

**NYERI WATER AND SANITATION COMPANY LIMITED**



**PRO -POOR AND SOCIAL CONNECTION POLICY**

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## FOREWORD

The Nyeri Water & Sanitation Company Limited (NYEWASCO) was incorporated on 23rd September, 1997 under the Companies Act, CAP 486. The Company is a wholly owned subsidiary of the Nyeri County Government. NYEWASCO operated as an agent of the defunct Municipal Council of Nyeri until 4th October 2005, when the Company signed a Service Provision Agreement (SPA) with Tana Water Services Board (Now Tana Water Works Development Agency) in line with the Water Act 2002. Upon the transfer of the devolved function for water and sanitation services to the County Governments, the County Government of Nyeri acquired full ownership of the Company through transmission of the shares previously held by defunct Municipal Council of Nyeri. It previously existed as Nyeri Water and Sewerage Company Ltd prior to a name change that was effected in May 2019. The Company's main mandate is to provide high quality water and sanitation services to the people of Nyeri Sub County and its environs.

The policy here on provides guidance, consistency, accountability, efficiency, and clarity on how Nyeri Water and Sanitation Company Ltd operates. It also provides guidelines and a roadmap towards growing the company and the realization of its core mandate which is the provision of Water and Sanitation services. NYEWASCO has a tradition of maintaining the highest standards of business and professional conduct and ethical integrity which reflects and promotes what we value as a company. Indeed, "integrity" is one of NYEWASCO's core values. This policy sets forth the standards of business conduct to which all NYEWASCO employees are expected to conform. The purpose of this policy is to provide a road map for day-to-day operations of the Company. This will ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes. It must be remembered that no policy can foresee all possible situations which may arise. Thus, NYEWASCO ultimately relies upon the integrity and judgment of its employees "to do the right thing". This policy presents a general framework against which employees should measure their conduct in individual situations.

As we adopt this policy document, it is my sincere hope that minimum standards and guidelines would be met for the entirety of the Company in our collective effort to truly transform NYEWASCO into a world class water and sanitation services provider as espoused in our Mission and Strategic Plan blueprint. The Company Management will commit itself to the implementation of this policy for its optimum contribution towards the achievement of our Vision and Mission and needs of all our stakeholders.



**Patrick K. Munuhe**  
**Chairman - Board of Directors**  
**Nyeri Water and Sanitation Company Ltd**

## List of Abbreviation

KPI	Key Performance Indicator
PIIP	Pro-Poor Implementation Plan
WASREB	Water Services Regulatory Board
WSPs	Water Service Providers
MDGs	Millennium Development Goals
NYEWASCO	Nyeri Water and Sanitation Company Limited
WaSH	Water, Sanitation and Hygiene
LIA	Low-income Area
LICs	Low Income Consumers
PPIPWSS	Pro-Poor Implementation Plan for Water Sanitation and Supply
M&E	Monitoring and Evaluation
NRW	Non-revenue Water
NGOs	Non-Governmental Organizations
CSOs	Civil Society Organizations
CBOs	Community-Based Organizations
NWSS	National Water Services Strategy
O&M	Operations & Maintenance
SDG	Sustainable Development Goals
SPA	Service Provision Agreement
WARIS	Water Regulation Information System
WSTF	Water Sector Trust Fund
PSF	Public Sanitation Facility
LIA's	Low Income Areas
NEMA	National Environment Management Authority
NRW	Non- Revenue Water
NYEWASCO	Nyeri Water and Sanitation Company Limited
TWWDA	Tana Water Works Development Agency
WASREB	Water Services Regulatory Board
SDGs	Strategic Development Goals


## **PREAMBLE**

According to the Pro-Poor Implementation Plan for Water Supply and Sanitation (PPIP) 2007, one of the Specific objectives was to increase coverage to sustainable access to safe water and basic sanitation (MDGs) according to human rights criteria annually. In order to achieve these ambitious objectives, the PPIP needed to focus on the strategic direction for the pro-poor approach, that is Pro-poor orientation of all sector institutions and service providers.

WASREB's KPI No. 10 requires utilities to demonstrate their pro-poor strategies, mapping and engagement, which now is essential to placing highly in WASREB's annual ranking. It mandates WSPs to report service provision activities but offers guidance for WSPs on how to improve services in LIAs.

Extension of services to the fast-growing LIAs is not taking place as expected and even where such services exist, they are often unreliable and not in compliance with the regulations (e.g. sales price at water kiosks). To address the gap, WASREB introduced pro-poor indicators to guide WSPs in meeting their pro-poor obligations and to measure and compare their performance. This document will therefore guide the Company in ensuring that she has met the WASREB' expectations in matters pro-poor specifically extension of water and sanitation services to NYEWASCO LIAs.

