USAID | KENYA AND EAST AFRICA

USAID Kenya Integrated Water, Sanitation and Hygiene

# ANNUAL PROGRESS REPORT #3
# OCT 2017 – SEP 2018

**OCTOBER 2018**

This report was produced for review by the United States Agency for International Development. It was prepared by Development Alternatives, Inc.

# USAID KENYA INTEGRATED WATER, SANITATION AND HYGIENE PROGRAM (KIWASH)

## FY 2018, ANNUAL PROGRESS REPORT

OCTOBER 1, 2017 TO SEPTEMBER 30, 2018

Award No: AID-615-TO-15-00001

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**Cover photo:** 78-year-old Ruth Obura (R) and her daughter in-law Phoebe Obura (L) collect clean water from a tap outside their door step in Masogo village, Kisumu County. KIWASH works with Masogo Water Company on a training and infrastructure investment program to help improve and expand the company's water services to families like Ruth's. Photo Credit: KIWASH

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# ACRONYMS AND ABBREVIATIONS

| | |
|---|---|
| ABC | African Banking Corporation Limited |
| AMEP | Activity Monitoring and Evaluation Plan |
| BCC | Behavior Change Communication |
| BDS | Business Development Services |
| BoD | Board of Directors |
| BUSWASCO | Busia Water and Sewerage Company |
| CAP | Capacity and Performance |
| CBO | Community Based Organization |
| CC CAP | Climate Change Capacity and Performance |
| CEC | County Executive |
| CHA | Community Health Assistant |
| CHEWs | Community Health Extension Workers |
| CHV | Community Health Volunteer |
| CIDP | County Integrated Development Plans |
| CLTS | Community Led Total Sanitation |
| CMT | Corporate Management Team |
| COE | Community Outreach and Education |
| CSO | Civil Society Organization |
| DCA | Development Credit Authority |
| DSS | Decision-Support System |
| EMMP | Environmental Mitigation and Monitoring Plan |
| ENA | Essential Nutrition Actions |
| ESH | Environmental Sanitation and Hygiene |
| ETL | Education through Learning |
| EWA | Essential WASH Actions |
| FIRM | Financial Inclusion for Rural Microenterprises |
| FtF | Feed the Future |
| FY | Financial Year |
| GOK | Government of Kenya |
| GWASCO | Gussi Water and Sewerage Company |
| ICC | The Inter-Agency Coordination Committee |
| IM | Integrity Management |
| IND | Indicator |
| IWRM | Integrated Water Resource Management |
| KAVES | Kenya Agricultural Value Chain Enterprises |
| KBWS | Kakamega-Busia Water Supply |
| KIMAWASCO | Kibwezi-Makindu Water and Sewerage Company |
| KIMWASCO | Kiambere-Mwingi Water and Sanitation Company |
| KITWASCO | Kitui Water and Sanitation Company |
| KIWASCO | Kisumu Water and Sewerage Company |
| KIWASH | Kenya Integrated Water, Sanitation and Hygiene project |
| MBONWASCO | Mbooni Water and Sanitation Company |

| | |
|---|---|
| MCH | Maternal and Child Health |
| MCWSC | Migori County Water and Sanitation Company |
| MD | Managing Director |
| MOH | Ministry of Health |
| MoU | Memorandum of Understanding |
| NCWSC | Nairobi City Water and Sewerage Company |
| NEMA | National Environment Management Authority |
| NGO | Non-Governmental Organization |
| NRW | Non-Revenue Water |
| ODF | Open Defecation Free |
| ORT | Oral Rehydration Therapy |
| PHO | Public Health Officer |
| PIP | Performance Improvement Plan |
| PMP | Performance Monitoring Plan |
| PPcP | Public-Private-Community Partnership |
| RCMRD | Regional Centre for Mapping of Resources for Development |
| RFPs | Request for Proposals |
| S&R | Summary and Recommendations Report |
| SBCC | Social and Behavior Change Communication |
| SCMP | Sub-Catchment Management Plans |
| SEI | Stockholm Environment Institute |
| SIBOWASCO | Siaya Bondo Water and Sewerage Company |
| SMEs | Small and medium-sized enterprises |
| SNV | Netherlands Development Organization |
| SOW | Statement of Work |
| SPA | Service Provider Agreement |
| SPCB | Service Provider Capacity Building |
| SRF | Sewer Revolving Fund |
| TA | Technical Assistance |
| TAMIS | Technical and Administrative Management Information System |
| ToR | Terms of Reference |
| USAID | United States Agency for International Development |
| USD | United States Dollar |
| USG | United States Government |
| USTWG | Urban Sanitation Technical Working Group |
| WASH | Water, Sanitation and Hygiene |
| WASREB | Water Services Regulatory Board |
| WIN | Water Integrity Network |
| WOWASCO | Wote Water and Sewerage Company |
| WRA | Water Resources Authority |
| WRMD | Water Resources Management Department |
| WRUA | Water Resource Users Association |
| WSP | Water Service Provider |
| WSTF | Water Services Trust Fund |

# I. KIWASH EXECUTIVE SUMMARY

The Kenya Integrated Water, Sanitation and Hygiene project (KIWASH) works to improve lives and health of 1 million Kenyan citizens in nine counties through the development and management of sustainable water, sanitation, hygiene and nutrition services. This is the third annual report of the project covering the period from October 1, 2017 to September 30, 2018.

## Qualitative Impact

### Technical assistance and targeted infrastructure investments to improve water access

During the year, 281,989 people gained access to basic drinking water as a result of KIWASH technical assistance coupled with strategic infrastructure investments, while key sector partners at the county level increasingly acknowledged that good governance and good business practices were critical for WSPs and WASH enterprises to thrive and be sustainable.

In addition, 29,606 people gained access to improved services from existing/safely managed drinking water services.

KIWASH infrastructure interventions aim to increase water coverage through expansion of distribution networks, installation of master meters that increase billing accuracy, and replacement of power supplies with energy efficient systems that reduce the cost of production and operations.

**Reviving small water schemes offers hope for thousands in rural areas**

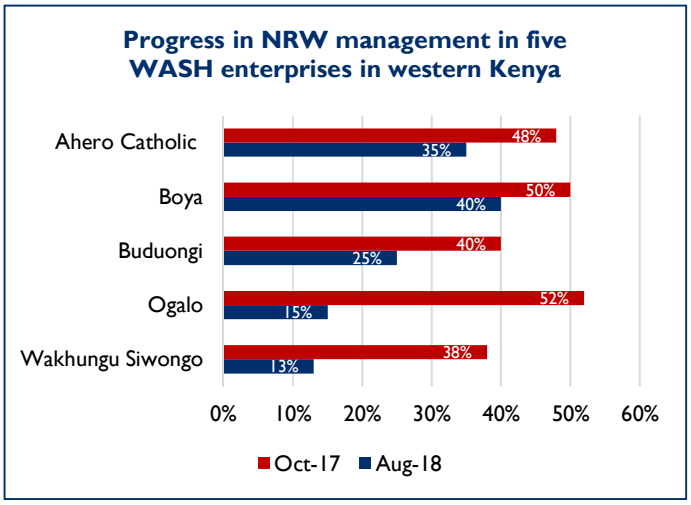
For Khwisero North Community Water Supply, hope has been restored to the population of over 10,000. "Our water supply from a borehole and a spring collapsed in 1995. We revived it in 2009 but it collapsed again in 2012 mainly due to mismanagement and lack of operations and maintenance knowledge," said Charles Omukholo, chairman of the scheme.

KIWASH partnered with the community in 2016 and laid a 5.6 kilometer pipeline, solar power to supply to pumps at the spring and at the borehole and constructed a 50,000-liter water tower. However according to Charles, the best part about the assistance was the capacity building training that gave them the skills to sustainably run the community water supply.

"We now supply water to four water kiosks serving 1,000 people, four schools with over 1, 700 students and three health institutions. We also constructed a laundry bay at the spring that is popular with the community," Charles adds.

### Training and capacity building for WASH services sustainability

KIWASH worked with 231 WASH enterprises across the nine counties by training, coaching and mentoring staff to adopt good business practices that ensure efficient operations, ultimately leading to expanded WASH services. As a result of the training, several WASH enterprises recorded notable progress on key performance parameters including increase in the number of customers, increase in revenue, improvement in customer care focus and outreach, reduction in operational costs, reduction in Non-Revenue Water (NRW), and registration as legal entities. The adjacent graph provides an example of five enterprises that have recorded reduced NRW between October 2017 and August 2018.




The areas covered in the coaching and mentoring support included: service improvements and outreach, performance monitoring, registration as legal entities, development of customer charters, development of marketing and business plans, and financial recordkeeping. Twenty-five of these enterprises also benefitted from KIWASH infrastructure investments.

### Mobilizing water sector financing

In 2018, KIWASH trained 43 staff of African Banking Corporation Limited (ABC Bank) and Family Bank Limited (Family Bank). The training provided them with the context and guidelines for financing in the water sector with the aim of increasing commercial lending to water companies by banks partnered with USAID's Development Credit Authority (DCA).

As a result of the training, Co-op Bank and Family Bank gave an upward revision in commercial lending of USD 18 million (KES 1.89 billion) to the water sector. Further, Cooperative Bank has examined more than USD 16 million (KES 1.6 billion) in financing proposals from eight WSPs operating in various major towns or cities around the country including Eldoret, Embu, Kisumu, Malindi, Mathira, Murang'a, Naivasha and Nyeri.

Family Bank has particularly made inroads into the new market of Small to Medium Enterprises (SMEs) in the WASH sector. In the last six months, the bank has disbursed loans of US $2.6 million (KES 262.6 million) to water enterprises to advance various installation projects including water tanks, water bowsers, exhausters, renovations and boreholes.

### Increased access to improved sanitation, low cost sanitation products and services

KIWASH interventions in community led total sanitation (CLTS) and social and behavior change communications (SBCC) have helped create a demand for improved sanitation facilities in the target counties. As a result, KIWASH introduced an artisans training module on the construction and installation of hygienic, safe and durable options for pit latrines using low-cost technology. The training included onsite demonstrations on the installation of latrine pans, such as the measurement, placement of moulds, and casting of the components of the latrines. Consequently, 173 households in Busia and Makueni counties installed SaTo pan latrines and 865 people are now accessing improved sanitation. In Busia and Siaya counties, two WASH enterprises under KIWASH's capacity building support took up the promotion and sale of the products within their areas of jurisdiction to increase uptake and move beneficiaries higher along the sanitation ladder.

An artisan demonstrates how to set up a sturdy squat hole for improved latrines.

KIWASH also triggered 651 villages for CLTS as a first step to creating a demand for sound sanitation and hygiene in communities. By the end of the year, 414 villages were verified as open defecation free (ODF) with a monitoring plan in place. As a result of these collaborative efforts with the respective counties and the ministry of health, KIWASH enabled 45,370 people to gain access to basic sanitation and hygiene services.

These efforts also helped Siaya County achieve open defecation free status (ODF) and on April 30, KIWASH in collaboration with the Siaya County Government and other WASH partners, celebrated this milestone. Siaya Governor Colonel Rasanga and county partners recognized the efforts of USAID KIWASH in promoting access to basic sanitation and hygiene. Within a year, KIWASH had helped over 15,085 people (150 villages) gain access to basic sanitation in this county.

### Promoting hygiene and transitioning from open defecation

To help change behaviors at the community and household level, KIWASH accelerated its SBCC activities across seven counties, working closely with the ministries of health and community volunteers. The project developed targeted messages and applied community-based approaches to reach 168,996 people with WASH messages.

A key component to ensuring the sustainable uptake of sanitation services and adoption of hygiene behaviors is building local capacity to create awareness and monitor adoption. KIWASH, therefore,

trained 604 community health volunteers (CHVs) and community health extension workers (CHEWs) on the *Education through Listening* methodology in order to equip them with effective interpersonal and communication skills in the delivery of sanitation and hygiene messages. The CHVs were also provided with information, education and communication materials (IEC) including the *CHV Discussion Guide for Community Engagement* for use during household visits and community forums.

### WASH sector policy reforms

During the year, most KIWASH counties made progress in the development of draft Water Bills and policies, such as the Kisumu County Water Policy, which finalized and launched. The policy aims to address the inadequacies of water service provision within the county by improving the current coverage from 68 percent to 80 percent by the end of year 2022. In Makueni County, the first draft of the water policy was finalized and validated by technocrats of the county government. Following this validation, the draft was presented to the cabinet, which will forward the same to the county assembly for their approval. It is anticipated that the approval will be secured in November 2018. The Water Policy will provide a legal framework in the county upon which the development of the water sector will be anchored.

### Governance and strategic planning

Five water service providers launched five-year strategic plans, which were developed through KIWASH technical assistance. Kiambere-Mwingi Water and Sanitation Company (KIMWASCO) plans to focus on improving water supply coverage from 18 percent to 50 percent and sewerage connections from zero to 1,200, while Gusii Water and Sanitation Company (GWASCO) will focus on increasing water coverage from 37 percent to 70 percent and sanitation coverage from 10 percent to 50 percent. Others that launched were Mbooni Water and Sanitation Company (MBONWASCO), Migori Water and Sewerage Company (MIWASCO) and Kitui Water and Sewerage Company (KITWASCO). The strategic plans set specific targets and strategies to improve overall performance leading to the improved likelihood of qualifying for commercial financing for expansion.

In the meantime, KIWASH's periodic training and re-orientation of WSP's boards of directors improved their knowledge and expertise on good corporate governance. Apart from Busia Water (BUWASCO), which await to institute a new board and management team, all other WSPs have demonstrated operational improvements following corporate governance training. Further, a number of counties have put in a request to KIWASH to offer repeat trainings after changes in their boards due to the country's general elections in 2017.

### County-level planning and budgeting

In Kakamega, Kisumu, Kitui, Makueni, Migori, Nairobi, Nyamira and Siaya counties, KIWASH steered WASH taskforces to discuss and contribute to the County Integrated Development Plans (CIDP) 2017-2022. The CIDP is a key county development document, which sets the development agenda for a period of five years for all of the devolved functions. KIWASH used these fora to advance its agenda of advocating for increased WASH budgeting and planning, policy and governance reforms. Because of this engagement, Siaya County developed a supplementary budget that seeks to enhance and support five WASH enterprises struggling with high operational costs, including Hawinga, North Alego, Uhuyi Rwe, Bar Ober and Kowuo Wome.

### Gender equality mainstreaming in WASH

To date, KIWASH has trained 11 WSPs on gender equality mainstreaming and supported two WSPs to develop gender policies. Following these trainings, Kitui Water (KITWASCO) eliminated the requirement to provide a title deed for the application of a new water connection. As a result, the company's connections officer reported that the majority of new applicants for the water connections were women without title deeds. Eliminating this requirement helped to ease the burden of accessing water each day for hundreds of households, reaching many more customers. In addition, Nairobi Water and Gusii Water (GWASCO) adopted progressive gender policies.

### Improving monitoring, evaluation, reporting and accountability of WASH

KIWASH, together with the Kakamega County Government convened a sector-learning workshop titled *Social Accountability for Improved Access to WASH.* The overall aim of the workshop was to promote social responsiveness, planning and coordination among the state and non-state actors in the county for effective and sustainable water and sanitation services. The workshop highlighted social accountability as critical for the achievement of the sixth Sustainable Development Goal (SDG), which targets universal access to clean water and sanitation by 2030. Social accountability involves engaging communities in decision-making and resource allocation. This, in turn, contributes to projects that are useful for the community and sustainable over the long term. Twenty state and non-state actors participated and committed to developing and using an M&E tool for the WASH sector.

Critically, KIWASH carried out Capacity Assessment and Performance (CAP) reviews for the KIWASH-supported WSPs. The results of these assessments were disseminated to the senior management teams of the respective utilities to help with planning and prioritization of service improvements to enhance service delivery and revenue collection.

### Peer-to-peer learning for improved WASH operations

KIWASH facilitated a benchmarking visit of 29 staff from five Kitui and Makueni WSPs to two of the best performing WSPs in Kenya i.e. Nyeri Water and Sewerage Company and Embu Water and Sewerage Company. The staff focused on understanding strategies used in non-revenue water management and efficiency in general management. A key output was an action plan to address weak performance areas based on learning from the visits.

KIWASH also supported 15 staff from Nyamira County's health and water departments to undertake a benchmarking exercise with their counterparts in Kisumu County. Kisumu has one of the most active WASH networks in Kenya and plays a critical role in coordinating WASH activities within the country. The Nyamira team got the best insights on how to manage similar networks.

### Capacity development in climate change adaptation and planning

KIWASH made significant progress in building the capacity of county governments and their respective water resource and service institutions to mainstream climate change into their planning and project implementation in order to achieve climate resilient water service delivery and water source protection. As a result, 54 government departments and institutions were trained on how to factor in the current and potential impacts of climate change and variability into their approach to water resource planning, maintenance and delivery of WASH services. KIWASH water security modules were used to train the government officials. In addition, 27 institutions including WRMA, WSPs, county departments in charge of water, environment and climate change, and WRUAs were subjected to the Climate Change Capacity and Performance (CC CAP) Assessment Tool to obtain baseline information on the capacity of these institutions to plan for water resources using climate data.

### Sector co-ordination

In collaboration with the county departments of water and environment, KIWASH has established active working groups comprising representatives of various stakeholders in the sector, including WSPs, civil society and private sector. The working groups meet quarterly to plan and coordinate efforts towards improved WASH services.

## Quantitative Impact

- 281,989 people gained access to basic drinking water, while 29,606 people gained access to an improved service from an existing/safely managed drinking water service.
- 651 villages triggered for CLTS interventions and, as a result, 45,370 people are accessing basic sanitation services.
- 414 villages were verified as ODF with a monitoring plan and are awaiting ODF celebrations.
- 168,996 people in communities across the nine target counties were reached with behavior change messages aimed at encouraging desired sanitation and hygiene practices such as correct and

consistent handwashing with clean water and soap at six critical times, hygienic and safe proper fecal disposal, and correct storage and household water treatment and safe storage.

- To date, 73 artisans have been trained on the construction of low cost, affordable sanitation options to promote access to sustainable improved sanitation and hygiene. The options included the SAFI latrine to address the challenges on weak soil formation and installation of SaTo pans on existing latrines.
- 950 CHV, CHEWs and PHOs were sensitized on appropriate low cost sanitation products which included SAFI toilets and SaTo pans as part of the sanitation marketing activities.
- 604 CHVs, CHEWs and sub county PHOs were trained on Education through Listening (ETL), a methodology used for effective implementation of behavior change messaging at household and community level.
- 3,000 expectant and lactating mothers received hygiene kits to support the adoption of good sanitation and hygiene practices at the household level. Field monitoring and spot checks show that there is a steady increase in the number of pit latrines constructed, tippy taps constructed at household level to support handwashing, kitchen gardening for dietary diversity, and recommended feeding practices for women of reproductive age, adolescents and children between 6-23 months.
- 15 health facilities supported to put up handwashing stations with 500-liter capacity water tanks to support the elimination of diseases spread by germs. KIWASH further sensitized the health care providers using sanitation and hygiene messages including diarrhea in children under 5 years.
- 30 oral rehydration therapy (ORT) corners established in selected health facilities to serve as first aid in the treatment of diarrhea in children.
- 1,429 WASH enterprise and WSP staff were equipped with appropriate knowledge and skills to improve their business operations to enhance and expand services.
- 27 institutions were introduced to climate resilience planning and 54 technical staff commenced training on use of climate data for WASH planning.

## TABLE 1: PERFORMANCE DATA TABLE FOR ANNUAL INDICATORS

| AMEP Performance Indicators | Results achieved through Year 2 | Year 3 Annual Targets | Year 3 Q1 Actuals | Year 3 Q2 Actuals | Year 3 Q3 Actuals | Year 3 Q4 Actuals | Y3 Annual Actuals | Cumulative Actuals to date |
|---|---|---|---|---|---|---|---|---|
| Crosscutting IND 1. (HL 8.1-1) Number of people gaining access to basic drinking water services in target counties as a result of USG assistance. | 150,260 | 190,000 | 98,091 | 72,008 | 21,959 | 89,931 | 281,989 | 432,249 |
| Cross-cutting IND 2 (HL 8.2-2) Number of people gaining access to a basic sanitation service in target countries as a result of USG assistance. | 21,285 | 79,765 | 2,780 | 12,525 | 8,780 | 11,650 | 35,735 | 57,020 |
| Cross-Cutting IND 3 (HL 8.2-1) Number of communities verified as ODF with a monitoring plan with USG assistance. | 229 | 70 | 4 | 153 | 28 | 255 | 440 | 669 |
| Cross-Cutting IND 4 (HL 8.1.3) Number of people with improved service quality from an existing/safely managed drinking water service through USG assistance. | 11,410 | 85,000 | 6,000 | 23,606 | 0 | 0 | 29,606 | 41,016 |
| Cross-cutting IND 5 Number of people gaining access to improved sanitation as a result of USG assistance | 0 | 10,000 | 0 | 0 | 0 | 865 | 865 | 865 |
| Cross-cutting IND 6 Number of people using a shared sanitation facility that has been enhanced as a result of USG assistance. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| AMEP Performance Indicators | Results achieved through Year 2 | Year 3 Annual Targets | Year 3 Q1 Actuals | Year 3 Q2 Actuals | Year 3 Q3 Actuals | Year 3 Q4 Actuals | Y3 Annual Actuals | Cumulative Actuals to date |
|---|---|---|---|---|---|---|---|---|
| Custom Output IND 1.1 Number of businesses providing WASH services with improved management practices or technologies as a result of USG assistance. | 0 | 70 | 0 | 0 | 0 | 231 | 231 | 231 |
| Custom Output IND 1.2 Number of people benefiting from public-private partnerships in the WASH sector. | 0 | 30,000 | 0 | 0 | 0 | 0 | 0 | 0 |
| Output IND 1.3 Number of new USG-supported public-private partnerships (PPPs) formed. | 0 | 6 | 0 | 0 | 0 | 1 | 1 | 1 |
| Output IND 2.1 (EG 4.2-1) Number of clients benefiting from financial services provided through USG-assisted financial intermediaries, including non-financial institutions or actors. | 3 | 9 | 0 | 0 | 5 | 1 | 6 | 9 |
| Custom Output IND 2.2 Value of new sector funding mobilized to expand the services or increase the efficiency of water service providers. ('000,000) | $5.38 | $16.00 | $0.00 | $0.00 | $9.46 | $0.23 | $9.69 | $15.06 |
| Custom Output IND 5.1 Percentage increase in the geographic area serviced by WRUAs. | 41.7% | 15% | 0% | 0% | 0% | 12% | 12% | 53.7% |
| Output IND 5.2 (EG 11-2) Number of institutions with improved capacity to assess or address climate change risks supported by USG assistance. | 6 | 10 | 0 | 0 | 0 | 0 | 0 | 6 |

| AMEP Performance Indicators | Results achieved through Year 2 | Year 3 Annual Targets | Year 3 Q1 Actuals | Year 3 Q2 Actuals | Year 3 Q3 Actuals | Year 3 Q4 Actuals | Y3 Annual Actuals | Cumulative Actuals to date |
|---|---|---|---|---|---|---|---|---|
| Output IND 5.3* Number of Water Resource User Associations (WRUAs) demonstrating enhanced capacity to deliver services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Custom Output IND 6.1 Number of service provider staff trained for improved service provision. | 966 | 100 | 98 | 308 | 116 | 907 | 1,429 | 2,395 |
| Custom Output IND 6.2 Number of sector stakeholders receiving TA for improved monitoring & evaluation, reporting, and accountability | 216 | 70 | 0 | 0 | 0 | 0 | 0 | 216 |
| Custom Output IND 7.1 Number of policies, laws, or investment agreements (public or private) implemented that promote access to improved water supply and sanitation. | 8 | 3 | 0 | 0 | 0 | 2 | 2 | 10 |
| Custom Output IND 7.2* Percentage Reduction in Non-Revenue Water in KIWASH Supported Utilities | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 3 |

*New indicators introduced in year 3

## Constraints and Opportunities

While KIWASH made significant strides during the year, it is also important to note several key factors affecting the implementation and timing of activities with respect to WSP expectations, significant variations in WSP, county and other partners' context and technical assistance needs, and disruptions related mainly to corporate governance.

| Challenge/opportunity | Actions taken or recommendations to address the challenges |
|---|---|
| Organizational dysfunction at the WSP, including major technical, financial and operational performance challenges and inefficiencies to such a degree that debt and equity financing (and even donor grants) were beyond consideration | KIWASH has developed different investment strategies to address the distinct situation at each WSP, taking into account the serious performance issues at hand. With these WSPs, KIWASH is shifting to a performance improvement plan (PIP) approach to address these and position the companies for investments from county government and donors. |
| Destabilizing governance practices reflecting a political environment where empowered county governments with the mandate to provide water and sanitation services sometimes overstep and are changing management and board members in a manner that is whimsical, destabilizing and counterproductive | KIWASH is providing additional governance training and follow-up to support good practices, and is collaborating with the Water Services Regulatory Board (WASREB) to reinforce regulatory norms, clarity and compliance. KIWASH is also re-educating incoming County Executive Committees (CECMs), boards and other county government officials to give direction, orient them to the strategic plan targets and activities, encourage professional management and emphasize the importance of not disrupting services. |
| Changing donor landscape. As a "middle-income" country, foreign government assistance to Kenya is moving from "Aid to Trade". The German Development Agency (GIZ) ceased its work in June 2018 while other major donors like Finland, Sweden and the EU were reducing their contributions to the Water Services Trust Fund (WSTF) basket in order to target specific counties where the funds could be used. The Dutch and the U.S. Government are supporting efforts to move the sector towards commercial financing through the DCA guarantee and the domestic bond market. | KIWASH is providing direct technical support to companies to instill corporate norms and commercial practices that are critical to sustainable service delivery. Governance, gender equality, strategic planning, analysis of investment proposals and customer care are the foundations of this. In the new environment where grants are diminishing, this transition and business-like approach is key to maintaining and expanding services. At the same time, KIWASH is putting together practical PIPs to address critical issues. |
| Declaration of Siaya County as ODF created an opportunity for lessons learned in sanitation marketing to be duplicated across other counties through the involvement and participation of sanitation private sector actors and financial institutions | The project formalized links with LIXIL Company, CIL Africa and Luhano Sacco in Siaya County to support improved access to sanitation and hygiene in the other target counties |
| National government training of county public health officers on the CLTS data management information system to assist in CLTS data management and reporting | This improved the CLTS data reporting and management in the KIWASH target counties. The progress reports are available online at www.cltskenya.co.ke |
| Long rains characterized by flooding experienced during the year in most implementation areas resulting in collapsed latrines. Water logging also deterred the construction of new pit latrines in | KIWASH embarked on training local artisans on construction and installation of the low cost SAFI latrine sanitation products to address the challenge of collapsing latrines occasioned by weak soils. KIWASH further sensitized CHVs, hardware owners, CLTS |

| Challenge/opportunity | Actions taken or recommendations to address the challenges |
|---|---|
| Nyando (Kisumu), Masaba North (Nyamira) and Nyatike (Migori) where the soil structure formation is weak. | committees and Public Health Officers (PHOs) on appropriate and low cost SAFI and SATO pan sanitation products to encourage the adoption of products that will not only reduce collapsing but also facilitate improved sanitation facilities. |
| Desired behavior change for sanitation and hygiene takes long to realize as this is a process and the community members are at different stages on the behavior change continuum/ladder | KIWASH trained and facilitated MOH staff and CHVs to provide individual household support and messaging as well as community dialogue sessions to reinforce and address inherent challenges for adopting and sustaining desired sanitation and hygiene behaviors. Integration of sanitation marketing and SBCC into the ongoing CLTS process is set to catalyze and sustain desired sanitation and hygiene behaviors. |
| Challenges in timely and quality data collection and reporting through MOHs tools (form A,B,C), particularly reporting on improved latrines. | KIWASH utilized all relevant fora including inception meetings, periodic review meetings and follow up supportive supervision visits to sensitize and train PHOs, CHEWs and CHVs on the MOH tools and importance of reporting on improved latrine adoption as a step up in the sanitation ladder |
| The county government disbanded all CHVs working in the county affecting KIWASH's planned SBCC activities | Negotiations with the Ministry of Health are ongoing to fast track the recruitment of new CHVs |
| Inadequate data and information to facilitate proper project planning and designs for infrastructure projects and delays in obtaining approvals and permits (e.g. NEMA, KENHA) | Adequate time required for planning, design and implementation of infrastructure projects |
| Persistent cartels in the informal settlements make it difficult for enterprises to obtain adequate water supply to run their businesses | In Mukuru, KIWASH is in discussion with NCWSC to improve availability of water in the distribution system and regularize the WASH enterprise connections through the chamber system |
| The governance structures for most WASH enterprises were not clearly defined thus affecting their operations | Focus was placed on the reorientation of enterprise's organograms to comply with the basic tenets of corporate governance. KIWASH will intensify efforts to promote professionalization of WASH enterprise operations with clear delineation of roles and responsibilities for the ownership and operations teams |
| Declining water resources due to degradation of catchment areas and wetlands, especially in Nyamira County | KIWASH integrated environmental sustainability into the incubation process for the WASH enterprises to enable them be more proactive in the protection of the catchment areas in order to ensure water sources are not depleted |
| Sustainable management of WASH enterprises after implementation of rehabilitation works | Develop long-term strategic partnerships with County government technical services as well as BDS providers to ensure sustainable management and continuous support |
| County governments have planned to increase investment and interest in water service provision | KIWASH is working closely with the county governments to ensure that the WASH enterprises that have received capacity building support are considered for further support from the counties' budgetary allocations |

| Challenge/opportunity | Actions taken or recommendations to address the challenges |
|---|---|
| Several WASH enterprises are working with KIWASH to pursue commercial financing through local banks and microfinance institutions (MFIs) to improve and expand operations | KIWASH is refining the proposals from WASH enterprises in order to link them to the appropriate financial institutions |
| Plenty of sunshine is an opportunity for the production of renewable energy in order to reduce reliance on electricity that is expensive and unreliable | KIWASH is supporting WASH enterprises to install solar hybrid systems |

# II. KEY ACHIEVEMENTS (QUALITATIVE IMPACT)

## MARKET BASED WASH DELIVERY MODELS SCALED UP

KIWASH supports 231 WASH enterprises in nine project counties to strengthen and professionalize their business operations in order to increase access to clean drinking water and sanitation services for communities. To achieve this, KIWASH uses a systematic approach aimed at improving the enterprises' business models, business and financial planning, quality of services and products as well as technical and administrative capacity.

