART METERING	80,000	2		160,000	-
	DN100		SMART METERING	120,000	2	240,000		-	
	OPEX	Replacement of nonfunctional meters, mainly in the Ololulunga scheme- Already procured	DN15	CUSTOMER METERS	6,000	50		300,000	-
		Procurement and replacement of dilapidated pipes- DN50, to DN100, Upvc PN12.5	DN50	Pipeline	900	250	225,000		-
DN100	Pipeline		1,250	250	-	312,500	-		

		Measurement of minimum night flow for each DMA per Quarter	N/A	DMA	150,000	4	-	600,000	-
D. Water System Extension	Narok town, Ilmashariani, and Ololulunga	Procurement and installation of pipelines to new areas	DN100	HDPE DN100 PN12.5		20	-	-	690,000
			DN50	HDPE DN50, PN12.6		130	-	-	
		Repair Damaged Maholes and replace them	Concrete manholes and covers	Concrete manholes and covers	4,000	150	-	600,000	-
		Installation of a new Manhole	900mm diameter ready-made Manholes	Manholes	10,500	35	367,500		-
E. Treatment Works	Ololulunga	Procurement and installation of chemical dozers at Ololulunga treatment plant		All chemical water dozers - Aum, SODA, ASH, and Chlorine,	200,000	3	-	600,000	-
		Procurement and Replacement of Filter media at ololulunga treatment plant					-	-	1,000,000
		Procurement and installation of chemical dozers at Naroosura Storage Tank		All chemical water dozers - Aum, SODA ASH, and Chlorine,	200,000	3	600,000	-	-
				TOTAL			3,692,600	4,647,180	2,690,000