This document is embedded to the current strategic plan 2021-2026 Strategic Objective number 4, where NYEWASCO seeks to enhance provision of water and sanitation service delivery among LIA residents and other consumers. This will help NYEWASCO to achieve the company's pro-poor policy of access to safe water in the Low Income Areas. The policy will also help maintain the company's corporate image.



**ENG. PETER G. KAHUTHU**  
**MANAGING DIRECTOR**

## 1. INTRODUCTION

The management team of NYEWASCO resolved to develop the Pro-Poor Policy Plan (2022) to enable the company to remain focused on fulfilling its core mandate of increasing water and sanitation coverage, increasing revenue collection, reducing water and revenue losses (Non-Revenue Water), and improving relations with underserved consumers residing in Nyeri's Low-Income Areas. This involves the identification of LIAs and priorities, providing a framework for resource mobilization efforts and decision-making on the WaSH interventions. The policy allows the company to monitor and be accountable for progress. It is also expected to stimulate change and form an important building block for the current 2021-2026 strategic plan.

### 1.1 Background

The provision of basic water and sanitation services to all remains a necessary and urgent task in Kenya. Inspired by the Millennium Development Goals (MDGs), MDG 7 on environmental sustainability and halving the number of people without access to safe water and basic sanitation.

This specific goal has proved elusive particularly in the informal settlements - home to more than half of the urban population characterized by high population densities, harsh living conditions, sub-standard housing, and poor or no provision of basic services.

Despite Nyeri County being ranked by the Ministry of Health as the number one county in terms of sanitation coverage, it has 25.4% unimproved sanitation and 0.3 % open defecation. Although NYEWASCO has had a notable expansion of water and sanitation coverage, a fair proportion of her population appears unreached. Partially, this is because of social or economic inequalities. In order to ensure access to water and sanitation services in these areas,es in u5thesempsic he3(io)( )50(t)-3(he )4(t)-133(io)-2(n)- aT/F3(ex)-14(pan)3(s)4(io)-2(n)42(o)-3(f

made to enhance the business process for the company LIAs, implement the company's Pro-Poor policy and monitor service provision levels in the LIAs.

## **1.2 Mandate**

According to section 78 of the Water Act 2016, Nyeri Water and Sanitation Company Limited is mandated to provide quality affordable water and sanitation services in Nyeri Town Sub-County and its environs.

## **1.3 Vision**

To be a world-class water and sanitation service provider.

## **1.4 Mission**

To provide reliable quality water, sanitation, and allied services at environmentally and economically sustainable levels through the application of innovative processes and appropriate technology to the delight of our customers and other stakeholders.

## **1.5 Core Values**

1.5.1 Customer-centric

1.5.2 Professionalism

1.5.3 Innovativeness

1.5.4 Teamwork

1.5.5 Integrity

1.5.6 Responsiveness

1.5.7 Result oriented

## **1.6 Motto**

'For quality water'.



## **2.0 POLICY CITATION**

This Policy document shall be read together with the constitution of Kenya, SDG goals and WASREB National Pro-Poor guidelines, The Pro-Poor Implementation Plan for Water and Sanitation (2007), The National Water Services Strategy (2007-2015) and National Environmental Sanitation and Hygiene Policy (2007), the water Act 2016 and any other relevant laws.

### **2.1 Policy Statement**

NYEWASCO commits to improving access to water and sanitation coverage for the Low Income Areas residents within her area of jurisdiction in line with the company's vision- to be a world-class water and sanitation services provider. NYEWASCO will make investments in these areas in the 2021-2026 strategic plan under strategic theme number four which entails enhancing the provision of water and sanitation service delivery among LIA residents. This comprehensive strategy includes; development of an operational and inclusive tariff that increases water and sanitation inclusion in the LIAs, undertaking NRW management, expanding water connection, expanding sanitation access, sensitization programs, reviewing customer experiences, expanding linkages and partnerships with the LIAs focus, and enhance management information systems for LICs.

To achieve this commitment, NYEWASCO shall:

- 2.1.1 Develop an operational strategy for the LIAs.
- 2.1.2 Create awareness of its Pro-Poor policy to the LIAs residents.
- 2.1.3 Monitor all water kiosks within its service area.
- 2.1.4 Manage all private exhausters and ensure that the LICs are reached by exhauster services at subsidized costs.
- 2.1.5 Manage the Whispers Park Public Sanitation Facility.
- 2.1.6 Maintain the completed projects.
- 2.1.7 Source for external funds for water, sewer extensions, hygiene and sanitation services in the LIAs.
- 2.1.8 Increase its budget for expansion of its services in the LIAs.
- 2.1.9 Undertake NRW Management in LIAs.

