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# ADHERENCE TO REGULATED PRO-POOR WATER ACCESS TARIFFS IN LOW INCOME AREAS

A CASE STUDY OF NANYUKI INFORMAL  
SETTLEMENTS, LAIKIPIA COUNTY

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## Background

Water and sanitation are at the very core of sustainable development, critical to the survival of people and the planet. Sustainable Development Goal Six (SDG 6) targets 6.1 and 6.2 aim to achieve universal and equitable access to safe and affordable drinking water, sanitation and hygiene for all by 2030.

Nanyuki Water and Sewerage Company Limited (NAWASCO), like many other water companies in Kenya has a pro-poor unit that targets the poor facilitating access to service delivery in compliance to Kenya’s constitutional right to water and sanitation for all. NAWASCO has mapped out pro-poor areas within Nanyuki town urban areas including slums/informal settlements and has installed 15 water kiosks therein to ensure effective service delivery through regulated pro-poor water access tariffs (Kshs. 2.00/20 litres of water).





NAWASCO’s strategic plan 2019-2023 is working towards contributing to overall universal access to water and sanitation by all, specifically targeting improved connectivity to the unserved and underserved populations.

## The Challenge

The unserved and underserved areas of Nanyuki lack basic reliable infrastructure, especially for water and on/off-site sanitation drainage. While clean water is inadequate, sanitation and hygiene are visibly sub-standard. The continuing expansion and densification of settlements render upgrading and service improvements altogether urgent. Proper service provision in the Nanyuki urban and peri-urban areas is hindered by numerous conventional challenges. They include lack of a formal land tenure, evolution and growth considered synonymous with spontaneous and unregulated growth, and financial constraints as a result of the high cost associated with water and sanitation infrastructure.

## Situational assessment findings

Watershed, through KWAHO and Simavi conducted a survey to assess satisfaction levels on the prevailing pro-poor water access tariffs and the efficiency of service provision, through sampling 7 of the 15 water kiosks. The team produced a report whose results identified non-adherence to the existing pro-poor water tariffs, obsolescence and underutilisation of the facilities by the kiosk operators. Below is a summary of the findings.

 No. of Kiosks	 Locations	 Tarrifs	 Frequency of supply
15 Kiosks, 11 functional, 7 sampled	Gathangi, Kanyoni Stage, Majengo town, Majengo mosque, Nanyuki market, Likii Centre.	3 Kshs more than the recommended rate of 2 Kshs. Cost variations exist during the dry season.	Water rationing experienced in most of the kiosks. Rationing is rampant during the dry season.

In a nutshell, the study identified other factors that contribute to non-adherence, including unconventional weather patterns and drought. The cost of establishment and the effects of inflation are also not quantified.

## Watershed's contribution

Cognisant of the important role of evidence and citizen empowerment in lobbying and advocacy, Watershed utilised the survey findings to lobby for adherence to the stipulated pro-poor tariffs. The study results were shared with the water company on 2 July 2019 to create goodwill, buy-in and to ascertain the authenticity of findings. During a presentation at the public consultation forum on the review of tariffs for improved service delivery, the programme highlighted the survey findings through implementing partners including Simavi, Mount Kenya Ewaso Water Partnership (MKEWP), and Kenya Water for Health Organization (KWAHO). The consultation process was participatory, and involved Water Resource User Associations, Community Forest Associations, the youth, women, and people living with disabilities. This was backed by evidence and voices from civil society organisations. Consequently, Nanyuki Water and Sewerage Company has made deliberate efforts towards the realisation of sustainable WASH for all. Random snap checks of the water kiosks indicate an improved trend in adherence to the water tariffs.

## Key outcomes

- NAWASCO, through a commitment by the Managing Director on 2nd July 2019 adopted the prepaid meters.
- To improve the feedback mechanism and ensure first-hand information from the customers, NAWASCO, in partnership with Water Services Regulatory Board (WASREB) is undertaking trainings on the Maji voice feedback mechanism. Maji voice mechanism is used in the water sector to enable users to provide feedback to service providers on issues affecting them that need to be addressed.
- Adoption of a new NAWASCO strategic plan (2019 – 2023), which underscores the company's plans to reach the unserved and the underserved residents within the water services jurisdiction areas in Nanyuki town, Laikipia County. These include those living in urban slums.
- The water company outlined plans to create a pro-poor policy for guided interventions.



Photo 1 Survey on adherence to pro-poor rates, Nanyuki



Photo 2 Proceedings during the public consultation forum for tariffs review