

PRO POOR SOCIAL CONNECTION POLICY



NYAHURURU WATER & SANITATION CO. LTD.

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ABBREVIATIONS

NYAHUWASCO	Nyahururu Water and Sanitation Company
CGL	County Government of Laikipia Water
WASREB	Services Regulatory Board Northern
NWSP	Water Services Board Service Provision
SPA	Agreement Non Revenue Water
NRW	

1.0 Mandate, Vision, Mission and Core Values

Mandate

Nyahururu Water and Sanitation is responsible for provision of efficient and economical water and sanitation services, within Nyahururu Town and its environs, Rumuruti Town, Oljabet and Igwamiti as authorized through the Service Provision Agreement and Water Act 2002.

Vision

To be the leading Water and Sanitation Service Provider in Kenya.

Mission

To offer our consumers High Quality Water and Sanitation Services In the Most Efficient and Cost Effective Manner.

Core Values

The Company core values are:-

Customer focus

Integrity

Professionalism

Transparency and Accountability

Innovative and Creativity

Environmental Conscience

2.0 Background

Nyahururu Water and Sanitation Company (NYAHUWASCO) is a limited company incorporated under the Company's Act Cap 486 of the Laws of Kenya. It was registered on 18th February 2002. Nyahururu Water and Sanitation is responsible for provision of efficient and economical water and sanitation services, within Nyahururu Town and its environs, Rumuruti Town, Marmanet and Igwamiti as authorized through the Service Provision Agreement and Water Act 2002.

Nyahururu Water and Sanitation would like implement this Social connection program to extend Water and Sanitation services in affordable rates to all Low Income Areas in the company area of jurisdiction.

This policy is meant to bring on board the residents in the Low Income Areas.

3.0 Introduction

This policy is formulated to seek intervention in affordability, accessibility and reliability of safe drinking water and good sanitation services in the low income areas under the company's mandate. The policy recognizes that water is a basic human right as enshrined in the Kenya constitution.

Article 43 (d) of chapter four of the constitution stipulates that every citizen has a right to access clean and affordable water. The company recognizes that in as much as it is a right; measures have been put in place for sustainability of the provision of the services and that without a Pro Poor Connection Policy in place people may resort to unorthodox means to access the services. This may be through getting supply through illegal connections, illegal siphoning and vandalism of the infrastructure which may compromise the quality of standards

In addition, the policy seeks to reduce installation costs, eliminate development of spaghetti pipelines and help attain quality workmanship in infrastructure development and maintenance. In the end, this policy seeks to bring about improved planning in the low income areas in terms of infrastructure.

4.0 Policy Objective

4.1 General Objective

The overall objective of this policy is to provide reliable, affordable and sustainable access to safe drinking water and basic sanitation to people living within low income areas. This is in line Kenya Vision 2030 which aims at universal Water and Sanitation coverage. This is also in line with the Kenya constitution which stipulates that every citizen has a right to access clean and affordable water.

4.2 Specific Objectives

The specific objectives of the Social Connection Policy are;

- Increase access to affordable quality water and sewerage services to LIS's under NYAHUWASCO
- Reduce the company NRW
- Increase revenue from the LIA's
- Enhance quality of material used and workmanship
- Reaching the vulnerable un(der) served consumers

5.0 The Context

NYAHUWASCO shall play a direct and interventional role in the provision of service in low income areas. These are areas in which low income earners and or squatters live but still require safe, reliable, affordable and sustainable access to safe drinking water and basic sanitation.

6.0 Justification

This policy is formulated in order to deal with issues of affordability, accessibility and reliability of safe drinking water and proper sanitation services in the low income areas under the company's mandate. The policy recognizes that water is a basic human right as enshrined in the constitution of Kenya Chapter four Article 43 (d), while the ability to pay for this service remains a challenge for some people in low income areas and without a policy in place, people may resort to other means to access the services. This may be through illegal connections, vandalism of supply lines which may even compromise the standard of quality. Further to this, the policy seeks to reduce installation costs, eliminate development of spaghetti pipelines and help attain quality workmanship in the infrastructure development and maintenance. In the end, this policy seeks to bring about improved planning in the low income areas in terms of infrastructure.

7.0 Policy Intervention Activities

The policy seeks to bring on board the residents in these areas by; removal of installation costs, construction and establishment of water kiosks, communal stand pipes. Sensitization of residents on economical use of water, encouraging rain water harvesting for other house hold chores like washing clothes and cleaning the houses. Other like billing, modes of payment, regular monitoring and community policing, reduce NRW levels to enable reduction of water charges.