2.1.10 Improve service availability and visibility in the LIAs.

2.1.11 Develop markets for the LIAs.

2.1.12 Improve information management for the LIAs.

2.1.13 Map all its LIAs.

## **2.2 Policy Scope**

The policy applies to customers in the mapped NYEWASCO LIAs. NYEWASCO's pro-poor policy seeks to guide and coordinate company-wide efforts to provide residents in the Low-Income Areas (LIAs) with access to safe water and improved sanitation. This policy document provides a roadmap for the achievement of universal access, inspired by the Pro-Poor Implementation Plan for Water Supply and Sanitation (PIIP-WSS, 2007).

## **2.3 Purpose of the Policy**

The aim of this policy is to define the operating parameters for NYEWASCO's service delivery in LIAs. The policy shall explicitly outline the rights and obligations of the utility, operator, and those of their low-income customers. At the corporate level, NYEWASCO shall integrate the company's vision, mission, and core values into the pro-poor policy and shall outline all courses of action for pro-poor interventions and investments in the company's 2021-2026 Strategic Plan. This anchorage of the pro-poor policy shall enable the company to remain focused on the fulfilment of core mandates of increasing water and sanitation coverage, increasing revenue collection, reducing water and revenue losses (NRW), and improving relations with underserved consumers in LIAs.

It will guide the company to grow business in the bottom of the pyramid customer segment and aid business planning to ensure return on investment in her LIAs.

## **2.4 Objectives of the Policy**

### **2.4.1 Main objective of the pro-poor policy**

The pro-poor policy seeks to ensure access to water and sanitation services in the company LIAs. The main objective of this policy paper is to bring to core and identify the current water and sanitation status in Nyeri town sub county informal settlements, and create a roadmap towards implementation of sustainable and effective methods of providing water and sanitation services.

Provision of water and sanitation services to these unplanned informal settlements to the desired levels has been a challenge and therefore there has been a need to innovate new approaches to achieve the required success. This has seen NYEWASCO come up with new modalities of addressing these challenges. The introduction of centralized metering chambers has greatly resolved some of these bottlenecks by enabling individual connections in a neighborhood from a central location.

The Pro-Poor policy and Action recognizes the need for NYEWASCO to improve community participation in the extensions of services to the urban poor, improve service levels and improve the operational efficiency to attain financial sustainability.

### **2.4.2 Specific Objectives of the pro-poor policy**

- 2.4.2.1 Reducing NRW to 12% in the LIAs.
- 2.4.2.2 To improve safe water coverage in LIA's by 10% annually
- 2.4.2.3 To increase improved sanitation coverage by 20% per annum in the LIA's
- 2.4.2.4 To ensure 100% compliance on water tariff guidelines in LIAs
- 2.4.2.5 Improve customer satisfaction to above 90% in the LIAs.
- 2.4.2.6 To improve revenue collection efficiency to 96% and above in LIAs.

