

NEWSLETTER Aqualink

A PUBLICATION OF THE WATER SERVICES REGULATORY BOARD



- STRENGTHENING WATER AND SANITATION ACCESS IN EMERGING URBAN AND PERI-URBAN AREAS.
- DEVOLUTION CONFERENCE 2025
- ADVANCING DEVOLVED WATER GOVERNANCE FRAMEWORKS
- ENHANCING CONSUMER ENGAGEMENT AND PARTICIPATION
- SUSTAINABLE WATER MANAGEMENT PARTNERSHIPS





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Content Highlights

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Hello Reader,

The final months of 2025 have been vibrant and impactful across the sector. The Regulator undertook several county engagements in Mombasa, Kajiado, Bomet, and Kericho, focusing on strengthening governance and promoting sustainable water service delivery for Kenyans.

In a significant milestone, WASREB, in collaboration with the Kenya School of Government (KSG) and with support from Gatsby Africa, launched a specialized Corporate Governance Training Programme for Board Members and Core Management Teams in the water sector. This five-day accredited course is designed to equip leaders with essential competencies in governance, ethics, finance, risk management, and tariff regulation—fully aligned with the 2024 Corporate Governance Guidelines.

The training targets newly appointed board members and will be delivered by KSG-accredited trainers across KSG campuses in Nairobi, Mombasa, Matuga, Embu, and Baringo, ensuring inclusive access to practical governance tools that strengthen oversight and improve water service delivery nationwide.

This edition also highlights other key initiatives undertaken by the Regulator in advancing access to quality water and sanitation services for all.

Enjoy the read!

Lucy



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Together, these milestones reflect a sector that is evolving—anchored in accountability, strengthened by partnerships, and guided by sound regulation.

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As we continue strengthening the regulatory environment and expanding access to water and sanitation services, I am encouraged by the progress we are making through collaboration, institutional reform, and strategic partnerships. During a recent dissemination workshop, regional Water Service Providers were given an opportunity to critically examine the draft Accountability Tool developed by WASREB. The discussions were robust and insightful, clearly demonstrating that accountability in the water sector is a shared responsibility. No utility operates in isolation. The Accountability Tool provides a practical County Governments, and WASREB, aligning governance structures, performance expectations, and consumer service standards. Regional utilities acknowledged the importance of structured collaboration to address operational, governance, and resource challenges. As a regulator, we remain committed to ensuring accountability is not merely a compliance requirement, but a culture embedded across the entire water service chain. Institutional realignment within the sector also progressed with the adoption of the Itare–Litein Bulk Water Supply Scheme Taskforce Report. In line with the Water Act and the Water Act (Amendment), the scheme will be transferred to the Lake

This transition is expected to streamline operations, strengthen institutional clarity, and enhance water security across Bomet and Kericho counties. We commend the cooperation demonstrated by all stakeholders in advancing this critical reform process. Beyond our borders, WASREB participated in the third Innovation Driven Water Sustainability Conference in Jeddah, organized by the World Bank in collaboration with the Saudi Water Authority. The forum provided a valuable platform to exchange regulatory experiences and explore innovative, digitized approaches to sustainable water governance. We shared Kenya's regulatory journey, including the development of the National Water and Sanitation mobilizing private capital. These global engagements reinforce our commitment to continuous learning and adopting best practices that strengthen service delivery at home. evolving—anchored in accountability, strengthened by partnerships, and guided by sound regulation. We remain steadfast in our mandate to ensure safe, reliable, and sustainable water and sanitation services for all.

