

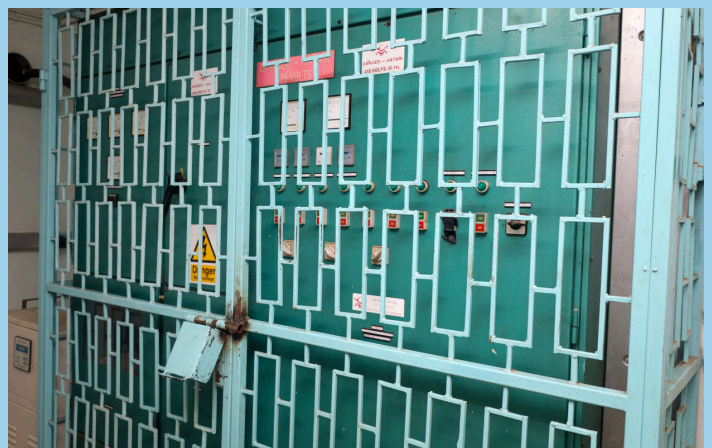
# ELDOWAS DIGEST

APRIL 2024  
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WWW.ELDOWAS.OR.KE



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# THE GLOBAL WATER SUMMIT 2024: A CALL TO ACTION FOR WATER SECURITY IN A CHANGING WORLD

## Actionable Outcomes

The Global Water Summit 2024 served as more than a platform for discussions. Key calls to action emerged:

- **National Water Resilience Planning:** Strong recommendations were made for governments worldwide to develop comprehensive, multi-sectoral water resilience plans that integrate climate adaptation, disaster risk reduction, and broader sustainable development goals.
- **Global Marketplace for Water Technology:** The Summit highlighted the need for a centralized knowledge-sharing platform and marketplace to accelerate the deployment of water solutions, facilitate technology transfer, and support capacity building.
- **Corporate Water Stewardship:** Businesses, particularly those operating in water-intensive industries, were urged to adopt and implement rigorous water stewardship standards, setting tangible goals for footprint reduction and sustainable water use.

## A Moment for Transformation

The Global Water Summit 2024 made clear that a 'business-as-usual' approach is unacceptable when confronting the water crises of today and tomorrow. The commitments and ideas forged at the Summit have the potential to shape a global action plan, fostering a water-secure future that supports both human well-being and ecosystem health.

As the Global Water Summit 2024 drew to a close, a profound message resonated among participants: collaboration and immediate action are essential to secure a water-resilient future in a world facing unprecedented challenges. The Summit, themed "Security for a Changing Planet," underscored the complex interplay between water management, climate change adaptation, and sustainable development.

## Major Themes and Outcomes

- **Climate Change and Water Disruption:** The water-climate nexus was a central focus. Delegates emphasized that immediate investment in climate adaptation strategies, alongside aggressive emissions reductions, is imperative to mitigate the most severe impacts of a changing hydrological cycle.
- **The Power of Data:** Data-driven decision-making was a recurring theme. Advanced analytics platforms, artificial intelligence applications, and sophisticated digital twin technologies highlighted the potential to optimize water infrastructure, anticipate and respond to emergencies, and promote sustainable water use across multiple sectors.
- **Mobilizing Financial Resources:** The Summit tackled the critical challenge of financing water innovation and infrastructure upgrades. Blended finance models, public-private partnerships, impact investing, and green bonds were identified as essential strategies for bridging the investment gap.
- **Equitable Access: A Shared Responsibility:** Discussions acknowledged that technological advancements must be deployed to serve communities globally. Speakers stressed that equitable access to water and sanitation is non-negotiable and requires a concerted global effort.
- **Integrated Solutions:** The Summit fostered a collaborative mindset, recognizing the need for water utilities, policymakers, technology providers, the private sector, and NGOs to work together to develop holistic solutions for complex water challenges.