### **3.0 TENETS OF THE POLICY**

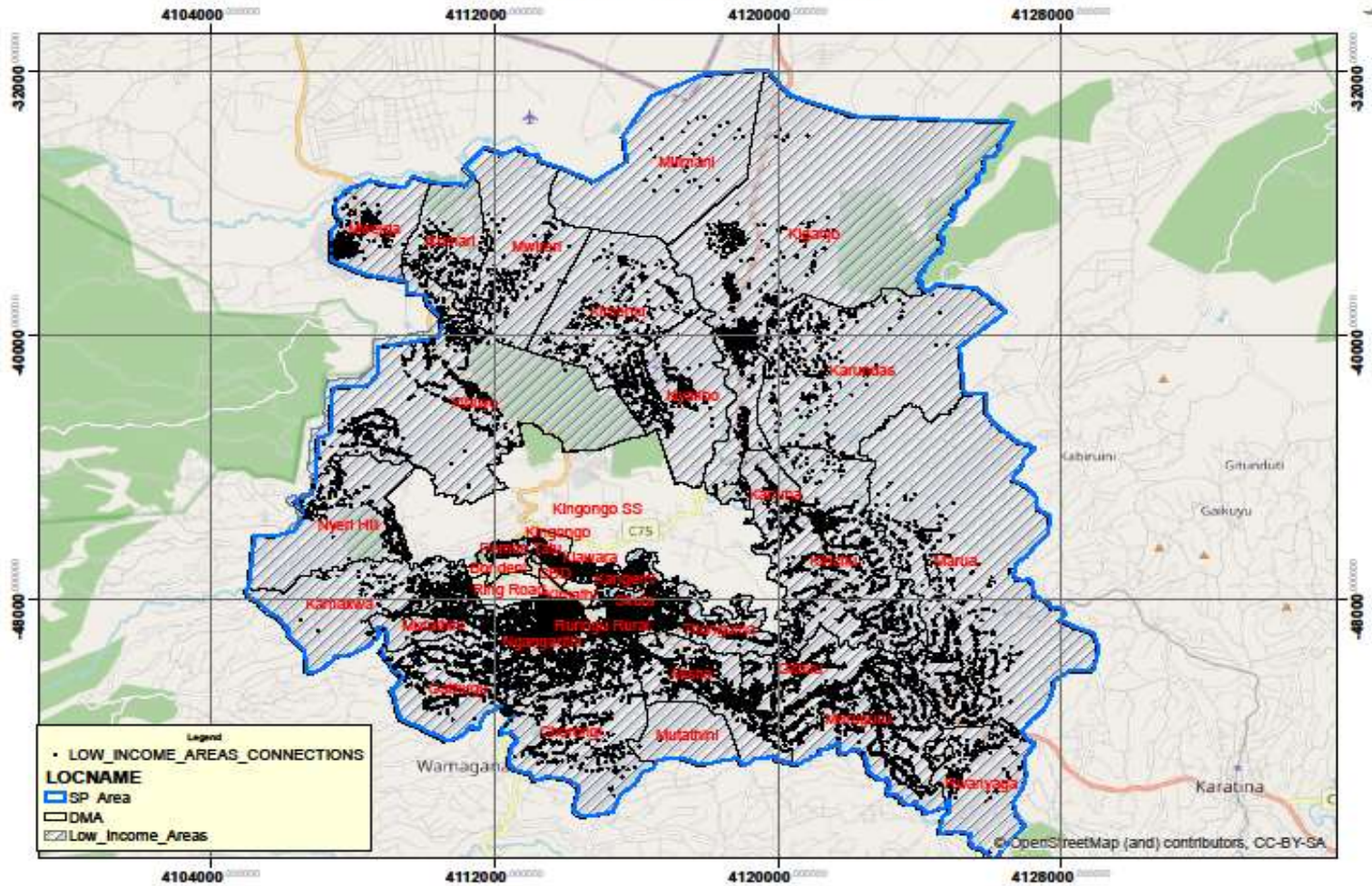
NYEWASCO shall identify the LIAs service boundaries within the WSP's jurisdiction in accordance with WASREB's criteria for defining LIAs, which are demographic data, spatial layout plans, land tenure, infrastructure, housing characteristics, household incomes, security, welfare indices, and access to public facilities and services.

#### **3.1 The main low-income areas in NYEWASCO's supply area are listed as follows.**

<i>No.</i>	<i>Area</i>
1.	<i>Witemere A</i>
2.	<i>Witemere MOW</i>
3.	<i>Witemere Winnie</i>

4.	<i>Witemere Slaughter house</i>
5.	<i>Witemere Hindu</i>
6.	<i>Kiawara</i>
7.	<i>Blue valley</i>
8.	<i>Majengo- Town</i>
9.	<i>Kangemi</i>
10.	<i>Ngangarithi</i>
11.	<i>Majengo- Ruringu</i>
12.	<i>Chania Kwa Ruamba</i>
13.	<i>Mweiga- Gikomo and Kiawara areas</i>
14	<i>Mwireri</i>
15	<i>Kimenju</i>
16	<i>Nyeri hill</i>
17	<i>Marua</i>
18	<i>Kangemi</i>
19	<i>Kirichu</i>
20	<i>Misha Gatitu</i>
21	<i>Nyaribo</i>
22	<i>Muruguru</i>
23	<i>Githiru</i>

# LOW INCOME COVERAGE



DATE:  
15/06/2021

**NYERI WATER & SANITATION  
COMPANY LIMITED**



Projected Coordinate System: UTM, 1983, UTM, Zone 37S  
 Projection: Transverse\_Mercator  
 False\_Easting: 500000.000000000  
 False\_Northing: 10000000.000000000  
 Central\_Meridian: 34.500000000  
 Scale\_Factor: 0.999600000  
 Latitude\_Of\_Origin: 0.000000000  
 Linear Unit: Meter

### **3.1.1 Water Kiosks**

In LIAs where a majority of the population cannot afford individual water connections, NYEWASCO will consider the provision of water through water kiosks and yard taps. The Company will be in charge of branding and maintenance of the structure. The Company shall ensure that the water kiosk is set up, regulate prices and operating hours as per WASREB's regulations.

Those willing to operate the kiosks will make a formal application in writing for consideration. The Company shall ensure that all kiosk operators have signed a Memorandum of Understanding with NYEWASCO.