In the year, KIWASH initiated the second phase of capacity development interventions for 124 WASH enterprises prioritized under Phase II of the incubation process. At the same time, an initial batch of 107 WASH enterprises under Phase I of the incubation process benefited from coaching and mentoring support to improve their operations and scale up their services. The following activities were carried out:

### Business Development Services for WASH Enterprises

**Selection of WASH enterprises for incubation**

KIWASH rolled out the selection of WASH enterprises for incubation in two phases with the first phase taking up 107 WASH enterprises. During the period under review, KIWASH selected 124 other WASH for incubation under Phase II following a rigorous scoping, identification and prioritization process. This brought the number of enterprises under incubation to 231 across the nine counties, surpassing the life-of-project (LOP) target of 200.

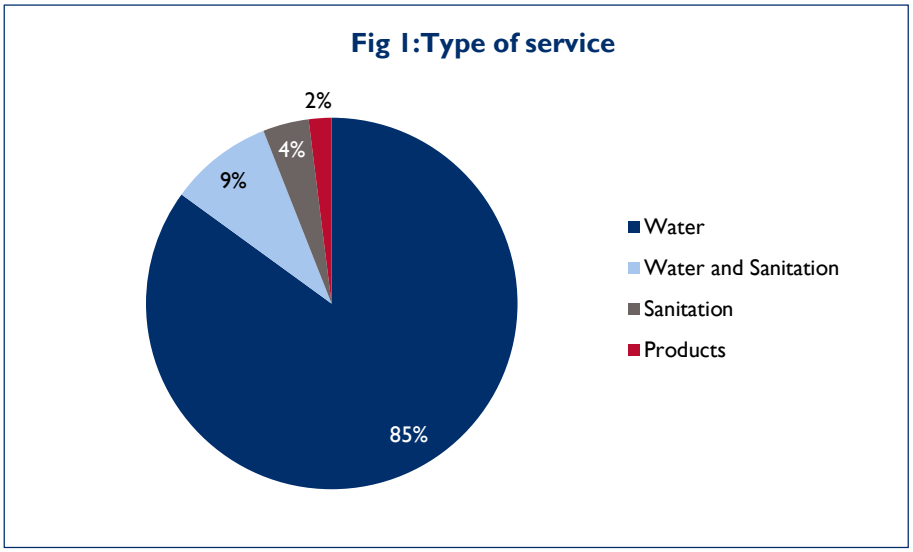
The distribution of these enterprises by county is shown in the table below:

WASH Enterprises under Incubation

| County | Phase I | Phase II | Total |
|---|---|---|---|
| Busia | 10 | 10 | 20 |
| Kakamega | 12 | 12 | 24 |
| Kisumu | 14 | 17 | 31 |
| Migori | 13 | 14 | 27 |
| Nyamira | 9 | 12 | 21 |
| Siaya | 16 | 19 | 35 |
| Kitui | 12 | 13 | 25 |
| Makueni | 10 | 10 | 20 |
| Nairobi | 11 | 17 | 28 |
| Total | 107 | 124 | 231 |

Out of the 124 enterprises under Phase II of KIWASH incubation, 109 are water enterprises (85 percent) exclusively, 11 are providing both water and sanitation (9 percent), and 4 are WASH product enterprises (4 percent) as shown in the figure below.

Type of service provided by Phase II WASH enterprises




**Review of assessment tools**

KIWASH reviewed the WASH enterprise assessment tools – the gap analysis tool and the capacity and performance (CAP) tool in order to align them with the objectives of capacity development interventions and make them easier to administer. The tools were revised based on the experiences of the Phase I incubation process and were uploaded to Epicollect5, a web-based online and real-time data collection platform that enhances the process of data collection and analysis[1].

**Gap analysis completed**

During the period under review, KIWASH conducted a gap analysis for 124 WASH enterprises under phase II in order to establish the existing capacity gaps and guide capacity development in each enterprise through specific capacity development implementation plans. From this process, KIWASH also established a baseline data with key parameters to track progress in water, sanitation and hygiene services in order to strengthen the enterprises' business operations and improve service delivery.

**Classroom training for Phase II WASH enterprises**

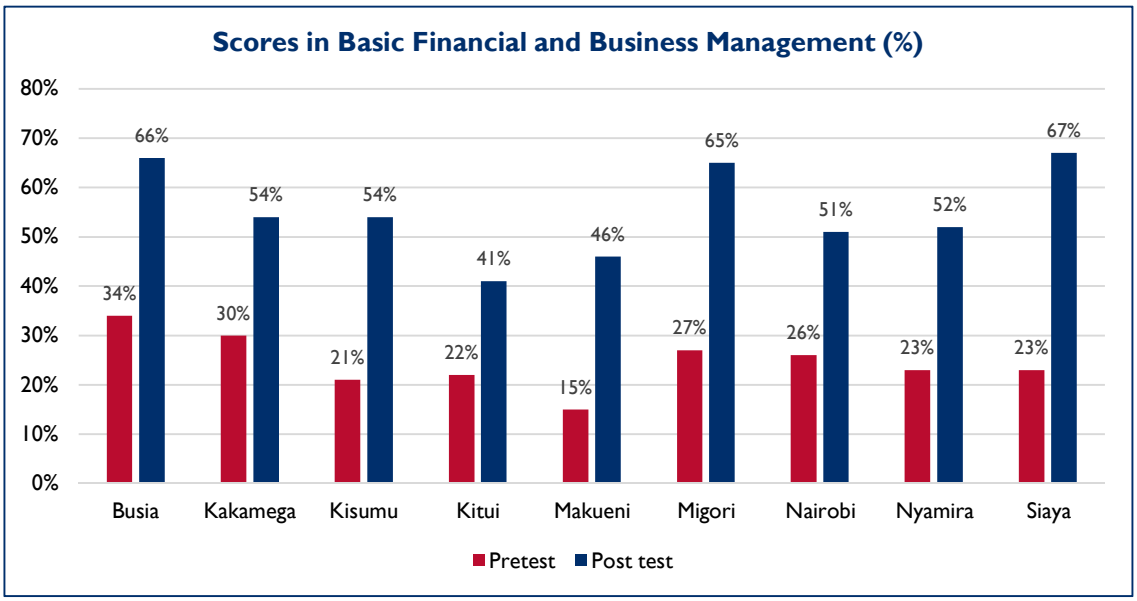
During the period under review, the 124 WASH enterprises under phase II of KIWASH incubation benefited from classroom training covering seven modules. These included *Water Reforms and Right to Water and Sanitation, Know your Customer and Introduction to Marketing, Gender Mainstreaming* and *Basic Computer Skills*. Other modules included *Basic Business and Financial Management* (Staff Management, Business Planning, Budget Preparation and Monitoring and Access to Finance), *Operations and Maintenance* as well as *Environmental Sustainability*.

For an effective adult-learning approach, KIWASH trained the staff in three workshops with practical sessions after each workshop. Based on the lessons learned in Phase I, the first two workshops were stretched from two days to three in order to enhance learning. Overall, the classroom training benefitted 387 participants.

During the training, KIWASH administered pretests and post workshop tests in order to gauge the participants' knowledge and learning levels. Overall, the results showed significant change in the scores after the training. This was an indication of improved knowledge and skills in the management and operation of WASH services delivery.

[1] https://five.epicollect.net/

Pretest and post-test scores in Basic Financial and Business Management




At the end of each workshop, participants developed clear action plans and follow-up plans. KIWASH follow-up was key in supporting the WASH enterprises adopt and internalize knowledge and skills during on-the-job coaching and mentoring in order to improve their business operations.

### Marketing plans and business plans

As an output of the first training workshop, the enterprises were tasked to develop marketing plans, through KIWASH on-the-job coaching. The marketing plans were important in understanding each of the enterprises' operating environment in order to set strategic objectives for market penetration and expansion. The strategies from the marketing plans would be incorporated in the business plans of the respective enterprises.

In the year, KIWASH supported the 124 WASH enterprises develop business plans as a key output of the *Basic Business and Financial Management* module. The process entailed supporting the enterprises to define their vision, objectives and strategies to guide the attainment of the stated objectives. As part of the process, the participants also identified and documented assumptions and risks that would have an impact on implementation process in order to improve the management of the project.

KIWASH will use a considerable part of the coaching and mentoring efforts in Year 4 to assist all the 231 enterprises finalize their business plans, including operations and maintenance plans. Further, KIWASH will provide special focus on the development of bankable business plans that capture the goals and strategies of each enterprise.

### Coaching and mentoring support

The KIWASH capacity development action plan has a strong coaching and mentoring component with tailor-made, on-site interactions with the WASH enterprises. The coaching and mentoring support follows classroom training to address any emerging capacity issues.

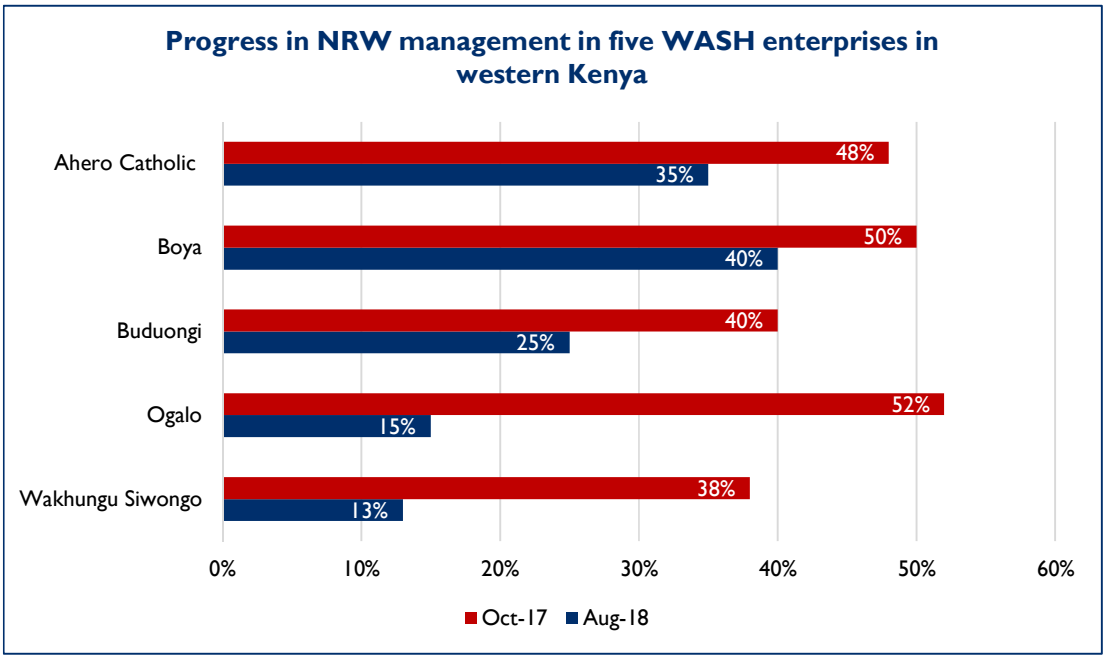
In Year 3, the WASH enterprises continuously benefited from coaching and mentoring support, through face-to-face sessions, phone calls, email communication and WhatsApp messages. The areas covered in the coaching and mentoring support included service improvements and outreach, performance monitoring, registration as legal entities, development of customer charters, development of marketing and business plans, and financial record keeping. This has resulted in higher levels of consciousness towards business orientation in all the undertakings of the enterprises; it has also enabled them to internalize the acquired knowledge and skills and put them into use for

improvements in their operations and consumer engagement as a way of ensuring sustainability of their projects.

As a result of the coaching and mentoring support, most enterprises have made deliberate efforts to improve their general business operations to the satisfaction of their customers. For example, in Migori County, Nyasare, Motion Youth and Muhuru Bay WASH enterprises reduced their operational costs by more than 25 percent; Midida, Motion Youth and Muhuru Bay WASH enterprises increased their average revenue by about 35 percent while the production of water capacity for Ndiwa, Muhuru Bay, Kugitimo and Sori Gunga water enterprises increased by 25 percent. This is attributed to enhanced efficiency arising from the application of appropriate strategies in line with their strategic objectives outlined in their business plans.

Overall, the WASH enterprises continued to record notable progress in a number of performance parameters including increase in the number of customers, increase in revenue, improvement in customer care focus and outreach, reduction in operational costs, reduction in Non-Revenue Water (NRW) and registration as legal entities. The figure below provides an example of five enterprises that have recorded reduced NRW between October 2017 and August 2018.

Progress in NRW management in five WASH enterprises in western Kenya




**Excel-based basic accounting and billing system**

In order to improve billing and proper recording of financial and other data for WASH enterprises, KIWASH developed a simple Excel-based Billing and Basic Accounting System that captured their customer database, monthly revenue and expenditure. This enabled the enterprises to calculate their cash flows through the billing system, thereby visualizing their trends in terms of profit and loss over a period of time. The results were used for decision-making and development of performance improvement plans to address any emerging issues. In the year, KIWASH rolled out the billing system with the expectation to significantly improve the operations and financial management practices of the enterprises that would adopt the system in the coming year.

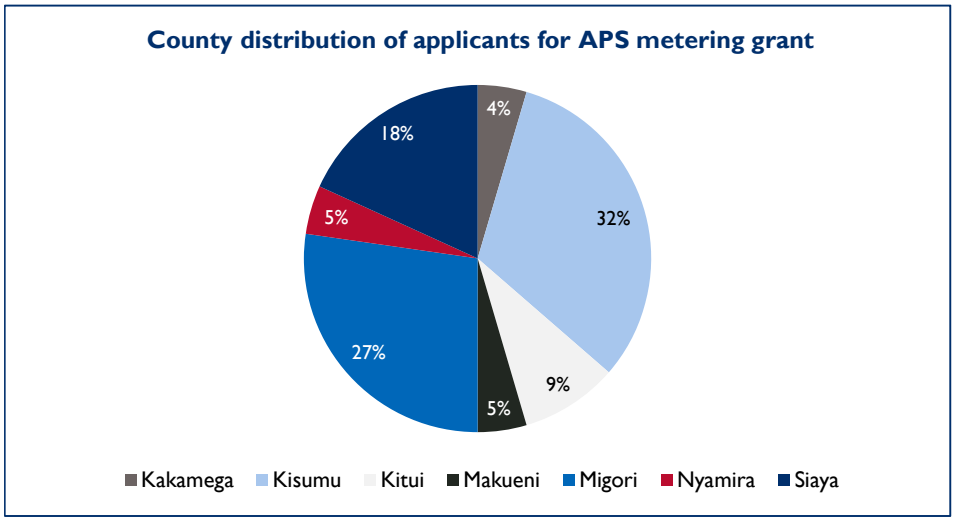
## Support to Infrastructure Development Projects

Infrastructure support to WASH enterprises and utilities complements the capacity development efforts and helps increase access to basic drinking water services. KIWASH rolled out the implementation of water infrastructure investments in various WASH enterprises across the nine project counties. In Kitui, Kisumu, Makueni, Migori, Nairobi and Siaya counties, 25 WASH enterprises had complete and ongoing projects benefiting 54,251 people with new and improved water access.

These enterprises include: Masogo Water Services and Ahero Catholic Water Project in Kisumu County, Little Sisters of St. Francis in Nairobi County, Tharaka Women and Kithambangii water projects in Kitui County, Makutano Sinai and Nzueni Borehole in Makueni County and Khwisero North Water Project in Kakamega County.

### Water metering grants

KIWASH supported 22 WASH enterprises apply for an APS metering grant. This entailed training the enterprise staff in meter installation and maintenance. The process of obtaining the grant is ongoing and the successful enterprises would reimburse the amount within a period of one year at zero interest rate. This grant would be expected to significantly close the loopholes of revenue loss in order to boost the revenue base, reduce water losses (non-revenue water) and strengthen accountability.




## Public Private Community Partnerships (PPcP)

In Siaya County, KIWASH signed a partnership agreement with Rafiki Wa Maendeleo, a local community-based organization operating and undertaking some WASH investments in Rarieda Sub County. The partnership would be guided by an MoU where both parties would leverage on each other's strengths. On the basis of that relationship, KIWASH also supported the training for the West Uyoma Water and Sanitation Company in corporate governance.

In Kitui County, KIWASH initiated a PPcP between the Tharaka Women Water Project, the county government and FundiFix in Mwingi North Sub-county. In the partnership, FundiFix committed to provide repair and maintenance services at the water project to enhance improved and sustainable water service to the community. The private company would also introduce smart monitoring devices to support rapid repair services and provide information on sector monitoring, regulation and resource management. During the reporting period, the partnership was in the initial stages of community engagement.

KIWASH also explored the possibility of partnering with Maji Milele – a social enterprise that promoted the use of prepaid meters for efficient collection of revenues for water service providers. Once the partnership comes to fruition, KIWASH will support various enterprises to purchase the prepaid meters from Maji Milele in order to help improve their operations.

## Access to Finance for WASH enterprises

In February 2018, KIWASH explored financing opportunities for WASH enterprises with local banks and microfinance institutions (MFIs). These discussions encouraged the bank institutions to develop appropriate products for WASH enterprise financing, taking into consideration their much smaller and less formal nature. Specifically, discussions were held with two banks (ABC Bank, Family Bank) and

one MFI (ECLOF Kenya) who have since developed suitable WASH financing products with guidance from KIWASH, and ECLOF Kenya (which had an existing WASH enterprise financing product) has signed an MOU with KIWASH to roll out their WASH product in the project counties.

In terms of progress, five WASH enterprises in Kitui (1), Makueni (2) and Nairobi (2) counties submitted their proposals for commercial financing and KIWASH is in the process of reviewing the proposal before submission to the relevant banks.

### Progress Review Meetings with WASH Enterprises

In Kisumu County, KIWASH conducted a reflection and learning meeting that brought together all the 14 phase I WASH enterprises. The meeting provided a platform for the enterprises to share their experiences and learn best practices from their counterparts. They also received good insights in handling some of the challenges that were common between them and developed useful networks.

In all the other counties, KIWASH guided the phase I enterprises to review their plans and reflect on their achievements before preparing quarterly plans for their enterprises. This way, the enterprises embarked on a continuous journey of self-improvement whereby they address challenges as they move to the next level.

### Effective Monitoring and Evaluation of WASH

KIWASH provided technical support to all the 231 WASH enterprises under incubation in performance monitoring and reporting using the Monthly Progress Tracking Tool developed specifically for WASH enterprises. This tool serves to improve monthly progress monitoring of key parameters by the WASH enterprises, and to track performance in these parameters. The data was collected on a quarterly basis and used to inform KIWASH reports and as a basis for WASH enterprise planning. The data can also be used to inform evidence-based advocacy in addition to providing useful information for internal reflection, planning and budgeting for appropriate interventions.

# SUSTAINED ACCESS FOR FINANCING/CREDIT FOR WASH

In year 3, KIWASH continued to provide tailored technical assistance to its partner WSPs to improve their performance and ability to qualify for debt or equity financing. The technical support included training on corporate governance, gender equality mainstreaming, and the development of five-year strategic plans. Other areas of support included the development of company policies, development of investment proposals, follow-up on action plans, and demand-driven support in technical areas.

These activities have provided the road map, strategic priorities, targets and foundations for improving the WSPs' ability to access debt and equity financing. KIWASH has also been responsive to specific needs of WSPs and county governments, providing WSPs with six manual templates for operations, finance and procurement, customer satisfaction surveys, and customer care workshops among others.

KIWASH WSP Partners

| | |
|---|---|
| Busia | Busia Water and Sewerage Company (BUWASCO) |
| Kakamega | • Kakamega Water and Sewerage Company (KACWASCO) |
| Kisumu | • Kisumu Water and Sewerage Company (KIWASCO)<br>• Gulf and Nyanas Water and Sewerage Companies (under KIWASCO management) |
| Kitui | • Kiambere-Mwingi Water and Sanitation Company (KIMWASCO)<br>• Kitui Water and Sewerage Company (KITWASCO) |
| Makueni | • Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO)<br>• Mbooni Water and Sanitation Company (MBONWASCO)<br>• Wote Water and Sewerage Company (WOWASCO) |
| Migori | • Migori County Water and Sewerage Company (MIWASCO) |
| Nairobi | • Nairobi City Water and Sewerage Company (NCWSC) |
| Nyamira | • Gussi Water and Sewerage Company (GWASCO) |
| Siaya | • Siaya-Bondo Water and Sewerage Company (SIBOWASCO) |

## Upgrading business plans and strategic plans to improve financing or credit

### Corporate governance

KIWASH continued to support partner WSPs to obtain a Service Provider Agreement (SPA) license by reviewing and adopting operations manuals, emphasizing the regulator's (WASREB) guidelines on board recruitment, and providing measurable strategic plan targets to strengthen oversight and implementation. This support ultimately led to increased eligibility for debt and equity financing as financiers gained confidence in the governance structures and management capacity at the company level.

Some of the actions implemented included:

- Constituting new board committees in all water companies except Kisumu Water and Sewerage Company (KIWASCO) and Nairobi City Water and Sewerage Company (NCWSC)
- Formulating board manuals, charters and work plans
- Formulating risk management frameworks
- Pro-actively striving to meet the 30 percent gender rule in the board composition
- Reviewing year 1 and year 2 work plans of the 5-year strategic plans
- Reviewing and adopting WSP operational policies and manuals
- Complying with legal norms and collaborating with WASREB and other institutions

- Renewing Service Provision Agreement licenses with WASREB

Four WSPs in Makueni and Siaya counties benefited from KIWASH corporate governance training. The workshops in two of the water utility companies in Makueni County were repeat trainings following the appointment of new boards of directors and managing directors (MD) to run the water companies. Each training incorporated a session on gender equality in corporate governance to help participants understand that an effective board required a diversity of skills, cultures, and views in order to make smart decisions with a lasting impact.

- Siaya-Bondo Water and Sewerage Company (SIBOWASCO): From February 12-15, 2018, KIWASH held a three-day corporate governance training with SIBOWASCO's new board of directors and corporate management team (CMT) with an aim of restoring normal operations at the WSP and strengthening individual and corporate performance. In attendance were members of the county executive committee (CEC) for water and irrigation and a representative of the Lake Victoria South Water Services Board.

  The intensive workshop concluded with key action plans including developing a BoD annual work plan, BoD Charter, five-year strategic plan and business plan. Others actions included preparing the Terms of Reference for board committees, a schedule for board member meetings, and applying for a new Service Provision Agreement (SPA) and cost recovery tariff. In the year, the board developed a five-year strategic plan but grappled with the implementation process following the BoD's appointment of an acting MD who lacked professional experience in the water sector.

- Mbooni Water and Sanitation Company (MBONWASCO): From February 6-9, KIWASH together with the county government's water department, WASREB and the CEC facilitated MBONWASCO's corporate governance training workshop. During the workshop, WASREB highlighted the Water Act 2016 and the corporate governance tools. The workshop concluded with key action plans for the water utility company including, constituting board committees according to WASREB guidelines[2], developing clear roles for the BoD and CMT, applying for an SPA, and discussions with WASREB on the company status and tariff setting.

- Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO) and Wote Water and Sewerage Company (WOWASCO): From August 29-31, KIWASH facilitated a three-day corporate governance workshop with KIMAWASCO and WOWASCO's BoDs and CMTs, selected staff and officials from the Makueni County government.

### Strategic planning

To date, KIWASH has supported 11[3] WSPs to formulate five-year strategic plans and one WSP to conduct a mid-term review of its strategic plan. During the reporting period, KIWASH facilitated three strategic plan workshops and five strategic plan launches.

- Gussi Water and Sewerage Company (GWASCO): On June 28, 2018, GWASCO launched its 2017-2022 strategic plan in a forum attended by key stakeholders from Nyamira and Kisii counties. These included the Nyamira CECM for water, environment, energy, mining and natural resources, the Nyamira chief officers for water, Nyamira County water director, Kisii deputy director for water, Kisii County assembly members and customer's representatives.

- Kiambere-Mwingi Water and Sanitation Company (KIMWASCO): From January 29 to February 2, 2018, KIWASH held a strategic planning workshop with 35 participants including the company's senior management, board members, county government representatives and the Tana Athi consumer representatives. The workshop led to consultative meetings together with the completion and launch of the company's strategic plan on June 28, 2018. In attendance were 116 participants representing key stakeholders.

[2] WASREB guides on formation of relevant board committees with the Audit committee being a must have. Other committees such as technical committee, finance and administration committee for instance can be formed based on organization needs and expanse of business.

[3] Gulf and Nyanas are part of KIWASCO. KIMWASCO and MBONWASCO were added in a contract modification in January 2018.

- Kisumu Water and Sewerage Company (KIWASCO): On July 20, 2018, KIWASCO launched its strategic plan (2017-2021) attended by 88 participants including the county deputy governor, CECM water, energy and natural resources, CECM planning, the city manager, the economic advisor to the governor, the director of communications, the company's BoD, CMT and staff.

- Mbooni Water and Sanitation Company (MBONWASCO): From February 20-23, 2017, 17 participants including the company's board of directors, the corporate management team, county representatives and community representatives benefited from a strategic planning workshop. Following this support, the company launched its strategic plan on July 3, 2018 with attendance from key stakeholders such as the county government, company BoD, the Tanathi Water Services Board (TAWSB), consumer representatives and other county water service providers.

- Nairobi City Water and Sewerage Company (NCWSC): After several iterations of the review of its strategic plan (2013/14-2018/19) KIWASH presented the review report of the strategic plan to 12 functional company directors. The review highlighted progress on the key performance indicators and company targets for June 2019.

- Siaya-Bondo Water and Sewerage Company (SIBOWASCO): From February 26 to March 2, KIWASH held a strategic planning workshop with 26 participants including the BoD, the CMT, scheme managers and operators, and the county CEC. KIWASH subsequently facilitated a meeting to review and finalize the draft strategic plan with 25 company staff members, the management and scheme managers. Finally, the BoD represented by five members ratified and adopted the strategic plan.

### Gender Equality Mainstreaming

To date, KIWASH has trained 11 WSPs on gender equality mainstreaming and supported two WSPs to develop gender policies.

- Mbooni Water and Sanitation Company (MBONWASCO): From March 27-29, KIWASH held a gender equality mainstreaming workshop with 20 participants including county representatives and the company's BoD, CMT and staff. During the workshop, participants, in groups, discussed the gender equality concerns in the company policies and the strategic plan. In addition, they highlighted key points of entry for gender equality mainstreaming in the company. As a result, MBONWASCO developed an action plan on strengthening gender equality within the institution and in its day-to-day operations.

- Nairobi City Water and Sewerage Company (NCWSC): To date, NCWSC has received three trainings in gender equality where 83 staff have benefited. After the trainings, KIWASH supported NCWSC to develop a gender equality mainstreaming policy which was reviewed and validated on June 5, 2018. The gender policy publicly highlighted NCWSC's commitment to gender equality and provided a framework of action in the organization's context. In groups, participants, including four board members reviewed parts of the policy document and made presentations. This allowed for a thorough review of the policy documents and adoption of changes.

- Gusii Water and Sanitation Company (GWASCO): From September 3-5, KIWASH facilitated a gender mainstreaming policy workshop at GWASCO. KIWASH together with the gender focal person agreed that in the first quarter of Year 4, a meeting of the gender committee and other selected staff from the CMT would lead to a final review and validation of the policy.

Towards the completion of the gender equality mainstreaming workshops, KIWASH followed up with the water companies on a quarterly basis on the development and implementation of action plans. The following results were identified:

- Wote Water and Sanitation Sewerage Company (WOWASCO): To improve the ratio of women in technical work, two female staff joined the meter-reading team, a team that was

previously all male. The female staff underwent on-the-job training during fieldwork, interacted with customers, and learned pertinent aspects of water supply and delivery.