Richard Cheruiyot
Ag. CEO, WASREB

DEVOLUTION CONFERENCE 2025

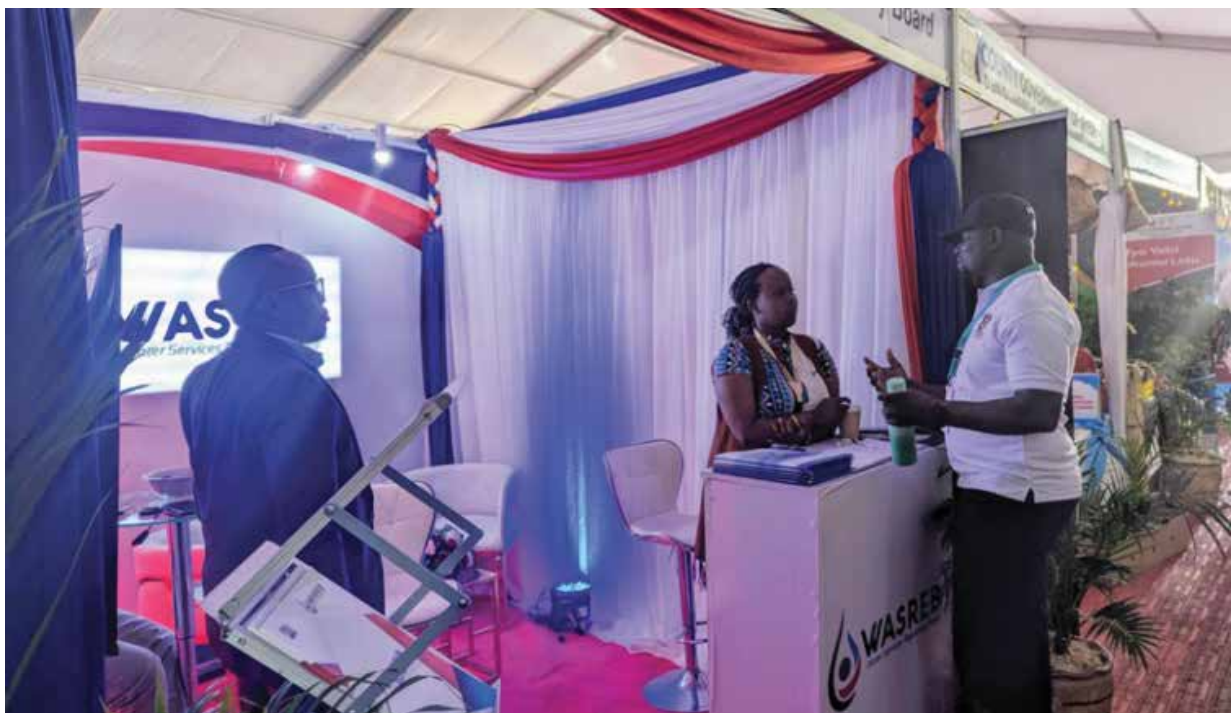
WASREB participated in the 2025 Devolution Conference held in the County Government of Homa Bay, an event officially opened by H.E. William Samoei Ruto. Held under the theme “For the People, For Prosperity: Devolution as a Catalyst for Equity, Inclusion, and Social Justice,” the conference provided a key platform to showcase the role of devolution in enhancing service delivery across the country. As the sector regulator, WASREB highlighted its mandate in ensuring access to clean and safe water through robust regulatory frameworks that promote accountability, efficiency, and consumer protection. At the exhibition stand, WASREB engaged stakeholders and members of the public, creating awareness on water service delivery, regulatory processes, and consumer rights. These interactions strengthened public understanding of the sector and reinforced the importance of regulation in achieving sustainable and equitable water services for all.



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



WASREB Board of Directors (front)



WASREB Ag. CEO Richard Cheruiyot presenting the Report



INNOVATION DRIVEN WATER SUSTAINABILITY CONFERENCE 2025-SAUDI ARABIA

WASREB participated in the third edition of the Innovation Driven Water Sustainability Conference held in Jeddah, Saudi Arabia. The session, organized by the World Bank in collaboration with the Saudi Water Authority (SWA), aimed to promote sustainable water management and good governance through the exchange of knowledge, regulatory experiences, and innovative approaches. It showcased regulatory advancements, particularly the use of modern tools and digitization, while creating a platform for regulators to share experiences and best practices. During the session, WASREB's Ag. CEO Richard Cheruyiot, presented WASREB's regulatory strategy, covering the legal and institutional framework, key regulatory focus areas and tools, as well as lessons learned from Kenya's experience. He also took part in a panel discussion that explored a wide range of issues shaping the water sector. The conversation began with an examination of the role of regulators in today's evolving context, highlighting why regulation remains essential and how regulators can adapt to changing needs. The panel then turned to matters of financing and capital raising, setting the stage for a deeper look into Kenya's recent development of the National Water and Sanitation Investment Plan. He provided insights into the plan and, in particular, discussed how one of its key financing streams—mobilizing private capital—is being supported by WASREB to help utilities attract investment. The discussion concluded with reflections on the major global trends influencing the future of the water sector.



