



Kakamega County Water And Sanitation Company



Let's Know Our Key Stakeholders



Ag CEO Ms Christabell Ashiono

The Company acting CEO Ms Christabell Ashiono has appreciated various stakeholders for their support, partnerships and engagements to help the Company meet its mandate of supplying clean and safe water and provision of sanitation services to customers.

She said the Company cannot survive on its own without getting support from various stakeholders whom she said play important role for the growth of the Company.

"I appreciate various stakeholders who play a crucial role of supporting the Company to grow and meet its legal mandate. Without their support we cannot meet our customer's needs," said Ms Ashiono.

The County Government of Kakamega

The County Government is the principal stakeholder for KACWASCO being the owner of the Company and the sole shareholder.

Pursuant to the fourth schedule of the Constitution of Kenya 2010, water and sanitation services were devolved

to County Governments. In order to discharge this mandate, and in line with the Kakamega County Water and Sanitation Services Act 2021, the County Government Of Kakamega established KACWASCO as a limited liability company incorporated under the Companies Act 2015.

The County Government has continually devoted towards ensuring discharge of its Constitutional mandate by supporting KACWASCO in various development as well as operational activities.

By establishing a Board of Directors and overseeing discharge of the Board's and management mandate, the County Government has greatly supported good governance for KACWASCO.

In allocating funds and voting the funds to KACWASCO for water projects, the County Government has helped to ensure provision of water and sanitation services to Kakamega County citizenry.

The County Government works closely with KACWASCO through the line Ministry/the Department of Water, Environment, Natural Resources and Climate Change under the leadership of CECM Ms Rhoda Masaviru and the Chief Officer for

Water who is also a member of the Board of Directors Eng. Philip Otenyo.

KACWASCO greatly appreciates the immense support from the Governor H.E Hon Dr FCPA Wycliffe Ambetsa Oparanya.

Water Service Regulatory Board (WASREB)

Water Services Regulatory Board (WASREB) is a regulatory State corporation established by the Water Act 2002, this law was repealed by the Water Act 2016 operationalized in April 2017. Section 70 (1) of the Water Act 2016 established WASREB with the main objective to protect the interests and rights of consumers in the provision of water services, while ensuring other stake-holders interests are also safeguarded.

WASREB sets standards and enforces regulations that guide the sector in not only ensuring

that consumers are protected and have access to efficient, affordable and sustainable services but also, provide for financial sustainability of Water Service Providers (WSPs) by allowing financing of



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operations, capital cost recovery and a return on capital that sustains services through ongoing investments.

It holds the mandate to approve tariffs, monitor and enforce water services standards and issue licenses to Water Service Providers.

Water Works Development Agency



Ag CEO Ms Christabell Ashiono signing funding of Malava Water Project by WSTF

Following the promulgation of the Constitution of Kenya 2010, the Water Act 2002 was repealed giving way to Water Act 2016, thereby changing the institutional mandate to:

- Development, maintenance and management of National Public Water Works

- Operate Water Works and provide water services as a Water Service Provider as mandated by Section 68 (b) of the Water Act 2016.

- Provide reserve capacity for purposes of providing water services as per section 68 (c) of the Water Act 2016.

- Provide Technical Services and Capacity Building to County governments and WSPs as may be requested.

- Provide Technical Support to the Water Cabinet Secretary in discharge of their functions.

Water Sector Trust Fund (WSTF)

The Water Sector Trust Fund (Water Fund) is a Kenyan State Corporation under the Ministry of Water & Sanitation and Irrigation and established under the Water Act, 2016, with the mandate to provide conditional and unconditional grants to the Counties and to assist in financing the development of and management of water and sanitation services in the marginalized and underserved areas. It previously existed as the Water Services Trust Fund prior to the repeal of the Water Act, 2002, which had established it.

Water Resources Authority (WRA)

Water Resources Authority (formerly Water Resources Management Authority), is mandated to protect, conserve, control and regulate use of water resources through the establishment of a national water resource strategy.

Other responsibilities includes:

- Formulation and enforcement of standards, procedures and regulation of water resources.
- Planning and issuing of water abstraction permits
- Setting and collecting permits and water use fees.

Basin Water Resource Committee (BWRC)

BWRC replaced Catchment Area Advisory Committee that played a regulatory function at the regional level. BWRC is mandated to achieve wide stakeholder participation in the management of water resources at the basin level.

Other functions include;

- Catchment management and protection
- To facilitate establishment of

Water Resource User Associations

- To play advisory role to WRA.

Water Services Providers (WSPs)

WSPs are now the responsibility of County Governments who have the mandate to provide water services. WSPs are responsible for provision of water services within the area specified in their licenses and development of county assets. Currently, WSBs sign service level agreements with WSPs and the regulator issues licenses to WSB. Under the new Water Act 2016, WSPs must apply again for new licenses to WASREB.

National Water Harvesting and Storage Authority (NWHSA)

The Water Act No. 43 of 2016 came into effect on 21st April, 2017 and therein established the National Water Harvesting & Storage Authority. NWHSA with a new extended mandate to undertake on behalf of the National Government:

- The development of National Public Water Works for Water Resources Storage and flood control
- Maintain and manage national public water works infrastructure for water resources storage
- Collect and provide information for the formulation by the Cabinet Secretary of the national water resources storage and flood control strategies.

- Develop a water harvesting policy and enforce water harvesting strategies

- Undertake on behalf of the national government strategic water emergency interventions during drought;

- Advise the Cabinet Secretary on any matter concerning National public water works for water storage and flood control.