- Kitui Water and Sanitation Company (KITWASCO): Following KIWASH training, KITWASCO did away with the title deed as one of the requisite documents for first-time water connection. As a result, the company's connections officer reported that the majority of new applicants for the water connections were women without title deeds. Eliminating this requirement helped to ease the burden of accessing water each day for hundreds of households reaching many more customers.

- Busia Water and Sewerage Company (BUWASCO): KIWASH together with BUWASCO discussed and highlighted the importance of gender equality and its role in achieving institutional performance and economic viability. In the year, the company drafted a Human Resource Policy with a section on gender equality mainstreaming. KIWASH will support the development of a final document in order to guide the promotion of gender equality in the company.

### Market Assessments

KIWASH supports water companies to conduct market assessments in order to understand the current water supply conditions and establish the willingness and ability of potential customers to pay for improved water supply services.

- Kakamega Water and Sanitation Company (KACWASCO): From May 7-11, KIWASH supported KACWASCO to conduct a market assessment that was submitted to potential donors together with a US $1.2 million or KES 120 million investment proposal. The proposal seeks to expand water infrastructure, install 6,000 water connections and reach more than 30,000 un-served and under-served people in the county. The survey collected responses from 614 respondents (361 female and 253 male) at household and commercial level in Matawa, Lureko, Matungu and Ekero locations. The findings showed that 85.5 percent of respondents were willing and able to pay for water services in Mumias town. In addition, 43.2 percent of respondents were able to pay for a water connection immediately while 52.8 percent would request for more time to pay for the services.

  Based on the findings, KIWASH made the following recommendations:

  i. Community outreach and education (COE): KACWASCO required to engage communities to ensure that they understood about the costs and benefits of water connections and further encourage new customer attitudes and practices around water, sanitation and hygiene.

  ii. Customer planning for water bills: Given that many households in the locality relied on fluctuating monthly income from casual work, farming and businesses, KACWASCO required to educate customers on the importance of planning to pay for water services to avoid disconnections and subsequent reconnection fee.

  iii. Engaging landlords to connect: A large percentage of people were tenants hence did not make decisions on connections. KACWASCO therefore, required to engage landlords or plot owners and institutions to get more connections.

  iv. Pro-poor and social connections policies: KACWASCO required a pro-poor policy in order to focus efforts and resources towards low-income areas where a substantial population resided. While customer willingness and ability to pay for services was high according to the market assessment, over half (52.8 percent) of the respondents indicated that they needed enough time to save money for a water connection.

  v. Gender mainstreaming: KACWASCO required an enabling environment for women to participate in leadership, management, and decision making as the company expands services. Gender mainstreaming is critical to providing efficient, effective, sustainable and market responsive services. Every investment decision and choice of technology

for water and sanitation systems must be informed by women and men, whose needs must be well integrated to ensure social and economic viability.

vi. Internal systems and tools for long-term sustainability: KACWASCO required to strengthen gender and social integration tools, including sex-disaggregated data, social and gender-sensitive indicators to guide project implementation and improved monitoring and evaluation systems.

The findings, analysis and recommendations from this market assessment report were presented to the KACWASCO management and staff and the report was included in the KACWASCO investment proposal.

### Customer Satisfaction Survey

In response to a specific request from the Kisumu Water and Sewerage Company (KIWASCO), KIWASH supported the company conduct a customer satisfaction survey to help improve their capacity to access debt and equity financing and to comply with WASREB's regulations.

- Busia Water and Sewerage Company (BUWASSCO): As a new company (having de-clustered from the Kakamega-Busia Water Company in 2017), BUWASSCO needed to understand its customers' views on services offered in order to establish a baseline against which to measure progress of its new five-year strategic plan. Externally, the company faced challenges including lack of customer satisfaction, customer unwillingness to pay for services and negative customer attitudes. BUWASSCO also faced internal challenges including poor customer care skills among staff, which has further compounded the customer satisfaction challenge. A majority of customers complained about inaccurate bills and leakages/bursts. Most of the customers claimed that they registered their complaints, but only 60.5 percent indicated that their complaints were addressed by BUWASSCO. Moreover, 30.7 percent of those who did not register their complaints did not know how to register those complaints.

- Kisumu Water and Sewerage Company (KIWASCO): On June 18-22, 2018, KIWASH worked with KIWASCO to implement a customer satisfaction survey with 1,724 customers. From the findings, the overall customer satisfaction index stood at 84.6 percent. The company also performed well in public awareness and customer care scoring 97.6 percent and 87 percent, respectively. However, service delivery and connecting people to services were key areas of concern at 77.8 percent and 76 percent, respectively.

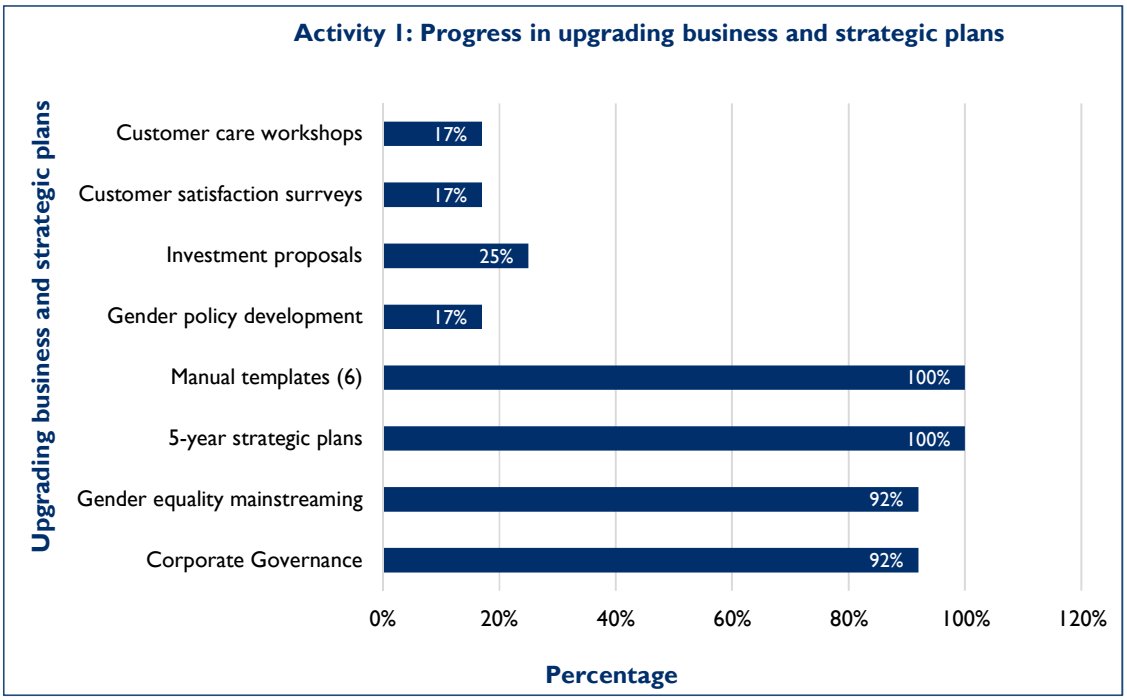
  The results of the survey informed the customer care training in the year and the management looked into certain aspects of service delivery to address areas of improvement.

### Customer care training

As a result of the two customer surveys, KIWASH trained the staff of two water companies-BUWASCO and KIWASCO in customer care. The purpose of the training was to strengthen staff skills and knowledge on best practices for excellent customer services in order to maintain and generate customer loyalty and their willingness to pay. Having noted that a decline in customer care services among staff had led to a loss in revenue collection, there was a growing demand for customer care trainings from the water utility companies.

BUWASCO and KIWASCO developed an action plans based on the survey findings, discussions and training. BUWASCO struggled to implement these actions amidst very serious management and governance issues. To resolve the situation, BUWASCO, through KIWASH support, developed a Performance Improvement Plan (PIP) to integrate these actions.

Progress on upgrading business plans and strategic plans to improve financing or credit for WSPs




## Investment strategies to substantially expand coverage

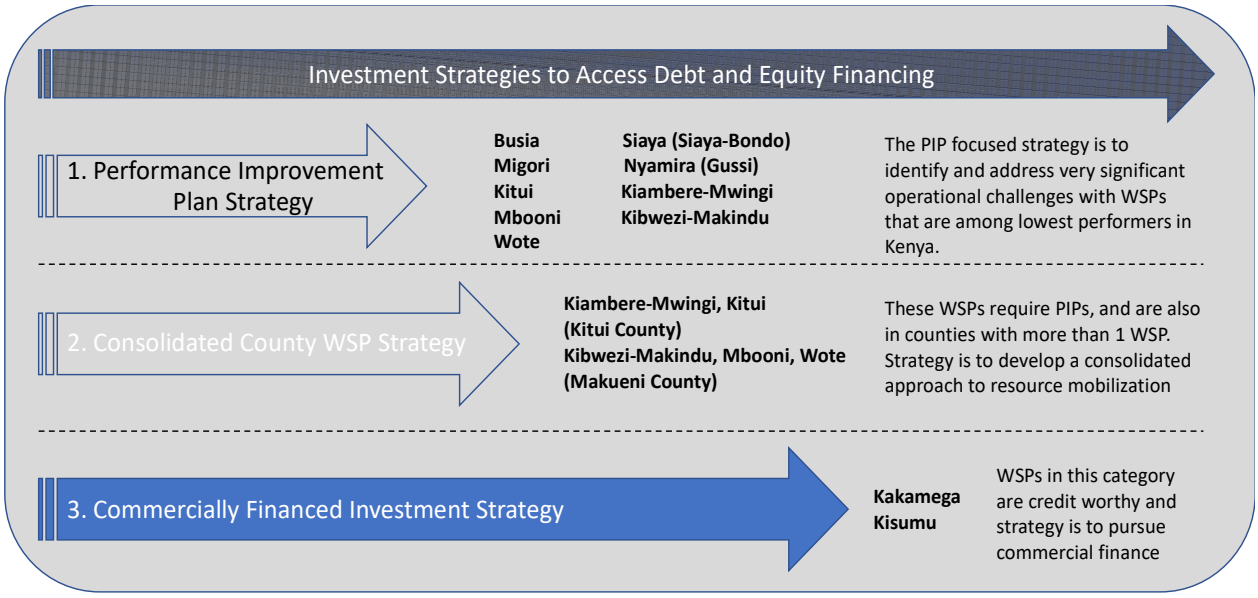
In the year, KIWASH supported 12 WSPs[4] to develop investment strategies to improve water services and coverage and build on the progress in upgrading business and strategic plans. This was especially important as the water utility companies were in different stages of progress prompting different investment strategies.

For example, KIWASCO and KACWASCO are actively pursuing commercial financing for the expansion of WASH services while BUWASCO, MIWASCO and SIBOWASCO were grappling with major operational challenges and inefficiencies that hindered debt and equity financing. In other cases, the county government was unwilling to put resources into the utility without a clear and actionable PIP. Also, according to the WASREB Impact Report 2017, six KIWASH partners (BUWASCO, GWASCO, KITWASCO, MBONWASCO, MIWASCO and SIBOWASCO) were ranked in the bottom 25 percent of WSPs in the country.

Within this context, strategies including PIPs, Consolidated County WSP strategy and commercially financed investments became increasingly important while recognizing that nine of WSPs faced serious operational challenges thereby inhibiting their access to debt or equity financing.

[4] Note that KIWASH has supported Nairobi with Investor forums and investment proposals, but the company is now not in a position to consider these as the board has been suspended, legal cases have been filed, senior management have been dismissed and the Acting MD is not interested in commercial financing, but focused on grants and concessional loans through the Water Service Boards.

Investment strategies to substantially expand coverage




**Performance Improvement Plans (PIPs)**

This strategy focuses on critical operational areas to obtain county government support and investment, use existing donor resources to improve services and position companies for future investments. Nine WSP partners fell in this category including BUWASCO, GWASCO, KIMWASCO, KIMAWASCO, KITWASCO, MBONWASCO, MIWASCO, SIBOWASCO and WOWASCO. The strategy reflects that many of the WSP partners were not positioned to utilize resources effectively in their operations.

- Busia Water and Sewerage Company (BUWASCO): KIWASH outlined a PIP with the acting MD and a CEC member to address critical operational performance issues identified through KIWASH engagement with the WSP. From the discussions the CEC voiced financial support to the company to the tune to of USD 544,615 (KES 55 million) with a clearly defined and well implemented PIP strategy.

- Gussi Water and Sewerage Company (GWASCO): KIWASH supported GWASCO to formulate a concept paper for a proposal to be presented to the County Government of Nyamira for a non-revenue water (NRW) project. The project would address key aspects including customer identification and connections mapping, replacement of distribution lines, metering and isolation of district-metered areas (DMA).

- Migori County Water and Sewerage Company (MIWASCO): KIWASH supported MIWASCO to develop a PIP and a Rapid Results Initiative (RRI). This helped to unlock county government funding together with a Water Sector Trust Fund (WSTF) grant of USD 54,164 (KES 5.47 million) to increase water supply and improve services to 3,000 people. KIWASH also facilitated a clustering workshop with the water services regulatory board (WASREB) in support of a regulator directive to merge two WSPs in Migori County.

- Clustering of WSPs in Migori County: WASREB directed MIWASCO to start a merger process with the Nyasare Water and Sanitation Company in order to improve performance and eliminate overlapping service areas. To help achieve this, KIWASH offered the two water utility companies a training on the road map, challenges and time frame for the clustering process. On July 4-6, 2018, KIWASH, in collaboration with the County Government of Migori and WASREB, convened and facilitated a clustering workshop for the Migori and Nyasare

WSPs. During the workshop, KIWASH covered the rationale for clustering and provided an overview of national and international experiences.

KIWASH also presented to the participants the 100 days Rapid Result Initiative strategy. The initiative was well received by the stakeholders. Stakeholder discussions also tackled the current tariff, water quality, poor performance of the two WSPs and some thoughts on appropriate responses and how to strengthen performance.

- Securing Water Sector Trust Fund: On October 31, 2017, KIWASH held a meeting with the Swedish International Development Cooperation Agency (SIDA) on potential collaborative efforts. As a result, SIDA introduced KIWASH to WSTF, where the SIDA and the Government of Finland were funding the Joint 6 Counties Program (J6P). The J6P aims to improve water services in poor rural areas in six counties – Kwale, Tharaka Nithi, Laikipia, Narok, Migori and Nandi.

  On November 14, 2017, KIWASH together with J6P discussed MIWASCO's current efforts to develop project proposals for priority projects in the five-year strategic plan. The meeting concluded that KIWASH would support MIWASCO develop investment proposals for the J6P program. As a result, Migori County contributed 10 percent (USD 6,017 or KES 607,892) of the total budget. In June 2018 and WSTF would contribute 90 percent (US $54,174 or KES 5,471,027) as a grant for the proposed projects. The anticipated outputs from these projects include 5,400m$^3$ in water supply and 600 new connections.

**Consolidated county WSP strategy**

The WSPs in this category required PIPs and were in counties with more than one WSP. These WSPs required an effective strategy involving a consolidated county approach to the improvement of water service delivery. In Kitui County, these WSPs included KIMWASCO and the Kitui Water and KITWASCO. In Makueni County, they included KIMAWASCO, MBONWASCO and WOWASCO.

- KIMWASCO and KITWASCO: KIWASH supported the two water companies to develop a consolidated WSP strategy to approach potential donors. One prospective funding source is the WSTF. In the year, the program manager of a USD 5,937,067 (KES 600 million) EU program requested the two water companies to present their consolidated strategy for consideration.

- KIMAWASCO, MBONWASCO and WOWASCO: KIWASH supported the three water companies to develop a consolidated WSP strategy and two WSPs to develop and submit a KES 55 million project proposal to potential funders including the county government, the Kenya Markets Trust and Kenya Red Cross. The water companies wait for a response from the potential donors.

**Commercially-financed investment strategy**

The WSPs in this category including KACWASCO and KIWASCO are credit worthy and operate at a level where they can approach commercial banks and the capital markets for commercial financing.

- Kakamega County Water and Sewerage (KACWASCO): KIWASH supported KACWASCO to conduct a market assessment of 624 households and further develop a USD 1.2 million (KES 120 million) investment proposal targeting 30,000 people with access to improved water services. As a result, the company has secured an equity contribution of USD 227,587 (KES 23 million) from its county government and is taking steps to obtain commercial financing of KES 97 million.

- Kisumu Water and Sewerage Company (KIWASCO): KIWASH training with commercial banks on offering loans to water companies led to KIWASCO obtaining a loan of KES 111 million for a water project at the Ramogi Institute of Advanced Technology (RIAT). KIWASH is supporting the company in the implementation of the water project and will further support the company undertake a community outreach and education program (COE) targeting 1,200 households with water connections.

Summary of KIWASH-WSP partner achievements

| WSP Partner | Highlights |
|---|---|
| • Busia Water and Sewerage Company (BUWASSCO) | • Customer satisfaction survey and customer care workshop<br>• Performance Improvement Plan outline |
| • Kakamega Water and Sewerage Company (KACWASCO) | • US $1.2 million or KES 120 million investment proposal to benefit up to 30,000 people<br>• Carried out a demand assessment among 600 households in investment area<br>• Acquired a new Service Provision Agreement License |
| • Kisumu Water and Sewerage Company (KIWASCO)<br>• Gulf and Nyanas Water and Sewerage Companies (under KIWASCO management) | • KIWASCO launched a five-year strategic plan (2017-2022)<br>• Developed a Community Outreach and Education Strategy for US $1.1 million or KES 111 million investment to benefit 7,500 people<br>• Conducted a customer satisfaction survey and customer care workshop |
| • Kiambere-Mwingi Water and Sanitation Company (KIMWASCO)<br>• Kitui Water and Sewerage Company (KITWASCO) | • KIMWASCO launches five-year strategic plan (2018-2023)<br>• Developed consolidated county WSP strategy and presentation for county government and potential donors |
| • Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO)<br>• Mbooni Water and Sanitation Company (MBONWASCO)<br>• Wote Water and Sewerage Company (WOWASCO) | • MBONWASCO launched five-year strategic plan strategic plan (2018/2019-2022/2023)<br>• Developed consolidated county WSP strategy and presentation for county government and potential donors<br>• Presented US $544,770 or KES 55 million investment proposal for two WSPs to county government and potential donors to benefit 60,000 people<br>• Governance training to new boards and management of two companies |
| • Migori County Water and Sewerage Company (MIWASCO) | • Developed Rapid Results Initiative with County and WSP staff<br>• Clustering road map meetings and workshop<br>• Secured US $54,000 or KES 5.47 million WSTF grant to increase water supply and benefit 3,000 people |
| • Nairobi City Water and Sewerage Company (NCWSC) | • Mid-term review of strategic plan progress and next steps<br>• Adoption of a Gender Policy |
| • Gussi Water and Sewerage Company (GWASCO) | • GWASCO launched five-year strategic plan (2017-2022)<br>• NRW investment concept for Nyamira county<br>• Adoption of a Gender Policy |
| • Siaya-Bondo Water and Sewerage Company (SIBOWASCO) | • Governance workshop for new board<br>• Developed and adopted a strategic plan<br>• High level presentation to incoming CEC and county team |

### USAID Development Credit Authority to mobilize financing for water utilities

During the year, KIWASH organized water sector financing workshops with three commercial banks aimed at channeling commercial lending to water companies with a 50 percent guarantee from USAID's Development Credit Authority (DCA). The guarantee supports institutions considered high risk to access loans while enabling banks to manage their risk exposure, potentially obtain good returns and achieve their strategic objectives. In 2018, KIWASH trained 43 staff from African Banking Corporation Limited (ABC Bank) and Family Bank Limited (Family Bank) as Cooperative Bank of Kenya (Co-op Bank) staff benefited from a similar training in 2017.

- Co-operative Bank: On March 16, 2017, 22 staff including the senior managers, the head of credit, deputy head of legal, senior corporate and SME relationship managers, and risk analysts benefited from the water sector financing workshop. As a result, Co-operative Bank has examined more than KES 1.6 billion (USD 16 million) in financing proposals from eight WSPs, including Eldoret, Embu, Kisumu, Malindi, Mathira, Murang'a, Naivasha and Nyeri as noted in the table below:

| WSP | Loan approved | Loan application under review | Notes |
|---|---|---|---|
| Eldoret | KES 467 million | | WSP decided not to take loan |
| Embu | KES 450 million | | In disbursement |
| Kisumu | KES 111 million | | In disbursement |
| Murang'a | KES 130 million | | In disbursement |
| Naivasha | KES 89 million | | In disbursement |
| Nyeri | KES 194 million | | In disbursement |
| Malindi | | KES 100 million (est) | |
| Mathira | | KES 89 million | |
| Total | KES 1,441 million | KES 189 million | |

- ABC Bank: On October 13, 2017, KIWASH trained 15 staff on water sector financing. The participants were senior managers including the general manager, chief credit risk officer, head of SME banking, head of corporate banking, head of credit risk, head of credit and legal, corporate relationship managers and branch managers.
- Family Bank: Twenty-eight staff attended the workshop on December 8, 2017. The participants were senior managers including the head SME banking, regional relationship managers, credit managers, legal officer and relationship managers. After this training, Family Bank, with support from water.org, trained 300 staff from all branches in July 2018 and another 200 staff in September 2018.

| Loan purpose | Amount financed (KES) |
|---|---|
| Water tanks | 16,153,500 |
| Water bowsers | 70,000,000 |
| Water lines renovation | 65,000,000 |

| | |
|---|---|
| Boreholes | 78,722,420 |
| Total | 259,875,920 |

As a result of the training, Co-op Bank and Family Bank gave an upward revision in commercial lending of USD 18 million (KES 1.89 billion) to the water sector. Further, Cooperative Bank has examined more than USD 16 million (KES 1.6 billion) in financing proposals from eight WSPs operation in various major towns or cities in the country including Eldoret, Embu, Kisumu, Malindi, Mathira, Murang'a, Naivasha and Nyeri.

Family Bank has particularly made inroads into the new market of Small to Medium Enterprises (SMEs) in the WASH sector. In the last six months, the bank disbursed loans of USD 2.6 million (KES 259.8 million) to water enterprises to advance various installation projects including water tanks, water bowsers, exhausters, renovations and boreholes.

### Creating new financial products for WASH service providers and consumers

KIWASH continued to support Co-op Bank and Family Bank gain experience in lending to the water sector and to develop bank products for the sector. Through KIWASH support in the year ABC Bank is finalizing a bank product for the water sector.

Cooperative Bank has a product and Family bank has a product targeting SMEs. Cooperative Bank has requested additional follow-up support to help it refine and improve its product targeting WSPs.

ABC Bank is pursuing a DCA guarantee with USAID and received the KIWASH water sector financing training in October last year. At the end of the workshop, the ABC Bank team agreed that it was necessary to come up with a way to approach the water sector opportunities and start developing a pipeline of projects. The team committed to immediately undertake the following:

- Identify and engage potential water utility companies to explore financing opportunities
- Engage contractors and value chain players such as suppliers for working capital needs and bank guarantees
- Develop a standard product and policy for financing water, which stipulates risk acceptance levels and criteria for sector financing
- The bank will re-review and progress with the financing applications already submitted by the water utilities and bring them to a financial close
- The bank will seek to enhance collaboration with relevant stakeholders such as WASREB, KIWASH, WSTF on viable upcoming projects
- Water sector champions at head office appointed
- Branches to continue with research to understand the needs of the sector

The bank has a draft water-financing product, but the lead person on the product development left the bank, leading to some delays in its finalization.

Summary of KIWASH-bank partner achievements

| Bank partner | Highlights |
|---|---|
| Co-op Bank | • Staff trained by KIWASH in water sector financing (FY2016/2017)<br>• Water sector financing product in place<br>• US $14.3 million or KES 1.44 billion in loans approved for WSPs<br>• US $1.87 million or KES 189 million in WSP financing applications under review |
| Family Bank | • Staff trained by KIWASH in water sector financing<br>• Water sector financing product in place<br>• US $2.6 million or KES 259.8 million in loans approved for SMEs |
| ABC Bank | • KIWASH training of staff on water sector financing |

| | |
|---|---|
| | • Water sector financing product in development |

# SANITATION AND HYGIENE

In the third year of implementation, KIWASH continued to support access to basic and improved sanitation through an integrated approach to community led total sanitation (CLTS), social behavior change communication (SBCC) and sanitation marketing. KIWASH triggered 651 villages for community led total sanitation (CLTS) as a first step to creating a demand for sound sanitation and hygiene in communities. From this number, 414 villages were verified as open defecation free (ODF) with a monitoring plan.

The community interventions of CLTS and SBCC have helped create a demand for improved sanitation facilities in the target counties. Based on the results of a survey on consumer preferences for sanitation products, KIWASH developed an artisans training module on the construction and installation of hygienic, safe and durable options for pit latrines using low-cost technology. The training included onsite demonstrations on the installation of improved latrines. By the end of the reporting period, 73 artisans had been trained, 173 households in Busia and Makueni counties had installed improved latrines and 865 people were accessing improved sanitation.

These collaborative efforts with the respective counties and the ministry of health enabled 45,370 people gain access to basic sanitation and hygiene services.

## Scale up sanitation, sanitation marketing, and hygiene promotion

### Community-Led Total Sanitation

In the year under review, KIWASH in collaboration with community health volunteers provided training on CLTS to public health professionals in the nine target counties. Following this training, the public health professionals triggered 651 villages in the target counties for CLTS and out of this number, 414 villages were verified as ODF. KIWASH further built the capacity of the CLTS committees in all the 414 villages in order to develop post ODF community monitoring plans and through the CLTS review meetings the project was able to assess progress in the KIWASH target villages, share challenges and come up with a way forward on how to address challenges.

These efforts helped Siaya County achieve open defecation free status (ODF) during the year and on April 30, KIWASH in collaboration with the Siaya County Government and other WASH partners celebrated this milestone. Siaya Governor Colonel Rasanga and county partners recognized the efforts of USAID KIWASH in promoting access to basic sanitation and hygiene. Within a year, KIWASH had helped over 15,085 people (150 villages) gain access to basic sanitation in this county.

Access to basic sanitation in FY 2018

| County | # of Villages triggered in FY3 | # of Villages Verified in FY3 | # of villages Certified in FY3 | HH with access to basic sanitation in FY3 |
|---|---|---|---|---|
| **Kisumu** | 121 | 45 | 70 | 1438 |
| **Nyamira** | 125 | 24 | 25 | 681 |
| **Kitui** | 30 | 30 | 55 | 338 |
| **Kakamega** | 100 | 88 | 60 | 1235 |
| **Migori** | 210 | 11 | 0 | 1207 |
| **Siaya** | 50 | 54 | 50 | 1200 |
| **Makueni** | 125 | 78 | 78 | 1048 |

| | | | | |
|---|---|---|---|---|
| **TOTALS** | 761 | 330 | 338 | 7147 |
| **No. of people reached in FY3** | | | | 35,735 |

### Social Behavior Change Communication

KIWASH trained 604 CHVs and CHEWs on *Education through Listening* methodology in order to equip them with effective interpersonal and communication skills in the delivery of sanitation and hygiene messages. The CHVs were also provided with information, education and communication materials (IEC) including the *CHV Discussion Guide for Community Engagement* for use during household visits and community forums.

The forums help to raise awareness, increase knowledge and shift attitudes of community members towards the adoption of improved sanitation facilities and better hygiene practices at both household and community level. To date, 215,159 people in communities across the nine target counties have been reached through household visits and community forums with behavior change messages.

In the reporting year alone, 168,996 people in communities across the nine target counties were reached with behavior change messages aimed at encouraging desired sanitation and hygiene practices such as correct and consistent handwashing with clean water and soap at six critical times, hygienic and safe proper fecal disposal, and household water treatment and safe storage.

### Sanitation marketing

During the year, KIWASH undertook a consumer market survey in Busia and Siaya counties to assess the communities' sanitation preferences and evaluate suitable approaches to enhance demand, availability and accessibility of the identified sanitation products and services.

The survey provided an assessment of the demand and supply side. On the demand side, it obtained an in-depth understanding of the likes and dislike of consumers about their latrines while on the supply side, the survey assessed the capacity of suppliers to provide the products, inputs and pricing as well as information on installation and maintenance of available products. To strengthen the supply chain, KIWASH mapped out artisans offering sanitation related services, suppliers and distributers of the sanitation products.

The survey showed that communities living in areas with loose soil formation faced a high risk of collapsed latrines. Other challenges included bad smell and the movement of flies from the latrine out into the open. To address these challenges and intensify sanitation and hygiene interventions, KIWASH identified the SAFI latrine that was designed to withstand soil pressures and prevent structures from collapsing and the SATO pan as an affordable option to be plastered on mud or cemented slabs of existing latrines. Both options eliminate smell and flies for improved hygiene.

The SATO squat pan retails at KES 500 per piece and the stool option retails at KES1000 per piece. The cost of SAFI latrine is also lower than other latrines of similar quality because the components, which comprise of concrete rings, a slab, support box, squat pan and concrete ring cover are easy and less costly to produce.