*WASREB Ag. CEO doing his presentation
at the Conference*



Delegates listening on

ASK TRADE FAIR

The Regulator participated in the annual International Show that were scheduled in Mombasa, Central Kenya and Nairobi whose theme was "Promoting Climate Smart Agriculture and Trade Initiatives for Sustainable Economic Growth". The trade fairs created a platform for organizations to showcase their services and products to the public. As a proponent in service delivery, WASREB was able to engage with its stakeholders on matters water and sanitation services at the same time getting direct consumer feedback on some of the challenges they had experienced in the delivery of water and sanitation services. Publications and other IEC materials were also readily available to the public.



WASREB staff engaging consumers

DEVOLVED WATER GOVERNANCE

Kajiado County

1.WASREB Ag. CEO, Richard Cheruiyot held a meeting with the Governor of Kajiado County, Hon. Joseph Ole Lenku to deliberate on the performance of Oololaiser Water Service Provider. The Governor expressed his commitment to supporting the utility in the implementation of a comprehensive turnaround strategy. The discussion also covered the performance of the other four Water Service Providers in the county: Olkejuado, Namanga, Nol Turesh, and Oloitokitok. Also present were the Chairman of Water Sector Trust Fund, the Chairman and MD of Oololaiser Water.



Middle on left - Governor of Kajiado County, Hon Joseph Ole Lenku and next to him right - WASREB Ag. CEO Richard Cheruyiot



Mombasa County Governor Hon. Abdullswamad Sheriff Nassir (in black) and WASREB Board Chair, Ag. CEO and Corporate Secretary & Legal Manager (middle picture)

COLLABORATING FOR IMPACT

Kenya School of Government (KSG)

WASREB collaborated with the Kenya School of Government (KSG) and supported by Gatsby Africa, has launched a specialized Corporate Governance Training for Board Members and Core Management Teams in the water sector. This 5-day accredited course equips leaders with essential skills in areas such as governance, ethics, finance, risk management, and tariff regulation—aligned with the 2024 Corporate Governance Guidelines. The training is for all new board members. The sessions, led by KSG-accredited trainers, will be offered at KSG campuses across Nairobi, Mombasa, Matuga, Embu, and Baringo, ensuring sector-wide access to impactful governance tools for better water service delivery. Kenyan water utilities are grappling with high energy costs, consuming 20–40% of their operation and maintenance budgets, mainly due to electricity-intensive processes. Although energy-saving solutions like solar hybrids and high-efficiency pumps exist, adoption remains low due to high capital costs, limited affordable financing, and data gaps.

To address this, WASREB, supported by the World Bank Group, is guiding eight pilot Water Service Providers (WSPs) to develop bankable energy efficiency (EE) investment projects. These WSPs have completed energy audits and identified viable EE opportunities. A Market Sounding Workshop was held with the aim of connecting these WSPs with private investors. Key objectives include:

1. Showcasing investment-ready EE projects
2. Engaging private sector actors (EPCs, DFIs, etc.)
3. Refining financing models (e.g., leasing, DBFOT, credit guarantees)
4. Shaping enabling policy frameworks

Case studies from Naivasha and Eldoret utilities will highlight successful EE investments and financing models, demonstrating the potential for cost savings and sustainable energy use in the water sector.



Ag. CEO, Richard Cheruiyot (left), Corporate Secretary & Manager Legal, John Muruka and Manager Internal Audit, George Wakaba (right)



Director Licensing, Standards & Advocacy, Eng. James Kigutu



Participants in session



Aquvia Development Works

WASREB Ag. CEO, Richard Cheruiyot, held an engagement with the Director of Aquvia Development Works Mr. Eric Nyandia, who presented a proposed digital solution for enhancing the reporting of Small-Scale and Rural Water Systems. The innovation features: An aggregated dashboard for real-time monitoring
Operational data capture to improve visibility of system performance
Infrastructure mapping for better asset management
Advanced analytics hub, including:-

- AI-powered investment optimization
- Trend and predictive analysis
- Maintenance analytics

The system has the potential to strengthen decision-making and service delivery at the national, county, and community levels, supporting more effective regulation and improving water access across rural areas.



Mr. Eric Nyandia, Director of Aquvia Development (R) and WASREB Ag. CEO Richard Cheruiyot (L)



Capacity Development of Water Service Providers (WSPs)

WASREB, under K-WASH Results Area 3, led a 5-day workshop to strengthen the capacity of Water Service Providers (WSPs) on tariff application and regulatory compliance. This practical session equipped utilities with the right skills and tools to prepare and submit comprehensive tariff applications—promoting financial sustainability, accountability, and good governance in the sector.