# ELDOWAS LICENSE RENEWED

## THE WATER SERVICES REGULATORY BOARD (WASREB) HAS RENEWED THE LICENSE OF THE ELDORET WATER AND SANITATION COMPANY (ELDOWAS) FOLLOWING A RESOUNDING VOTE OF CONFIDENCE FROM THE PUBLIC.

The license renewal is a testament to the valued role ELDOWAS plays in ensuring reliable water and sanitation services in the Eldoret municipality and surrounding areas.

The renewal follows a successful public consultation process initiated by WASREB in March 2024. Residents were invited to share their experiences, concerns, and suggestions for improvement regarding ELDOWAS's services. The public's active participation highlighted the vital role community voices play in shaping essential public services.

### Key Themes from Public Feedback

- **Overall satisfaction:** The majority of community members expressed general satisfaction with ELDOWAS's water supply and sanitation services.
- **Increased Access:** Residents acknowledged ELDOWAS's efforts to expand water access, especially to underserved areas.
- **Areas for improvement:** Some concerns were raised around occasional water interruptions and billing queries.
- **Commendation for responsiveness:** Many residents praised ELDOWAS's responsiveness to customer complaints and service issues.

### ELDOWAS's Commitment to Progress

"We are humbled by the community's trust in our ability to deliver essential water and sanitation services," said Mr. Fredrick Kosgei, Ag Managing Director of ELDOWAS. "The public feedback is invaluable and will guide our efforts to continuously improve our operations and better serve the residents of Eldoret."

Moving forward, ELDOWAS has pledged to:

- Invest in infrastructure upgrades to minimize water interruptions.
- Streamline billing processes to enhance transparency and ease of understanding.
- Maintain prompt customer service and enhance communication channels.

### Community Partnership

WASREB commended the robust public participation during the consultation process. "This level of engagement demonstrates a strong community commitment to ensuring quality water services," said the Representative of WASREB. "We are pleased to renew ELDOWAS's license based on the positive feedback and their demonstrable commitment to improving service delivery."

The license renewal marks an important step in the ongoing partnership between ELDOWAS and the Uasin Gishu community. Together, we are working towards a future where all residents have access to safe, reliable, and affordable water and sanitation services.



## Public Consultation Meeting on Tariff

A public meeting will be held on Wednesday, 15th May 2024, at 10:00 AM at the Eldoret County/Town Hall. Public members in respective areas are invited to make oral and written submissions and ask any questions that may relate to the provision of water and sewer services in their areas.

### How to Get the Proposed Tariff:

- Details of the proposed tariff adjustment, minor investment, and performance target can be accessed at [www.wasreb.go.ke](http://www.wasreb.go.ke) or Download Propose Tariff / Other charges

### How to Submit Feedback:

- Written comments on the application can be emailed to the respective WSP email addresses provided or [tariffs@wasreb.go.ke](mailto:tariffs@wasreb.go.ke) or [info@wasreb.go.ke](mailto:info@wasreb.go.ke) or send in a hard copy to:

The Chief Executive Officer,  
Water Services Regulatory Board,  
5th Floor NHIF Building,  
Ngong Road,  
P.O Box 41621 -00100, NAIROBI.

**Deadline:** The closing date for receipt of comments is Thursday, 23rd May 2024



**NOTICE TO THE PUBLIC TO SUBMIT COMMENTS ON THE REGULAR TARIFF APPLICATION FOR THIRTEEN (13) No. WATER SERVICE PROVIDERS (WSPs)**

Notice is given to the general public that:

The following Water Service Providers (WSPs), which provide water services by authority of a license issued by the Water Services Regulatory Board (WASREB), have applied to WASREB for a regular tariff review:

1. Ol-Kalou Water and Sanitation Company Limited
2. Eldoret Water and Sanitation Company Limited
3. Bomet Water and Sanitation Company Limited
4. Naromoru Water and Sanitation Company Limited
5. Tetu Aberdare Water and Sanitation Company Limited
6. Othaya Mukurweini Water Services Company
7. Mathira Water and Sanitation Company Limited
8. Embu Water and Sanitation Company Limited
9. Runda Water Limited
10. Kiambere-Mwingi Water and Sanitation Company Limited
11. Oloolaiser Water and Sewerage Company Limited
12. Ruiru-Juja Water & Sewerage Company Limited
13. Gatundu Water & Sanitation Company Limited

Further, the WSPs propose a tariff adjustment review to enable the water utilities to operate at full cost recovery for sustainable provision of water services and meet conditions necessary for improving service delivery which include among others, minor investments.

