



KISUMU WATER AND SANITATION COMPANY LIMITED

Presented by
OGONDA KEVIN
PRO-POOR CORDINATOR





About KIWASCO

- ❑ The Kisumu Water and Sewerage Company Limited was founded in 2001 and registered under CAP 486 of the laws of Kenya.
- ❑ It begun its operations in July 2003 to provide adequate clean potable water and to collect, treat, and dispose sewerage(wastewater) within the jurisdiction of Kisumu City.
- ❑ Currently providing management support to GULF and NYANAS water through the 3 to 1 project.

Our vision is **“To be the Most Admired Services Provider ”**

Our Mission is **“To Improve the Quality of Life ”**



Situational Analysis in Informal Areas (Pre-DMM)

- Since inception, KIWASCO realised that 60% of its customers lived in the various informal settlements - Nyalenda being the largest – population of about 100,000.
- KIWASCO was losing over 80% of water produced and most of this was in the informal settlements.
- Residents in the informal settlements were noted to pay more than 10 times the cost of water in other areas leading to poor access.
- High incidences of water-related diseases reported e.g. Cholera, typhoid, due to poor water quality arising from leaks.
- Vandalism became a very serious problem due to lack of ownership of the water infrastructure in the informal areas.

So?...

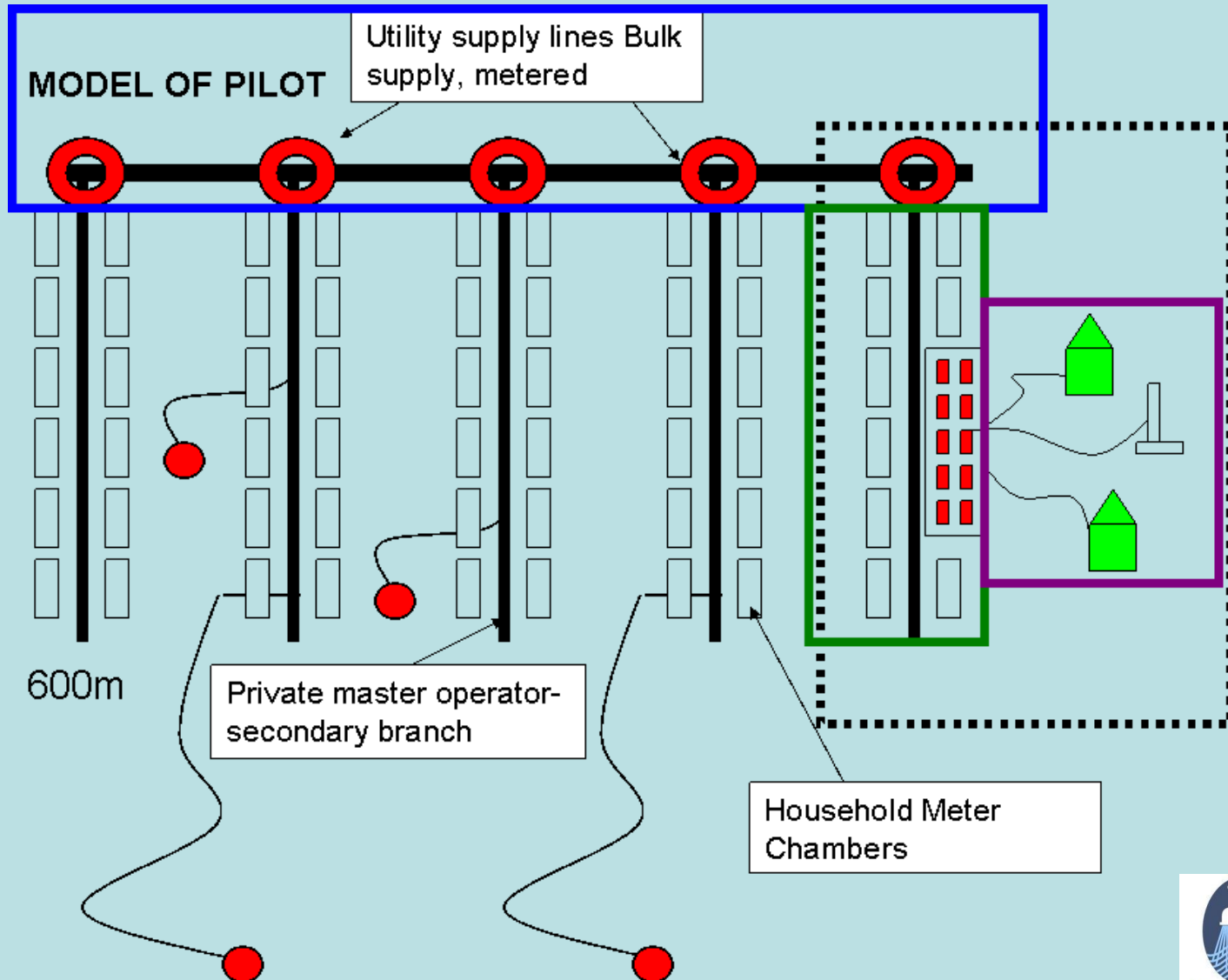
- Given the situation it became apparent that a new approach had to be developed to tackle the problem.
- After extensive consultation, a new Model named Delegated Management Model (DMM) was thought to be an appropriate solution.
- So What is DMM?



Delegated Management Model (DMM)

- The DMM concept is a partnership between KIWASCO and the community in water service delivery
- It involves identifying resellers of water within the informal settlements and selling water to them in bulk through a master meter.
- The resellers referred to as Master Operators (MO) then meter and sell the water to the community at some profit.
- Master Operators collect revenue from their connected customers (community) and in-turn pay KIWASCO.

KIWASCO Master Operator Network



4.0 Benefit of DMM to KIWASCO and Customers

- Improved system monitoring leading to reduction of Non-Revenue Water.
- Reduced tariffs, Penetration of services and Improved health in the informal settlements
- Created employment and enhanced business skills in the community
- Reduced staff-resident interface hence low opportunity for corruption
- Reduced costs to KIWASCO (Timely billing & collection)

8. Conclusion

- Ladies and gentlemen I will conclude in the words of W. H. Auden,

“Thousands have lived without love, not
one without water.”

Lets work together to make water affordably accessible.

THANK YOU