Ministry of Water, Sanitation and Irrigation (MWSI)

WASREB collaborated with the Ministry of Water, Sanitation and Irrigation (MWSI) and with support from the Japan International Cooperation Agency (JICA), convened a stakeholders' forum to review the Guidelines for the Preparation of Bankable Project Plans. The forum brought together key stakeholders—including Commercial Banks, Water Works Development Agencies (WWDAs), Water Service Providers (WSPs), the Water Sector Trust Fund (WSTF), and the Kenya National Chamber of Commerce and Industry (KNCCI)—to explore practical strategies for unlocking commercial financing in the water sector. This conversation is especially important in the context of the National Water and Sanitation Investment Plan (NAWASIP), which estimates a total investment need of Ksh. 995 billion between 2023 and 2030. Of this, Ksh. 82 billion is expected to be mobilized through commercial bank financing by Water Service Providers. Achieving this target requires WSPs to develop bankable projects and demonstrate creditworthiness—two areas that were central to the forum's agenda.



Reflecting this financing imperative, the first session focused on refining the draft Guidelines to support the preparation of bankable project plans, while the second session examined the creditworthiness of WSPs as a key factor in attracting commercial investment.



Consumer Clinics

One of the various ways in which WASREB carries out consumer education is through stakeholders' engagement that aims to empower consumers by providing them with relevant information on their right to access clean water. Educating consumers is an effective mechanism to protect them as it assists them in understanding their rights on universal access to water.

WASREB continues to actively engage consumers to raise awareness of their rights and responsibilities regarding water services. In collaboration with Kikuyu Water Company Ltd, the Regulator conducted consumer clinic in Kikuyu, Kiambu County, specifically reaching out to residents of Thogoto. The clinic focused on key issues affecting service delivery, including waste management, procedures for new service connections, and addressing the growing concern of sewer covers theft. Consumers were also sensitized on tariff structures that included sewer tariffs, billing clarity, and available channels for convenient bill payment.

Additionally, the sessions emphasized the role of consumers in managing Non-Revenue Water (NRW) by reporting leaks, bursts, and illegal connections.

WASREB also encouraged the use of formal complaint channels to ensure consumer grievances are promptly addressed.



Public participation on Tariff.

1.Embe Water and Sanitation Company(Mbeere) held a public participation forum to discuss its proposed tariff review, in line with regulatory requirements and the goal of enhancing service delivery. The meeting brought together community members, local leaders, and officials from WASREB, WRA, TWWDA, and Embu County. The company shared the rationale behind the proposed adjustments—including rising costs and the need for infrastructure upgrades. The majority expressed support, recognizing the importance of sustainable, reliable services. The stakeholders gave a nod to WASREB to revise the tariff, paving the way for improved operations.



2. A public consultation meeting in Baringo was conducted, where the stakeholders of Chemususu Water raised key concerns including non-revenue water and rampant meter theft. Despite the challenges, the forum resolved to support the renewal of the utility's license to ensure uninterrupted service delivery. They also endorsed the proposed tariff adjustment, recognizing its role in enhancing operations and sustaining reliable water services across the area



3. WASREB facilitated a public consultation meeting on the proposed tariff review for Meru Water and Sewerage Services Company (MEWASCO). The session brought together stakeholders from the Meru County Government, MEWASCO Board and staff, WRA, consumer representatives, and the business community. MEWASCO presented its operational performance and future investment plans aimed at improving efficiency and service delivery. WASREB outlined sector-wide challenges such as Non-Revenue Water and the financing gap. Responding to public feedback, especially concerns around affordability for low-income households, the proposed domestic tariff for the 1–6 m consumption block was revised downward from KES 125 to KES 95—demonstrating stakeholder engagement and a commitment to equitable access.



4. Public consultation meetings were held for Limuru, Kirandich, Nyeri, and Garissa Water Companies on proposed tariff adjustments. Stakeholders from Limuru, Kirandich, and Garissa Water Companies approved the proposed tariff adjustments. However, Nyeri Water stakeholders deferred approval, pending a review of the proposed tariffs. The forums provided an opportunity for stakeholders to review utility performance, discuss existing challenges, and propose solutions aimed at improving water and sanitation service delivery. The meetings were attended by representatives from County Governments, Water Works Development Agencies, NGOs, CBOs, and consumers, among other key stakeholders.