Please note that the WSP will hold hybrid public consultation meetings: face-to-face and virtual meetings as outlined below.

| County                                                                  | Water Service Provider                                                        | Venue                        |                                                                             | Day Date and Time                             |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------|
| Nyarndaru                                                               | Ol-Kalou Water & Sanitation Co. Ltd. (OLWASCO)<br>olwasco03@yahoo.com         | Physical meeting             | Royal Gardens - Ol Kalou; along Gilgil - Nyahururu Road.                    | Monday, 13 <sup>th</sup> May 2024<br>10 am    |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Nyeri                                                                   | Naromoru Water and Sanitation Co. Ltd (NAROWASCO)<br>narowasco@gmail.com      | Physical meeting             | Jaaganaz Hotel, Naromoru Town                                               | Wednesday, 15 <sup>th</sup> May 2024<br>10 am |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
|                                                                         | Tetu-Aberdare Water & Sanitation Co. Ltd.<br>teawasco@gmail.com               | Physical meeting             | Wamagana Catholic Hall, Wamagana Shopping Centre                            |                                               |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Othaya Mukurweini Water Services Company. (OMAWASCO) info@omwasco.co.ke | Physical meeting                                                              | Othaya CDF Hall, Othaya Town |                                                                             |                                               |
|                                                                         | Virtual Meeting                                                               | WSP to provide links         |                                                                             |                                               |
| Uasin Gishu                                                             | Eldoret Water & Sanitation Co. Ltd. (ELDOWAS) info@eldowas.or.ke              | Physical meeting             | County/Municipal Hall, Eldoret Town                                         |                                               |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Bomet                                                                   | Bomet Water & Sanitation Co. Ltd (BOMWASCO) bomwasco@gmail.com                | Physical meeting             | Bhakita Chapel, Bomet Town                                                  | Thursday, 16 <sup>th</sup> May 2024<br>10 am  |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Nyeri                                                                   | Mathira Water & Sanitation Co. Ltd. (MAWASCO) info@mawasco.co.ke              | Physical meeting             | Jotham Gardens, Karatina Town                                               |                                               |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Embu                                                                    | Embu Water & Sanitation Co. Ltd. (EWASCO) info@embuwater.co.ke                | Physical meeting             | Mountain Breeze Hotel, Embu Town                                            | Friday, 17 <sup>th</sup> May 2024<br>10 am    |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Nairobi                                                                 | Runda Water Limited (RWL) gmanager@rundawater.co.ke                           | Physical meeting             | Runda Water Offices, 92 Runda Grove (Off Runda Road), Runda Estate, Nairobi | Monday, 20 <sup>th</sup> May 2024<br>10 am    |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Kiui                                                                    | Kiambere-Mwingi Water and Sanitation Co. Ltd. (KIMWASCO) kimwasco@gmail.com   | Physical meeting             | Mwingi Rescue Centre, Mwingi Town                                           |                                               |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Kajiado                                                                 | Oloolaiser Water & Sewerage Co. Ltd. (OWSC) info@oloolaiserwatercompany.co.ke | Physical meeting             | Our Lady of Fatima Catholic Church, Ongata Rongai                           | Tuesday, 21 <sup>st</sup> May 2024<br>10 am   |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
| Kiambu                                                                  | Ruiru-Juja Water & Sewerage Co. Ltd. (RUJWASCO) rujwasco2017@gmail.com        | Physical meeting             | Rainbow Ruiru Resort, Ruiru Town                                            | Wednesday, 22 <sup>nd</sup> May 2024<br>10 am |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |
|                                                                         | Gatundu Water & Sanitation Co. Ltd. (GATWASCO) gatwasco@gmail.com             | Physical meeting             | Martyrs of Uganda Catholic Church Hall, Gatundu Town                        |                                               |
|                                                                         |                                                                               | Virtual Meeting              | WSP to provide links                                                        |                                               |

