

*Monitoring of water services delivery:  
a key of success for sustainability and water for all*

*Suivi des services de l'eau :  
gage de succès pour la pérennité et l'accès à l'eau pour tous*

## Monitoring Formalized Water Services in Kenya

14 March 2012, Marseille



MARSEILLE, FRANCE '12

TIME FOR SOLUTIONS



Herbert Kassamani,  
Head  
Communications  
& Information Mgmt,  
Water Services  
Regulatory Board,  
Kenya

# Global overview / **Aperçu global (1)**

- 1. Scope:** The Water Regulation Information System (WARIS) covers 120 small to very large **registered utilities** and 8 regional asset holding entities countrywide; have to report annually to the Regulator
- 2. Who:** The Water services Regulatory Board (WASREB) is in charge of the monitoring, as per its mandate under the Water Act 2002
- 3. What:** Annual data on technical, financial, personnel, commercial and general information (70 indicators)

## **9 key performance indicators:**

(1) Water coverage, (2) sanitation coverage, (3) water quality, (4) collection efficiency, (5) non-revenue water, (6) hours of supply, (7) O&M cost coverage, (8) metering ratio, (9) staff/1000 connections

**+ Low Income Area Reporting Module** (extension of services to underserved areas)

Low Income Area : 

Water Service Coverage | Sanitation Coverage

	Unit	Current	Previous
<b>Total Population Living in Low Income Area</b>	No.	1447	0
<b>Domestic Connections</b>			
Registered domestic connections	No.	0	0
Dormant domestic connections (disconnected longer than 3 months)	No.	0	0
Active domestic connections	No.	0	0
Domestic connections supplied by contracted vendor	No.	3	0
Average Number of people served per domestic connection	No.	6	0
<b>Volume of Water Sold - Domestic Connections</b>	No.	0	
<b>Population served with domestic connections</b>	No.	18	0
<b>Population served with domestic connections</b>	%	1	0
<b>Yards taps and flat connections</b>			
Registered yard taps and flat connections	No.	0	0
Dormant yard taps and flat connections (disconnected longer than 3 months)	No.	0	0
Active yard taps and flat connections	No.	0	0
Yard taps and flat connections supplied by contracted vendor	No.	5	0
Average number of people served per yard tap / flat connection	No.	22	0



## Global overview / **Aperçu global (2)**

4. **Costs:** (1) software development costs: approx. EUR 50,000, externally financed (2) maintenance & training costs: approx. EUR 5000 p.a., paid from WASREB budget
5. **Reporting how and to who:** WASREB publishes annual performance report to stakeholders and the public
6. **Actions following monitoring results:**
  - WASREB: guiding regulatory decisions, publication of annual performance report, naming and shaming (utility ranking)
  - Utilities & asset holders: benchmarking, service improvement
  - Ministry of Water & Irrigation: Policy formulation, resource allocation
  - Public: Access to information, exertion of public control

## **Main added-values/ Principales plus-values**

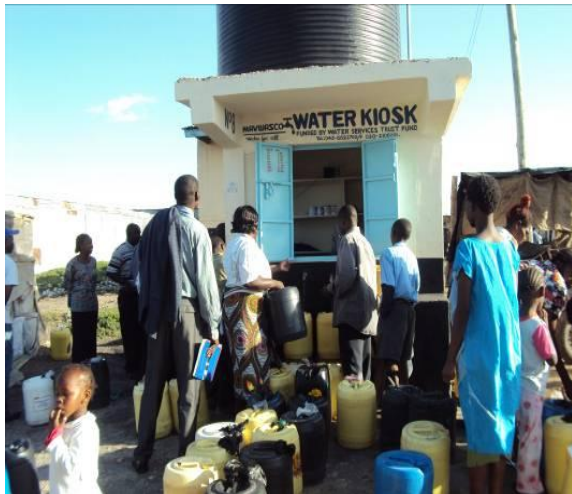
- 1. Enhances regulatory decision making**
- 2. Enables annual public reporting, spurring comparative competition**
- 3. Provides information for policy making, planning and implementation**
- 4. Facilitates monitoring and reporting of progressive realization of the Right to W+S**



MARSEILLE - FRANCE

TIME FOR SOLUTIONS

MERCI / THANK YOU



[worldwaterforum6.org](http://worldwaterforum6.org)  
[solutionsforwater.org](http://solutionsforwater.org)

