

Project overview

- **Municipality or organization:** Water & Sanitation for the Urban Poor (WSUP) KSWGK1
- **Project title:** Connecting Low Income Households to Water Supply in Maili Saba - Nairobi
- **Names of the involved institutions:** Water & Sanitation for the Urban Poor (WSUP); KSWGK2 Nairobi City Water & Sewerage Company (NCWSC)
- **Three-line project description:** This project tested and proved a scalable model for strategic strengthening of public institutions to enable connecting of low-income households to the city's networked water supply system.

Folie 1

KSWGK1

This is the organisation making the presentation so it should be 'Water and Sanitation for the Urban Poor (WSUP)'


Kamau, Sophia Wambui GIZ KE; 31.10.2019

KSWGK2

As this slide will not be printed, I wonder whether you can find space for this list of institutions in the slide on institutional setting.

Kamau, Sophia Wambui GIZ KE; 31.10.2019



An aerial photograph of a city, likely São Paulo, Brazil. In the foreground, a dense, sprawling favela with many small, closely packed houses is visible. In the background, a modern city skyline with numerous high-rise apartment buildings and skyscrapers rises against a backdrop of rolling hills and a cloudy sky. A green rounded rectangle is overlaid on the image, containing white text.

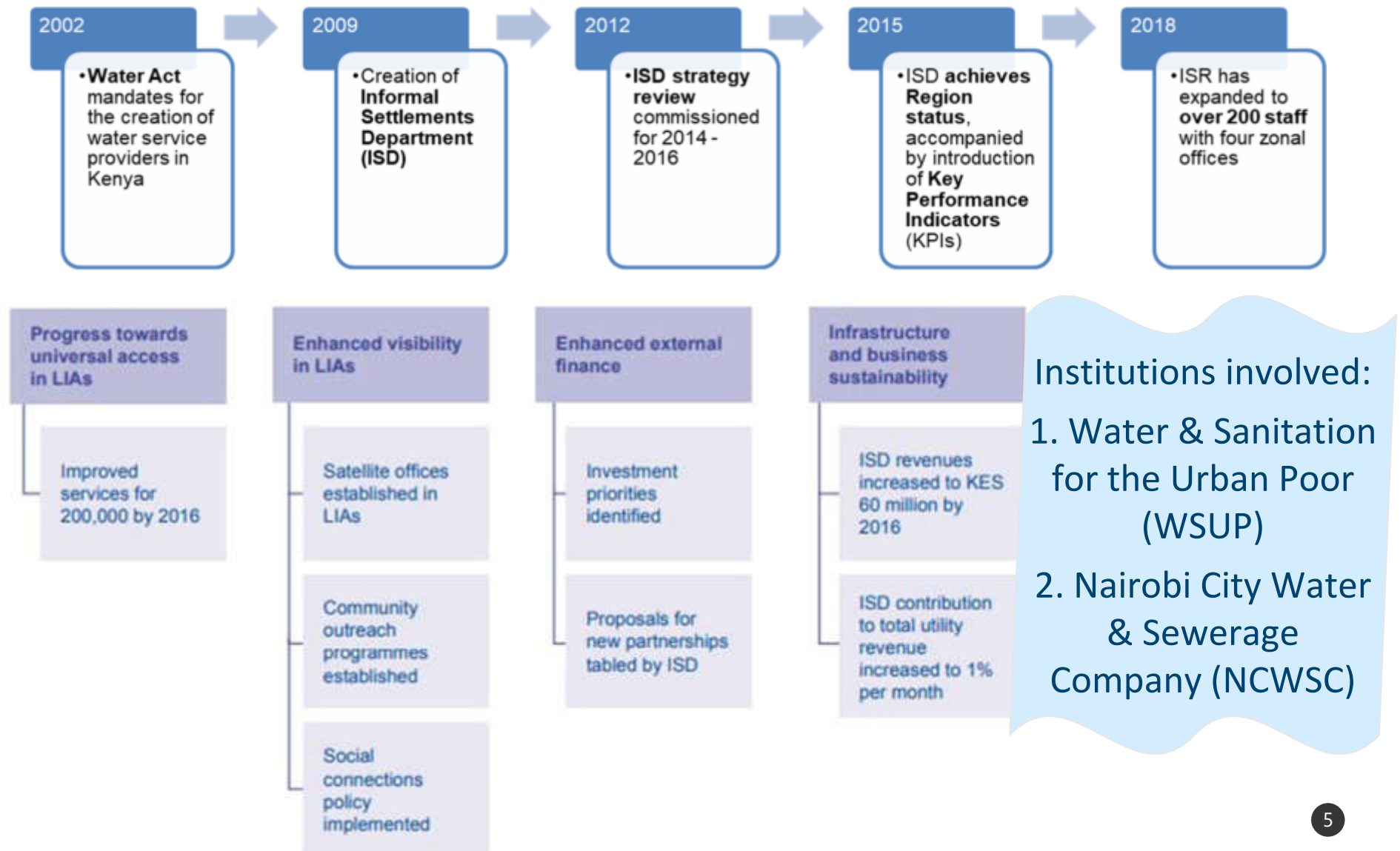
Sustainable cities
must have reliable
access to safe
drinking water and
adequate
sanitation for all!