Participants should be seated by **10.00 am**. Personal identification of participants will be required. Public members in respective areas are invited to make oral and written submissions and ask any questions that may relate to the provision of water services in their areas.

Details of the proposed tariff adjustment, minor investment, and performance target can be accessed at [www.wasreb.go.ke](http://www.wasreb.go.ke)

Written comments on the application can be emailed to the respective WSP email addresses provided or [tariffs@wasreb.go.ke](mailto:tariffs@wasreb.go.ke) or [info@wasreb.go.ke](mailto:info@wasreb.go.ke) or send in hard copy to:

**The Chief Executive Officer,  
Water Services Regulatory Board,  
5<sup>th</sup> Floor NHIF Building,  
Ngong Road,  
P.O Box 41621 -00100,NAIROBI.**

The closing date for receipt of comments is **Thursday, 23<sup>rd</sup> May 2024**

**CHIEF EXECUTIVE OFFICER  
WATER SERVICES REGULATORY BOARD**

# FAQ

## What are the Proposed Changes in Water Tariff Structure?

### 2.0 Proposed Change in Water Tariff Structure for the Period

#### 2.1 Water Tariff

| Proposed Tariff for Eldoret Water and Sanitation Co. Ltd. |                     |                        |                   |                 |
|-----------------------------------------------------------|---------------------|------------------------|-------------------|-----------------|
| Consumer Categories                                       | Consumption Block   | Current Tariff         | Consumption Block | Proposed Tariff |
|                                                           | (m3)                | (Kshs/M <sup>3</sup> ) | (m3)              | (Kshs/M3)       |
| Domestic/Residential                                      | 1-6                 | 37                     | 1-6               | 130             |
|                                                           | 7-20.               | 48                     | 7-20.             | 135             |
|                                                           | 21-50               | 72                     | 21-50             | 140             |
|                                                           | 51-100              | 79                     | 51-100            | 145             |
|                                                           | 101-300             | 99                     | 101-300           | 150             |
|                                                           | >300                | 111                    | >300              | 160             |
| Multi-Dwelling Units                                      |                     | 47.6                   | Per M3            | 135             |
| Commercial/Industrial                                     | 1-50                | 72                     | 1-50              | 140             |
|                                                           | 51-100              | 79                     | 51-100            | 145             |
|                                                           | 101-300             | 99                     | 101-300           | 150             |
|                                                           | >300                | 111                    | >300              | 160             |
| Government/Institutions                                   | 1-50                | 72                     | 1-50              | 140             |
|                                                           | 51-100              | 79                     | 51-100            | 145             |
|                                                           | 101-300             | 99                     | 101-300           | 150             |
|                                                           | >300                | 111                    | >300              | 160             |
| Public Schools, Colleges and Universities                 | 1-600               | 32.00                  | 1-600             | 135             |
|                                                           | 601-1200            | 37.00                  | 601-1200          | 145             |
|                                                           | >1200m3             | 48.00                  | >1200m3           | 160             |
| Unique Consumer Categories                                | <b>Bulk Water</b>   | 21.2                   | Per M3            | 92              |
|                                                           | <b>Water Kiosks</b> | 35                     | Per M3            | 130             |

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A close-up photograph of water flowing over a metal grate. The water is dark and turbulent, with many small bubbles and ripples. The metal grate is visible at the top of the frame, showing a rusty, brownish texture. The overall scene suggests a natural or industrial water flow.

# **Enhancing Quality Of Life**