### **3.1.2 Exhausters**

The Company shall be in charge of monitoring the private exhauster operators. The Company shall ensure that all exhauster operators have signed the exhauster permit and payment of sewer discharge fee as per the approved tariff is made every 1<sup>st</sup> day of every month.

### **3.1.3 Whispers Park PSF**

The facility was constructed and started operation in October 2014. It is located in Nyeri town, Nyeri Central sub county in Nyeri County. This project was financed through the Water Sector Trust Fund (WSTF) through a grant by KFW, German Development Bank. It was constructed at a cost of Kshs. 4.5 million and serves an average of 350 clients in a day.

### **Public Sanitation Facility Operations**

The PSF is operated by a youth group known as Send Us Nyeri SHG, which has been under a contract with NYEWASCO WSP since October 2014.

The company shall:

- 3.1.3.1 Monitor the whispers park PSF cleanliness and operations.
- 3.1.3.2 Carry out any major repairs and maintenance and branding of the PSF.
- 3.1.3.5 Ensure that the PSF operators are selected through the Company's procurement process after every 2 years.

3.1.3.6 Ensure that the tender is awarded alternately to groups that include youth groups, women groups or People with Disabilities

3.1.3.7 Ensure that the tender shall be re-advertised after every two years

#### **3.1.4 Payment Plans**

For individuals living in the LIAs NYEWASCO shall provide a part payment plan for materials and deposit required during account opening.

#### **3.1.5 Debt Management**

For individuals falling under this category and having difficulties in settling their outstanding water bills, NYEWASCO will consider allowing payment in instalment for up to a maximum period of **6 months**, however the management may consider to extend the period up to 12 months. Such payment will stand guided as follows:

3.1.5.1 At least 30% upon agreement.

3.1.5.2 Spread the remaining over the remaining period.

## **3.2 FINANCING PLAN**

### **3.2.1 Introduction**

NYEWASCO will use available funds from

3.2.1.1 Internal revenues

3.2.1.2 Donor-funded investment programs

3.2.1.3 A combination of the two. The funding arrangements for interventions in LIAs, however, will be made on a case-by-case basis and depend on the particularities of that community and the project objectives. Community financing will also be encouraged.

Considering the focus on their service areas NYEWASCO will:

3.2.1.1.1 Mobilize funding for new infrastructure development projects to supplement internally generated funds. Co-financing contributions will include the up-front financing of surveys and proposal requests to WSTF and other development partners and the County Government of Nyeri.

3.2.1.1.2 Co-finance investments with communities and other partners (including financing institutions such as local banks)

3.2.1.1.3 Influence donor investment programs in the preparation phases to ensure that:

3.2.1.1.4 Resources are allocated to informal settlements

3.2.1.1.5 The plan reflects the realities and needs of the settlements

### **3.2.2 Resource Mobilization Strategy**

It is crucial that NYEWASCO ensures it has adequate resources to successfully implement the objectives outlined in this policy plan. The financing options available are a combination of the following:

#### **3.2.2.1 Internally generated funds**

The company will rely on its principal activities to generate income. These include the provision of water and sanitation services in its area of jurisdiction within the Nyeri Sub County. The main sources of the company's income are:

3.2.2.1.1 Water sales





### **3.2.2.5 Partnerships with NGOs, CSOs, and CBOs**

NYEWASCO appreciates the roles played by Non-Governmental and Civil Society Organizations (NGOs and CSOs) in the provision of water services especially to areas without adequate services.

It will establish formal relationship with a range of organizations in a joint effort to improve water and sanitation access and service levels to undeserved communities throughout its area of operations.

Beneficiary communities, organized as CBOs, will be encouraged to contribute through material, financial contributions or contribution in kind e.g. by offering labor.

## **3.3 Benefits of the policy**

### **3.3.1 Benefits of the policy to the LIA's residents**

- 3.3.1.1 Improved household water, sanitation and hygiene services through increased access to reliable quality water.
- 3.3.1.2 Saving of water collecting time which can be used in other income generating activities.
- 3.3.1.3 Increased access to high quality water hence reduction in water borne diseases leading to improved health.
- 3.3.1.4 Improved standards of living.

### **3.3.2 Benefits of the policy to NYEWASCO**

- 3.3.2.1 Increased number of water and sewer connections leading to increased revenue generation.
- 3.3.2.2 Improves the company's image through corporate social responsibility especially to the vulnerable in society.
- 3.3.2.3 Reduction of NRW, this is because the policy will have eliminated possibilities of illegal connections and vandalism of the services infrastructure.
- 3.3.2.4 Reduced commercial losses leading to increased revenue.
- 3.3.2.5 This policy will enhance cordial relationships between the company and the consumers.
- 3.3.2.6 Increased water and sanitation coverage.
- 3.3.2.7 Improve the Company's corporate image.