Other Stakeholders include; Water users, Business community, Suppliers, Religious groups ampng others

Company Banks On The Strategic Plan To Streamline Its Operations

To streamline operations and improve on service delivery, the Company is banking on the Strategic Plan 2021-2026 to live to its mandate.

According to the Ag. CEO Ms Christabell Ashiono the Company is in the process of implementing the Strategic Plan which she said its focus is on how to reduce non-revenue water from 44% to at least below 25 % which is the recommended level by the regulator.

She said non-revenue water continues to pose a challenge to many Water Service Providers across the Country depriving the companies of a huge chunk of revenue due to the unaccounted for water.

“The Strategic Plan also emphasizes on capacity building for staff and strengthening operational efficiency,” said Ms Ashiono.

She added; “We are currently under-

taking regular training of our staff to enhance their productivity. We have undertaken training for almost all staff for this financial year save for the meter readers whom we plan to train them on meter installation and total meter management so that they acquire skills to enhance their field work. Effectively, meter readers will also double as artisans thus we will have a convergence of skills for them.”

Ms Ashiono said the Company is enhancing close monitoring and evaluation of processes in line with the strategic plan in a view to ensuring timely service delivery and fulfillment of the strategic objectives. The employees have signed performance contracts and appraisals whose targets are monitored on a monthly basis and this will enhance the overall performance of the Company and effectively enhance service delivery to consumers.

“We have come up with initiatives to also enhance our revenue collection

which include RRI-rapid result initiatives- that has not only improved our revenue but also helped in gathering customer data and cleaning up of the system,” she said.

She asked development partners to support the Company in infrastructural development to meet the ever increasing demand for water and sanitation services saying smart metering project is a huge investment but if partners come on board it can be achieved and eventually be a win-win situation for the Company and the partners as well.

She noted that the Company is committed to serve its customers through enhanced efficiency in handling matters and responding to their complaints and concerns.

“As a Company we have the interests of the customer at heart. We are committed to serving them timely and effectively” she said.

Mother's Day Message from CEO

Dear KACWASCO Family

You are beautiful.

You are strong.

You are the best thing in my professional life.

You have skills and talents no one else has.

You have personalities that make you all uniquely you.

You are amazing.

You are loved my sons and daughters.

Your beloved Momma.

Ms Christabell Ashiono.

Ag. CEO.



Shinyalu Area Triples Its Revenue Collection



Mr. Eric Ouma in his office

Shinyalu Area prides itself in being among the best Areas and schemes in terms of revenue collection.

Eric Ouma, the Area Manager revealed that the Area has tripled its revenue collection owing it to good customer relations and innovative ways of serving the customers better.

"Before I was appointed to serve as Area Manager for Shinyalu their revenue collection was below one million but now we have tripled it," said Ouma.

He said Shinyalu Area covers Shinyalu, Murhanda and Tindinyo scheme serving over 70,000 consumers.

He said the Area is the latest to be established by KACWASCO to enhance provision of clean and safe water to citizens.

"I am tasked with ensuring our consumers get water and also ensure the meets its revenue targets," he said.

He noted that 95% of clients are domestic consumers.

He lauded his team of 27 staff who include; meterreaders, artisans and distribution officers for their hand work, dedication and vibrancy that makes work effective.

"The team does a wonderful job and without them we cannot meet our tar-

gets of supplying water and collecting revenue," Ouma said.

He said increase in population has increased demand for water and now more people want to be connected to this basic commodity.

He said his office has received 500 requests for water connectivity and he is expecting more to apply.

"The main challenges we face include leakages, illegal connections and bursts of water pipes. These challenges deny us revenue," he said.

However, Ouma is optimistic that despite the challenges his team is committed to surpassing their revenue collection targets.

"Our target this month is Ksh 3 million and I can assure you that we will surpass it," he noted.

CONSUMER TALK

Fredric Nzuya Ochieng' has been operating a water kiosk for the last four years and for him the business is his sole source of income.

At lower Butere market, Ochieng' serves customers on a daily basis which earns him averagely Ksh 700 daily.

"I earn a living through operating this water kiosk. I have managed to pay fees for my children and also cater for the daily needs of my family," said Ochieng'.

He noted that the only challenge he faces is during rainy season because most people harvest rainy water for use.

"This is a solar powered borehole if it rains sometimes there is no

solar to enable water to pumped into the main tank," he said.

Lower Butere market solar powered water borehole is one of the initiatives under KACWASCO that serves its customer base under Butere scheme.



Fredric Nzuya Ochieng' at the water kiosk

KACWASCO
Kakamega County Water and Sanitation Company
Maji Safi, Maisha Bora
Quality Water, Healthy Livelihood

WATER MOBILE
FOR ANY PUBLIC QUERIES, CONCERNS, COMPLAINTS ETC

STEP 1: DIAL *873 048#
STEP 2: SELECT AN OPTION
STEP 3: SEND
STEP 4: FOLLOW INSTRUCTIONS

HOW TO PAY

- M-PESA: PAYBILL NO. 772159, M-PESA DEPOSIT ACCOUNT: 883061
- DEPOSIT ACCOUNT FAMILY BANK: ACCOUNT NO. 078000040459, FAMILY BANK REVENUE ACCOUNT: 078000040724
- KCB BANK: 1273194454
- CO-OPERATIVE BANK ACCOUNT: 01100632410100
- POSTA PAY (ANY OFFICE)

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