### Artisan training

During the period, KIWASH trained 73 artisans from Busia, Siaya, Kisumu, Kitui and Makueni counties on the construction of low cost sanitation technologies. The intensive five-days training involved practical demonstrations on the production of SAFI latrine components (the concrete rings, slab, support box, slab and ring cover) and installation of the components on a latrine pit together with the construction of the superstructure. In addition, the artisans went through a session on installing SaTopan on existing toilets at the health facility and at the community level products. The respective county and sub county government staff also participated in the trainings. Following this training in Busia and Makueni counties, 173 households installed SaTopan latrines and as a result 865 people are accessing improved sanitation.

In Busia and Siaya counties, two WASH enterprises took up the promotion and sale of the products within their areas of jurisdiction to increase uptake and take the beneficiaries higher along the sanitation ladder. KIWASH will continue to strengthen the capacity of the sanitation product enterprises to enable them to attain their objective of increasing sales, market penetration and scalability of their products.

# ENVIRONMENTAL SUSTAINABILITY OF WASH SERVICES INCREASED

KIWASH continued to work in close collaboration with county governments, Water Resources Authority (WRA) and Water Resource Users Associations (WRUAs) to improve the health of sub-catchment areas that directly supply water to water service providers and the smaller WASH enterprises in target counties.

KIWASH also focused on building the capacity of county governments and their respective water resource and service institutions to mainstream climate change into their planning and project implementation in order to achieve climate resilient water service delivery and water source protection. Some key achievements during the year included:

- 54 government departments and institutions trained on water safety planning. This was the first in a series of workshops to train public sector stakeholders to factor in the current and potential impacts of climate change and variability into their approach to water resource planning, maintenance and delivery of WASH services. KIWASH water security modules were used to train government officials.
- Over 100,000 trees appropriate for riparian environments were planted while terrace construction was undertaken to control soil erosion around springs.
- 18 WRUAs in six counties (Busia, Siaya, Kakamega, Kisumu, Migori and Nyamira) achieved increased the functional coverage through protection and conservation of springs.
- 27 institutions including WRMA, WSPs, county departments in charge of water, environment and climate change, and WRUAs were subjected the Climate Change Capacity and Performance (CC CAP) Assessment Tool to obtain baseline information on the capacity of these institutions to plan for water resources using climate data.

## Expanded water source quality protection

### Spring protection and improvement

Through collaboration with the National Environment Management Authority (NEMA), Water Resources Management Authority, county government departments of environment, and water and the Kenya Forest Service (KFS), KIWASH strengthened the capacity of seven WRUAs to protect 24 springs and address environmental challenges such as encroachment from farming activities, water contamination through surface run-off, animal waste and other domestic activities.

These springs were protected through construction of spring boxes, wash bays and cattle watering troughs (for some springs) in response to community needs. Community sensitization meetings to promote the sustainable use of the improved springs and promote proper land use and environmental awareness among the host communities was a central part of this activity.

As a result of this support, the following was achieved:

- New access to basic water for at least 3,621 households or 12,967 individuals.
- The seven WRUAs mobilized and formed spring management committees for every spring protected. Due to the expansive nature of sub catchments, the spring management committees, acting on behalf of the respective WRUAs, oversee routine management and

conservation of the springs, assist in any conflict resolution on use of these resources and help in ratifying beneficiary numbers.

KIWASH, in collaboration with WRA, conducted regular sensitization meetings to build the capacity of the spring management committees to perform their role effectively. The regular sensitization meetings also applied to the spring management committees of springs that were protected in the first two years of program implementation.

### Expanded WRUA baseline mapping

KIWASH extended the water resource mapping and vulnerability assessment activities to non-spring water sources used directly by the communities, as well as by WASH enterprises to extract water for supply water to the communities. In six out of the 19 KIWASH-supported WRUAs, these activities were conducted to help locate the essential water sources to these communities, identify existing and potential environmentally induced risks to the quality of the water sources, and therefore build a baseline for expanding water source quality protection, focusing on the host-sub-catchments. This will offer additional support to the WRUAs beside springs, especially in catchments where there exists significant reliance of non-spring water sources for drinking. The support will include rehabilitation of degraded riparian areas around drinking water sources, catchment conservation and environmental sensitization sessions.

### Water sub-catchment conservation

From the water resource mapping and vulnerability assessments findings above, KIWASH and partners identified the need to expand water source quality protection to entire sub-catchments supporting water sources used by the WSPs and WASH enterprises supported by KIWASH. These water sources were most often boreholes or shallow wells. To improve their recharge capacity, KIWASH and partners conducted a series of vegetation cover increase and community sensitization meetings on environmental management. The following was achieved:

- 35 environmental sensitization sessions were delivered jointly with WRA, county government departments of environment and WRUA leaders to WRUA members and households around targeted water sources. In cases where the trees were planted at degrades sections of sub-catchments, or around water sources, KIWASH is actively following up with the WRUAs and spring management committees and supporting them to see these trees grow to maturity.
- A total of 106,010 trees were planted across the year. These were planted both as support to the county governments during the international environmental days, and with the WRUAs at degraded sections of sub catchments as well as the protected springs.
- KIWASH inducted six new WRUAs responding to catchments bringing the total number to 19.

### Tree nursery establishment and management

KIWASH completed the establishment of seven nurseries for seven sub-catchments in the counties of Busia, Kakamega, Kisumu, Makueni, Migori, Nyamira and Siaya. Each nursery, managed by a WRUA is raising at least 15,000 seedlings for planting during the short rains in 2018. This is one of the approaches to improving ecosystem health and expansion of WRUA functional coverage, whilst also offering some revenue to the WRUAs.

During establishment of the nurseries, KIWASH invited the Kenya Forest Service (KFS) experts to conduct on site tree and nursery management training sessions with each WRUA, guide the nursery construction teams on the requisite procedures and issues to address during this phase. These experts visit the nurseries regularly to coach the nursery management teams on good practices. The WRUAs have designated nursery management teams, and members actively play various roles in the management of the established nurseries, with support from the county foresters and the KFS. Key achievements include:

- At least 105,000 seedlings for planting during the short rains in 2018.

- The WRUAs have recorded increased engagement in the protection of sub catchment among community members. WRUA membership expansion

Arising from the above activities with the WRUAs, 14 out of the 19 supported WRUAs have recorded increases in active membership. A total of 631 new WRUA members was realized in Year 3, distributed as follows:

| County | WRUA | No. of WRUA members recruited | | | |
|---|---|---|---|---|---|
| | | Male | Female | Institutions | Total |
| Siaya | Siyonga | 30 | 11 | | 41 |
| | Wuoroya | 21 | 31 | | 52 |
| Nyamira | Upper Gucha | 36 | 20 | | 56 |
| Kitui | Upper Thua | 11 | 40 | 0 | 51 |
| | Nzeeu | 10 | 20 | 1 | 31 |
| Makueni | Makindu | 3 | 0 | 2 | 5 |
| | Mbimbini | 30 | 70 | 0 | 100 |
| Busia | Bumasa | 25 | 46 | | 71 |
| | Wakhungu | 10 | 40 | | 50 |
| Kisumu | Kibos | 36 | 18 | 0 | 54 |
| Kakamega | Lusumu | 25 | 31 | | 56 |
| | Isiukhu | 14 | 16 | | 30 |
| | Middle Yala | 11 | 19 | | 30 |
| Migori | Korondo Nyasare | 4 | 3 | | 7 |
| Total | | 266 | 365 | 3 | 631 |

**WRUA functional coverage expansion**

The average percentage of the WRUA functional coverage area, across all the nine KIWASH counties, following the above activities, increased by 28 percent in Year 3. This increase was derived solely from the tree nursery establishment and management activities by the seven WRUAs, spring rehabilitation and sensitization activities.

The distribution of the increase in functional coverage is as illustrated below.

| Geographic location | Activity title | Date | Baseline coverage (square km 2017) | Current coverage (square km 2018) | Percentage increase (cumulative) |
|---|---|---|---|---|---|
| Busia | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 24.91 | 37.44 | 50 |
| Kakamega | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 50.15 | 62.68 | 25 |
| Kisumu | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 22.64 | 33.69 | 49 |
| Kitui | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 49.27 | 49.27 | 0 |

| Geographic location | Activity title | Date | Baseline coverage (square km 2017) | Current coverage (square km 2018) | Percentage increase (cumulative) |
|---|---|---|---|---|---|
| Makueni | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 43.82 | 56.26 | 28 |
| Migori | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 25.11 | 37.64 | 50 |
| Nairobi | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 0 | 0 | 0 |
| Nyamira | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 21.9 | 34.43 | 57 |
| Siaya | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 69.7 | 82.23 | 18 |
| Total | | | 308.0 | 394.0 | 28 |

### Building climate change resiliency in drinking water source planning, development and design of systems/services

KIWASH also focused on building the capacity of county governments and related institutions to incorporate climate change data in water safety planning, expand source water protection, inform infrastructure design, and improve sanitation.

#### Downscaling climate data

KIWASH obtained the downscaled climate and runoff projections report from the Regional Centre for Mapping of Resources for Development (RCMRD) following a contract signed in Year 2. This report provides the county and watershed-specific data, and is a basis for understanding the projected changes in temperature, precipitation and run off in the respective counties. During the year, KIWASH disseminated the data to the respective counties through workshops where the climate experts gave general synopses of the findings and engaged in Q&A sessions with 56 county institutions across the nine counties. The dissemination of this data to relevant county and institutional staff provided a basis and point of discussion training and practical capacity building on climate resilience in water resource planning and service delivery.

#### Institutional Climate Change CAP assessment

The Climate Change Capacity and Performance (CC CAP) Assessment Tool was used to conduct a baseline capacity assessment on selected WASH stakeholder institutions. Twenty-seven institutions including WRMA, WSPs, county departments in charge of water, environment and climate change, and WRUAs were subjected to the CAP assessments. The assessment found that most of the institutions have inadequate technical capacity to integrate climate change into water resource management, though some measure of effort is actively made to include some climate change-related issues in water resource planning.

#### Climate change capacity building

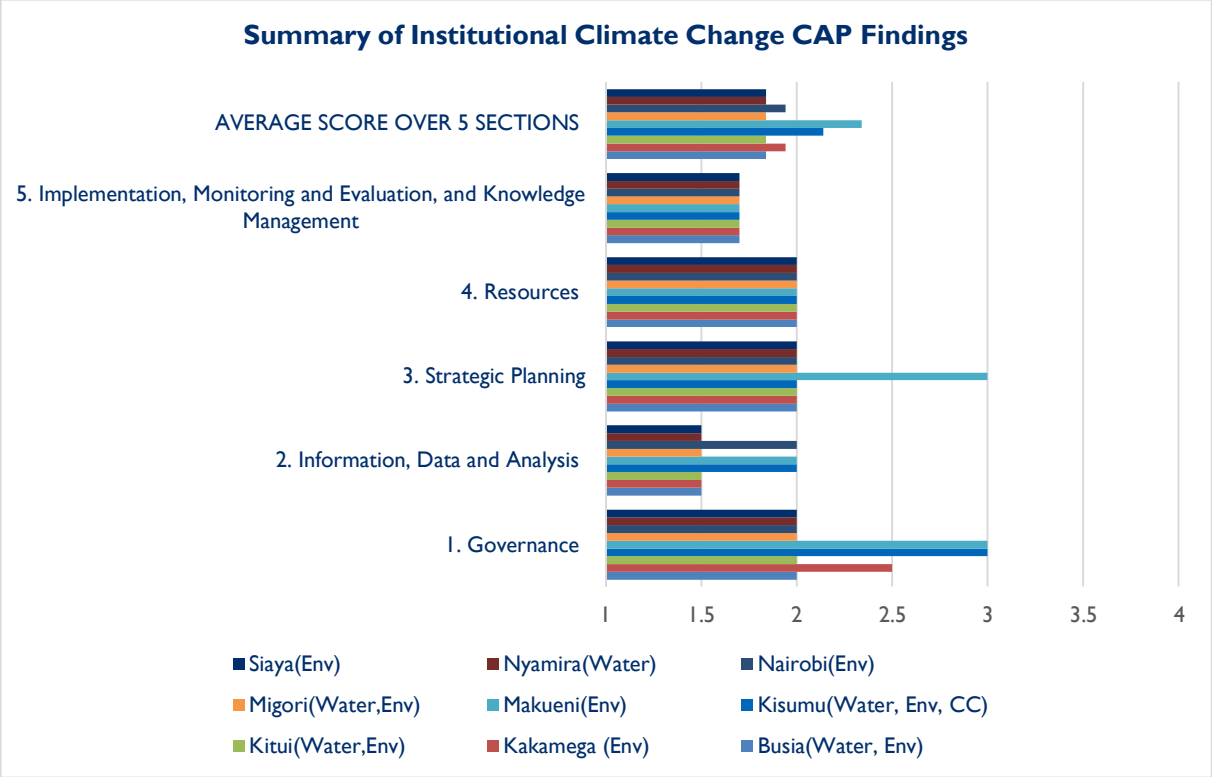
Based on the downscaled climate and run-off projections data, KIWASH conducted county stakeholder meetings with at least 27 institutions to present the results of the climate change and run-off projections for respective counties. During these meetings, KIWASH gathered information about climate data availability and the skill level available in these institutions to use climate change and runoff data in water resource management. KIWASH also collected feedback on the presentation of

downscaled climate and run-off projections data and the usefulness of the information for planning future WASH activities.

Twenty-five officers from the departments of water, environment and climate change were trained in the use of climate change data in water safety and resilience planning, source water protection, infrastructure design and sanitation. KIWASH aims to build skills and knowledge at the county and national level in order to influence relevant policies towards being more climate change-responsive. The training also included free installation of GeoCLIM, a climate data analysis tools for historical and future climate data analysis, GeoMOD, a climate-modelling tool for scenario modeling of climate variables, and QGIS, a GIS software, mainly for use in complex modelling.

Sixty percent of the participants strongly agreed that the training experience would be useful in their routine work. Five major evaluation areas also showed that there was improved knowledge transfer after the training. These included new and improved knowledge in the use of GeoCLIM, GeoMOD, on generating climate scenarios from Ocean SST regions, SCS-CN, generating precipitation-runoff simulations from downscaled rainfall data, and creating rainfall and runoff graphs using Excel.

The summary findings of the CAP assessments are illustrated below:




*Legend*
*1 - Low Capacity 2 - Basic Capacity 3 - Moderate Capacity 4 - Strong Capacity*

The illustration above indicates that on average, the county institutions assessed are at *Low-Basic capacity* (2), in terms of climate change integration into governance, information and data use, strategic planning, resource allocation and project/activity implementation.

Based on these findings, KIWASH tailored the Water Security Training Module for Policy Level Actors, a document that was developed in Year 2, to address the needs of the target institutions. Two Water Security Planning training workshops were conducted, one for the eastern counties of Nairobi, Kitui and Makueni, and another for the western counties of Kakamega, Busia, Siaya, Kisumu, Migori, Nyamira.

Sixty-five participants from 54 county and national government institutions participated in the training workshops. All institutions per county jointly developed brief proposals on priority WASH

policies/sector plans of activities into which climate change will be mainstreamed. Some proposals were approved for further support by KIWASH and initial activities have begun. The table below illustrates the selected support activities.

| County | Selected Support Activities (falling under Priority Areas) |
|---|---|
| Busia | • Purchase of 15 manual rain gauges (@15,000) for the county government/Met Dept.<br>• Facilitate establishment and piloting of a participatory scenario planning structure in delivering weather information.<br>• Support with mainstreaming climate change into the Draft Environment Policy |
| Kisumu | • Establishment and training of Maseno-Kombewa County Water Safety Planning team<br>• Facilitate water resource mapping and vulnerability assessment (one Sub-county) |
| Makueni | • Facilitate a stakeholder meeting to discuss existing water resource data and gaps to be closed<br>• Facilitate the induction and training of a 10-member technical team to conduct water resource mapping and vulnerability assessments<br>• Facilitate the training of sub-county/ward level trainers on sustainable sand harvesting |
| Migori | • Facilitate the training of trainers for environmental assessment of water resources<br>• Facilitate water resource mapping and vulnerability assessment (one Sub-county) |
| Nairobi | • Environment/climate change training of Exec members of WRUAs in Kikuyu Springs, Sasumua, Ndakaini sources<br>• Support the development of a Climate Information Service Plan |
| Siaya | • Facilitate development of SCMPs for Siga and Kisama Sub-Catchments<br>• Water Resource Mapping (similar to KIWASH) |
| Kakamega | • Support the development of the Environment and Natural Resources Policy. |

Alongside the above activities, KIWASH will conduct regular institutional technical capacity audits to record the change in staff capacity to use climate change and data in water resource management.

# GOVERNANCE AND POLICY

KIWASH continued to work with county governments and WASH sector stakeholders to analyze, recommend and support the adoption of policy reforms that support an increased, sustainable, and well-governed WASH sector. The KIWASH county embedded staff helped coordinate county WASH activities by facilitating and leading WASH forums; contributing to planning for WASH services expansion and improvements through the development County Integrated Development Plans; and institutional strengthening through training of 13 WSPs, community water projects and relevant county departments resulting 120,361 people accessed basic drinking water.

Some key activities and achievements included:

Training and capacity building Service Providers' Staff for Improved Service Provision

**Reduction of Non-Revenue Water**

- KIWASH continued to offer technical support to thirteen WSPs across the nine counties to address non-revenue water challenges through a mix of training on NRW management strategies and a direct injection of grants to replace dilapidated pipe networks using HDPE pipes. Some WSPs and enterprises were also supported to develop grant proposals to acquire meters. The training focusses on improving customer services and embracing technological change. This has seen an average reduction of 2.4 percent in NRW for the 13 KIWASH supported WSPs.

- KIWASH supported KIMWASCO, SIBOWASCO and KITWASCO to develop a proposal for consumer and bulk meters from KIWASH through In-Kind Grant. The proposals have been evaluated and are awaiting the final decision. The meters will help to curb the high NRW thus increasing revenue and access.

- On peer learning, KIWASH facilitated a benchmarking visit of 29 staff from five Kitui and Makueni WSPs to two of the best performing WSPs in Kenya i.e. Nyeri Water and Sewerage Company (NYEWASCO) and Embu Water and Sewerage Company (EWASCO). The staff focused on understanding strategies used in non-revenue water management and efficiency in general management. A key output from this visit was an action plan to address weak performance areas based on learning.

Percentage Reduction in Non-Revenue Water in KIWASH Supported Utilities

| Name of the WSP | FY17 | FY18 | Cumulative % reduction to date |
|---|---|---|---|
| KIWASCO | 5.7% | 5.2% | 10.9% |
| GULF | 4.0% | 7.6% | 11.6% |
| NYANAS | 1.0% | 1.6% | 2.6% |
| KACWASCO | -7.3% | 2.0% | -9.3% |
| BUSWASCO | 18.0% | -4.0% | 22.0% |
| SIBOWASCO | -5.0% | -8.0% | -13.0% |
| GWASCO | -15.1% | 4.2% | -19.3% |
| MIWASCO | 18.0% | 2.0% | 20.0% |
| KITWASCO | 1.0% | 4.0% | 5.0% |
| KIMWASCO | 2.0% | -0.0% | 2.0% |
| WOWASCO | -3.0% | -2.0% | -5.0% |
| KIMAWASCO | 4.0% | -3.0% | 7.0% |
| MBONWASCO | 2.0% | -4.0% | -6.0% |
| KIWASH Reduction Average | 1.9% | 0.4% | 2.4% |

**Customer engagement**

- KIWASH held a three-day training on customer care and brand management for 128 KACWASCO and KIWASCO staff in the year under review. The aim of the training was to coach WSPs staff on best practices in customer and brand management that will help in expanding the customer base, improve revenue, and expand services. As a result, KIWASCO emerged the best in customer service and care according to WASREB's Impact Report 10. Both KACWASCO and KIWASCO managed to set up communication, marketing and branding tools. The WSPs have improved communication on consumer complaints, registration of consumers, billing procedures and contact information, payment modes, customer service charter.

- KACWASCO was further supported to rebrand with relevant communications tools in order to enhance consumer engagement and marketing of services. The communication tools included: information on consumer complaint registration and management, billing procedures, contact information, payment modes, customer service charter, ision/Mission/Core values, meter reading, consumer responsibility and two social media links have been availed on Facebook and Twitter under the handles @KACWASCO. This marketing strategy was aimed at bringing back confidence and customer loyalty to KACWASCO services and products. This activity saw the WSP improve its performance in various KPIs; additional 31,246 new people benefited as a result of new connection with 100 percent metering realized.

**Water quality training**

- KIWASH in collaboration with the Lake Victoria Water Service Board and Kenya Water Institute (KEWI) conducted water quality training targeting 13 WSPs and county technical staff. The training equipped 100 staff with practical knowledge on delivering safe and portable water to consumers. The WSPs also prepared action plans for further support in water safety and wastewater management.

**Strengthening monitoring**

- On October 24, KIWASH in collaboration with the Kakamega County Water Department conducted a workshop on, *'Transformation of the Kakamega County Water Services Provision Sector*.' The aim was to sensitize stakeholders on county WASH sector plans including the KIWASH agenda for the next quarter. Workshop participants included the county governor, executive, and senior staff from WSPs. The discussions focused on the development of a rural water institutional framework to make rural supply more sustainable, finalization of the county water bill and policy, WASH planning, budget utilization, and monitoring.

- KIWASH also facilitated a one-half day workshop training for WASH actors in Kakamega and Siaya on M&E using the Social Accountability Approach. As a result, both Siaya and Kakamega County Departments of Water, Environment & Natural Resources and Public Health have witnessed enhanced and informed resource allocation, planning and coordination. It has also reduced overlap in activities and prioritization of some sector fundamentals including sectoral policies, strategies, plans and legislations. Kakamega County has also published and institutionalized a M&E tool and framework for WASH actors. The tool is managed by the office of the county WASH coordinator in the department of Water Environment and Natural Resources.

Strengthening local governance and management

- KIWASH collaboration with Caritas Switzerland, supported 26 KIWASH staff and county directors for water across the nine counties to benefit from a Training of Trainers (TOT) workshop on the Integrity Management Toolkit. The Toolkit was developed by Caritas in partnership with the Water Integrity Network (WIN) to improve the performance of rural water supply schemes and WASH enterprises, particularly in the area of WASH governance and accountability mechanisms. In the year, the participants worked closely with their respective county government counterparts to plan for the roll-out of the Toolkit to some of the WASH enterprises currently under KIWASH incubation by to help them better understand their systems for strengthened business operations and sustainability.

- KIWASH supported SIBOWASCO staff participate in a bench marking and learning visit at the Eldoret Water and Sanitation Company. The learning visit presented good exposure on strengthening internal controls and accountability tools towards an improved revenue base and water coverage. Thirteen participants drawn from both the county water department and SIBOWASCO took part in the learning visit.

- In Kakamega County, KIWASH held the second bench-marking/peer learning meeting for area scheme managers, technical and commercial managers of KACWASCO. Ten water schemes were assessed against the performance improvement plans and monthly data tool that was introduced through KIWASH technical support to increase accountability and spur water access. The schemes displayed various innovations including smart water meters, customer matrix to support increased water coverage and debt management tools. KACWASCO will also award the best schemes in performance.

- In Siaya County, the board of directors and senior staff of Uyoma West Water Company, a WASH enterprise, benefited from KIWASH Corporate Governance training in December 2017. This had been identified as a capacity gap during the coaching and mentorship sessions. The training equipped the company's senior management and directors with knowledge and skills on fundamental corporate governance concepts and exposed them to the universal best practices in corporate governance. A total of 14 participants (11 males and 3 females) benefited from the training which was convened and facilitated in close collaboration with the county government.

- KIWASH engaged the national water regulator (WASREB), LVSWSB, the county government, and the main water companies; MIWASCO and Nyasare water companies to consider the benefits of clustering the two water companies to improve efficiency and management. This comes in the backdrop of poor performance recorded in the recently released Impact 10 Report by WASREB. This engagement resulted in consensus by critical stakeholders who also agreed to initiate structured dialogue on the clustering process in the subsequent year.

- KIWASH initiated development of a training manual to support capacity building for sustainability in water supplies, with a focus on rural areas and small towns. The manual provides insights into the concept of PPPs and PPCPs as service delivery models in rural, small towns and peri-urban areas. The manual will guide the training of WSP and WASH enterprise staff in the second quarter.

### Improving monitoring, evaluation, reporting and accountability of WASH

- KIWASH, together with the Kakamega County Government convened a sector-learning workshop titled *Social Accountability for Improved Access to WASH*. The overall aim of the workshop was to promote social responsiveness, planning and coordination among the state and non-state actors in the county for effective and sustainable water and sanitation services. The workshop highlighted social accountability as critical for the achievement of the sixth Sustainable Development Goal (SDG), which targets universal access to clean water and sanitation by 2030. Social accountability involves engaging communities in decision-making and resource allocation. This, in turn, contributes to projects that are useful for the community and sustainable over the long term. Twenty state and non-state actors participated and committed developing and using an M&E tool for the WASH sector.

- KIWASH hosted the Water, Sanitation and Energy (WSE) Consortium meeting at the Silver Springs Hotel in Nairobi. The meeting which brought together all organizations supporting the Mukuru Integrated Development Plan (MIDP), shared sub-sector briefs from energy, water, sanitation and some from other consortium members like health, secretariat and education. KIWASH presented experiences working with WASH enterprises specifically in the informal settlements focusing on capacity building and financial support. KIWASH also shared the final copy of the 4W (who, where, what, when) Matrix for monitoring and evaluation of WASH projects in the county.

- The Capacity Assessment and Performance (CAP) reports for KIWASH-supported WSPs were completed and results disseminated to senior management teams to help with planning and prioritization of service improvements to enhance service delivery and revenue collection.

- KIWASH also helped the Kakamega county water department in developing a database of WASH actors in the county with the aim of inviting all stakeholders for a training on effective monitoring and reporting. The exercise captured 40 WASH organizations providing water services and water resource management.

### Strengthening county level planning and budgeting

- In Kakamega, Kisumu, Kitui, Makueni, Migori, Nairobi, Nyamira and Siaya counties, KIWASH steered WASH taskforces to discuss and contribute to the County Integrated Development Plans (CIDP) 2017-2022. The CIDP is a key county development document that sets the development agenda for within a period of five years for all the devolved functions. KIWASH used these fora to advance its agenda of advocating for increased WASH budgeting and planning, policy and governance reforms. As a result of this engagement, Siaya County developed a supplementary budget to support five WASH enterprises that struggled with huge operation expenses. The five include Hawinga, North Alego Uhuyi Rwe, Bar Ober and Kowuo Women Community Water Project. With this county support, 10,000 people will gain access to basic water.

- In Nyamira County, KIWASH was successful in engaging the department of water and natural resources on the allocation of funds for capacity building of Water Users Associations (WUAs) and WRUAs, and for running the county WASH platform. The new budget passed by Nyamira county assembly set aside the requested funds for capacity building of WUAs running community

water projects, WRUAs managing water catchments, and the county WASH forum which coordinates WASH activities.

- KIWASH shared with the WASH actors in Nairobi County a matrix for reporting interventions in the county. The monitoring tool dubbed the 4W matrix (who, where, what, when) to be adopted in the next quarter will help the county to monitor progress in achieving the goals set out in the County Integrated Development Plan (CIDP) 2017/2018 to 2021/2022; as well as reduce duplication of activities implemented by various WASH actors in the county. The tool is set for launch in the coming quarter between April and June 2018.

### Strengthening operations and management

- In the year, KIWASH continued to support various WSPs in staff restructuring in order to build staff confidence and improve the companies' performance. As a result, MIWASCO, SIBOWASCO and BUWASCO recruited substantive managing directors to steer the companies towards improved and sustainable service delivery. In FY 2019, KIWASH will support the three utilities develop clear Performance Implementation Plans (PIPs) with measureable targets cascaded down to the lowest staff cadre. This will address the operational inefficiencies within the utilities in order to improve their performance on service delivery.

- BUWASCO further secured a temporary Service Provision Agreement (SPA) through KIWASH support in developing a five-year Strategic Plan. The temporary SPA allowed the WSP operate as it worked to meet other requirements including hours of service provision, improvement in water quality, percentage collection ratio against billing, metering ratio and reduction of NRW in order to obtain a permanent SPA. During the reporting period, the WSP had reduced its NRW by 22 percent and increased its service period from eight to 11 hours. In addition, BUWASCO improved its water quality, revenue collection and debt management and set aside funds to secure 3,000 new meters in FY 2019.

- Through routine technical assistance, KIWASH supported Gusii Water Sewerage Company (GWASCO) in its bid to acquire an efficient and affordable billing software aimed at addressing part of the operations inefficiencies that the utility was grappling with. The milestones achieved in the period under review were; drawing minimum technical specifications for the preferred software, and analyzing bids from the potential vendors. The final selection and procurement of the software estimated to cost KES 3 million, will be done between the first and the second quarter of the subsequent financial year.

### Support selected WASH sector policy reforms

- Kisumu County finalized and launched its Water Policy with support from KIWASH and other WASH actors. The policy aims to address the inadequacies of water service provision within the county by improving the current coverage from 68 to 80 percent by the end of year 2022.