7.1 Funding the policy

The Company shall establish a Social Connection Fund. The company shall put aside 0.05 percent of the monthly revenue collection into investment in the low income settlements social connection funds account. The fund will be managed by the Nyahururu Water & Sanitation Company and shall only be used for the intended purposes. This percentage will be reviewed annually and will be need based.

The social connection fund is meant to extend the water and sewer network to the low income areas in an effort to bring the services closer to the targeted groups and ensure household/ kiosk/yard water point which are meant to serve the poor in the low income settlements are connected without delay. It will be used to buy pipes and fitting for connection from the main pipeline to the consumer homestead and the stand pipe for new connections in a radius of 60 meters from the service line. This will eliminate substandard materials bought by individual consumers.

Consumers will be expected to pay the amount affordable, at least application fees and deposit, then the water will be connected immediately using materials provided by the company. The cost of connection materials will be paid by the consumer in instalments and distributed over a period of twelve (12) months.

This way, the Company will continually raise additional funds to serve the poor without depending on the County Government or donors funding to develop water and sanitation services infrastructure in the targeted settlements (low income settlements).

In addition a credit facility may be developed by the Nyahururu Water & Sanitation Company and funded by a finance institution to allow targeted settlements' residents to access service by paying installments to meet the connection costs.

Installments approach of repayment will allow consumers to pay small and affordable fixed amounts in addition to the monthly consumption charges over the agreed period. On the other hand, NYAHUWASCO will recover the cost of connections to repay credit/loan.

7.2 Utilization of funds

The funds set aside for this policy shall be for financing connection charges.

7.3 Identification of beneficiaries

The criteria NYAHUWASCO shall use to identify beneficiaries shall include;

- i. Identification of low income areas
- ii. Identification of low income households
- iii. Carry out field checks and verification of particulars upon receiving of applications
- iv. Establish the ability to pay of the consumers
- v. Consultations and verifications with community leaders on the ability of the proposed beneficiaries e.g. Area chiefs and members of “nyumba kumi” (village elders)
- vi. Priority shall be given to marginalized , disabled widows and widowers

8.0 Roles and Responsibilities of WSP, County Government and Consumers

8.1 Northern Water Services Board/COUNTY GOVERNMENT OF LAIKIPIA

Northern Water Services Board (NWSB)/County Government

is the asset holding body responsible for the provision of water and sanitation services within Laikipia County. NWSB has licensed NYAHUWASCO to deliver services on its behalf.

The roles of County Government of Laikipia in the low income settlements connection fund shall be:

- Evaluate budgets and reports prepared by the NYAHUWASCO
- Monitor and evaluate the implementation of the projects funded under the social connection fund
- Appoint independent auditors to audit the use of the social connection fund in accordance with this policy and any other technical and financial standards.
- Supply bulk water and increase water and sewerage network.
- Broker financing negotiations from IFIs i.e. loans and grants.
- Ensure maintenance and extension of bulk water supply infrastructure.
- Play a supervisory role in implementation of the social connection policy upon approval.

8.2 Nyahururu Water and Sanitation Company

The Company will on its part:-

- Create the social connection fund
- Utilize the fund as per this policy
- Remit 0.05% of its monthly collection into the fund
- Externally mobilize resources to support the fund

- Identify settlements where the fund will be used and draw a programme for implementation
- Development and implementation of the programme
- Carter equally for all low income consumers including the vulnerable groups based on gender, and or disability.

The Pro-poor unit/section is responsible for implementation of projects in the informal settlements and low income settlements and is based at headquarter with a coordinator working directly with the Commercial team, Technical, Finance and Administration. The Pro-poor coordinator hence reports to the Finance and Administration Manager administratively.

The other staff will be responsible for:

- Disconnection of spaghetti/ illegal connections
- Connecting new customers
- surveying customers' premises
- metering, billing and customer care

8.3 The County Government.

The roles of the County Government in the informal settlements connection fund shall be:

- Ensure and create an enabling environment for project implementation into the LIAs of the county.
- Broker financing negotiations from IFIs i.e. loans and grants.
- Formulate policies and regulations that will safeguard provision of water and sanitation in LIAS.
- Support all water and sanitation related activities in the county.
- Allocate a % of the annual water and sanitation budget to the utility's LICs unit/department for projects implementation.
- Participate in projects monitoring and evaluation.

