

# ELDOWAS DIGEST

## NEWSLETTER

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DEVELOPING  
INCLUSIVE

WATER,  
SANITATION, AND  
HYGIENE  
INFRASTRUCTURE



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# DEVELOPING INCLUSIVE Water, Sanitation, and Hygiene Infrastructure



**UNOPS, in collaboration with UNICEF, the International Labour Organization (ILO), WaterAid, and Arup, has published new guidelines for developing inclusive water, sanitation, and hygiene (WASH) infrastructure. These guidelines were launched on World Water Day.**

Around the world, over 2 billion people lack access to safely managed water, sanitation, and hygiene services, with conflicts and climate change worsening the situation. Unsafe and inadequate WASH facilities, especially in rural and remote areas, can lead to severe health complications for older people, persons with disabilities, and children. They also perpetuate cycles of poverty, inequality, and deprivation, particularly affecting women, children, and marginalized groups.

The guidelines aim to bridge the knowledge gap on practical ways to implement inclusive approaches to WASH infrastructure development, especially in developing countries and fragile contexts. Climate change, conflicts, and water pollution are widening the gap in ensuring clean water and sanitation for all. Inclusive WASH infrastructure and services are essential to close this gap and leave no one behind.

Mito Tsukamoto, Branch Chief, Employment in Investments, ILO's Employment Policy, Jobs Creation and Livelihoods Department, stated, "The ILO recognizes that access to safe water, sanitation, and hygiene is key to meeting basic human needs. It directly impacts health and well-being and affects people's ability to engage in meaningful and productive activities."



Samantha Stratton-Short, UNOPS Head of Strategic Initiatives, emphasized that addressing the impact of the triple planetary crisis, conflicts, and pandemics on WASH services requires approaches that consider sustainability, resilience, and inclusion. She highlighted that inclusive WASH infrastructure can only be developed through a participatory and integrated approach. This involves:

- Adopting an intersectional approach that addresses the diverse WASH needs of women, girls, and marginalized groups, while actively working to transform harmful norms and practices related to water collection, menstrual hygiene, and disability.
- Enabling active and meaningful participation of women and marginalized groups at all stages of WASH infrastructure development, including Indigenous peoples who have long been stewards of the natural environment.
- Recognizing the interdependence of inclusion, sustainability, and resilience, and taking a cross-sectoral perspective that considers WASH alongside other infrastructure sectors such as energy, waste management, and transport.

The guidelines are the second volume in a series of publications focused on developing inclusive infrastructure. The first volume provided guidance on developing inclusive transport infrastructure to help advance climate action and ensure no one is left behind.







# MANDATORY REQUIREMENT TO CONNECT TO ELDOWAS SEWER SERVICES.

Eldoret Water and Sanitation Company Ltd (ELDOWAS) is licensed by the Water Services Regulatory Board (WASREB) to provide water and sanitation services within Eldoret town and its environs under the Water Act 2016 Section 74. ELDOWAS therefore is mandated to expand infrastructural water and sanitation pipeline and/upgrade water supply and sanitation systems (disposal of effluents and excreta) to ensure efficient availability, continuity and quality of water and sanitation service provision to households, businesses, institutions and industries within its area of Jurisdiction.

Kenya's vision 2030 for the water sector is to "ensure water and sanitation availability and access for all" and no "Kenyan should be without access to an improved water source and sanitation". Further, Water Act 2016 and Water Services Regulations on Sewerage and Sanitation require that;

1. All premises on which sewage is produced must be connected to the Water Service Provider's sewerage system if a connecting sewer is available within 100 metres or if it is reasonably possible or cost effective for the Water Services Provider to install a connecting sewer. No approval for on-site sanitation services shall be granted in such instances.
2. The occupier of any premises connected to a Water Service Provider's sewerage system shall pay to the Water Service Provider such charges and fees as may be determined from time to time in accordance with approved tariff levels.

This public notice serves to notify our esteemed customers of the following completed sewer projects that require all occupiers of properties/premises in those areas and are within the above prescribed distance to make arrangements to immediately connect to the service.

- ØSubaru Estate
- ØLangas - Around Langas market area
- ØHill School/Teleview Areas
- ØHuruma Estate
- ØKipkaren Estate –Kipkarren Primary/Mau Areas
- ØAction Estate

Further, as notified earlier, all those customers/owners of premises with alternative sources of water and are using ELDOWAS sewerage system illegally are hereby informed to make formal application for the service. Failure to which ELDOWAS shall;

1. Carry out disconnection to properties for non-payment and abuse of water and sewerage services in order to safeguard the health and safety of consumers and the integrity of ELDOWAS water and sewerage systems.
2. Take further necessary actions to stop the unauthorized use by billing/imposing monthly charges and penalties in accordance with the prevailing tariffs.
3. With the assistance of the Water Police Unit, arrest and be prosecuted in accordance to the law.



# ACCOUNT INFORMATION

## Bill Query

As our customer, you may request for your bill to be sent to you via SMS. Send the word ELDOWAS with your water account number (with a space between ELDOWAS and account number) to 25404. Example; ELDOWAS 30XXXXX or ELDOWAS 31XXXXX

## Pay Bill

Pay all your water bills using account number as an identifier e.g. using M-Pesa Pay Bill 511000 when asked account number enter correct water account number given i.e. 30xxxxx or 31xxxxx

## Sewer Application

A customer can apply for sewer chargers through his or her water account. Remember to attached photocopies of title deed, ID and Kra PIN all belonging to landlord. This is to facilitate for billing of both sewer and water charges.

## Change of Residence

Upon changing residence a customer has to apply for a new account and the old/existing account is closed.

## Change of Meter

A meter can only be changed after it is found to be faulty or damaged. Testing and verification is only done by the company.

## Closure of Account/Termination of Service

Water account can be closed upon clearance of outstanding bills. A customer can apply for closure of his/her account through the customer care help desk at Head Office or Branch Offices.

After water or sewer application form is approved by the company, the water is then connected to the premises after which, unique account number is assign to the customer i.e.

30xxxxx.

Customer will be identified by his/her account number; in case of any problem i.e. over billing customer can lodge complain referring to water account number for easy correction.

The possession of an account number facilitates for the following:





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