- KIWASH supported a four-day workshop for the review of the Nyamira County Environmental Health and Sanitation Bill, Community Health Volunteers Service Bill, Environmental Sanitation and Hygiene Policy and Health Strategy Policy in June 4-7, 2018. The policy and bills will be instrumental in providing a legal mechanism through which the county will be implementing and offering environmental sanitation and hygiene services to its residents. Seventeen participants including the director of health, county and sub county public health teams attended the workshop. The next steps will involve a second review by other stakeholders before forwarding to the County Assembly for approval.

- Thirty-two board members and senior management staff of the Lake Victoria South Water Services Board (LVSWSB) participated in two-day strategic planning workshop from April 5 to 6, 2018 in Nakuru County. The workshop finalized the review of the strategic plan and emphasized equity in the distribution of the projects in the board's area or jurisdiction. LVSWSB is responsible for the development of water works and this strategy is critical in prioritizing areas of intervention both for short and long term projects and for resource mobilization

- In Busia County, KIWASH supported the county government to finalize an initial draft of the Environmental Policy, which provides key guidelines for environmental sustainability in the county. County stakeholders will review the draft before presenting the final document to the county executive committee for approval.

- In Makueni County, the first draft of the water policy was finalized and validated by the technocrats from the county government. Following this validation, the draft was presented to the cabinet which will forward the same to the county assembly for their approval by November 2018. The Water Policy will provide a legal framework in the county upon which the development of the water sector will be anchored upon.

- Five water service providers launched five-year strategic plans, which were developed through KIWASH technical assistance. Kiambere-Mwingi Water and Sanitation Company (KIMWASCO) plans to focus on improving water supply coverage from 18 percent to 50 percent and sewerage connections from zero to 1,200, while Gusii Water and Sanitation Company (GWASCO) will focus on increasing water coverage from 37 percent to 70 percent and sanitation coverage from 10 percent to 50 percent. Other WSPs that launched their strategic plans included MBONWASCO, MIWASCO and KITWASCO. The strategic plans set specific targets and strategies to improve overall performance leading to higher chances of qualifying for commercial financing.

- KIWASH facilitated the Siaya Bondo Water Company to finalize its new Strategic Plan -2018-2022. The half a day session held on April 24, 2018 focused on refining the strategic matrix by prioritizing areas of intervention for short and long-term WASH projects. Board members and the senior management team of the WSP actively gave their views. The strategic plan intends to address increased coverage through network expansion efficient service delivery and financial sustainability.

- The Kisumu County Environmental Sanitation and Hygiene Policy was finalized and presented to the CECM in charge of health for onward transmission to the cabinet for discussion and approval. The discussion and the approval process is expected to commence and finalized with the first quarter of the subsequent year. The policy seeks to anchor Environmental Sanitation and Hygiene service delivery within law and as well provides for a framework for delivery of the same within the County.

- The final draft of rules and regulations that will operationalize the 2015 Busia County Water Act were reviewed and finalized through KIWASH technical assistance in collaboration with the county's Policy Development Task Force and passed by the County Executive. The validation stage by the county assembly members is expected to last for three months and be finalized in the first quarter of year four and then be operationalized thereafter.

- KIWASH supported nine WSPs across seven counties in developing their first operations policy documents such as: financial management and procedures manual, human resource management, procurement and water metering management policies. The human resource management policy helped guide nine WSPs to fill various professional positions for enhanced delivery of services.

- Kisumu county government finalized review of the Draft Water Bill and agreed on the road map to finalization on October 23-25, 2018. During the workshop facilitated by KIWASH, new water committee members of the county assembly received orientation on the sector and an overview of the draft bill.

- KIWASH facilitated a workshop for the Nairobi County Assembly Departmental Committee of Water and Sanitation and the water executive to discuss the proposed Sewer Revolving Fund (SRF) Policy and Bill currently at the draft stage. The policy and bill will see the county leverage financing in the form of loans to private homeowners or developers to develop sewer laterals to existing trunks. This is because demand for sewerage services is high but, due to lack of financing, many parts of Nairobi (52 percent) lack a sewerage connection.

- KIWASH helped to finalize the Nairobi City County Water and Sanitation Policy and Bill by incorporating comments from WASH actors operating in Nairobi. The bill now awaits county executive adoption.

- KIWASH also provided support to the Siaya County Assembly Water Committee members to review the second draft of the Water Bill and induct the new members on their mandate. The workshop produced a draft Water Bill and a road map to finalization. Members also committed to increase budgetary allocation for water services. Seventeen participants (6 women and 11 men) took part in the workshop.

### Sector coordination

KIWASH participated in various partnership and networking processes and meetings as follows:

- In Nairobi, KIWASH participated at the Kenya Water and Sanitation Network (KEWASNET) Workshop on Sustainable Development Goals (SDGs). The workshop developed a strategy for reporting on the SDGs and for supporting the government to achieve specific targets. The workshop concluded that WASH actors must focus on efficient WASH financing and the sustained functionality of water and sanitation services post construction.

- In Migori and Siaya counties, KIWASH participated in WASH forums with other non-governmental organizations (NGOs) and relevant county departments. The Migori forum discussed progress on water supply in the rural areas, strategies to ending open defecation by March 2019, hygiene and menstrual management, emergency preparedness, response and knowledge management. The Siaya County forum highlighted innovations to reduce fecal sludge in pit latrines forum and deliberated on measures to strengthen the forum.

- On May 22, KIWASH supported a quarterly progress review workshop for the WASH network in Kisumu County. The meeting attended by 22 stakeholders reviewed the performance of the various thematic working groups (TWGs), proposed annual work plans and corresponding budgetary allocations for the next financial year in the department of water and health. Because of the network's advocacy and lobbying, the department of health allocated KES 5 million (US $50,000) in the next financial year to facilitate CLTS activities. This is an improvement from zero allocation in the past financial years.

- KIWASH also participated in a two-day international conference on Innovate for Water, Investors, donors, NGOs and CSOs who are key players in the water sector, attended the conference that was held on April 26-27, 2018 at Strathmore University Institute of Business Studies. The conference discussed issues affecting sector financing including the challenge of bankable WASH projects. There was a call for blended financing since that helps spread the investment risk.

- In Kakamega, KIWASH participated in a WASH coordination meeting alongside World Vision International, UNICEF, Kenya Red Cross, County Departments of Health and Water. The stakeholders used the opportunity to provide input into the county annual development planning process. KIWASH emphasized the need for deliberate priority investments in operation and maintenance of capital investment to realize sustained water service delivery. In addition, KIWASH used the chance to present progress on the project interventions in the county.

- In Nairobi, KIWASH attended a round-table on Science and Policy on Integrated Water Resource Management (IWRM) organized by RTI and the Stockholm Environment Institute (SEI). Two models were presented, one by RTI and the other by WRA, with a focus on rainfall runoff response leading to catchment protection and flood prediction respectively. These Decision-Support System (DSS) tools are key to climate change management globally. Among the attendees were SEI research team, Water Resources Authority (WRA), RTI's Water Resource Management Division (WRMD), KIWASH among others.

### Knowledge sharing and learning

- KIWASH held quarterly progress review meetings in Siaya, Kisumu, Kakamega, Migori and Busia counties in the quarter under review. The main objective of the meetings was to review the overall progress of KIWASH activities against the project targets, capturing information on program impact, examining whether activities have achieved the expected results and challenges faced in KIWASH projects and other partners. The meetings also allowed KIWASH to refine existing activities for the subsequent quarters, identify new issues and policy implications, and make course corrections as needed.
- KIWASH supported 15 staff from Nyamira county's health and water departments to undertake a benchmarking exercise with their counterparts in Kisumu County. Kisumu has one of the most active WASH networks in Kenya and plays a critical role in coordinating WASH activities within the county. The Nyamira team got the best insights on how to manage similar networks and had the opportunity to learn the following:
    i. Steps to institutionalizing a county WASH forum
    ii. Enhancing data and information sharing among WASH stakeholders in the county
    iii. Resource mobilization and tracking for WASH interventions to promote equity in allocation of WASH resources
    iv. Using the WASH forum for effective lobbying and advocacy on policies and regulations that have implications in WASH service delivery

# INFRASTRUCTURE SUPPORT

During the year, KIWASH completed the construction works on 17 water infrastructure projects spread across the nine KIWASH counties at a total cost of USD 2,326,537 supplying basic water services to 187,073 new beneficiaries. During the same period, works on 16 water infrastructure projects were started, with completion scheduled for Q1 & Q2 of Year 4.

Implementation of water Infrastructure projects for WASH enterprises (WEs) and WSPs complemented the capacity building efforts to improve the governance and management of WASH services. KIWASH investments in water infrastructure projects include:

- Undertaking feasibility studies and engineering designs on proposed water infrastructure projects
- Test pumping of boreholes to establish reliable yields
- Pre-construction water testing to establish water quality
- Construction of water intakes and installation of water pumping systems
- Construction of main water transmission pipelines
- Construction of water distribution pipelines
- Installation of solar power units for water pumping
- Installation of water treatment systems
- Construction of water storage tanks
- Construction of water kiosks
- Installation of bulk and zonal water meters
- Rehabilitation & improvement of existing water supply infrastructure

KIWASH engaged a professional engineering consulting firm to prepare feasibility studies on technical 13 WASH Enterprises water infrastructure selected to benefit from recoverable & direct investment grants. Six WE water infrastructure projects have been approved for final designs and implementation is expected to be carried out in YR 4. Once implemented, the projects will enable a significant number of beneficiaries to gain basic access to water services.

## KIWASH Approach

Identification and selection of KIWASH water infrastructure projects

Identification and selection of water Infrastructure projects is carried out by the KIWASH county based specialists (WASH Governance and Service Provider Capacity Building Specialists-project champions) assisted by water infrastructure specialists on technical assessments. This process is undertaken in full consultation with project owners who are mainly the WSP, WASH enterprises and county water departments. The following steps are taken during the identification process:

i. Assessment of domestic water requirement

This is established for the target beneficiaries for the design life of the proposed project and taking into account water losses (about 20%) through water losses through leakages & wastages.

ii. Water source identification

- Water sources will either be groundwater (springs or boreholes), or surface water (rivers, streams, lakes). The water source identification will comprise.
- Location identification based on surveys and local knowledge.
- Working out the approximate ultimate domestic water demand and confirm that the required amount could be obtained at this source.
- Water quality tests on the raw water to establish if with appropriate cost-effective treatment, the water can be supplied that meets the GOK and USAID quality requirements, (bacteriological, chemical and aesthetic).
- Assessment of the proposed water source to confirm that it can be protected against present day and future contamination through human excreta, industrial discharges and agricultural run-off, (that often contain high levels of nitrate and phosphate containing fertilizers).
- KIWASH also confirm that there are measures in place to protect the catchment area against degradation, (such as deforestation, pollution or riparian degradation), for example through the activities of a Water Resource Users Association (WRUA) who are responsible for the preparation of a catchment protection plan and the design of, and implementation of, protection measures.
- Confirming that water abstraction permit has been granted by the relevant authorities (e.g. Water Resources Authority).

iii. Feasibility studies

- An initial water infrastructure project feasibility study is carried out to determine if the available water source can be developed and water be treated using simple and reliable technology.
- Establish if it is possible to transmit and distribute water to consumers by gravity or with minimal pumping costs such as solar power driven pumping equipment in order to manage the capital and operation & maintenance costs.
- Establish land ownership for the proposed water infrastructure works and pipelines wayleaves.

iv. Initial Environmental Examination (IEE)

- To ensure compliance with USAID environmental mitigation policies, an Initial Environmental Examination (IEE) is carried out describing the proposed project implementation activities and the potential environmental issues that may occur as a result of the project implementation.

The table below shows cumulative activity progress on implementation of water infrastructure projects for the period up to Year 3.

Table 1: Water infrastructure Projects Completed (Activity progress)

| | Project | County | Contract value | Estimated beneficiaries |
|---|---|---|---|---|
| 1 | Alema borehole project | Busia | $187,772 | 11,447 |
| 2 | Mundika (BUWASCO) | Busia | $193,741 | 11,750 |
| 3 | Sisenye Water Scheme | Busia | $334,719 | 14,300 |
| 4 | Butere Town Supply (KACWASCO) | Kakamega | $68,038 | 5,623 |
| 5 | Khwisero North Community Water Supply | Kakamega | $196,927 | 13,405 |
| 6 | Ahero Catholic Water Project | Kisumu | $117,673 | 4,500 |
| 7 | Kisumu Informal Water Project | Kisumu | $294,890 | 7,535 |
| 8 | Masogo Water & Sanitation Company | Kisumu | $115,075 | 2,500 |
| 9 | Kithambangii Water Project | Kitui | $186,318 | 6,600 |
| 10 | Tharaka Women Water project | Kitui | $130,687 | 56,335 |
| 11 | Makutano/Sinai borehole | Makueni | $70,559 | 17,623 |
| 12 | Masaku Water Supply Project | Makueni | $54,872 | 1,000 |
| 13 | Mbukoni Kyulu valley borehole | Makueni | $110,774 | 3,700 |
| 14 | Mbumbuni high lift pumps | Makueni | $22,714 | 9,145 |
| 15 | Nzueni Borehole Self Help Group | Makueni | $8,125 | 4,396 |
| 16 | Sare Awendo (MIWASCO) | Migori | $166,054 | 10,500 |
| 17 | Little Sisters of St. Francis Water Supply | Nairobi | $67,599 | 6,714 |
| | | | $2,326,537 | 187,073 |

Ongoing projects

| | Project | County | Scheduled completion date (2018) | Contract value | Estimated beneficiaries |
|---|---|---|---|---|---|
| 1 | Kakamega Town Supply (KACWASCO) | Kakamega | Nov 28 | $331,166 | 14,500 |
| 2 | Boya Community Water Project | Kisumu | Oct 28 | $109,802 | 7,210 |
| 3 | Nyangoma Community Water Supply | Kisumu | Dec 31 | $141,979 | 3,500 |
| 4 | Sondu Miriu Right Bank Community Water Supply | Kisumu | Nov 2 | $186,583 | 10,950 |
| 5 | Kiambere Mwingi Pump project | Kitui | Dec 30 | $141,058 | 14,360 |
| 6 | Musengo Water Project | Kitui | Dec 29 | $206,293 | 10,000 |
| 7 | Tyaa River Water Project | Kitui | Oct 25 | $157,745 | 5,000 |
| 8 | Kaanani Kiboko Water Project | Makueni | Oct 17 | $144,764 | 6,000 |
| 9 | Unoa-Kyemole Water Supply Project | Makueni | Nov 28 | $230,542 | 10,000 |
| 10 | Midida | Migori | Feb 7 | $87.357 | 2,300 |
| 11 | Muhuru Community Water Supply | Migori | Nov 12 | $241,925 | 9,031 |
| 12 | Ndiwa Borehole Community Water | Migori | Sept 26 | $146,380 | 4,500 |
| 13 | Soweto High Rise | Nairobi | Dec 31 | $28,887 | 1,500 |
| 14 | Machururiati Water Project | Nyamira | Nov 7 | $106,511 | 3,800 |
| 15 | Ikonge Water Project | Nyamira | Nov 6 | $153,135 | 10,200 |
| 16 | Osieko Nambo WUA | Siaya | Oct 21 | $180,758 | 8,000 |
| | | | | $2,507,615 | 120,851 |

# III. ACTIVITY PROGRESS (QUANTITATIVE IMPACT)

## TABLE 1: PERFORMANCE DATA TABLE

Number of people gaining access to basic drinking water services as a result of USG assistance.
Crosscutting IND 1. (HL 8.1-1):
TASKS: Assist WSPs to improve operations and financial performance, Infrastructure Support and Provide business development services for WASH enterprises
ACTIVITY 1: Train WSPs on corporate governance and assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.
ACTIVITY 2: Provide WASH enterprises with technical and administrative support during construction and operations of projects supported by KIWASH.

| UNIT | DISAGGREGATE BY: County, Gender, activity type | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | W | M | Sub-total |
| | Busia | Mundika (BUWASCO): Infrastructure component | July-Sep 2018 | 6,018 | 5,732 | 11,750 |
| | | Technical assistance to BUSWASCO leading to new connection to 30 households | July-Sep 2018 | 78 | 72 | 150 |
| | | Technical assistance/ capacity building support leading to 1 new household connections at Amatsi community water project | July-Sep 2018 | 3 | 2 | 5 |
| | | Technical assistance/ capacity building support leading to 1 new household connections at Benga community water project | July-Sep 2018 | 3 | 2 | 5 |
| | | Technical assistance/ capacity building support leading to 4 new household connections at Budwongi water project | July-Sep 2018 | 10 | 10 | 20 |
| | | Technical assistance/ capacity building support leading to 10 new household connections at Nasewa water project | July-Sep 2018 | 26 | 24 | 50 |
| | | Technical assistance/ capacity building support leading to 5 new household connections at Ogallo water project | July-Sep 2018 | 13 | 12 | 25 |
| | | Technical assistance/ capacity building support leading to 4 new household connections at Ejinja community water project | July-Sep 2018 | 10 | 10 | 20 |
| | | Technical assistance/ capacity building support leading to 2 new household connections at Budokomi community water project | July-Sep 2018 | 5 | 5 | 10 |
| | | Technical assistance/ capacity building support leading to 2 new household connections at Kwhilare community water project | July-Sep 2018 | 5 | 5 | 10 |
| | | Technical assistance/ capacity building support leading to 3 new household connections at malanga elugulu community water project | July-Sep 2018 | 8 | 7 | 15 |
| | Kakamega | Khwisero North Community Water Supply: Infrastructure component | July-Sep 2018 | 6,866 | 6,539 | 13,405 |
| | | Butere Town Supply (KACWASCO): Infrastructure component | July-Sep 2018 | 2,880 | 2,743 | 5,623 |
| | | Technical assistance to KACWASCO leading to new connection to 1,128 households | July-Sep 2018 | 2,933 | 2,707 | 5,640 |
| | | Technical assistance/ capacity building support leading to 9 new household connections at Obulamu CWP | July-Sep 2018 | 23 | 22 | 45 |
| | | Technical assistance/ capacity building support leading to 16 new household connections at Mwihila CWP | July-Sep 2018 | 42 | 38 | 80 |
| | | Technical assistance/ capacity building support leading to 15 new household connections at Bukura Community Borehole SHG | July-Sep 2018 | 39 | 36 | 75 |
| | | Technical assistance/ capacity building support leading to 14 new household connections at Matete WUA | July-Sep 2018 | 36 | 34 | 70 |
| | | Technical assistance/ capacity building support leading to 3 new household connections at Shikokho WRUA | July-Sep 2018 | 8 | 7 | 15 |
| | | Technical assistance/ capacity building support leading to 3 new household connections at Mutoma Mulambo Community Water Project | July-Sep 2018 | 8 | 7 | 15 |
| | | Technical assistance/ capacity building support leading to 38 new household connections at Kambiri Community Water Project | July-Sep 2018 | 99 | 91 | 190 |
| | | Technical assistance/ capacity building support leading to 24 new household connections at Mukongolo WUA | July-Sep 2018 | 62 | 58 | 120 |

| | | | | | |
|---|---|---|---|---|---|
| | Technical assistance/ capacity building support leading to 4 new household connections at Bukura Ekapuonje Community Water Project | July-Sep 2018 | 10 | 10 | 20 |
| | Technical assistance/ capacity building support leading to 56 new household connections at Khwisero North Community Water supply | July-Sep 2018 | 146 | 134 | 280 |
| | Technical assistance/ capacity building support leading to 8 new household connections at Shibuname Community Water Project | July-Sep 2018 | 21 | 19 | 40 |
| Kisumu | Masogo Water & Sanitation Company: Infrastructure component | July-Sep 2018 | 1,280 | 1,220 | 2,500 |
| | Technical Assistance/ Capacity Building Support leading to New Household connections and 4 reconnections at Boya Community Water Supply Project | July-Sep 2018 | 20 | 20 | 40 |
| | Technical Assistance/ Capacity Building Support leading to new household connections at Sondu Miriu Right Bank Community Water Supply Project | July-Sep 2018 | 8 | 7 | 15 |
| | Technical Assistance/ Capacity Building Support leading to new household connections at Manyatta Water and Sanitation Project | July-Sep 2018 | 26 | 24 | 50 |
| | Technical Assistance/ Capacity Building Support leading to new household connections at Nyang'oma Community Water Supply Project | July-Sep 2018 | 5 | 5 | 10 |
| | Technical Assistance/ Capacity Building Support leading to new household connections and 1 water kiosk at Oliketi Women Group Water Supply Project | July-Sep 2018 | 8 | 7 | 15 |
| | Technical Assistance/ Capacity Building Support leading to new household connections at Mowlem Akado Group Water Supply Project | July-Sep 2018 | 51 | 49 | 100 |
| | Technical Assistance/ Capacity Building Support leading to new household connections and 1 water kiosk at Riwo Lwedo Self Help Group Water Supply Project | July-Sep 2018 | 64 | 61 | 125 |
| | Technical Assistance/ Capacity Building Support leading to new household connections and 2 water kiosks at Nyalenda Consumers Group Water Supply Project | July-Sep 2018 | 128 | 122 | 250 |
| | Technical Assistance/ Capacity Building Support leading to new household connections and 1 water kiosk at Moolamazi Youth Group Water Supply Project | July-Sep 2018 | 128 | 122 | 250 |
| | Technical Assistance/ Capacity Building Support leading to new household connections at Pomas Kiboko Self Help Group Water Supply Project | July-Sep 2018 | 43 | 42 | 85 |
| | Technical Assistance/ Capacity Building Support leading to new household connections and 1 water kiosk at Mauna Musega Integrated Water Supply Project | July-Sep 2018 | 117 | 113 | 230 |
| | Kisumu Informal Water Project: Infrastructure component | July-Sep 2018 | 4,884 | 4,651 | 9,535 |
| | Technical assistance to KIWASCO leading to new connection to 1,114 households | July-Sep 2018 | 2,841 | 2,729 | 5,570 |
| | Technical assistance to GULF leading to new connection to 57 households | July-Sep 2018 | 145 | 140 | 285 |
| | Technical assistance to NYANAS leading to new connection to 81 households | July-Sep 2018 | 207 | 198 | 405 |
| Kitui | Kithambangii Water Project: Infrastructure component | July-Sep 2018 | 3,380 | 3,220 | 6,600 |
| | Technical assistance to KITWASCO leading to new connection to 225 households | July-Sep 2018 | 585 | 540 | 1,125 |
| | Mulindiko Borehole Water Project ( 1 water kiosk serving 800 people) | July-Sep 2018 | 416 | 384 | 800 |
| | Technical assistance to KIMWASCO leading to new connection to 200 households | July-Sep 2018 | 520 | 480 | 1,000 |
| Makueni | Technical assistance to WOWASCO leading to new connection to 55 households | July-Sep 2018 | 140 | 135 | 275 |
| | Technical assistance to MBOOWASCO leading to new connection to 15 households | July-Sep 2018 | 38 | 37 | 75 |
| | Technical assistance to KIMAWASCO leading to new connection to146 households | July-Sep 2018 | 372 | 358 | 730 |
| | Technical assistance/ capacity building support leading to 5 new household connections at Nzueni Borehole SHG | July-Sep 2018 | 13 | 12 | 25 |
| | Technical assistance/ capacity building support leading to 15 new household connections at Kanaani Kiboko B SHG | July-Sep 2018 | 38 | 37 | 75 |
| | Technical assistance/ capacity building support leading to 5 new household connections at Masaku Water Supply | July-Sep 2018 | 13 | 12 | 25 |

| | | | | | |
|---|---|---|---|---|---|
| | Technical assistance/ capacity building support leading to 6 new household connections at Chulu Valley CBO | July-Sep 2018 | 15 | 15 | 30 |
| | Technical assistance/ capacity building support leading to 13 new household connections at Makutano Borehole SHG | July-Sep 2018 | 33 | 32 | 65 |
| | Technical assistance/ capacity building support leading to 4 new household connections at Swaa Mukuyuni SHG | July-Sep 2018 | 10 | 10 | 20 |
| | Technical assistance/ capacity building support leading to 5 new household connections at Kilia Water SHG | July-Sep 2018 | 13 | 12 | 25 |
| | Kukumini Borehole SHG (5 community access points) | July-Sep 2018 | 514 | 494 | 1,008 |
| Migori | Sare Awendo (MIWASCO): Infrastructure component | July-Sep 2018 | 5,378 | 5,122 | 10,500 |
| | Technical Assistance/ Capacity Building support provided leading to new household connections at Nyasare Water and Sanitation Company. | July-Sep 2018 | 21 | 19 | 40 |
| | Technical Assistance/ Capacity Building support provided leading to new household connections at Kugitimo Community Water Supply Project. | July-Sep 2018 | 8 | 7 | 15 |
| | Technical Assistance/ Capacity Building support provided leading activation to water kiosks at Sori Gunga Community Water Supply Project. | July-Sep 2018 | 8 | 7 | 15 |
| | Technical Assistance/ Capacity Building support provided leading 3 water kiosks and 5 household connections at Ndiwa Community Water Project. | July-Sep 2018 | 164 | 151 | 315 |
| | Technical Assistance/ Capacity Building support provided leading to water kiosks and 3 household connections at Muhuru Bay Community Water Project. | July-Sep 2018 | 104 | 96 | 200 |
| | Technical Assistance/ Capacity Building support leading to to new household connections at Rapogi Community Water Project | July-Sep 2018 | 21 | 19 | 40 |
| | Technical Assistance/ Capacity Building support leading to 1 water kiosk and 2 new household connections at Achuth Community Water project | July-Sep 2018 | 49 | 46 | 95 |
| Nairobi | Little Sisters of St. Francis Water Supply: Infrastructure component | July-Sep 2018 | 3,439 | 3,275 | 6,714 |
| | Infrastructure Investments (cumulative achievements) by KIWASH coupled with Technical Assistance/ Capacity Building Support leading to 14 new connections and 2 new water kiosks at Geoseismic Water Project: | July-Sep 2018 | 777 | 718 | 1495 |
| | Technical Assistance/ Capacity Building Support Provided to Utu Wema Resource Centre leading to new clients benefitting | July-Sep 2018 | 104 | 96 | 200 |
| | Technical Assistance/ Capacity Building support leading to new connections at Mutuini Community Water Project | July-Sep 2018 | 161 | 149 | 310 |
| | Technical Assistance/ Capacity Building support leading to new clients at Monsoon Savers SHG | July-Sep 2018 | 26 | 24 | 50 |
| | Technical Assistance/ Capacity Building support leading to new clients at Mukuru CBO Reuben Project | July-Sep 2018 | 78 | 72 | 150 |
| | Technical Assistance/ Capacity Building support leading to new clients at River of Life | July-Sep 2018 | 52 | 48 | 100 |
| | Technical Assistance/ Capacity Building support leading to new clients at Monsoon Youth Group | July-Sep 2018 | 13 | 12 | 25 |
| | Technical Assistance/ Capacity Building support leading to new clients at Waka SHG | July-Sep 2018 | 130 | 120 | 250 |
| | Technical Assistance/ Capacity Building support leading to new clients at Kayaba Wakamba Traditional Dancers | July-Sep 2018 | 156 | 144 | 300 |
| | Technical Assistance/ Capacity Building support leading to new clients at Lunga Lunga Riziki SHG | July-Sep 2018 | 52 | 48 | 100 |
| | Technical Assistance/ Capacity Building support leading to new clients at Kiok'wo SHG Water Enterprise | July-Sep 2018 | 130 | 120 | 250 |
| Nyamira | Technical assistance to GWASCO leading to new connection to 95 households | July-Sep 2018 | 247 | 228 | 475 |
| Siaya | Technical assistance to SIBOWASCO leading to new connection to 150 households | July-Sep 2018 | 398 | 352 | 750 |
| | Technical assistance/ capacity building support leading to 1 new household connections at North Alego Community Water Project | July-Sep 2018 | 3 | 2 | 5 |
| | Technical assistance/ capacity building support leading to 2 new household connections at Bar Ober Community Water Project | July-Sep 2018 | 5 | 5 | 10 |
| | Technical assistance/ capacity building support leading to 13 new household connections at South West Sakwa Water and Sanitation Co. Ltd | July-Sep 2018 | 34 | 31 | 65 |
| | Technical assistance/ capacity building support leading to 2 new household connections at Sigomre Community Water Project | July-Sep 2018 | 5 | 5 | 10 |
| | Technical assistance/ capacity building support leading to new household connections at Koteyo Community Water Project | July-Sep 2018 | 64 | 57 | 121 |

| | | | | | |
|---|---|---|---|---|---|
| | Technical assistance/ capacity building support leading to 10 new household connections at Akala Community Water Project | July-Sep 2018 | 27 | 23 | 50 |
| | Technical assistance/ capacity building support leading to 10 new household connections at Hawinga Community Water Project | July-Sep 2018 | 27 | 23 | 50 |
| | Technical assistance/ capacity building support leading to 17 new household connections at West Uyoma Water Project | July-Sep 2018 | 45 | 40 | 85 |
| | Technical assistance/ capacity building support leading to 6 new household connections at Sirembe Community Water Project | July-Sep 2018 | 16 | 14 | 30 |
| | Technical assistance/ capacity building support leading to 1 new household connections at Karadolo west/ndenga community based organization | July-Sep 2018 | 3 | 2 | 5 |
| | Technical assistance/ capacity building support leading to 3 new household connections at Sira/Nyawita self-help water project | July-Sep 2018 | 8 | 7 | 15 |
| | Technical assistance/ capacity building support leading to 4 new household connections at Simenya community water project | July-Sep 2018 | 11 | 9 | 20 |
| | Technical assistance/ capacity building support leading to 3 new household connections at Sidindi community water project | July-Sep 2018 | 8 | 7 | 15 |
| | Technical assistance/ capacity building support leading to 1 new household connections at Ulafu water project | July-Sep 2018 | 3 | 2 | 5 |
| | Technical assistance/ capacity building support leading to 2 new household connections at Obaga community water project | July-Sep 2018 | 5 | 5 | 10 |
| | Technical assistance/ capacity building support leading to 2 new household connections at Hono Nyalgunga water project | July-Sep 2018 | 5 | 5 | 10 |
| | Technical assistance/ capacity building support leading to 2 new household connections at Tujenge MCK WOMEN GROUP | July-Sep 2018 | 5 | 5 | 10 |
| | Technical assistance/ capacity building support leading to 1 new household connections at Jerusalem Ogam water project | July-Sep 2018 | 3 | 2 | 5 |
| | Total | | 46,175 | 43,756 | 89,931 |

Result

| Additional Criteria<br>If other criteria are important, add lines for setting targets and tracking | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | | Results Achieved this Reporting quarter 30-Sep-18 | | | | FY 2017 Target | | FY 2018 Target | | FY 2019 Target | | End of Activity Target | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | | Target | | Achieved | | Target | | Target | | Target | | Target | |
| | W | M | W | M | W | M | W | M | W | M | W | M | W | M | W | M |
| Sex*: Women (W), Men (M | 0 | 0 | 175,521 | 166,790 | 17,073 | 16,263 | 46,175 | 43,756 | | | | | | | | |
| Busia | 0 | 0 | 10,774 | 10,242 | 1,897 | 1,807 | 6,179 | 5,881 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Kakamega | 0 | 0 | 33,852 | 32,127 | 1,897 | 1,807 | 13,173 | 12,445 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Kisumu | 0 | 0 | 20,813 | 19,874 | 1,897 | 1,807 | 9,955 | 9,510 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Kitui | 0 | 0 | 48,489 | 46,023 | 1,897 | 1,807 | 4,901 | 4,624 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Makueni | 0 | 0 | 25,418 | 24,227 | 1,897 | 1,807 | 1,199 | 1,154 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Migori | 0 | 0 | 4,569 | 4,334 | 1,897 | 1,807 | 5,753 | 5,467 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Nairobi | 0 | 0 | 18,625 | 17,735 | 1,897 | 1,807 | 5,118 | 4,826 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Nyamira | 0 | 0 | 7,037 | 6,675 | 1,897 | 1,807 | 247 | 228 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |
| Siaya | 0 | 0 | 5,944 | 5,553 | 1,897 | 1,807 | 675 | 596 | 7,696 | 7,330 | 10,813 | 10,298 | | | 44,732 | 42,601 |

Number of people gaining access to basic sanitation as a result of USG assistance.