5. WASREB chaired a public baraza on the proposed tariff adjustment for Kibra who are provided water services by SHOFCO. The community members raised practical concerns about affordability, kiosk reliability and service schedules. Members accepted the tariff proposed while SHOFCO committed to remain transparent and community-led service.





6. Lamu Water and Sewerage Company Ltd (LAWASCO) successfully conducted a public participation exercise on the proposed tariff, during which participants unanimously approved the proposal. Challenges faced by the WSP, included insufficient water resources and low-cost coverage. The County Government reaffirmed its commitment to supporting LAWASCO through electricity cost subsidies and continued investment to enhance the affordability of the tariff.



PUBLIC PARTICIPATION ON LICENSE RENEWAL

1. A public consultation meeting for Vihiga Water and Sanitation Company (VIWASCO) was successfully held, where stakeholders endorsed the renewal of the utility's operating license. The forum provided stakeholders an opportunity to review VIWASCO's performance and discuss strategies for expanding safe, reliable, and affordable water services across the county. A key recommendation was the introduction of a social connection policy—allowing consumers in low-income areas to progressively pay connection fees and deposits alongside monthly bills. This measure will enhance equity and expand access to underserved communities. The session brought together the County Government of Vihiga, local administrators, consumers, and the Lake Victoria North Water Works Development Agency (LVNWWDA), all of whom reaffirmed their support for inclusive and sustainable water service provision.





DRIVING COMPLIANCE AND COLLABORATION IN OLOOLAISER WATER SERVICE AREA

WASREB Ag. CEO Richard Cheruiyot joined Oloolaiser Water Company leadership and stakeholders for a compliance meeting with small-scale water service providers within the Oloolaiser water service area. The meeting provided a platform to review compliance levels, strengthen collaboration, and chart a way forward to ensure that small-scale providers operating within the Oloolaiser service area adhere to set standards. It marked an important step in reinforcing equitable access to clean and safe water for communities across Kajiado North.



BUILDING CAPACITY AND ENHANCING COMPLIANCE IN ATHI REGION WATER UTILITIES

WASREB conducted a compliance and capacity-building workshop targeting Water Service Providers (WSPs) in the Athi region — specifically Kiambu, Murang'a, and Nairobi Counties — as well as AWWDA, Olkejuado, Oloolaiser, and Mavoko WSPs that receive bulk water from AWWDA.

The sessions covered key areas including governance, licensing, human resources, tariffs, compliance, water safety planning, and rural water services guidelines. The workshop brought together Managing Directors (MDs), Technical Managers (TMs), and Commercial Managers (CMs) for constructive discussions on strengthening service delivery and regulatory compliance.





STRENGTHENING WATER AND SANITATION ACCESS IN EMERGING URBAN AND PERI-URBAN AREAS.

WASREB Ag. CEO Richard Cheruiyot participated in the signing of Program Implementation Agreements for the National Urban Water Supply and Sanitation Program (NUWSSP) at Maji House. officiated by the Principal Secretary, State Department of Water, Sanitation and Irrigation, Julius Korir, CBS. This marks a key milestone in fulfilling the conditions precedent for financing approval in partnership with the African Development Bank (AfDB).

The program is a flagship initiative designed to improve water supply and sanitation coverage in emerging towns and peri-urban centres across the country. Implemented in phases, it will ultimately provide access to safe water and sanitation services to over 5 million people nationwide.

Phase I will expand treated water capacity by 33,600m³/day and increase wastewater treatment by 19,380m³/day, benefitting 1.9 million people across 20 towns in 17 counties.

In his remarks, the PS called on all implementing agencies to fast-track procurement processes once the program is effective, and to ensure that all procedures are conducted transparently and in strict compliance with the law. Only qualified and competent contractors will be engaged to guarantee timely completion of works that meet required specifications.

This program is a major step forward in achieving universal access to water and sanitation services, in line with Kenya's development and climate resilience agenda.

The participating Agencies included; Water Resources Authority, Coast Water Works, Athi Water Works, Lake Victoria North Water Works, Wasreb Kenya, Kenya Water Institute, Lake Victoria South Water Works, Tana Water Works, Central Rift Valley Water Works, Northern Water Works and Tanathi Water Works Development Agency.