#### **4.0 RISK IDENTIFICATION AND MITIGATION**

Risk exists as a consequence of uncertainty and is present in all activities of NYEWASCO. Staff and key personnel will support, advise and implement policies approved by the Board to manage risks. Risk management incorporates elements of internal controls. This system encompasses a number of elements that together facilitate an effective and efficient operation, enabling NYEWASCO to respond to a variety of operational, financial, and commercial risks.

A key focus of the risk management process is the concentration on control improvements to mitigate significant risks, however there is a need to balance the cost and the effectiveness of the controls.

**Some risks identified in this unit/department are as attached in appendix A.**

## **SOCIAL CONNECTION POLICY**

### **1.1 INTRODUCTION**

The main aim of this policy is to seek intervention in enhancing affordability, accessibility, and reliability of safe quality drinking water and sanitation services in the LIAs under the company's mandate. This policy recognizes that water is a basic human right as stipulated in the Kenyan Constitution 2010 Article 43(d).

This policy will also act as a tool in achieving the Kenyan Government Vision 2030 where every person will have access to safe drinking water.

Implementation of a social connection policy will help in the reduction of non-payment of bills and damaging of infrastructure since it will make it more affordable and hence increase the availability of water. This will also help in reducing NRW mainly commercial losses.

#### **1.1 Background**

The Constitution of Kenya states under article 43 (1) (d) that every person has a right to clean and safe water in adequate quantities. It is in the spirit of embracing the Constitution of Kenya 2010 and in line with the company's mandate that NYEWASCO has positioned itself to provide clean, safe, and adequate water to the people of Nyeri Sub-County and its environs. In view of this in the current strategic plan 2021-2026 Strategic Objective number 4, NYEWASCO seeks to Enhance provision of water and sanitation service delivery among LIA residents and other consumers.

Although NYEWASCO has had notable expansion of water and sanitation coverage, a fair population appears unreached. This comprehensive strategy includes the development of an operational and inclusive tariff that increases water and sanitation inclusion in pro-poor areas undertaking NRW management, expanding water connection, expanding sanitation access, partnerships with a focus on low-income areas. Deliberate action will be made to enhance the business process for pro-poor, therefore implementing the Company's social connection policy and monitor service provision levels in LIAs.

NYEWASCO will implement this social connection policy program in order to extend water and sanitation services at affordable rates to the LIA in its area of jurisdiction.

Currently, WASREB classifies 72% of NYEWASCO's Service area as LIA based on the 2019 KNBS census results.

## **2.0 Policy Citation**

This Policy document shall be read together with the Constitution of Kenya, SDG goals, WASREB National Pro-Poor guidelines, the Water Act 2016, and any other relevant laws.

## **2.1 Policy Statement**

NYEWASCO's main mandate is to provide quality water and sanitation services to the people of Nyeri Sub County and its environs. The company's vision is to be a world-class water and sanitation services provider. Towards realization of the constitutional requirement and the Company's vision statement, this Social Connection Policy is put in place to help the company in the commitment of improving access to water and sanitation services particularly in the underserved low income areas and informal settlements.

To achieve this commitment, NYEWASCO shall:

- 2.1.1 Map its LIAs
- 2.2.2 Set aside a budget for water distribution networks and sewer networks in the LIAs.
- 2.2.3 Create awareness of its Social connection policy to the LIAs residents.
- 2.2.4 Aim to increase the number of individual water connections in the LIAs

## **2.2 Policy Scope**

The Policy applies to customers in the mapped NYEWASCO LIAs

## **2.3 Purpose of the Policy**

This Policy will provide guidelines in the identification of NYEWASCO LIAs and customers, enabling all of them to connect to the water and sanitation supply and ways of collecting the outstanding balances for the agreed amount on time.

## **2.4 OBJECTIVES OF THE POLICY**

### **2.4.1 Main Objective of The Social Connection Policy**

This Social Connection Policy seeks to safeguard the interests of consumers in the un-served and underserved LIAs to improve access to quality water and sanitation services, assist in the reduction of NRW in the LIAs, improve the living standards in the LIAs by increasing water supply and improve sanitation services and sensitize customers on bill payments approach.

### **2.4.2 Specific Objectives Of The Social Connection Policy**

- 2.4.1.1 Ensure ease of access to quality water and sanitation services to the LIA's under NYEWASCO.
- 2.4.1.2 Reduce the NRW in the LIAs.
- 2.4.1.3 Increase water supply to the LIAs hence improving their standards of living.
- 2.4.1.4 Sensitising customers on proper water use and bill payment approach.