Connecting Low Income Households to Water Supply in Maili Saba – Nairobi City

1. Institutional Setting

NCWSC's journey of institutional change

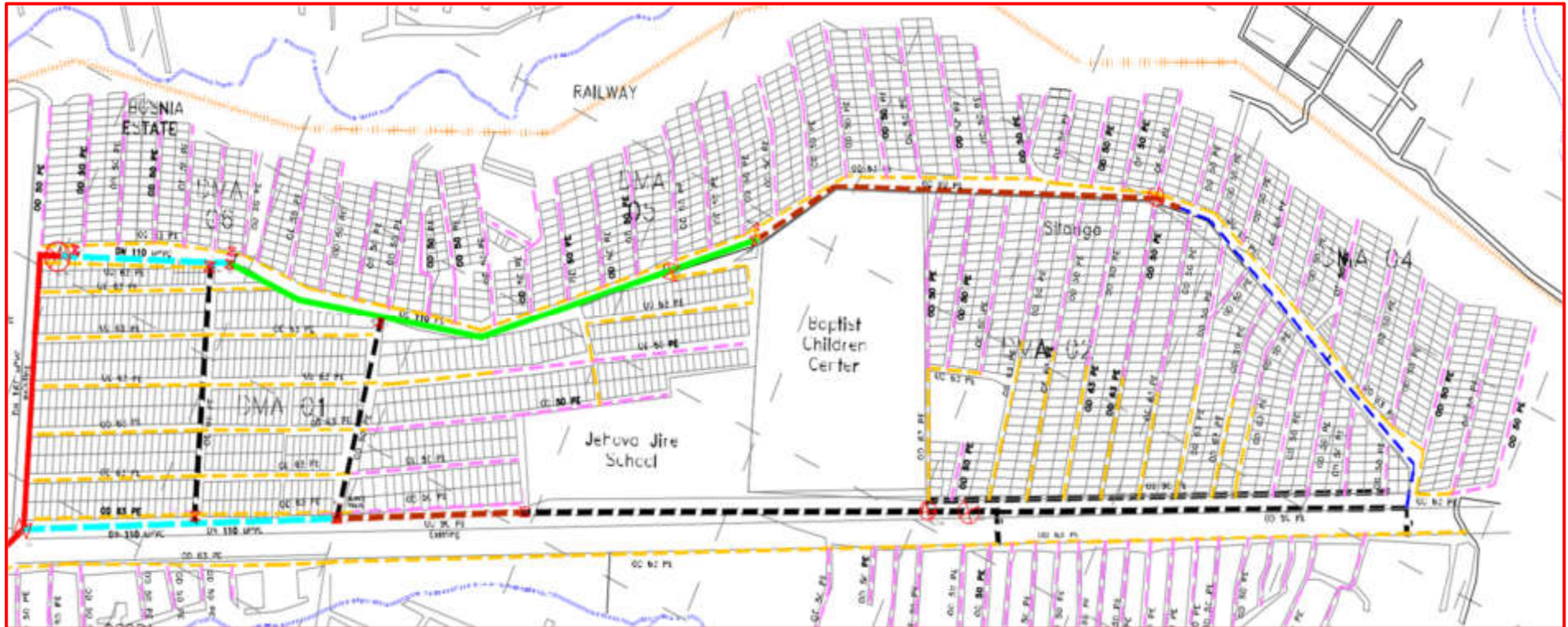


2. Starting point/Project goal



Vandalism - 90% of the water lost before reaching customers; Severe revenue loss for utility; Poor households only dependent on informal cartels/public sources; Enforcement - impossible