STRENGTHENING ACCOUNTABILITY ACROSS THE WATER SERVICE CHAIN

During dissemination workshop, regional Water Service Providers (WSPs) were given a platform to critically dissect the newly developed draft Accountability Tool, which clearly illustrates the intricate linkages between WSPs, County Governments, WASREB, and sector-wide service delivery. The discussions emphasized that:

- Accountability is a shared responsibility, and no utility operates in isolation.
- The Accountability Tool is a practical framework designed to align governance, performance, and consumer service expectations
- Regional utilities recognized the need for structured collaboration with Counties and WASREB to overcome operational, governance, and resource challenges.

WASREB remains committed to facilitating these partnerships and ensuring accountability systems are not just regulatory requirements, but a culture embedded at every level of the water service chain.





ITARE-LITEIN BULK WATER SUPPLY SCHEME ADOPTION REPORT.

A crucial step in the institutional realignment of water provision was achieved as the Taskforce on the Handover of the Itare-Litein Bulk Water Supply Scheme presented its adoption report.

The report was formally presented before the Director Water Infrastructure and Devt Eng. Simon Korir, the Governor of Bomet county Prof. Hillary Barchok, EGH, the Governor of Kericho county Dr. Erick Mutai, LVSWWDA Chairman Mr. Dan Omino, OGW, LVSWWDA CEO Ms. Jackline Kemunto, WASREB Chairman Mr. Job Chirchir and Ag. CEO Richard Cheruiyot, KEWASCO Chairman Sir Kelly Cheruiyot and Managing Director FCPA Reuben Korir, BOMWASCO Acting Chair Daisy Ronoh and Acting Managing Director Mr. Kipng'etich Towett among others.

The adoption of this report officially marks the commencement of the process to transfer the Itare-Litein Water Supply System to LVSWWDA for operation under a bulk water management framework.

This transfer is mandated by the Water Act, 2016, and the Water Act (Amendment), 2024, which support the broader realignment of institutional roles in the sector. The acts explicitly give Water Works Development Agencies (WWDAs) the mandate for bulk water supply management.

Currently, the scheme's operations are shared, with Bomet Water and Sanitation Company (BOMWASCO) managing the intake, treatment works, and distribution network, and Kericho Water and Sanitation Company (KEWASCO) managing the distribution system within Kericho County. The shift to LVSWWDA is expected to streamline operations and enhance water security across the region.

The LVSWWDA CEO Ms. Jackline Kemunto said the Agency has so far replaced five pumps and rehabilitated some of the scheme's components in readiness for this takeover. She requested the Ministry of Water, Sanitation & Irrigation to provide subsidies for the next six months as the Agency moves in to take over the operations of the schemes.

LVSWWDA Chairman Mr. Dan Omino said the Agency will ensure the tariff is finalised and move with speed to ensure the taskforce recommendations are implemented.

Leadership from Bomet and Kericho Water Companies assured of their readiness to handover the scheme and support to the Agency.



WASREB, under K-WASH Results Area 3, is leading a 5-day workshop to strengthen the capacity of Water Service Providers (WSPs) on tariff application and regulatory compliance.

This practical session equips utilities with the right skills and tools to prepare and submit comprehensive tariff applications—promoting financial sustainability, accountability, and good governance in the sector.



Practical and easy-to-apply tips for personal data protection, that is relevant in today's digital environment:



1. Use Strong, Unique Passwords

- Create passwords with a mix of letters, numbers, and symbols.
- Avoid names, birthdays, or simple combinations.
- Use a password manager to store them securely.



2. Enable Two-Factor Authentication (2FA)

- Add an extra layer of security to your accounts.
- Even if someone gets your password, they cannot log in without the second verification step.



3. Be Careful What You Share Online

- Avoid posting ID numbers, phone numbers, or travel plans publicly.
- Review and update your privacy settings regularly.



4. Watch Out for Phishing Scams

- Do not click suspicious links or download unknown attachments.
- Verify requests for personal or financial information through official channels.



5. Secure Your Devices

- Use PINs, fingerprints, or facial recognition.
- Keep software and antivirus updated.
- Avoid sensitive transactions on public Wi-Fi.



6. Know Your Data Protection Rights

Under the Data Protection Act, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Object to certain processing
- Request deletion where applicable



7. Dispose of Documents Properly

- Shred documents with personal information.
- Log out and reset devices before disposal



8. Report Data Breaches

- If you suspect misuse of your data, report it to the concerned organization or the Office of the Data Protection Commissioner.

Protect your data. Protect your identity. Stay informed!

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