## **3.0 TENETS OF THE POLICY**

### **3.1 The context**

NYEWASCO shall play a direct and interventional role in the provision of water and sanitation services to the LIA's. According to WASREB 2021, this comprises NYEWASCO's 72% of the NYEWASCO Service area.

#### **3.1.1 Justification**

Once this policy is implemented it will deal with issues of accessibility, reliability, and affordability of safe drinking water and improved sanitation services in the LIA's under the company's mandate. Without an enabling policy, people may resort to other means of accessing water or sanitation services, mostly through illegal connections to water pipelines or sewer lines which may compromise the standard of the services.

### **3.1.2 Policy intervention activities**

This Policy seeks to bring on board the LIA's residents by subsidizing water and sewer installation cost, sensitization of these residents on economical use of water, and encouraging rainwater harvesting for other uses in the household like washing clothes and cleaning houses.

It will also involve advising customers in the LIA's on part payment of bills whereby they can be paying little agreed amounts on daily basis instead of monthly payments.

### **3.2 Funding the Policy**

Upon identification of the beneficiaries of first time subsidized water and sewer connections, consumers will be expected to pay an affordable amount i.e. the application fee and deposit as per the approved tariff to show their commitment, NYEWASCO will ensure that installation of relevant infrastructure is done up to the customer's premises, after which the customer will bear the cost of his/her internal plumbing works. The cost of materials will be recovered through a flexible repayment scheme designed to suit the fluctuating incomes of self-employed and informal sector earners in instalments together with the monthly water bill over an agreed period of up to 6 months from the date of installation.

Installation costs can also be shared through mobilization of beneficiary community members to provide free labour during installation where possible.

#### **3.2.1 Utilisation of funds**

The available funds shall be managed by NYEWASCO and will only be used for LIA's services connections and procurement of various fittings in connection with these installations.

### **3.3 Identification of beneficiaries**

NYEWASCO shall use the following to identify the beneficiaries;

- 3.3.1 Identification of low-income areas as guided by WASREB assessment.
- 3.3.2 Identification of low-income households.
- 3.3.3 Confirmation of the applications by conducting field checks.
- 3.3.4 Evaluate the payment ability of the customer.
- 3.3.5 Incorporate the village elders in assessing the ability of the applicant/beneficiary.
- 3.3.6 Priority shall be given to the Persons Living with Disability, widows, widowers, and the marginalized in society.
- 3.3.7 The installations will only be done on undisputed land.
- 3.3.8 Connections should not be more than 1/2 inch pipes.

### **3.4 Roles And Responsibilities Of Parties Involved**

#### **3.4.1 Nyeri Water and Sanitation Company Limited**

The Company will;

- 3.4.1 Lead the development and implementation of the program.
- 3.4.2 Mobilize resources to support the program through funding from willing donors.
- 3.4.3 Identify areas where the funds will be allocated to.
- 3.4.4 Utilise the funds as per this policy.

The company staff will be responsible for disconnection of illegal water and sewer connections, connecting new customers, metering, billing, debt collection activities and customer services.

The pro poor unit will be responsible for implementation of projects in the LIA's and informal settlements. They will coordinate with other sections in the company to meet the LIA's residents' needs.



### **3.4.2 Low-income Areas consumers**

The role of the Consumers will be to;

- 3.4.2.1 Apply for water and sewerage connections.
- 3.4.2.2 Pay the application fee and deposit as per the approved tariff.
- 3.4.2.3 Pay the agreed instalment amount within the stipulated time of up to 6 months from the installation date.
- 3.4.2.4 Pay bills for services rendered by the company.
- 3.4.2.5 Provide oversight to ensure proper maintenance and non- vandalism of water and sanitation infrastructure in the respective LIA's.
- 3.4.2.6 Actively participate in project implementation and monitoring processes from establishment to completion and commissioning of the projects.

### **3.4.3 Metering and Tariffs**

Every connection will have a meter and tariffs shall be based on the gazetted tariff as approved by WASREB. Other associated costs will also apply as per the company's policies.

### **3.5 Environmental Issues**

National Environment Management Authority (NEMA) rules and regulations will be adhered to in the execution of the projects. NYEWASCO will reinstate any site that may have been affected during related connection works. It will also ensure that proper disposal of residue materials is done.

### **3.6 Procedures in the handling of default in payments**

All beneficiaries under this policy are expected to pay their monthly bills plus the agreed instalment amount. In case of default, the consumer shall be disconnected and required to pay the total outstanding amount in terms of bills and instalments in addition to the reconnection fee as per the company's policies.

