



20th AfWA International Congress and Exhibition 2020

Breaking new grounds to accelerate access to water and sanitation for all in Africa

Institutionalizing pro-poor services

A new Key Performance Indicator for Kenyan utilities

23rd – 24th February 2020, Kampala, Uganda

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CONTEXT: WATER PROVISION AND REGULATION IN KENYA



- Kenyans access water through licensed **Water Service Providers (WSPs)** – utilities owned by county governments and monitored by WASREB
- Traditionally, WASREB tracked performance according to nine KPIs
- Publishes **IMPACT** – an annual report ranking all 88 WSPs, the majority of which are urban



CONTEXT: URBAN WATER SUPPLY IN KENYA



- Of 21 million living in service area of the 88 WSPs, **8 million** live in one of over 2000 urban **low-income areas (LIAs)**
- Most LIA residents depend on **informal services** which fail to meet constitutional threshold guaranteeing **access to safe water and sanitation as human rights**
- **National Water Master Plan 2030** projects Kenyan urban population of 46 million by 2030, most living in LIAs



FOCUSING ON THE URBAN POOR



- Prior to 2016, IMPACT reporting obligations did not require explicit focus on LIAs
- This meant WSPs could perform well by prioritising high-income areas
- To deliver on the constitutional requirements on the right, WSPs were required to ensure equity in service delivery
- Need to **institutionalise pro-poor service delivery** within each WSP

KPIs prior to 2016

1. Water coverage
2. Drinking water quality
3. Hours of supply
4. Non-revenue water
5. Metering ratio
6. Staff productivity
7. Personnel expenditure as % of O+M costs
8. O+M cost coverage
9. Revenue collection efficiency

CONSULTATION INTEGRAL TO KPI DEVELOPMENT PROCESS



- KPI development began with consultation of **representative sample** of 5 WSPs
- Aim was to **understand** their water supply systems, daily challenges, ability to serve LIAs
- **Key sector stakeholders also consulted** (WSTF, Ministry of Water, GIZ, World Bank)
- WSUP and other partners supported WASREB to **map service areas**, estimate **LIA population** and develop **data collection tools** in preparation for new KPI

Key issues for serving LIAs identified by sample utilities

1. Lack of up to date information – who are the ‘poor’, where do they live?
2. Low tariffs, perceived inability to pay connection fees and interference from informal vendors
3. Perceived as high risk, low return or no-go areas
4. Governance and integrity complications
5. Insufficient investment funding
6. Complicated service delivery management processes

KPI 10: A NEW KEY PERFORMANCE INDICATOR FOR KENYA'S URBAN UTILITIES



- KPI 10 mandates **WSPs** to report service provision activities and outcomes **relating to LIAs**
- Not only monitors the level of pro-poor service provision, but **offers guidance** for WSPs on how to improve services in LIAs

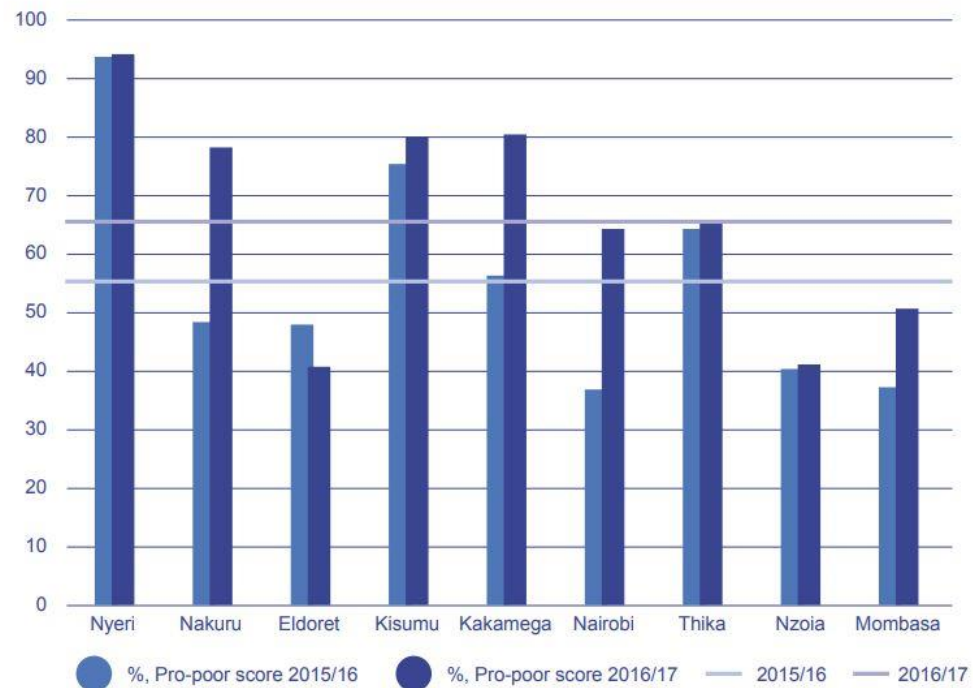
KPI 10 sub-indicators

- A. Governance – Weight 30%
- B. Impact – Weight 30%
- C. Planning – Weight 20%
- D. Financing – Weight 20%

KPI 10 SUCCESSFULLY IMPLEMENTED FOR 40 VERY LARGE & LARGE WSPs



- Initial pilot from 2015-16 with 9 'very large' WSPs
- An additional 31 'very large' and 'large' WSPs added to the pilot in 2016-17
- Reporting on the KPI is a requirement for all the WSPs



IMPLICATIONS AND NEXT STEPS



- KPI 10 requires utilities to institutionalise LIA service provision
- As such, the KPI could provide a **turning point** towards ensuring LIA residents receive services entitled to under Kenyan constitution
- The regulator has developed the “Pro-poor Water and Sanitation Guidelines” to guide utilities organizing and reporting on services in LIAs
- Challenges remain in supporting utilities to collect and analyze the required data



TRACKING ACCESS



- When will these children have access to safe and adequate services?? MDGs, SDGs.....
- The time to act is now!



The Goal:
21+ million persons with clean & safe water and 30+ million persons with safely managed sanitation services

Borrowed from Cape town AfricaSan/FSM5 2019



20th AfWA CONGRESS

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