Cross-Cutting IND 2 (HL 8.2-2)

TASK: Scale up sanitation, sanitation marketing, and hygiene promotion

ACTIVITY: Trigger, supervise and monitor CLTS activities in 1,500 villages

| UNIT | DISAGGREGATE BY: County, Gender, Activity type | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | W | M | Sub-total |
| | Busia | - | - | - | - | - |
| | Kakamega | Post triggering progress at village level resulting into newly constructed latrines | July-Sep 2018 | 44 | 41 | 85 |
| | Kisumu | Post triggering progress at village level resulting into newly constructed latrines | July-Sep 2018 | 1,247 | 1,198 | 2,445 |
| | Kitui | - | - | - | - | - |
| | Makueni | Post triggering progress at village level resulting into newly constructed latrines | July-Sep 2018 | 1,298 | 1,247 | 2,545 |
| | Migori | Post triggering progress at village level resulting into newly constructed latrines | July-Sep 2018 | 2,504 | 2,311 | 4,815 |
| | Nairobi | - | - | - | - | - |
| | Nyamira | Post triggering progress at village level resulting into newly constructed latrines | July-Sep 2018 | 915 | 845 | 1,760 |
| | Siaya | - | - | - | - | - |
| | | | | 6,008 | 5,642 | 11,650 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | | Results Achieved this Reporting quarter 30-Sep-18 | | | | Reporting Period | FY 2017 Target | | FY 2018 Target | | End of Activity Target | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | | Target | | Achieved | | Target | Target | | Target | | Target | | |
| | W | M | W | M | W | M | W | M | | W | M | W | M | W | M | |
| Sex*: Women (W), Men (M) | 0 | 0 | 23,444 | 21,926 | 4,086 | 3,891 | 6,008 | 5,642 | | 24,072 | 22,926 | 24,073 | 22,927 | 121,392 | 115,608 | |
| Busia | - | - | 0 | 0 | - | - | - | - | | - | - | - | - | - | - | |
| Kakamega | 0 | 0 | 3,841 | 3,634 | 584 | 556 | 44 | 41 | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |
| Kisumu | 0 | 0 | 4,090 | 3,920 | 584 | 556 | 1,247 | 1,198 | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |
| Kitui | 0 | 0 | 1,521 | 1,419 | 584 | 556 | | | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |
| Makueni | 0 | 0 | 1,857 | 1,768 | 584 | 556 | 1,298 | 1,247 | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |
| Migori | 0 | 0 | 1,965 | 1,835 | 584 | 556 | 2,504 | 2,311 | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |
| Nairobi | - | - | 0 | 0 | - | - | | | | - | - | - | - | - | - | |
| Nyamira | 0 | 0 | 1,460 | 1,370 | 584 | 556 | 915 | 845 | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |
| Siaya | 0 | 0 | 8,710 | 7,980 | 584 | 556 | | | | 4,012 | 3,821 | 3,439 | 3,275 | 20,232 | 19,268 | |

Number of communities verified as ODF with a monitoring plan as a result USG assistance.

Cross-Cutting IND 3 (HL 8.2-1)

TASK: Scale up sanitation, sanitation marketing, and hygiene promotion

ACTIVITY: Trigger, supervise and monitor CLTS activities in 1,500 villages

| UNIT | DISAGGREGATE BY: County | | | | |
|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | | Sub-total |
| | Busia | - | | | - |
| | Kakamega | Verification of ODF status in villages | July-Sep 2018 | | 63 |
| | Kisumu | Verification of ODF status in villages | July-Sep 2018 | | 30 |
| | Kitui | Verification of ODF status in villages | July-Sep 2018 | | 30 |
| | Makueni | Verification of ODF status in villages | July-Sep 2018 | | 50 |
| | Migori | Verification of ODF status in villages | July-Sep 2018 | | 11 |
| | Nairobi | - | - | | - |
| | Nyamira | Verification of ODF status in villages | July-Sep 2018 | | 21 |
| | Siaya | Verification of ODF status in villages | July-Sep 2018 | | 50 |
| | Total | | | | 255 |

Results:

| Additional Criteria<br>If other criteria are important, add lines for setting targets and tracking | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | | Results Achieved this Reporting quarter 30-Sep-18 | | | Reporting Period | FY 2017 Target | | FY 2018 Target | FY 2019 Target | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | | Target | | Achieved | Target | Target | | Target | Target | Target | | | |
| | | 0 | 414 | | 18 | | 255 | | | 28 | 70 | | | | | 200 |
| Busia | | - | - | | - | | - | | | - | - | | | | | - |
| Kakamega | | 0 | 70 | | 2 | | 63 | | | 4 | 10 | | | | | 33 |
| Kisumu | | 0 | 70 | | 2 | | 30 | | | 4 | 10 | | | | | 33 |
| Kitui | | 0 | 55 | | 2 | | 30 | | | 4 | 10 | | | | | 33 |
| Makueni | | 0 | 53 | | 2 | | 50 | | | 4 | 10 | | | | | 33 |
| Migori | | 0 | 11 | | 2 | | 11 | | | 4 | 10 | | | | | 33 |
| Nairobi | | - | - | | - | | - | | | - | - | | | | | - |
| Nyamira | | 0 | 29 | | 2 | | 21 | | | 4 | 10 | | | | | 33 |
| Siaya | | 0 | 136 | | 2 | | 50 | | | 4 | 10 | | | | | 33 |

Number of people with improved service quality from an existing/safely managed drinking water service as a result of USG assistance.

Cross-Cutting IND 4 (HL 8.1.3)

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

| UNIT | DISAGGREGATE BY: County, Gender | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | W | M | Sub-total |
| | Busia | | | | | |
| | Kakamega | | | | | |
| | Kisumu | | | | | |
| | Kitui | | | | | |
| | Makueni | | | | | |
| | | | | | | |
| | Migori | | | | | |
| | Nairobi | | | | | |
| | Nyamira | | | | | |
| | Siaya | | | | | |
| | Total | | | | | |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | | Results Achieved this Reporting quarter 30-Sep-18 | | | | Reporting Period | FY 2017 Target | | FY 2018 Target | | FY 2019 Target | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | | Target | | Achieved | | Target | Target | | Target | | Target | | | Target | |
| | W | M | W | M | W | M | W | M | W | W | M | W | M | W | | | W | M |
| Sex*: Women (W), Men (M) | 0 | 0 | 19,652 | 18,715 | 10,884 | 10,336 | | | | 51,219 | 48,780 | 43,537 | 41,463 | | | | 128,052 | 121,950 |
| Busia | 0 | 0 | 3,073 | 2,927 | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Kakamega | 0 | 0 | - | - | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Kisumu | 0 | 0 | - | - | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Kitui | 0 | 0 | 9,281 | 8,840 | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Makueni | 0 | 0 | 4,916 | 4,680 | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Migori | 0 | 0 | - | - | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Nairobi | 0 | 0 | - | - | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Nyamira | 0 | 0 | - | - | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |
| Siaya | 0 | 0 | 2,382 | 2,268 | 1,209 | 1,152 | - | - | | 5,691 | 5,420 | 4,837 | 4,607 | | | | 14,228 | 13,550 |

Number of people gaining access to improved sanitation as a result of USG assistance

Cross-Cutting IND 5

TASK: Scale up sanitation, sanitation marketing, and hygiene promotion

ACTIVITY1: Train community-level masons and artisans using village polytechnics to impart and enhance local skills for latrine construction

ACTIVITY 2: Support local hardware stores to stock sanitation products and improve the supply chain for products at the village level.

ACTIVITY 3: Promote selected low cost sanitation and hygiene products and services for adoption and scale up in the local market

| UNIT | DISAGGREGATE BY: County, Gender, Activity type | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | W | M | Sub-total |
| | Busia | Scale up sanitation, sanitation marketing, and hygiene promotion | July-Sep 2018 | 85 | 80 | 165 |
| | Kakamega | - | July-Sep 2018 | - | - | - |
| | Kisumu | | July-Sep 2018 | - | - | - |
| | Kitui | - | July-Sep 2018 | - | - | - |
| | Makueni | Scale up sanitation, sanitation marketing, and hygiene promotion | July-Sep 2018 | 359 | 341 | 700 |
| | Migori | - | July-Sep 2018 | - | - | - |
| | Nairobi | - | July-Sep 2018 | - | - | - |
| | Nyamira | | July-Sep 2018 | | | |
| | Siaya | - | July-Sep 2018 | - | - | - |
| | | | | 433 | 422 | 865 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | | Results Achieved this Reporting quarter 30-Sep-18 | | | | Reporting Period | FY 2017 Target | | FY 2018 Target | | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | | Target | | Achieved | | Target | Target | | Target | | | Target | | |
| | W | M | W | M | W | M | W | M | | W | M | W | M | | W | M | |
| Sex*: Women (W), Men (M) | 0 | 0 | 0 | 0 | 1,280 | 1,220 | 443 | 422 | | | | | | | | | |
| Busia | - | - | 0 | 0 | 142 | 136 | 85 | 80 | | | | | | | | | |
| Kakamega | 0 | 0 | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |
| Kisumu | 0 | 0 | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |
| Kitui | 0 | 0 | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |
| Makueni | 0 | 0 | 0 | 0 | 142 | 136 | 359 | 341 | | | | | | | | | |
| Migori | 0 | 0 | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |
| Nairobi | - | - | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |
| Nyamira | 0 | 0 | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |
| Siaya | 0 | 0 | 0 | 0 | 142 | 136 | - | - | | | | | | | | | |

Number of businesses providing WASH services with improved management practices or technologies as a result of USG assistance.
Custom Output IND 1.1
TASKS: Expand source water quality protection and Assist WSPs to improve operations and financial performance

- ACTIVITY 1: Prioritize 100 WASH enterprises for incubation through application of selection criteria
- ACTIVITY 2: Conduct on-the-job coaching and mentoring for the 100 WASH enterprises to improve their operations and services

| UNIT | DISAGGREGATE BY: County, Activity | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | | | Sub-total(Cumulative) |
| | Busia | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 20 |
| | Kakamega | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 24 |
| | Kisumu | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 31 |
| | Kitui | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 25 |
| | Makueni | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 20 |
| | Migori | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 27 |
| | Nairobi | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 28 |
| | Nyamira | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 21 |
| | Siaya | Capacity building, business development and marketing assistance, business management services, support for innovation, engineering, and operations | July-Sep 2018 | | | 35 |
| | | Total | | | | 231 |

| Additional Criteria<br>If other criteria are important, add lines for setting targets and tracking | Baseline | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target |
|---|---|---|---|---|---|---|---|---|
| | | Achieved | Target | Achieved | Target | Target | Target | Target |
| | 0 | 0 | 70 | 231 | | | | |
| Busia | 0 | 0 | 7 | 20 | | | | |
| Kakamega | 0 | 0 | 7 | 24 | | | | |
| Kisumu | 0 | 0 | 7 | 31 | | | | |
| Kitui | 0 | 0 | 7 | 25 | | | | |
| Makueni | 0 | 0 | 7 | 20 | | | | |
| Migori | 0 | 0 | 7 | 27 | | | | |
| Nairobi | 0 | 0 | 7 | 28 | | | | |
| Nyamira | 0 | 0 | 7 | 21 | | | | |
| Siaya | 0 | 0 | 7 | 35 | | | | |

Number of new USG-supported public-private partnerships (PPPs) formed.
Output IND 1.3:
TASK: Provide business development services for WASH enterprises
ACTIVITY: As appropriate, identify and scale up successful models for Public Private Community Partnerships (PPcPs) for professionalizing the operations of rural community water enterprises/projects

| Output IND 1.3: | DISAGGREGATE BY: County | | | | | |
|---|---|---|---|---|---|---|
| UNIT | Geographic Location | Activity Title | Date | | | Sub-total |
| | Busia | | | | | |
| | Kakamega | - | - | | | - |
| | Kisumu | - | - | | | - |
| | Kitui | - | - | | | - |
| | Makueni | - | - | | | - |
| | Migori | - | - | | | - |
| | Nairobi | DOW-KIWASH-Little Sisters Partnership | July-Sep 2018 | | | 1 |
| | Nyamira | - | - | | | - |
| | Siaya | - | - | | | - |
| | Totals | | | | | 1 |

Results:

| Additional Criteria | Baseline | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target |
|---|---|---|---|---|---|---|---|---|---|
| | | Achieved | Target | Achieved | Target | Target | Target | Target | Target |
| Total | | 0 | 1 | 1 | | 3 | 6 | | 18 |
| Busia | 0 | 0 | - | 0 | | - | 0 | | - |
| Kakamega | 0 | 0 | - | 0 | | - | 1 | | - |
| Kisumu | 0 | 0 | - | 0 | | - | 1 | | - |
| Kitui | 0 | 0 | - | 0 | | - | 1 | | - |
| Makueni | 0 | 0 | - | 0 | | - | 1 | | - |
| Migori | 0 | 0 | -- | 0 | | - | 1 | | - |
| Nairobi | 0 | 0 | - | 1 | | - | 1 | | - |
| Nyamira | 0 | 0 | - | 0 | | - | 0 | | - |
| Siaya | 0 | 0 | - | 0 | | - | 0 | | - |

Number of clients benefiting from financial services provided through USG-assisted financial intermediaries, including non-financial institutions or actors.
Output IND 2.1 (EG 4.2-1):
TASK: Support the creation of new financial products for WASH service providers and consumers
ACTIVITY: Develop WASH-specific loan product for enterprises and/or households

| UNIT | DISAGGREGATE BY: County | | | | |
|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | | Sub-total |
| | Busia | - | - | | - |
| | Kakamega | Kakamega Water and Sewerage Company (KACWASCO) | July-Sep 2018 | | 1 |
| | Kisumu | - | - | | - |
| | Kitui | - | - | | - |
| | Makueni | - | - | | - |
| | Migori | - | - | | - |
| | Nairobi | - | - | | - |
| | Nyamira | - | - | | - |
| | Siaya | - | - | | - |
| | | | | | |
| | Totals | | | | 1 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | Target | Achieved | Target | Target | Target | Target | Target | | | |
| | | | 2 | | 1 | | 8 | 6 | | | | | 25 |
| Embu | | | - | | - | | | | | | | | |
| Busia | 0 | 0 | 0 | | - | | - | 1 | | | | | - |
| Embu | 0 | 0 | 1 | | - | | - | 1 | | | | | - |
| Kakamega | 0 | 0 | 0 | | 1 | | - | 1 | | | | | - |
| Kisumu | 0 | 0 | 1 | | - | | - | 1 | | | | | - |
| Kitui | 0 | 0 | 0 | | - | | - | 1 | | | | | - |
| Makueni | 0 | 0 | 0 | | - | | - | 1 | | | | | - |
| Migori | 0 | 0 | 0 | | - | | - | 0 | | | | | - |
| Nairobi | 0 | 0 | 0 | | - | | - | 0 | | | | | - |
| Nyamira | 0 | 0 | 0 | | - | | - | 0 | | | | | - |
| Siaya | 0 | 0 | 0 | | - | | - | 0 | | | | | - |

Value of new sector funding mobilized to expand the services or increase the efficiency of water service providers (USD)
Output IND 2.2:

TASK: Support the creation of new financial products for WASH service providers and consumers
ACTIVITY: Develop WASH-specific loan product for enterprises and/or households

| UNIT | DISAGGREGATE BY: County, Activity | | | | |
|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | | Sub-total |
| | Embu | - | - | | - |
| | Busia | - | - | | - |
| | Kakamega | Kakamega Water and Sewerage Company (KACWASCO) | July-Sep 2018 | - | $230,000 |
| | Kisumu | - | - | | - |
| | Kitui | - | - | | - |
| | Makueni | - | - | | - |
| | Migori | - | - | | - |
| | Muranga | - | - | | - |
| | Nairobi | - | - | | - |
| | Naivasha | - | - | | - |
| | Nyeri | - | - | | - |
| | Totals | | | | $230,000 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | Target | Achieved | Target | Target | Target | Target | Target |
| | 0 | 0 | $14,832,232 | $2,975,000 | $230,000 | | $11,900,000 | $12,750,000 | | $34,000,000 |
| Embu | 0 | 0 | $4,368,932 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Busia | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Embu | 0 | 0 | $4,430,704 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Kakamega | 0 | 0 | 0 | $330,555 | $230,000 | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Kisumu | 0 | 0 | $2,022,887 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Kitui | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Makueni | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Migori | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Muranga | 0 | 0 | $1,262,136 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Nairobi | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Naivasha | 0 | 0 | $864,078 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Nyamira | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Nyeri | 0 | 0 | $1,883,495 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |
| Siaya | 0 | 0 | 0 | $330,555 | - | | $1,322,222 | $1,416,667 | | $3,777,777 |

Percentage increase in the geographic area serviced by Water Resource User Associations
Custom Output IND 5.1
TASK: Expand source water quality protection

## ACTIVITY: Identify, map and protect springs

| UNIT | DISAGGREGATE BY: County, Activity | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | Baseline coverage (square km 2017) | Current coverage (square km 2018) | Percentage increase (Cumulative) |
| | Busia | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 24.91 | 37.44 | 50 |
| | Kakamega | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 50.15 | 62.68 | 25 |
| | Kisumu | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 22.64 | 33.69 | 49 |
| | Kitui | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 49.27 | 49.27 | 0 |
| | Makueni | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 43.82 | 56.26 | 28 |
| | Migori | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 25.11 | 37.64 | 50 |
| | Nairobi | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 0 | 0 | 0 |
| | Nyamira | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 21.9 | 34.43 | 57 |
| | Siaya | Various technical assistance activities to increase functional coverage | July-Sept 2018 | 69.7 | 82.23 | 18 |
| | | | | 308.0 | 394.0 | 28 |
| | Totals | | | | | |

| Additional Criteria | Baseline | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Achieved | Target | Achieved | Target | Target | Target | Target | | | | Target |
| | 0 | 41.7% | 5 % | 28% | | 5 % | | | | | | 50% |
| Busia | N/A | 0 | N/A | 50% | | N/A | | | | | | N/A |
| Kakamega | N/A | 0 | N/A | 25% | | N/A | | | | | | N/A |
| Kisumu | N/A | 0 | N/A | 49% | | N/A | | | | | | N/A |
| Kitui | N/A | 0 | N/A | 0.0 | | N/A | | | | | | N/A |
| Makueni | N/A | 0 | N/A | 28% | | N/A | | | | | | N/A |
| Migori | N/A | 0 | N/A | 50% | | N/A | | | | | | N/A |
| Nairobi | N/A | - | N/A | - | | N/A | | | | | | N/A |
| Nyamira | N/A | 0 | N/A | 57% | | N/A | | | | | | N/A |
| Siaya | N/A | 0 | N/A | 18% | | N/A | | | | | | N/A |

Number of institutions with improved capacity to assess/address climate change risks supported by USG assistance
Output IND 5.2 (EG.11-2)
TASK: Increase climate change resiliency in drinking water source planning, development and design of systems/services
ACTIVITY: Identify institutions targeted for capacity development on climate change resiliency

| UNIT | DISAGGREGATE BY: County, Activity | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | Name of WRUA | | Sub-total |
| | Busia | | | | | |
| | Kakamega | | | | | |
| | Kisumu | | | | | |
| | Kitui | | | | | |
| | Makueni | | | | | |
| | Migori | | | | | |
| | Nairobi | | | | | |
| | Nyamira | | | | | |
| | Siaya | | | | | |
| | Totals | | | | | |

Results:

| Additional Criteria | Baseline | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Achieved | Target | Achieved | Target | Target | Target | Target | | | | Target |
| | 0 | 0 | 5 | | | 5 | | | | | | 40 |
| Busia | 0 | 0 | - | | | - | | | | | | - |
| Kakamega | 0 | 0 | - | | | - | | | | | | - |
| Kisumu | 0 | 0 | - | | | - | | | | | | - |
| Kitui | 0 | 0 | - | | | - | | | | | | - |
| Makueni | 0 | 0 | - | | | - | | | | | | - |
| Migori | 0 | 0 | - | | | - | | | | | | - |
| Nairobi | 0 | 0 | - | | | - | | | | | | - |
| Nyamira | 0 | 0 | - | | | - | | | | | | - |
| Siaya | 0 | 0 | - | | | - | | | | | | - |

Number of Water Resource User Associations (WRUAs) demonstrating enhanced capacity to deliver services
Output IND 5.3
TASK: Increase climate change resiliency in drinking water source planning, development and design of systems/services
ACTIVITY: Identify institutions targeted for capacity development on climate change resiliency

| UNIT | DISAGGREGATE BY: County, Activity | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | Name of WRUA | | Sub-total |
| | Busia | | | | | |
| | Kakamega | | | | | |
| | Kisumu | | | | | |
| | Kitui | | | | | |
| | Makueni | | | | | |
| | Migori | | | | | |
| | Nairobi | | | | | |
| | Nyamira | | | | | |
| | Siaya | | | | | |
| | Totals | | | | | 25 |

Results:

| Additional Criteria | Baseline | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Achieved | Target | Achieved | Target | Target | Target | Target | | | | Target |
| | 0 | 0 | 5 | | | 5 | | | | | | 40 |
| Busia | 0 | 0 | - | | | - | | | | | | - |
| Kakamega | 0 | 0 | - | | | - | | | | | | - |
| Kisumu | 0 | 0 | - | | | - | | | | | | - |
| Kitui | 0 | 0 | - | | | - | | | | | | - |
| Makueni | 0 | 0 | - | | | - | | | | | | - |
| Migori | 0 | 0 | - | | | - | | | | | | - |
| Nairobi | 0 | 0 | - | | | - | | | | | | - |
| Nyamira | 0 | 0 | - | | | - | | | | | | - |
| Siaya | 0 | 0 | - | | | - | | | | | | - |

Number of service provider staff trained for improved service provision.

Custom Output IND 6.1:

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

| UNIT | DISAGGREGATE BY: County, Gender | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | W | M | Sub-total |
| | Busia | Artisans trained on construction and installation of low cost sanitation options; SAFI latrine and SATO pan installation | July-Sept 2018 | 0 | 8 | 8 |
| | | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 39 | 31 | 70 |
| | | WASH enterprise training: on Operation and maintenance and Environmental sustainability | July-Sept 2018 | 2 | 11 | 13 |
| | Kakamega | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 44 | 22 | 66 |
| | | Training of Technical staff (KACWASCO) on PIPs development and performance measurement | July-Sept 2018 | 11 | 14 | 25 |
| | | Training of operation staff (KACWASCO) on Customer care and rand management | July-Sept 2018 | 13 | 16 | 29 |
| | | Training of County WASH Partners on Social accountability for M& E training | July-Sept 2018 | 12 | 24 | 36 |
| | | WASH enterprise training: on Operation and maintenance and Environmental sustainability | July-Sept 2018 | 0 | 9 | 9 |
| | Kisumu | Artisans trained on construction and installation of low cost sanitation options; SAFI latrine and SATO pan installation | July-Sept 2018 | 1 | 25 | 26 |
| | | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 44 | 11 | 55 |
| | | Training of operation staff (KIWASCO) on Good customer care and service | July-Sept 2018 | 10 | 15 | 25 |
| | | WASH enterprise training: on Operation and maintenance and Environmental sustainability | July-Sept 2018 | 0 | 16 | 16 |
| | Kitui | Artisans trained on construction and installation of low cost sanitation options; SAFI latrine and SATO pan installation | July-Sept 2018 | 0 | 15 | 15 |
| | | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 12 | 14 | 26 |
| | | WASH enterprise training: on Operation and maintenance and Environmental sustainability | July-Sept 2018 | 3 | 6 | 9 |
| | Makueni | Artisans trained on construction and installation of low cost sanitation options; SAFI latrine and SATO pan installation | July-Sept 2018 | 0 | 15 | 15 |
| | | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 80 | 19 | 99 |
| | | WASH enterprise training: on Operations and maintenance, Environmental Sustainability and Introduction to billing software | July-Sept 2018 | 1 | 6 | 7 |
| | Migori | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 51 | 26 | 77 |
| | | WASH enterprise training: on Operation and maintenance and Environmental sustainability | July-Sept 2018 | 1 | 3 | 4 |
| | Nairobi | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concept in Kibra,Mathare,Baba dogo,Kasarani and Mukuru | July-Sept 2018 | 63 | 22 | 85 |

Number of service provider staff trained for improved service provision.

