



WATER NEWS UPDATE

GOVERNMENT INTENSIFIES CRACKDOWN ON ILLEGAL WATER CONNECTIONS



Water and Sanitation, Principal Secretary, Dr. Kipronoh Ronoh, inspects a water line with illegal connections, in Kibra

The newly formed Water Police Unit (WPU) in collaboration with the Company carried a major crackdown on illegal water connections and vandalism last week in the seven administrative regions.

The five –day swoop saw over 700 illegal connections disconnected and over 25 persons arrested suspected to be aiding illegal connections.

The exercise was officially launched on Monday, 6th March, 2023 by Water and Sanitation Principal Secretary, Dr. Kipronoh Ronoh. He said that the crackdown will bring sanity and order in the country's infrastructure.

"The water police unit will continue with the crackdown across the country to bring sanity to the water sector through the operation dubbed Linda Maji, Lipa Maji." He stated.

A hotline number **0800721760** toll-free has been provided by Water Services Regulatory Board to report all suspicious cases of Non- Revenue Water for immediate action.

The PS further added that the Water Service Providers (WSPs) were losing a lot of water courtesy of illegal connections and vandalism.

"Most of the utilities are struggling to sustain their operations because of Non- Revenue Water. We are losing close to Sh10.6 billion annually through destruction of water infrastructure. The government has already put water resources under the Critical Infrastructure Protection Unit for round-the-clock guard." He reiterated.

The specialized police unit is to curb the rising cases of vandalism and theft of the country's water supply and sanitation infrastructure. The unit that comprise of officers from the Critical Infrastructure Protection Unit will ensure that all critical water facilities are safeguarded against criminal activities in up to 34 counties under the state water works development agencies

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Staff carts away an illegal water pump

GOVERNOR SAKAJA ASSURES NCWSC OF COUNTY SUPPORT



Governor Sakaja is taken on a guided tour of the operations at the Headquarters by the Managing Director, Eng. Nahason Muguna

Nairobi City County Governor, H.E Johnson Sakaja, recently made an impromptu visit to the Company's Headquarters to familiarize himself on the operations of the company.

The City boss pledged to support the utility to realize and achieve its mandate.

"My administration will offer the necessary support and resources to ensure Nairobi residents have access to water and basic sanitation services. We are counting on you to deliver on the pillar on water and sanitation that I promised Nairobians when I sought for their mandate to lead them." He stated

The Governor also stated that the National Government in collaboration with the County Government of Nairobi will soon commission the Northern Collector Tunnel (NTC) even as they explore possibilities of developing additional sources of water for the City in future.

"We are at an advanced stage of preparations for the commissioning of Northern Collector Tunnel (NTC) that will inject an additional **140,000 m³** of water the city. We hope that it will ease the burden of water shortage in the city and guarantee dignity to Nairobians." He reiterated.

Sakaja also promised to lobby for more resources locally and internationally including donor funding to improve on the existing dilapidated water and sewerage infrastructure.

"Our infrastructure is dilapidated and depressed and can't cope with the demands of the current city population. I will do all I can to ensure resources to expand and rehabilitate the infrastructure is availed. We need to automate waste water treatment facility in Ruai." He added.

The visit by the Governor to the city utility's Headquarters comes days after he made his maiden tour of Dandora Estate Sewage Treatment Plant (DESTW) to explore investment opportunities under the **"Green Opportunities in the Sewerage System"** project



Governor Sakaja addresses the staff

NCWSC IMPLEMENTS NEW TARIFF



Managing Director, Eng. Nahason Muguna, makes his remarks at the start of the tariff implementation retreat .

The Company has implemented the new tariff gazetted by Water Services Regulatory Board (WASREB) beginning March, 2023.

Speaking during a tariff implementation retreat, the Managing Director, Eng. Nahason Muguna said the process to have the new tariff had taken longer than expected.

"As we may all recall, we have come a long way in this tariff review since the last one expired in Nov. 2015. The process involved many sub-processes including conducting of social economic study to determine the willingness and ability to pay of our customers, development of tariff proposal and intensive engagements with the all the stakeholders." He stated.

The new tariff structure has expanded the categories from the previous five to nine. They are: Domestic, Commercial, Schools, Bulk water supply & water kiosks, Government institutions, Multi dwelling units gated communities, schools band (colleges & universities), ECD centers (public and private).

Previously, the schools' category was a preserve of Government primary and secondary schools. The expanded school's category is meant to support the government efforts for 100 % transition from one stage to another.

The graduated sewer tariff structure has been introduced at 75% of volume consumed including boreholes. Notably, domestic customers without a metered source shall pay Ksh 350 per month. There shall be no meter rent charges going forward and no standing charges meaning that a customer shall have no bill when they have not consumed any water. In the old tariff, a customer had to pay a standing/ minimum charge of Ksh.407.

The regulator has also introduced indexation or inflation rate adjustment for the period of the tariff. Tariff Indexation is the provision of allowing change in tariff for a normal commodity to adjust to annual inflation. It is intended to give allowance to change based on meeting tariff/license conditions and rate to change based on two main factors; Non Revenue Water and personnel costs. The indexation will be effected every July starting July 2023.

Eng. Muguna further called for unity of purpose to make tariff implementation a success.

"We have now reached a very critical phase of implementation which we should collectively handle very professionally for us to realize the intended optimal results. In particular, we need to recognize key features of the reviewed tariffs which have deep implications on our sustainability." He reiterated.



Commercial Billing Manager, Josiah Gitu, leads a session on understanding the implications of the new tariff

WATER SAFETY PLAN COMMITTEE MEETS



Water Safety Plan Committee in a planning and strategy session led by its team leader, Michael Onyango

A section of the Water Safety Plan Committee held its inaugural meeting to plan on how meet the 30th June, 2023, deadline set by Water Services Regulatory Board (WASREB), when an approved Water Safety Plan should be in place.

The effort to have a Water Safety Plan in place is informed by World Health Organization (WHO) Guidelines, 2011, for Drinking Water Quality (GDWQ), Constitution of Kenya (CoK) 2010, Water Act 2016, as well as East African Standard (KS EAS 12:2018) that makes it mandatory for Water Service Providers (WSPs) to have one to ensure provision of safe and readily available drinking water.

The over 40- member team of implementers has Technical Director, Eng. Lucy Njambi as its patron while Quality Assurance Manager, Michael A. Onyango is the team leader. The guidelines for the composition of Water Safety Plan team provides that it must take into account wide range of professional backgrounds of its members with clearly defined roles and responsibilities.

Water Safety Plan is a comprehensive risk assessment and risk management approach that includes all steps in the water supply from catchment to consumer.

A proactive management system ensures safe drinking-water by understanding the complete water supply system; identifying where and how problems could arise; putting barriers and management systems in place to stop the problems before they happen as well as making sure all parts of the system continue to work properly

The benefits of Water Safety Plan include: improved system understanding and stakeholder collaboration as well as prioritized improvement needs. Others are: improved operations and management; cost savings; improved infrastructure and leveraged financial support.



Water Safety Plan Committee pose after end of planning and strategy meeting