The Pro-Poor department will however be involved in customer sensitization and financial literacy training among the LIAs residents in order to reduce default levels and ensure that the customers are able to take advantage of the instalment payment approach especially in cases where there are existing arrears. Disconnection will be

the last resort so as to avoid subjecting the poor to the reconnection fees which would contribute towards overburdening them.

### **3.7 Benefits of the policy**

#### **3.7.1 Benefits of the policy to the LIA's residents**

- 3.7.1.1 Improved household water and sanitation services through increased access to reliable quality water.
- 3.7.1.2 Saving of water collecting time which can be used in other income generating activities.
- 3.7.1.3 Increased access to high quality water hence reduction in water borne diseases leading to improved health.
- 3.7.1.4 Improved standards of living.

#### **3.7.2 Benefits of the policy to NYEWASCO**

- 3.7.2.1 Increased number of connections leading to increased revenue generation.
- 3.7.2.2 Improves the company's image through corporate social responsibility especially to the vulnerable in society.
- 3.7.2.3 Reduction of NRW, this is because the policy will have eliminated possibilities of illegal connections and vandalism of the services infrastructure.
- 3.7.2.4 Reduced commercial losses leading to increased revenue.
- 3.7.2.5 This policy will enhance the cordial relationship between the company and the consumers.
- 3.7.2.6 Increased water coverage.

### **3.8 Customer Commitment**

The estimated consumption for a household in the LIA's is up to 200 litres per day which is equivalent to 6m<sup>3</sup> per month at Kshs 332.00 per month on the current tariff. The customer is expected to pay the deposit and the application fee to show his commitment to the project.

### **3.9 Accompanying measures**

The company shall put up the following measures for the success of this policy;

- 3.9.1 Sharing of the company's customer care contacts publicly to ensure that there is continuous engagement between the company and the targeted public.
- 3.9.2 Hold water and sanitation clinics to sensitize the target members of the public.
- 3.9.3 Use fliers and pamphlets to give tips on the economical use of water.
- 3.9.4 Perform regular checks to ensure that illegalities are reduced or eradicated completely.
- 3.9.5 Continuous benchmarking with other WSPs on best practices in serving the LIA resident

## **4.0 POLICY COMMUNICATION, IMPLEMENTATION, REVIEW AND MONITORING**

### **4.1 Policy Communication**

NYEWASCO shall ensure that this policy is brought to the attention of all its employees and stakeholders. After approval copies of this policy will be distributed to all employees and two signed copies placed in the resource centre for reference and record purposes. For the sake of our stakeholders, the policy will be placed strategically where it's easily accessible to them.

### **4.2 Policy Implementation**

The responsibility for the implementation of this policy lies with the Management and Pro-Poor Department

### **4.3 Policy Review**

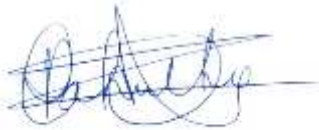
This policy shall be reviewed after every three (3) years or earlier as need arises with an aim to enhance efficient delivery of effective outcomes.

**APPROVAL**

**TITLE** : PROPOOR & SOCIAL CONNECTION POLICY

**APPROVAL AUTHORITY:** THE BOARD OF DIRECTORS

**SIGNED:**



20<sup>th</sup> June 2022

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**PATRICK K. MUNUHE  
CHAIRMAN,  
NYEWASCO BOARD OF DIRECTORS.**

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**DATE**

## Appendix A

No.	Risk	Risk description	Level of risk			Mitigation	Responsible person	Review
			Impact	Likelihood	Risk rating			
1.	Failure to supply sanitation and water services to entire market area due to topographical constraints	Failure to meet the LIAs coverage area and maintain service standards High cost of operation	Very severe	Likely	Medium	Use of alternative power sources for pumping water	CMCSS/CMTS/ CPPPO/ TiC D	Monthly
2.	Insecurity in the LIAs	Vandalism of water infrastructure.	Very severe	Likely	High	Installing meters in a chamber Sensitization	CMCSS/CMCSS/ CPPPO/S.O	Monthly
3.	Credit risk	Failure to pay the instalments on time	Severe	Very likely	Very high	Regular monitoring and	CMCSS/ CPPPO/FSPP	Monthly

						follow up of the LICs accounts.		
4.	Budgetary restrictions.	Low availability of Company resources to facilitate the policy.	Severe	Very likely	Very high	Constant lobbying for funds.	CMCSS/ CPPPO	Annually
5.	Incorrect classification of LIAs risk	Inability to differentiate LIAs and areas that are not low income	Severe	Very Likely	Medium	Regular updates of the LIAs maps	CMTS/CMCSS/GIS/ CPPPO	Annually