Custom Output IND 6.1:

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

| | | | | | |
|---|---|---|---|---|---|
| Nyamira | WASH enterprise training: on Operation and maintenance and Environmental sustainability | July-Sept 2018 | 4 | 2 | 6 |
| | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 29 | 27 | 56 |
| | WASH enterprise training: Operations and Maintenance, Environmental Management(12 enterprises) | July-Sept 2018 | 7 | 2 | 9 |
| Siaya | Artisans trained on construction and installation of low cost sanitation options; SAFI latrine and SATO pan installation | July-Sept 2018 | 0 | 9 | 9 |
| | CHVs trained on social behavior change communication (SBCC) and Education Through listening (ETL) concepts | July-Sept 2018 | 61 | 9 | 70 |
| | Training of County WASH partners on Social accountability for M& E training | July-Sept 2018 | 23 | 9 | 32 |
| | WASH enterprise training: on Operation and maintenance and Environmental sustainability (19 Enterprises) | July-Sept 2018 | 2 | 8 | 10 |
| Totals | | | 513 | 394 | 907 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | | Results Achieved this Reporting quarter 30-Sep-18 | | | | Reporting Period | FY 2017 Target | | FY 2018 | | End of Activity Target | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | | Target | | Achieved | | Target | Target | | Target | | | Target | | |
| | W | M | W | M | W | M | W | M | W | W | M | W | M | | W | M | |
| Sex*: Women (W), Men (M) | 0 | 0 | 361 | 699 | 26 | 24 | 513 | 394 | | 54 | 45 | 54 | 45 | | 153 | 144 | |
| Busia | 0 | 0 | 31 | 85 | 3 | 3 | 41 | 50 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Kakamega | 0 | 0 | 82 | 108 | 3 | 3 | 80 | 85 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Kisumu | 0 | 0 | 80 | 133 | 3 | 3 | 55 | 67 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Kitui | 0 | 0 | 56 | 95 | 3 | 3 | 15 | 35 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Makueni | 0 | 0 | 49 | 123 | 3 | 3 | 81 | 40 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Migori | 0 | 0 | 9 | 17 | 3 | 3 | 52 | 29 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Nairobi | 0 | 0 | 14 | 18 | 3 | 3 | 63 | 22 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Nyamira | 0 | 0 | 9 | 15 | 3 | 3 | 40 | 31 | | 6 | 5 | 6 | 5 | | 17 | 16 | |
| Siaya | 0 | 0 | 31 | 105 | 3 | 3 | 86 | 35 | | 6 | 5 | 6 | 5 | | 17 | 16 | |

Number of sector stakeholders receiving TA for improved monitoring & evaluation, reporting, and accountability

Custom Output IND 6.2:

TASK: Assist WSPs to improve operations and financial performance

ACTIVITY: Assist WSP boards of directors and corporate management teams to understand and apply good governance practices that guide the company to improved operational and financial performance and establish clear indicators of success.

| UNIT | DISAGGREGATE BY: County, gender | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | | | Sub-total |
| | Busia | | | | | |
| | Kakamega | | | | | |
| | Kisumu | | | | | |
| | Kitui | | | | | |
| | Makueni | | | | | |
| | Migori | | | | | |
| | Nairobi | | | | | |
| | Nyamira | | | | | |
| | Siaya | | | | | |
| | Totals | | | | | - |

Results:

| Additional Criteria | Baseline | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target |
|---|---|---|---|---|---|---|---|---|---|
| | | Achieved | Target | Achieved | Target | Target | Target | Target | Target |
| | | 217 | 9 | | | 27 | 72 | | 200 |
| Busia | 0 | 20 | 1 | | | 3 | 8 | | 22 |
| Kakamega | 0 | 24 | 1 | | | 3 | 8 | | 22 |
| Kisumu | 0 | 23 | 1 | | | 3 | 8 | | 22 |
| Kitui | 0 | 28 | 1 | | | 3 | 8 | | 22 |
| Makueni | 0 | 25 | 1 | | | 3 | 8 | | 22 |
| Migori | 0 | 27 | 1 | | | 3 | 8 | | 22 |
| Nairobi | 0 | 24 | 1 | | | 3 | 8 | | 22 |
| Nyamira | 0 | 18 | 1 | | | 3 | 8 | | 22 |
| Siaya | 0 | 28 | 1 | | | 3 | 8 | | 22 |

## Number of new policies, laws, agreements, regulations, or investment agreements (public or private) implemented that promote access to improved water supply and sanitation
## Custom Output 7.1

| UNIT | DISAGGREGATE BY: County, Gender | | | | |
|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | | Sub-total |
| | Busia | Full and effective implementation of County Water Bill Policy | July-Sept 2018 | | 1 |
| | Kakamega | - | | | |
| | Kisumu | Full and effective implementation of County Water Policy | July-Sept 2018 | | 1 |
| | Kitui | - | - | | |
| | Makueni | - | - | | |
| | Migori | - | - | | |
| | Nairobi | - | - | | |
| | Nyamira | - | - | | |
| | Siaya | - | - | | |
| | Totals | | | | 2 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | Target | Achieved | Target | Target | Target | Target | Target |
| | 0 | 0 | 8 | | 2 | | | | | |
| Busia | 0 | 0 | 1 | | 1 | | | | | |
| Kakamega | 0 | 0 | 1 | | - | | | | | |
| Kisumu | 0 | 0 | 1 | | 1 | | | | | |
| Kitui | 0 | 0 | 1 | | - | | | | | |
| Makueni | 0 | 0 | 2 | | - | | | | | |
| Migori | 0 | 0 | 1 | | - | | | | | |
| Nairobi | 0 | 0 | - | | - | | | | | |
| Nyamira | 0 | 0 | 1 | | - | | | | | |
| Siaya | 0 | 0 | - | | - | | | | | |

## Percentage Reduction in Non-Revenue Water in KIWASH Supported Utilities

## Custom Output 7.2

| UNIT | DISAGGREGATE BY: County, Utility | | | | | |
|---|---|---|---|---|---|---|
| | Geographic Location | Activity Title | Date | % NRW Baseline (2017) | % NRW 2018 | Sub-total % difference* |
| | Busia | Busia Water and Sewerage Company (BUWASSCO) | July-Sept 2018 | 75 | 61 | 14 |
| | Kakamega | Kakamega Water and Sewerage Company (KACWASCO) | July-Sept 2018 | 38 | 43 | -5 |
| | Kisumu | Kisumu Water and Sewerage Company (KIWASCO) | July-Sept 2018 | 45 | 34 | 11 |
| | | Gulf Water and Sewerage Companies (*under KIWASCO Management*) | July-Sept 2018 | 75 | 63 | 12 |
| | | Nyanas Water and Sewerage Companies (*under KIWASCO Management)* | July-Sept 2018 | 80 | 77 | 3 |
| | Kitui | Kiambere-Mwingi Water and Sanitation Company (KIMWASCO) | July-Sept 2018 | 41 | 39 | 2 |
| | | Kitui Water and Sewerage Company (KITWASCO) | July-Sept 2018 | 63 | 58 | 5 |
| | Makueni | Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO) | July-Sept 2018 | 34 | 33 | 1 |
| | | Mbooni Water and Sanitation Company (MBONWASCO) | July-Sept 2018 | 48 | 50 | -2 |
| | | Wote Water and Sewerage Company (WOWASCO) | July-Sept 2018 | 22 | 27 | -5 |
| | Migori | Migori County Water and Sewerage Company (MIWASCO) | July-Sept 2018 | 56 | 36 | 20 |
| | Nairobi | Nairobi City Water and Sewerage Company (NCWSC) | July-Sept 2018 | - | - | - |
| | Nyamira | Gussi Water and Sewerage Company (GWASCO) | July-Sept 2018 | 44 | 55 | -11 |
| | Siaya | Siaya-Bondo Water and Sewerage Company (SIBOWASCO) | July-Sept 2018 | 51 | 64 | -13 |
| | Average | | | 52 | 49 | 3 |

Results:

| Additional Criteria | Baseline | | Results Achieved Prior Periods through 30-Jun -18 | Results Achieved this Reporting quarter 30-Sep-18 | | Reporting Period | FY 2017 Target | FY 2018 Target | FY 2019 Target | End of Activity Target |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | Achieved | Target | Achieved | Target | Target | Target | Target | Target |
| | 0 | 0 | 0 | | 3 | | | | | |
| Busia | 0 | 0 | 0 | - | 14 | | | | | |
| Kakamega | 0 | 0 | 0 | - | -5 | | | | | |
| Kisumu | 0 | 0 | 0 | - | 9 | | | | | |
| Kitui | 0 | 0 | 0 | - | 4 | | | | | |
| Makueni | 0 | 0 | 0 | - | -2 | | | | | |
| Migori | 0 | 0 | 0 | - | 20 | | | | | |
| Nairobi | 0 | 0 | 0 | - | - | | | | | |
| Nyamira | 0 | 0 | 0 | - | -11 | | | | | |
| Siaya | 0 | 0 | 0 | - | -13 | | | | | |

* Positive sign denotes a reduction in NRW while a negative sign denotes an increase

# IV. CONSTRAINTS AND OPPORTUNITIES

## Constraints and Opportunities

While KIWASH made significant strides during the year, it is also important to note several key factors affecting the implementation and timing of activities with respect to WSP expectations, significant variations in WSP, county and other partners' context and technical assistance needs, and disruptions related mainly to corporate governance.

| Challenge/opportunity | Actions taken or recommendations to address the challenges |
|---|---|
| Organizational dysfunction at the WSP, including major technical, financial and operational performance challenges and inefficiencies to such a degree that debt and equity financing (and even donor grants) were beyond consideration | KIWASH has developed different investment strategies to address the distinct situation at each WSP, taking into account the serious performance issues at hand. With these WSPs, KIWASH is shifting to a performance improvement plan (PIP) approach to address these and position the companies for investments from county government and donors. |
| Destabilizing governance practices reflecting a political environment where empowered county governments with the mandate to provide water and sanitation services sometimes overstep and are changing management and board members in a manner that is whimsical, destabilizing and counterproductive | KIWASH is providing additional governance training and follow-up to support good practices, and is collaborating with the Water Services Regulatory Board (WASREB) to reinforce regulatory norms, clarity and compliance. KIWASH is also re-educating incoming County Executive Committees (CECMs), boards and other county government officials to give direction, orient them to the strategic plan targets and activities, encourage professional management and emphasize the importance of not disrupting services. |
| Changing donor landscape. As a "middle-income" country, foreign government assistance to Kenya is moving from "Aid to Trade". The German Development Agency (GIZ) ceased its work in June 2018 while other major donors like Finland, Sweden and the EU were reducing their contributions to the Water Services Trust Fund (WSTF) basket in order to target specific counties where the funds could be used. The Dutch and the U.S. Government are supporting efforts to move the sector towards commercial financing through the DCA guarantee and the domestic bond market. | KIWASH is providing direct technical support to companies to instill corporate norms and commercial practices that are critical to sustainable service delivery. Governance, gender equality, strategic planning, analysis of investment proposals and customer care are the foundations of this. In the new environment where grants are diminishing, this transition and business-like approach is key to maintaining and expanding services. At the same time, KIWASH is putting together practical PIPs to address critical issues. |
| Declaration of Siaya County as ODF created an opportunity for lessons learned in sanitation marketing to be duplicated across other counties through the involvement and participation of sanitation private sector actors and financial institutions | The project formalized links with LIXIL Company, CIL Africa and Luhano Sacco in Siaya County to support improved access to sanitation and hygiene in the other target counties |
| National government training of county public health officers on the CLTS data management information system to assist in CLTS data management and reporting | This improved the CLTS data reporting and management in the KIWASH target counties. The progress reports are available online at www.cltskenya.co.ke |

| Challenge/opportunity | Actions taken or recommendations to address the challenges |
|---|---|
| Long rains characterized by flooding experienced during the year in most implementation areas resulting in collapsed latrines. Water logging also deterred the construction of new pit latrines in Nyando (Kisumu), Masaba North (Nyamira) and Nyatike (Migori) where the soil structure formation is weak. | KIWASH embarked on training local artisans on construction and installation of the low cost SAFI latrine sanitation products to address the challenge of collapsing latrines occasioned by weak soils. KIWASH further sensitized CHVs, hardware owners, CLTS committees and Public Health Officers (PHOs) on appropriate and low cost SAFI and SATO pan sanitation products to encourage the adoption of products that will not only reduce collapsing but also facilitate improved sanitation facilities. |
| Desired behavior change for sanitation and hygiene takes long to realize as this is a process and the community members are at different stages on the behavior change continuum/ladder | KIWASH trained and facilitated MOH staff and CHVs to provide individual household support and messaging as well as community dialogue sessions to reinforce and address inherent challenges for adopting and sustaining desired sanitation and hygiene behaviors. Integration of sanitation marketing and SBCC into the ongoing CLTS process is set to catalyze and sustain desired sanitation and hygiene behaviors. |
| Challenges in timely and quality data collection and reporting through MOHs tools (form A,B,C), particularly reporting on improved latrines. | KIWASH utilized all relevant fora including inception meetings, periodic review meetings and follow up supportive supervision visits to sensitize and train PHOs, CHEWs and CHVs on the MOH tools and importance of reporting on improved latrine adoption as a step up in the sanitation ladder |
| The county government disbanded all CHVs working in the county affecting KIWASH's planned SBCC activities | Negotiations with the Ministry of Health are ongoing to fast track the recruitment of new CHVs |
| Inadequate data and information to facilitate proper project planning and designs for infrastructure projects and delays in obtaining approvals and permits (e.g. NEMA, KENHA) | Adequate time required for planning, design and implementation of infrastructure projects |
| Persistent cartels in the informal settlements make it difficult for enterprises to obtain adequate water supply to run their businesses | In Mukuru, KIWASH is in discussion with NCWSC to improve availability of water in the distribution system and regularize the WASH enterprise connections through the chamber system |
| The governance structures for most WASH enterprises were not clearly defined thus affecting their operations | Focus was placed on the reorientation of enterprise's organograms to comply with the basic tenets of corporate governance. KIWASH will intensify efforts to promote professionalization of WASH enterprise operations with clear delineation of roles and responsibilities for the ownership and operations teams |
| Declining water resources due to degradation of catchment areas and wetlands, especially in Nyamira County | KIWASH integrated environmental sustainability into the incubation process for the WASH enterprises to enable them be more proactive in the protection of the catchment areas in order to ensure water sources are not depleted |
| Sustainable management of WASH enterprises after implementation of rehabilitation works | Develop long-term strategic partnerships with County government technical services as well as BDS providers to ensure sustainable management and continuous support |

| Challenge/opportunity | Actions taken or recommendations to address the challenges |
|---|---|
| County governments have planned to increase investment and interest in water service provision | KIWASH is working closely with the county governments to ensure that the WASH enterprises that have received capacity building support are considered for further support from the counties' budgetary allocations |
| Several WASH enterprises are working with KIWASH to pursue commercial financing through local banks and microfinance institutions (MFIs) to improve and expand operations | KIWASH is refining the proposals from WASH enterprises in order to link them to the appropriate financial institutions |
| Plenty of sunshine is an opportunity for the production of renewable energy in order to reduce reliance on electricity that is expensive and unreliable | KIWASH is supporting WASH enterprises to install solar hybrid systems |

# V. PERFORMANCE MONITORING

In Year 3, KIWASH continued to strengthen the M&E activities to support and complement project implementation. The M&E Team carried out field monitoring visits, routine data quality audits, sample household and midterm surveys and revised the Activity Monitoring and Evaluation Plan (AMEP).

**Revision of AMEP**

Discontinuation of Feed the Future (FtF) funding in October 2017 prompted the revision of the AMEP to drop all the indicators related to the activities of FtF. Four additional indicators were also added due to the deficiency of the original indicators to capture all the measurements related to sanitation activities. Of the four, two were crosscutting indicators geared to measure KIWASH performance on its sanitation marketing strategies. The rest were output indicators measuring KIWASH work with WSPs on reduction of NRW and with activities towards WRUA performance.

**Data Quality Assessments**

The M&E Team conducted the second routine data quality assessment to help staff understand quality data management for monitoring and reporting. The methodology included site visits, review of source documents and data analysis. Data collection procedures and documentation processes were reviewed in detail. Site observation of sampled entities was carried out in each county to identify how results data was collected in practice, including comparison of reported results with the data in source documents.

The key findings of the DQA included:

| Findings | Actions taken or recommendations to address the data quality issues |
|---|---|
| Water utilities are at different stages in data management and this may affect KIWASH reporting since some have effective electronic systems while others have weaker manual systems. | M&E staff will continue to support targeted monitoring and evaluation capacity building for WSPs and WASH enterprises to enhance reporting, accountability and transparency |
| | |

| Findings | Actions taken or recommendations to address the data quality issues |
|---|---|
| CLTS data was sometimes incomplete, inaccurate and submitted late. Additionally, the data is not readily accessible from KIWASH offices. | KIWASH has since prioritized M&E trainings at grassroots levels, primarily targeting the CHVs and relevant government officials to enhance appropriate data capture.<br>Though KIWASH maintains copies of completed MOH data collection tools at the sub-county offices, deliberate measures will be taken to have copies filed and kept under lock and key in all the KIWASH county offices. |
| Most incubated community water utilities have weak data management systems and operations | As part of the incubation process, the Service Provider Capacity Building (SPCB) Team routinely build the capacities of the water enterprises on M&E processes in consultation with the M&E team. |

**Midterm Survey:**

KIWASH through a consultant (Africa Center for Health Systems Research and Management) conducted a midterm survey to measure progress towards attainment of project outputs/outcomes indicators and to evaluate the strategies employed since project inception to achieve the overall project goal. The consultant is currently finalizing on the report.

Monitoring Visits

The M&E Team enhanced on-site data support through regular assessments and continuous capacity building of the KIWASH technical teams. The team enhanced and strengthened the operationalization of data management by training the county teams on indicators collection and calculation criterion including the sample household surveys.

Additionally, From June 18 to 22, the KIWASH COR and four USAID officials undertook a project monitoring visit to different KIWASH projects in Kitui and Makueni counties to track project implementation and strengthen WASH programming. The team visited beneficiaries and held meetings with the leadership including the Kitui County Governor H.E Charity Ngilu and the Governor of Makueni County, H. E Kivutha Kibwana on KIWASH interventions in the counties. During the visit, USAID launched the Makutano-Sinai Water Project in Makueni County providing over 16,000 residents with clean water. The mission also visited the Tharaka Women Water Project, Tyaa River Project and Kithambangii Water Project. These water projects reach at least 47,000 people with access to clean water.

# VI. PROGRESS ON GENDER STRATEGY

Gender equality mainstreaming is a key factor in sustainable development but also in improved utility performance. Adequate access to safe water supply improves the status of women and men, and it is true that integrating gender in water supply management enhances commercial viability and performance of water service providers.

KIWASH has continued strengthening institutionalization of gender equality mainstreaming in the water sector. Mainly, under component 2, the following actions have been taken:

- Training and capacity building of WSP boards and staff
- Sharing gender equality mainstreaming tools, guidelines, training manuals

- Institutionalizing gender equality in WSP by supporting gender equality mainstreaming, sharing templates for gender policies with WSPs, providing on the spot coaching during follow-up activities

# VII. PROGRESS ON ENVIRONMENTAL MITIGATION AND MONITORING

KIWASH continues to adhere to environmental compliance requirements in the course of project activities, primarily through project environmental screening and completion of the Environmental Review Forms (ERFs) and Environmental Review Reports (ERRs) and associated Environmental Management and Monitoring Plans (EMMPs) to provide effective impact mitigation measures for the construction teams. The EMMPs are embedded in contracts to bind the contractors as they carry out KIWASH-assigned projects.

In Year 3, five projects underwent environmental screening and the documents completed, where needed. These projects include:

| No. | Project | Status |
|---|---|---|
| 1. | Gulf-Nyahera Mkendwa Water Supply Project | ERR approved by USAID |
| 2. | Nyanas-Nyakach Water Supply Project | ERR approved by USAID |
| 3. | Geoseismic Water Supply Project | ERR approved by KIWASH |
| 4. | Soweto-Highrise Water Supply Project | ERR approved by KIWASH |
| 5. | Katwekera Water Supply Project | ERR approved by KIWASH |

KIWASH infrastructure specialists and environment officers continued to monitor compliance with EMMP requirements in these projects during construction, and all construction contractors are expected to report on compliance with EMMPs in their respective contracts on a monthly basis.

# VIII. PROGRESS ON LINKS TO OTHER USAID PROGRAMS

KIWASH worked in close collaboration with other USAID implementing partners across the nine-implementation counties. The collaboration with other USAID programs has been instrumental in enhanced program coordination, increased efficient use of USAID resources and increasing program coverage. During the year, some key collaborations included: APHIA plus particularly on capacity building of government officials on CLTS and Afya Jijini, Nutrition and Health Promotion Program (NHP+), One Acre Fund, and Accelerated Value Chain Development (AVCD) on WASH interventions. In Nairobi county, KIWASH worked closely with Afya Jijini in mapping out communities to target with BCC activities for increased synergy.

# IX. PROGRESS ON LINKS WITH GOK AGENCIES

KIWASH technical staff attended several technical working group meetings relevant to KIWASH focus areas. Some examples of collaboration with counties and national government during the year include:

- On sanitation and hygiene, collaborated with the departments of public health and health promotion to steer planning, implementation and monitoring of CLTS, sanitation marketing and BCC activities. The PHOs offered technical support in triggering, monitoring, verification and certification of ODF villages. The CHVs conducted household and community forums to disseminate messages on Sanitation and hygiene.

- On improving access to finance, KIWASH worked closely with WASREB to co-facilitate in the training of ABC and Family banks. KIWASH has also met with WSTF to discuss possible

collaboration in Migori, where in particular they agreed that KIWASH could support capacity building needed to implement the WSTF funded projects.

- On capacity development, KIWASH continued to collaborate with the technical teams of county governments in training, coaching, assessing and implementing projects for the WASH enterprises under KIWASH incubation. The county teams were continuously involved in KIWASH's capacity development interventions and monitoring of the infrastructure works. This closer working relation and collaboration is assure way of guaranteeing sustainability of the project interventions in each of the counties.
- Trained the technical officers of the Water Resource Authority (WRA) on the use of climate data in water resource management and in planning for joint coordination of revision/development of sub-catchment management plans (SCMPS). Also trained the Kenya Meteorological Department county officials to strengthen linkages with the county governments in climate data use in planning.
- KIWASH held a status meeting with WASREB and discussed possible partnerships in areas of mutual interest. WASREB has participated and contributed in trainings with the banks and with WSPs on corporate governance where they have made presentations and responded to participant questions and need for clarifications.

# X. PROGRESS ON USAID FORWARD

To be reported in subsequent year.

# XI. SUSTAINABILITY AND EXIT STRATEGY

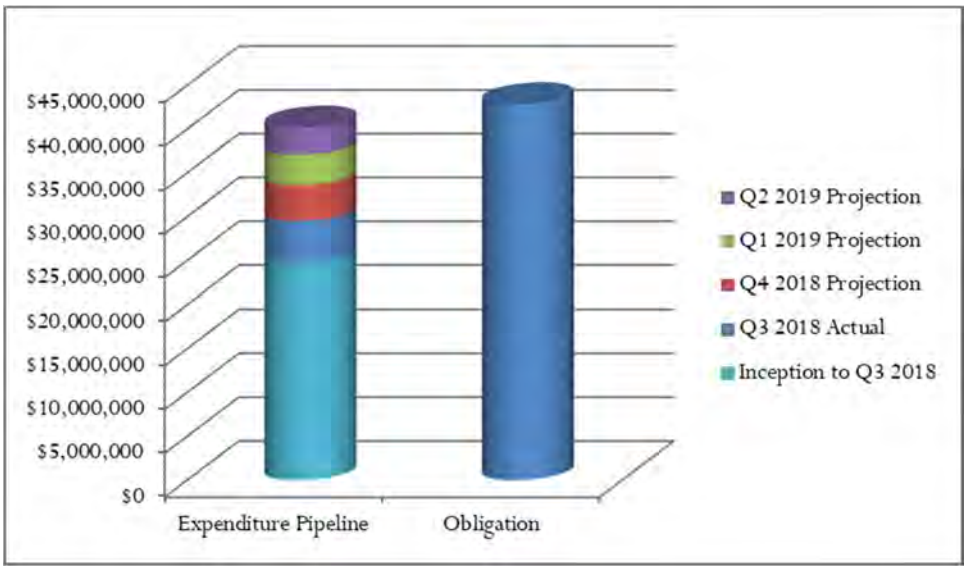
The training of artisans in improved sanitation technologies was extended to polytechnic lecturers and tutors to promote the institutionalization of advanced technology in latrine construction and ensure communities have access to sustained human resource. CHEWs, the sub county public health management team and the County WASH coordinator have also been included in the trainings of artisans with the aim of promoting sustainability of the sanitation marketing interventions in the counties.

Under capacity development of WASH enterprises, the KIWASH approach of training and following up with on-the-job coaching and mentorship helps to instill a sense of ownership and sustainability, which is essential in ensuring continuity beyond the project period. The process of delivering the training interventions for both the county governments, target WSPs and WASH enterprises has been designed to strengthen their capacity to reflect and plan on their own. For instance, the gap analysis exercise provided opportunities for reflection and helped trigger collective action on what needs to be done to help improve and expand WASH services.

# XII. GLOBAL DEVELOPMENT ALLIANCE (IF APPLICABLE)

Not applicable.

# XIV. FINANCIAL INFORMATION




| Obligation | 4th Quarter 2018 Actual Expenditures | 1st Quarter 2019 Projected Expenditures | 2nd Quarter 2019 Projected Expenditures | 3rd Quarter 2019 Projected Expenditures |
|---|---|---|---|---|
| *Total: 42,819,348.44* | *4,790,373* | *4,069,430* | *3,477,501* | *3,091,358* |
| Salaries and Wages* | 272,098 | 244,142 | 239,496 | 248,817 |
| Fringe Benefits | 31,632 | 27,365 | 25,548 | 26,965 |
| Overheard | 178,498 | 147,102 | 143,601 | 149,419 |
| Travel, Transportation and Per diem | 247,074 | 132,680 | 127,608 | 146,430 |
| Allowances | 34,828 | 38,286 | 32,644 | 102,188 |
| Other Direct Costs | 1,150,114 | 870,292 | 866,743 | 638,448 |
| Procurement (Office & IT Equipment) | 39,985 | 46,338 | 46,338 | 46,338 |
| Consultants | 33,228 | 37,776 | 37,955 | 38,313 |
| Subcontractors | 1,990,258 | 1,802,949 | 1,270,836 | 948,650 |
| Grants Under Contract | 165,594 | 165,000 | 220,000 | 350,000 |
| General & Administrative | 426,174 | 368,046 | 307,036 | 258,197 |
| Fixed Fee | 220,890 | 189,454 | 159,696 | 137,593 |

| BUDGET NOTES | |
|---|---|
| **Salary and Wages** | Salaries and wages remain stable. |
| **Fringe Benefits** | Fringe benefits are a constant ratio against expatriate labor. Calculated per award conditions. |
| **Overhead** | Overhead is a constant ratio against labor. Calculated per award conditions. |
| **Travel, Transport, Per Diem** | Travel increased this quarter but will decrease in the upcoming quarters. |
| **Allowances** | Allowances are constant except for education allowance, which is the cause of the spike in allowances in Q3, 2019. |
| **Other Direct Costs** | Expenditures were high this quarter due to increased support for infrastructure projects. It will decrease in the upcoming quarters. |
| **Procurement** | Equipment and supplies remain stable. |
| **Consultants** | Consultants will remain stable. |
| **Subcontracts** | Subcontractor costs will remain stable. |
| **Grants under contract** | We will start making more payments in future quarters under approved grant agreements. |
| **G&A** | Calculated per award conditions. |
| **Fee** | Calculated per award conditions. |

### NEW SUB-AWARD DETAILS

Total Amount in the approved budget for sub-awards: $2,200,000

Total Amount sub-awarded to date: $729,990

No sub-awards were made this past quarter.

## XVI. INFORMATION FOR ANNUAL REPORTS ONLY

Not applicable.

# ANNEX I: LIST OF DELIVERABLE PRODUCTS

| No. | Title | Date Submitted | Status |
|---|---|---|---|
| 1 | Contract Performance Monitoring Plan | October 28, 2015 | Approved |
| 2 | Branding Implementation and Marking Plan | October 28, 2015 | Approved |
| 3 | Annual Work Plan | November 28, 2015 | Approved |
| 4 | Activity Monitoring and Evaluation Plan | November 28, 2015 | Approved |
| 5 | Process for Engagement | November 28, 2015 | Approved |
| 6 | Coordination Plan | November 28, 2015 | Approved |
| 7 | Environmental Mitigation and Monitoring Plan | November 28, 2015 | Approved |
| 8 | Construction Plan | November 28, 2015 | Approved |
| 9 | Procurement Plan | November 28, 2015 | Approved |
| 10 | Grants Project Plan | November 28, 2015 | Approved |
| 11 | Monitoring and Evaluation Plan | December 28, 2015 | Approved |
| 12 | Gender Equality & Women's Empowerment Plan | December 28, 2015 | Approved |

# ANNEX II: SUCCESS STORIES AND CASE STUDIES

## Reviving small water schemes offers hope for thousands in western Kenya

*Isabella Andeso waters her spring onions at home in rural Khwisero*

60-year-old Isabella Andeso had given up on ever having reliable water at her home in Khwisero Constituency in western Kenya. The retired teacher moved to Khwisero in 2009 and soon discovered accessing water was a daily challenge. "I used to get water from my neighbor's well at a fee, or I would go to the river two kilometers away or buy expensive water from a vendor," she said.

Khwisero Community Water Supply was established in 1990 with support from the Finnish Government. But due to poor management and technical challenges, the project failed after five years, leaving the 10,000 residents of Khwisero reliant on rivers, shallow wells and water vendors for their daily water needs. The community revived the water project in 2009, but, as Project Chairman Charles Omukholo recalls, "it collapsed again in 2012 mainly due to mismanagement and lack of operations and maintenance knowledge."

In 2016, the KIWASH project began working in Khwisero to help revive the water scheme once more, this time focusing on strengthening governance, business operations and financial management. KIWASH also invested in infrastructure improvements, including a solar water pump to reduce energy costs, a 50,000-liter water tank, and a new 5.6-kilometer pipeline to reach new areas of the constituency. Together, the management coaching and infrastructure improvements are reviving hope among the community for a reliable source of clean water.

By strengthening the capacity of the water supply management, KIWASH is helping ensure Khwisero has a sustainable, well-managed water supply. According the Charles, the "training in financial management, record keeping, billing, customer care, operations and maintenance are key to sustaining our project today and into the future. We now supply reliable water to four water kiosks serving 1000 people, three health institutions and four schools with over 1700 students. We also constructed a laundry bay at the spring that is popular with the community."