3. Approach



Awareness

Knowledge

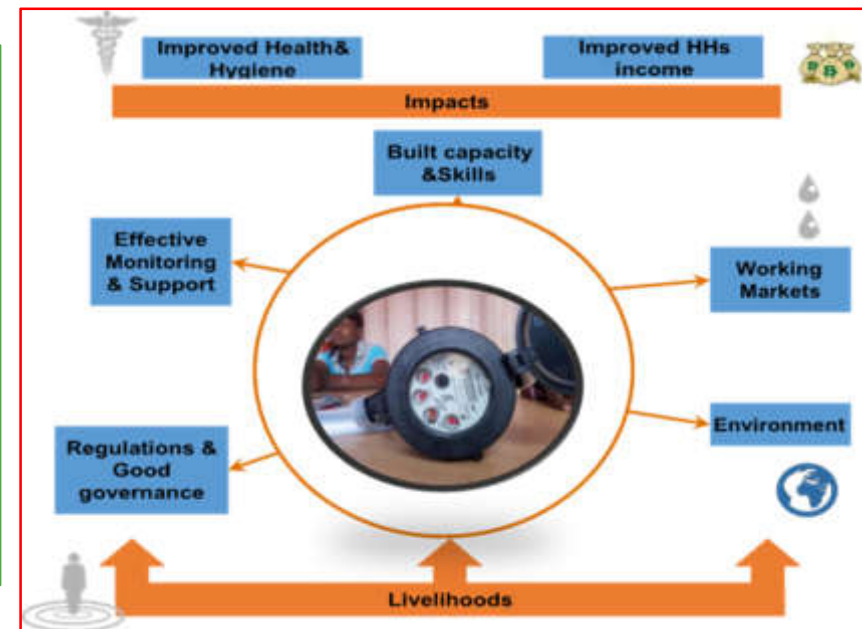
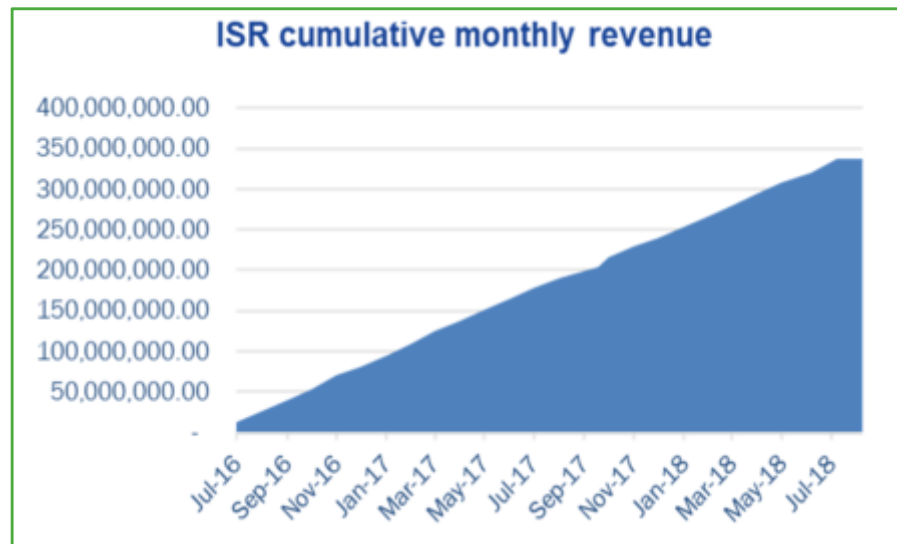
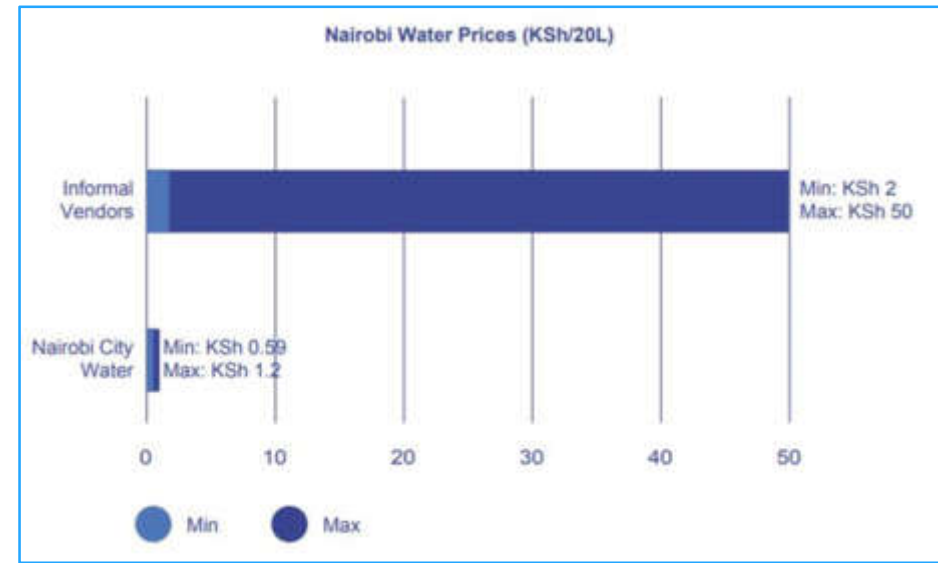
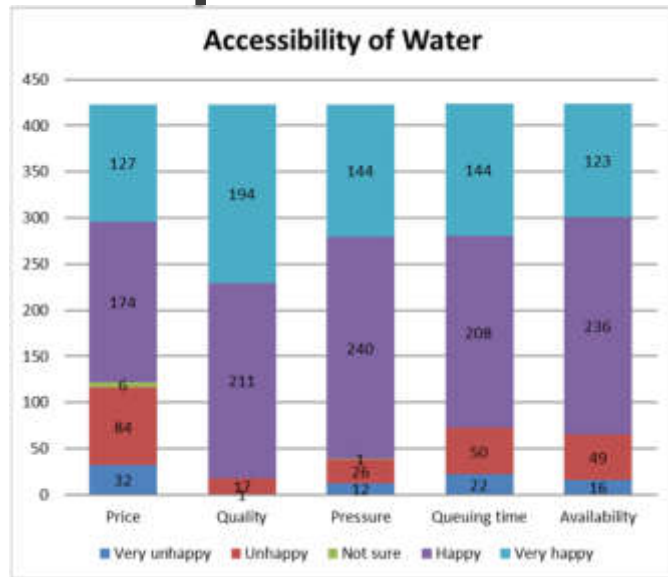
Liking

Preference

Conviction

Purchase

4. Outputs



5. Lessons



- Municipalities/Utilities should establish local presence to build and sustain relations.
- Design and implement awareness campaigns to minimize connection process perceptions.
- Make social connection considerations and targeted subsidies a key consideration
- Women don't have economic power, but determine connection decisions

6. Follow up

- Develop a corporate gender policy
- Support roll out social connection policy
- Support enforcement of regulations on continuing basis
- Balance out customer acquisition & retention
- Increase customer awareness on good water use habits, reporting of leakages and the importance of paying bills

