

Professionalizing rural water services in Kenya

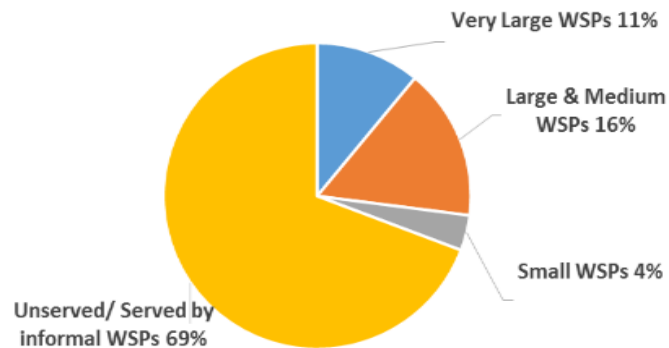
Case Study: Mkondoni Water Project



Snapshot of Kenyan water sector

- Kenya - water scarce country
- 89 public + 3 private utilities regulated. (serve 25% of pop.)
- NRW of 45% equivalent to USD 84 million in annual losses
- 36% of unregulated rural water systems non-functional

Population Served by WSPs in Kenya



Key Performance Indicators	2019/20	2020/21	Trend
Water Coverage, %	57	60	↑
Drinking Water Quality, %	91	92	↑
Hours of Supply, hrs/day	15	16	↑
Non- Revenue Water, %	47	45	↑
Metering Ratio, %	96	96	→
Staff Productivity, Staff per 1000 Connections	7	7	→
Personnel expenditure as % of O+M Costs, %	49	50	↓
Revenue Collection Efficiency, %	89	94	↑
O+M Cost Coverage, %	103	99	↓
Sewered Sanitation Coverage, % *	15	16	↑
Sanitation Coverage, % *	88	93	↑

■ Good
 ■ Acceptable
 ■ Not Acceptable
 ■ Benchmark Varies

Public Private Community Partnership

- Pilot of Public Private Community Partnership pilot models from 2015-2018.
- Water regulator - WASREB published a guideline for in rural and underserved areas
- The guideline provides for adoption of various service delivery models e.g.
 - A. Water utility takes over the community water supply system
 - B. Water utility delegates some responsibilities to a well organised community managed water supply system (small scale service provider)
 - C. Water utility contracts a Private Operator
 - D. Small scale service provider supported to become a regulated water utility



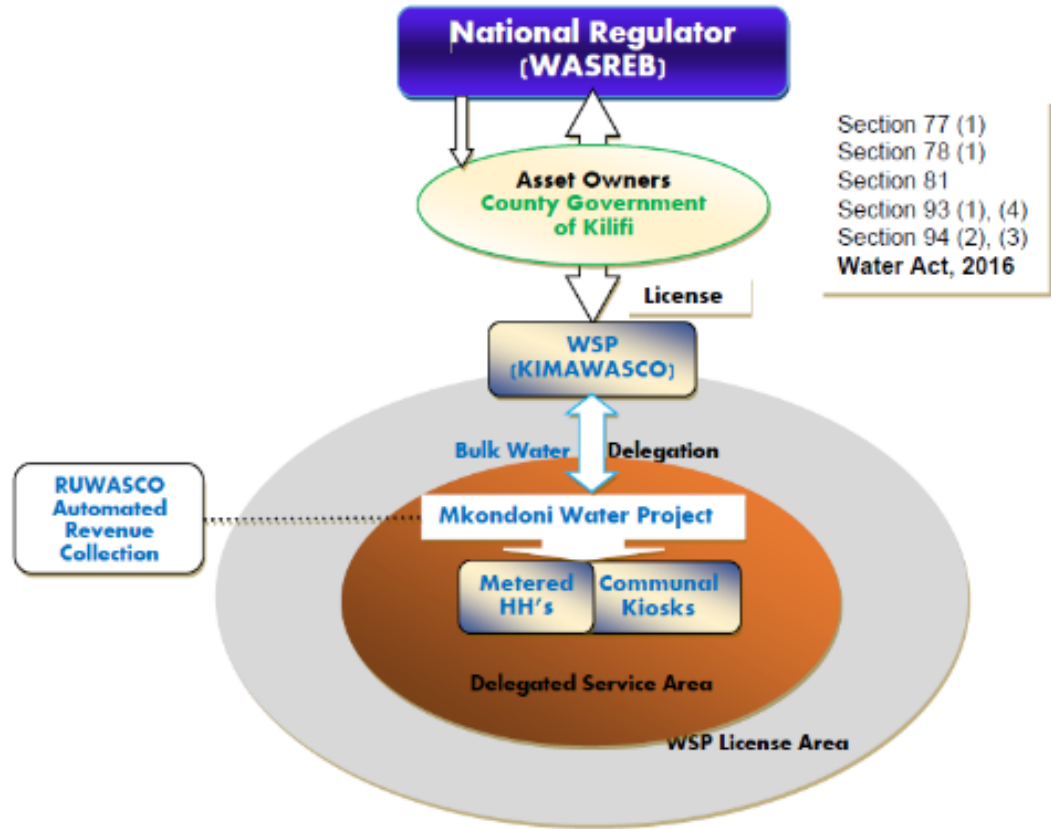
Mkondoni Water Project

- In Kilifi County
- Community Based Organisation (registration)
- Managed by voluntary water committee
- Offtakes bulk water from a registered water utility and sells it through Lack of regulatory enforcement by authorities.
(unregulated water charges, no consumer rights protections)
- Intermittent supply and low pressure at water points.
- Non-functionality of infrastructure



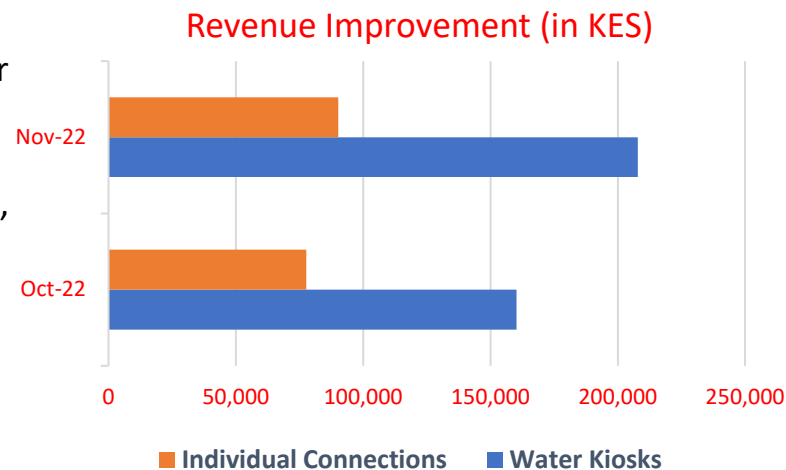
Delegated management model

- ✓ **KIMAWASCO:** provides bulk water supply & Technical support
- ✓ **Mkondoni Water Project:** Officially delegated to provide water
- ✓ **RUWASCO:** provides automated revenue collection solutions
- ✓ **County Government of Kilifi:** supervises & monitors



Initial changes

- Access to private sector financing, O&M support. RUWASCO made investments in:
 - A computerized billing system software, desktop computer (cloud based mobile money system)
 - Training of technical staff (scheme manager, meter readers, operators) on system use
- Increased Revenue collections – digitalisation of meter reading, billing and revenue collection
- Regulation: Control systems to protect the rights of the customers (via water utility & County Government supervision & monitoring)



+ 25.27% Increase
16.14% - Individual connections
29.68% - Water kiosks