8.4 Low Income Consumers.

The roles of these very crucial stakeholders will be;

- Apply for water and sewerage connections.
- Improve sanitation at the household level
- Pay the initial connection investments costs at once or within a period not exceeding 12 months
- Pay for water and sanitation services rendered by the company.
- Provide oversight for water and sanitation infrastructure in the respective LIAs.
- Actively participate in project implementation and monitoring processes from inception to completion and commissioning of projects.

8.5 Use of funds

The funds set aside for this policy shall be for financing the procurement and installation of materials up to 60 meters from the network/service lines.

8.6 Metering and Tariffs

All connections shall be metered and tariffs shall be based on the gazette tariffs in the Kenya Gazette Notice as approved by WASREB. All consumers shall be required to pay according to consumption and other associated costs.

9.0 Environmental Issues

All works shall be carried out according to designs and specifications in an environmental friendly manner. NYAHUWASCO shall reinstate any site that may have been affected during related connection works. All waste materials pipe cutting and excavation shall be disposed off at the designated sites

9.1 Procedures of Handling Default Payments

All consumers supported under this policy shall be required to pay for monthly installments in addition to the monthly bill. In case of default, the consumer shall be disconnected and requested to pay the total amount comprising of reconnection, all default installments and all outstanding monthly bills.

9.2 Cross Cutting Issues

All cross cutting issues shall be taken into consideration in as far as they can negatively affect implementation of this policy, through sensitization and awareness activities.

9.3 Short and long-term benefits

In the short term the benefits of this policy is to bring about improved household water and sanitation services by supplying reliable water thereby enabling consumers to spend less time on collecting water and access high quality water thereby improving the health status.

The long term benefits include increased coverage of the area under NYAHUWASCO mandate, thus increase financial sustainability of the Company,
There will be creation of economic activities to consumers through vending of water kiosks thus improved living standards of the residents,
This policy is expected to enhance cordial relationship between the WSP and the consumers.

Financial Estimates

The eligibility to this policy shall be for connections not more than ½” in size and within a radius of not more than 60 meters from the service line. The estimate for such a single connection is Kshs. 9,700 whereas the income per household in these areas is estimated at Kshs. 8,000 per month. The willingness to pay for water and sanitation services is estimated at 7% of the income per household.

The estimated consumption for such households is 200 liters per day which translates to 6m³ at Kshs. 272 per month on the existing tariff. The applicants shall be required to pay 30% of the installation costs to show commitment to the program. The repayment period for the installation cost shall be 12 months from the day of installation.

Connection charges

The estimated ½” single connection within a radius of 60 meters from the service line is as tabulated below:

Material Estimate cost for a ½” single connection in the Low Income Areas.

NO	Item Description	Size	Quantity	Unit	Rate	Amount
1	UPVC Pipes (class C)	½”	10	Pcs	120.00	1,200.00
2	Saddle clamp	½” x3”	1	Pcs	600.00	600.00
3	Gate Valve(Pegler)	½”	2	Pcs	600.00	1,200.00
4	Valve socket	½”	3	Pcs	30.00	90.00
5	Tangit	1/4	1	Ltrs	250.00	250.00
6	Complete stand pipe		1		800.00	800.00
7	Meter stands	1½ft	2	Ft	150.00	300.00
8	Trench and Backfilling					2,560.00
	Sub total					7,000.00

Other installation costs in Low Income Areas.

Application fee	200.00
Deposit	1,500.00
Connection fee	<u>1,000.00</u>

Grand total

9,700.00

10.0 Accompanying Measures

In order to ensure success of this policy the company shall put up the following measures:

- Hold water clinics to sensitize the target publics
- Use fliers and pamphlets to give tips on economic use of water
- Undertake regular checks to ensure that illegalities are reduced or stopped
- Sharing of customer care contacts publicly to ensure that there is continuous engagement between the company and targeted publics
- Continuous benchmarking on best practices

11.0 Validity of the Policy

This policy shall be valid from the date of inception but shall be reviewed after every 2 years.

BERNARD MWAURA,
MANAGING DIRECTOR.

DATE: _____

APPROVED BY BOARD OF DIRECTORS;
NYAHURURU WATER & SANITATION COMPANY.

JOHN G. MUTHEE,
CHAIRMAN, BOARD OF DIRECTORS.

DATE: _____