Isabella finally felt hopeful for a reliable water supply after she attended a community meeting and heard about the KIWASH project. The information she gathered convinced her to connect to the new pipeline. She has since been receiving water that she uses for domestic chores, watering her vegetable garden and for her cow to drink.

The reliable water supply has reduced the amount of time community members, especially women and school-age children, spend fetching water. Now students can spend more time on their education and the women can direct their energies towards economic activities that will assist their families.

The Khwisero Community Water Supply is one the 231 WASH enterprises receiving capacity training, management coaching and small infrastructure investments from USAID's KIWASH project to ensure the long-term sustainability of small water projects. In 2018 alone, 281,989 people gained access to reliable drinking water as a result of KIWASH interventions.

## The Miracle Well of Makueni County

In 2003, 200 residents of Mbukoni, Kathiani and Mbotela villages in the heart of Makueni County joined hands to sink a borehole after years of suffering, with women and children trekking up to 10 kilometers to fetch water each day. The collaboration was later named the Chyulu Valley Community Based Organization (CBO). Their main aim was to have a water point closer home. Little did they know they were creating a business that would one day become a self-sustaining source of livelihoods for the community.

*Officials of Chyulu Community Based Organization led by the chairlady Veronica Musyoki (right) reading the main meter at the borehole*

Yet after just a few short years, the water supply collapsed due to weak management and low revenues.

In 2016, KIWASH identified the potential of the Chyulu Valley CBO and started providing capacity building support to improve business and financial management. A year later, the project qualified for a KIWASH-funded recoverable grant to install a high capacity solar pump to take advantage of their high-yield, rich recharge, and soft water borehole. KIWASH also supported a 6.3 km pipeline extension and two new water kiosks, each with a five cubic meter storage tank. The CBO decided they could extend their water infrastructure even further and took it upon themselves to dig more than 6 kilometers of trenches for additional water pipelines, further increasing their customer base. The water supply business is now delivering water to 5,000 households and realizing US $80 in daily revenues from water kiosks and household connections.

The improvements to the water supply business go way beyond the physical infrastructure. Following the governance and financial management trainings, the CBO members nominated a woman to Chair the group which has increased transparency in their operations. They have hired more young people to manage various aspects of the business. And their high-quality bookkeeping has made them a credit worthy organization, allowing them to apply for loans from banks.

KIWASH is supporting them in this endeavor, providing technical and feasibility analysis, business planning support, Environmental and Social Impact Assessment assistance, and has helped with loan negotiations. As a result, the Chyulu Valley CBO has seen a surplus of more than US 10,000, which it has re-invested in the business while maintaining a reserve for any future repairs.

Emboldened by the continued profitability and high demand for water in this semi-arid region, the CBO has submitted a formal loan application to Family Bank for a USD 42,000 line of credit to finance a community water-bottling project. The credit will blend USD 32,000 in community equity and KIWASH grant assistance.

Veronica Musyoki, Chyulu Valley CBO Chair, marvels at the blessing the borehole has been for the community, “We call it a miracle well. A miracle well because the borehole is very shallow, it has very fresh water, it has plenty of water, and it supports kitchen gardens and small businesses for dozens of households in this area.” As the new bottling business gets off the ground, the well will continue to provide a source of livelihoods and hope to this community.

## A lakeside community celebrates improved access to safe water

Community members in the busy fishing village of Osieko Nambo on the shore of Lake Victoria in Siaya County no longer worry about drinking unsafe water. "Though we live next to one of the largest fresh water lakes in the world, piped water to our homes has been unreliable due to erratic and expensive power supply, broken pipes and mismanagement," says Vincent Omore, secretary of the Osieko Nambo Water Project. "But thanks to KIWASH, we can now drink water straight from the tap," he adds.

*Pamela Adhiambo operates one of the water kiosks owned by the Osieko Nambo Water Project in Siaya County.*

Over the past year, KIWASH supported the community water business by providing business and financial management capacity training, installing a new 100,000-liter water tank, a solar-powered pump, and an automatic chlorine dispenser. KIWASH also helped lay a six-kilometer pipeline to supply connected households and institutions with water.

As a result, the community water project, which serves 16,000 people, has witnessed major performance improvements over the past year. Its monthly revenues have seen a three-fold increase from KES 100,000 to KES 300,000, and water connections have gone up from 350 to 500, including two health clinics and six schools with over 3,000 students now receive clean and safe piped water. Moreover, five beach management units – landing sites where the freshly-caught fish are cleaned before going to market – are also connected to clean piped water.

Vincent believes that the training the community water project received from KIWASH in customer care, business management, operations and maintenance, and electronic billing and payments has made all the difference. They are confident that their project is sustainable now and into the future. The improved management practices have led the water project to expand. This year they hired a new manager, two technicians and meter readers, revenue collectors and nine female kiosk operators.

Pamela Adhiambo, a small businesswoman selling cereals and charcoal in Uhwaya market, is also one of the female water kiosk operators employed by the Osieko Nambo Water Project. She says that the community members are very pleased that they can now get water regularly at her kiosk. She is also happy that the days when waterborne diseases affected their children and community members are now a thing of the past. "Our children are healthier, and we are not scared that we may get sick from cholera or typhoid from untreated water," she said.

The Water Project is already looking at how they can expand operations. "We plan to lay additional pipeline to supply water to the neighboring community of Usenge. We are also interested in setting up a water bottling plant to help generate more income for our project. Further, we want to construct a chlorination and filtration unit in order to increase our supply of clean and safe water," Vincent says with pride.

## Youth at the forefront of WASH interventions in Nyamira County

Bitabo I village in the Masaba North Sub County of Nyamira County is home to 480 people. Of the 90 households in this village, nearly half (43 households) lacked access to latrines. This meant that half the village practiced open defecation and were at risk of preventable diseases like diarrhea, typhoid and dysentery.

*Gilbert Manyibe, the community health volunteer in charge of Bitabo I shows a community member how to install and use the tippy tap*

Gilbert Manyibe is a motorcycle taxi driver from Bitabo I village. He is also the community health volunteer (CHV) working in his village to promote improved sanitation and hygiene. "I was touched when I learned that latrine coverage was only 51 percent. I vowed that I would work tirelessly to safeguard the health of my village and future generations," he said.

USAID, through the Kenya Integrated, Water, Sanitation and Hygiene Project (KIWASH), trained Gilbert on community-led total sanitation (CLTS) practices, such as building latrines and "tippy tap" handwashing stations, social and behavior change communication skills, and sanitation marketing aimed at supporting communities to adopt and sustain hygienic behaviors.

Gilbert became so passionate about improving sanitation and hygiene in his village that even carried his training materials with him when riding his motorcycle. "I encouraged my riders, other taxi drivers and my villagers to construct latrines and embrace improved sanitation and hygiene behaviors," he said.

Gilbert's hard work paid off. Members of Bitabo I village started using latrines, handwashing, and treating and safely storing their water. And after just six weeks, Gilbert was proud to announce Bitabo I as the first of 30 targeted communities to be open defecation free. This means that members of Bitabo I village have now stopped open defecation, they practice handwashing, treat and safely store water and hence have reduced the risk of being infected with diseases related to poor sanitation and hygiene. Now every household has access to a latrine. Gilbert stands proudly next to his motorbike and says, "I thank God that my approach worked, and I know my community is equally proud of this achievement. I also thank KIWASH for their continued support to improve the lives and health of communities in Nyamira County."

An additional 1,465 households in Nyamira county have built toilets, and 75 KIWASH-trained CHVs continue to monitor and support the adoption of good hygiene practices. These successes are part of a larger effort across nine counties in Kenya. In 2018, KIWASH targeted 651 villages for CLTS practices as a first step to creating a demand for improved sanitation and hygiene. Of these, at least 414 villages have been verified as open defecation free. As a result of these collaborative efforts with the respective counties and the Ministry of Health, KIWASH enabled 45,370 people to gain access to basic sanitation and hygiene services.

## Running taps are a dream come true for Nyalenda residents in Kisumu

For the 12,000 residents of Nyalenda, one of Kisumu City's low income neighborhoods, getting clean and safe water 24 hours a day from a tap a few meters away is a dream come true.

*78-year-old Ruth Obura (R) and her daughter in-law Phoebe Obura (L) collect clean water from a tap outside their door step in Masogo village.*

In 2013, when the community members returned home from their work, they found that a reckless road contractor had destroyed 6.2 kilometers of pipeline. "We were devastated as our people, especially women and children, started suffering. They now had to spend more time looking for water in streams, rivers, wells and rain ponds," said Gordon Kidha, Manager of Masogo Water and Sanitation Company which serves the Nyalenda community.

Masogo Water and Sanitation Company started in 2011 with financing from then K – Rep Bank to provide water for the residents of Masogo Sub Location which includes Nyalenda in Kisumu City. The company sources its water from an 80-meter-deep borehole with a yield of about 10 cubic meters per hour. Before the damage caused by the road contractors, the company had a 13-kilometer pipeline network and served nearly 4,000 people, including a boarding secondary school.

Left with a shorter pipeline and only a handful of customers to serve, the water company struggled with low revenues, high energy costs due to a reliance on electric pumps, inadequate storage facilities, and the lack of qualified personnel to run the operations.

The KIWASH project embarked on a training and infrastructure investment program to help improve and expand the company's water services. KIWASH prioritized the destroyed pipeline, installing a water storage tank and a hybrid solar system water pump to get the water company realizing revenues and serving as many customers as possible. The result has been much more than a reliable water supply for the community and 42 new jobs for women to operate all the company's water points.

Ruth Obura is a 78-year-old retired tailor with limited mobility. "I am very happy that my tap water was restored. Now I have enough water for my domestic chores as well as my sheep, goats and cows to drink," she said. For the five years that the water was disconnected, Ruth said that she used to buy water, which was expensive for her meagre income from subsistence farming and not always clean. Sometimes she had no choice but to get water from the rain ponds.

"With reliable water supply, the cost of connections has gone down and our revenue is going up as many more people now buy our reliable and safe water. We have now seen a reduction in waterborne diseases such as typhoid and cholera that were prevalent before. The community, our four schools with 2,000 students, two churches, one health facility and six water kiosks are now enjoying full water supply," said Gordon. With improved operation efficiency, increased coverage, service and reliability, Masogo Water and Sanitation Company is contributing to the health and well-being of the community.

## Reducing fluoride levels through a unique partnership in Nairobi County

Fluoride is a complicated mineral, with the ability to help or hinder human health. While small amounts of fluoride in drinking water can help strengthen teeth and bones, consuming too much fluoride can lead to severe health complications such as dental decay, brittle and deformed bones, developmental delays in children and kidney failure.

*The finishing touches on one of the water kiosks that serve over 6,000 community members with safe drinking water*

Unfortunately, Nairobi and Kenya's Great Rift Valley contain some of the highest naturally-occurring levels of fluoride in the world. As a result, nearly 20 million Kenyans ingest toxic levels of the mineral and suffer the effects of high fluoride concentrations in groundwater.

The Little Sisters of St. Francis (LSOSF) at Kasarani in Nairobi experienced this problem firsthand. A borehole drilled at the institution in 2014 yielded plenty of water, but it lay due to high fluoride levels of 8.9 mg/l – way above the acceptable WHO standard of 1.5 mg/l.

Safe water was sorely needed by LSOSF, which provides pastoral care and runs a community hospital, primary school, secondary school, vocational center, and shelter for street children in a community of over 30,000 people.

Thankfully, due to a unique partnership between USAID's Kenya Integrated Water, Sanitation and Hygiene Project (KIWASH) and The Dow Chemical Company (DOW) and in collaboration with LSOSF, the community within and surrounding the LSOSF fraternity now have a reliable source of safe water.

DOW's corporate responsibility program donated an energy-efficient filtration system to remove the high levels of fluoride from the water, making it suitable for human consumption. KIWASH provided technical assistance and infrastructure support to expand the existing water pipeline, install an efficient pump and construct two water kiosks to serve the community.

The project was commissioned at the St. Francis Community Hospital and learning institutions on June 29 by the U.S. Under Secretary for Commerce, Gilbert Kaplan. It benefits more than 6,714 people with access to safe drinking water.

In addition to reducing fluoride levels in water, KIWASH also builds the capacity of small water suppliers, and increases efficiency and coverage of water services. Critically, it demonstrates how the private sector can respond to such challenges using available technology.

DOW and KIWASH will continue providing training to the facility operators on business management skills to improve effective on-site operations and ensure the long-term sustainability of the project.

## Improved management for sustained water supply

Despite having an above-average annual rainfall of approximately 1,743 mm, households in Nyamira County still struggle to access clean and reliable water. As of 2016, the main water service provider, Gusii Water and Sanitation Company (GWASCO), served only 37 percent of the nearly 700,000 residents with water. The majority of the population must travel long distances to get water for domestic use. Such water access challenges contribute to low sanitation and hygiene standards in the county where, despite a high latrine coverage, open defecation remains significantly high. Because of this, diarrheal disease is prevalent in Nyamira.

*KIWASH helped revamp Machururiati Community Water Project whose functions had stalled in 2007 due to lack of maintenance.*

Numerous water and sanitation infrastructure projects exist in Nyamira, yet have struggled to dependably improve conditions due to a general lack of capacity to maintain them. To address this challenge, USAID's Kenya Integrated Water, Sanitation and Hygiene Project (KIWASH) has since 2016 focused on supporting 21 WASH enterprises in Nyamira to gain requisite skills and knowledge to operate and manage their respective WASH enterprises in a sustainable manner.

In addition, KIWASH is supporting larger infrastructure projects for selected, high impact WASH enterprises to restore basic supply functions. One of the beneficiary projects is Machururiati Community Water Project. KIWASH helped revamp the project's water supply infrastructure whose functions had stalled a few years after it began operations in 2007, mainly due to lack of maintenance.

The now solar-powered enterprise serves 3,200 new beneficiaries through newly constructed water kiosks, increased water storage and an improved distribution system that will facilitate piped connections into households. Together with the improved management and technical skills, this has enabled the enterprise to reach and serve more people dependably. The chairperson, Angela Muma, is very excited about this journey and appreciates the contribution that KIWASH has made and continues to make towards transforming their enterprise into a self-reliant entity. "Without KIWASH, we would still be staring at a white elephant project," Angela jokes.

KIWASH continues to offer business development services through coaching and on the job training to Machururiati and 20 other community water projects in Nyamira County, with the goal of professionalizing their services to ensure there is clean and safe water for all.

## More families have safe drinking water in Nairobi County

Treating water to make it safe for drinking is one of the quickest, cheapest and most effective ways to prevent diarrheal disease and keep families healthy.

*Lilian Owino draws treated drinking water from the 20-liter bucket she received as part of a safe hygiene kit from KIWASH through the St. Francis Community Hospital, Kasarani*

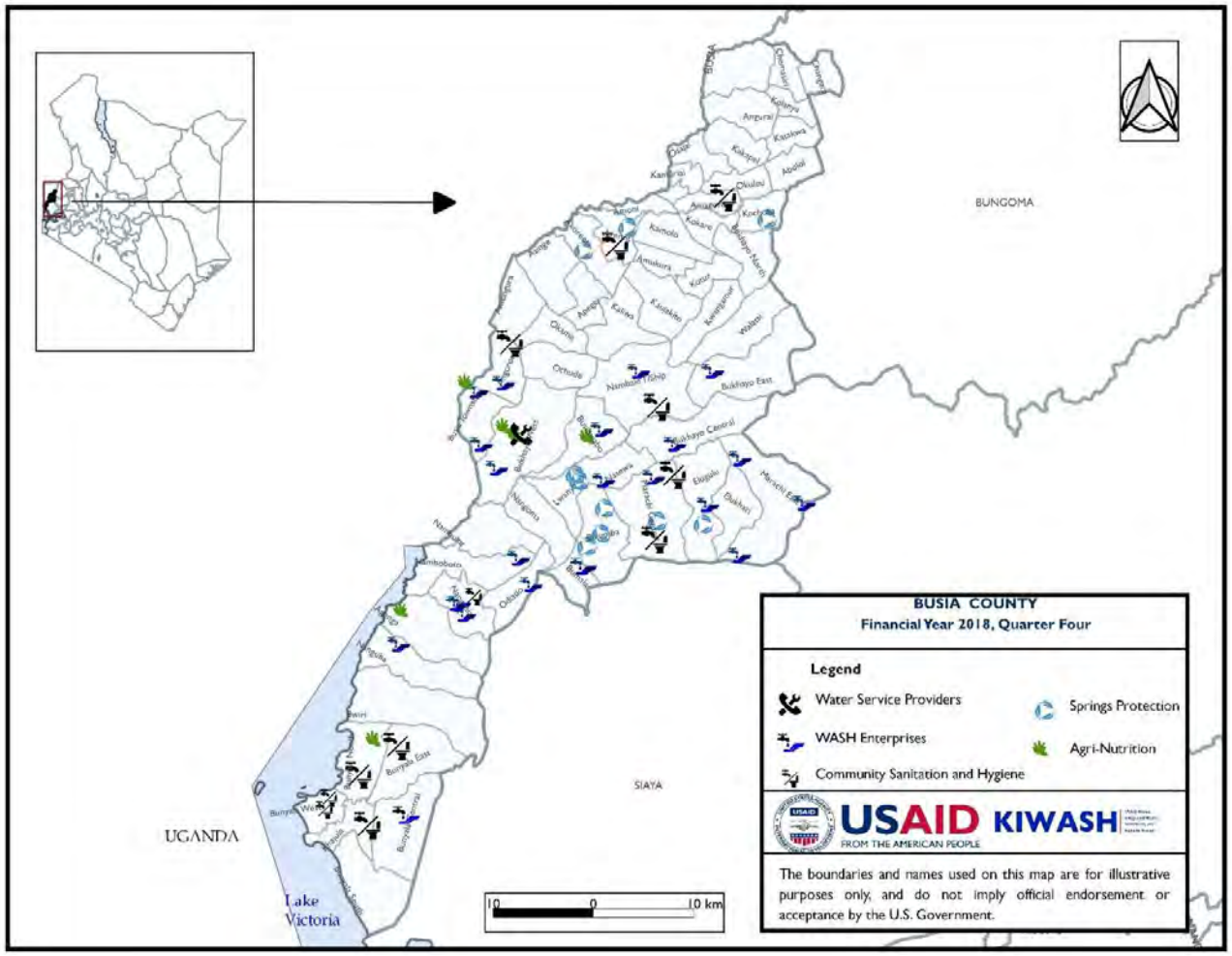
As she bends down to fill a drinking glass from the tap in a 20-liter jerrycan in her home, Lilian Owino rubs her pregnant stomach and smiles. A few months ago, diarrhea and stomach problems were a common occurrence in her family. "My husband had grown tired of paying medical bills for the treatment of diarrhea-related illness. I realized that the water from the nearby water tap was not safe for drinking. Sometimes I would boil our water but other times I would not due to high fuel costs," explained Lilian. As she prepares for her second child, she feels relieved to know she now has the tools and knowledge to treat water in her home so it is safe for her and her family to drink.

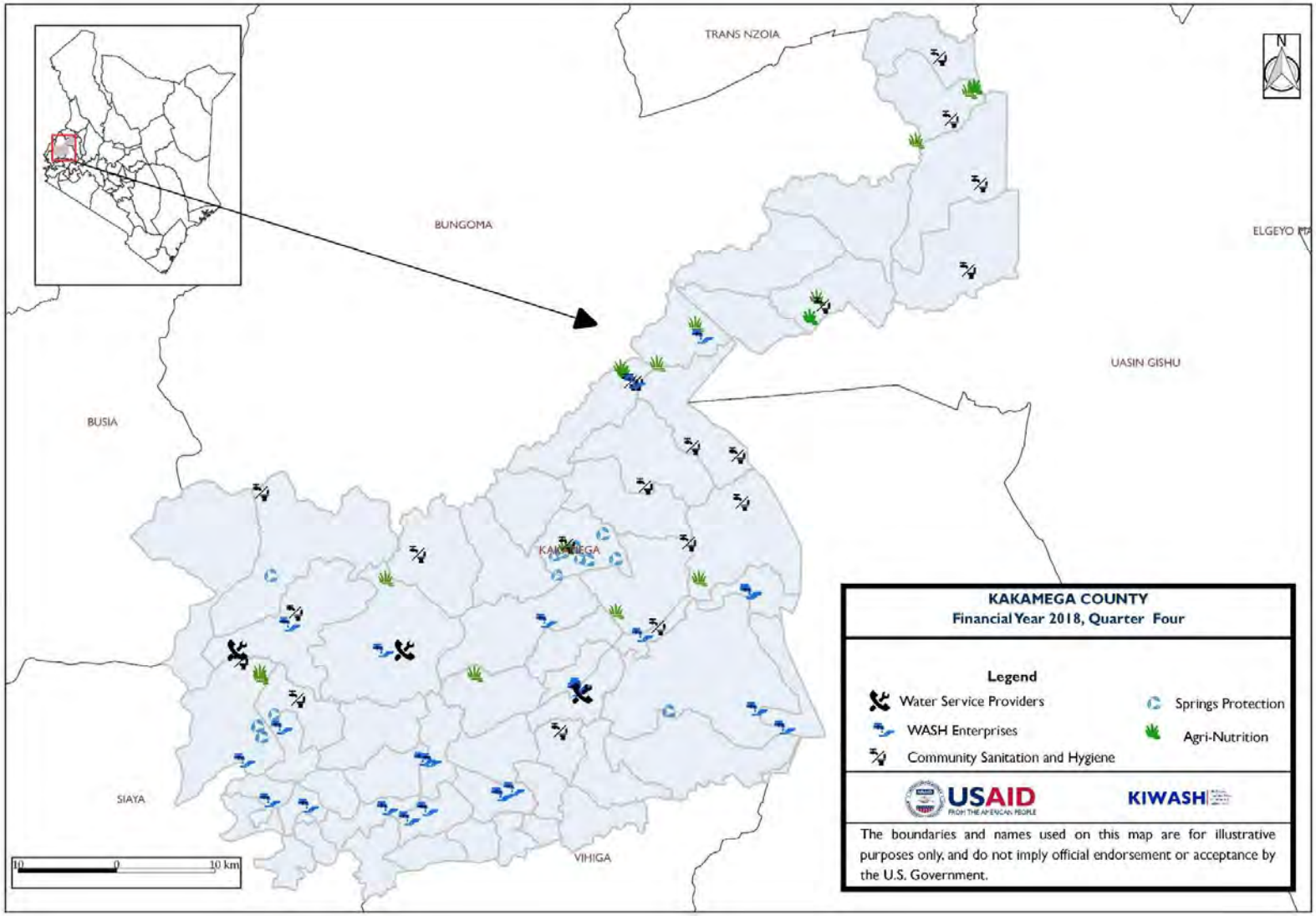
Lilian was a beneficiary of two KIWASH efforts to improve sanitation and hygiene in Nairobi County. At the antenatal clinic where Lilian goes for check-ups, Lilian received a safe hygiene kit that included a jerrycan to store water, Water Guard, and other items that promote hygienic practices. This program targeted pregnant and lactating women.

KIWASH also implemented a social behavior communications campaign within the Kibra, Mathare, Babadogo and Kasarani areas in Nairobi County to sensitize community members on the importance of handwashing, using latrines and treating drinking water. Lilian was lucky to be a beneficiary of the two initiatives.

"When the community health volunteer visited my home, little did I know he would change my life for good. Today I treat drinking water using Water Guard. I also encourage my neighbors to do the same. Now we do not experience diarrhea. Whenever am going out," continues Lilian as she takes a drink from a clear water glass, "I always carry some drinking water with me. I also don't allow my child to drink water from school. He brings drinking water from home. This is how I am sure my family is safe from diarrhea and other related conditions," concludes Lilian as she refills her glass with more clean water.

# ANNEX III: COUNTY ACTIVITY MAPS




TRANS NZOIA
BUNGOMA
ELGEYO MA
UASIN GISHU
BUSIA
KAKAMEGA
SIAYA
VIHIGA
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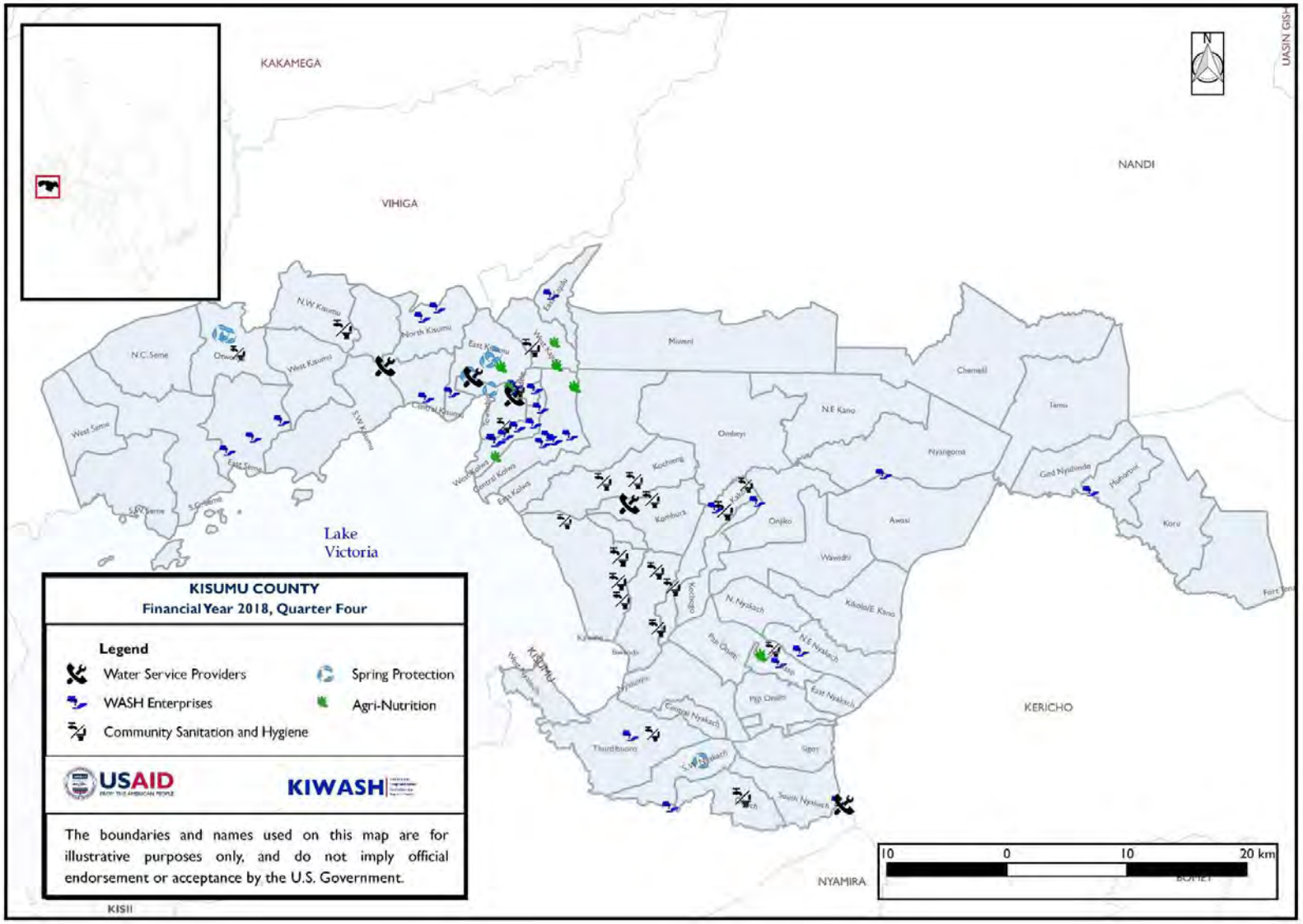
KAKAMEGA COUNTY
Financial Year 2018, Quarter Four
Legend
Water Service Providers
WASH Enterprises
Community Sanitation and Hygiene
Springs Protection
Agri-Nutrition
USAID
FROM THE AMERICAN PEOPLE
KIWASH
The boundaries and names used on this map are for illustrative purposes only, and do not imply official endorsement or acceptance by the U.S. Government.


KISUMU COUNTY
Financial Year 2018, Quarter Four
Legend
Water Service Providers
WASH Enterprises
Community Sanitation and Hygiene
Spring Protection
Agri-Nutrition
USAID
KIWASH
The boundaries and names used on this map are for illustrative purposes only, and do not imply official endorsement or acceptance by the U.S. Government.
KAKAMEGA
VIHIGA
NANDI
KERICHO
NYAMIRA
KISII
Lake Victoria
N.W Kisumu
North Kisumu
N.C.Seme
West Kisumu
West Seme
East Seme
S.W Seme
S.Seme
S.W Kisumu
Central Kisumu
East Kisumu
Kisumu
Nyando
Muhoroni
Miwani
Ombeyi
N.E Kano
Chemelil
Tamu
Nyangoma
Gind Nyalunda
Koru
Kochieng
Kombura
Onjiko
Awasi
Wawidhi
Kikola/E Kano
N. Nyakach
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South Nyakach
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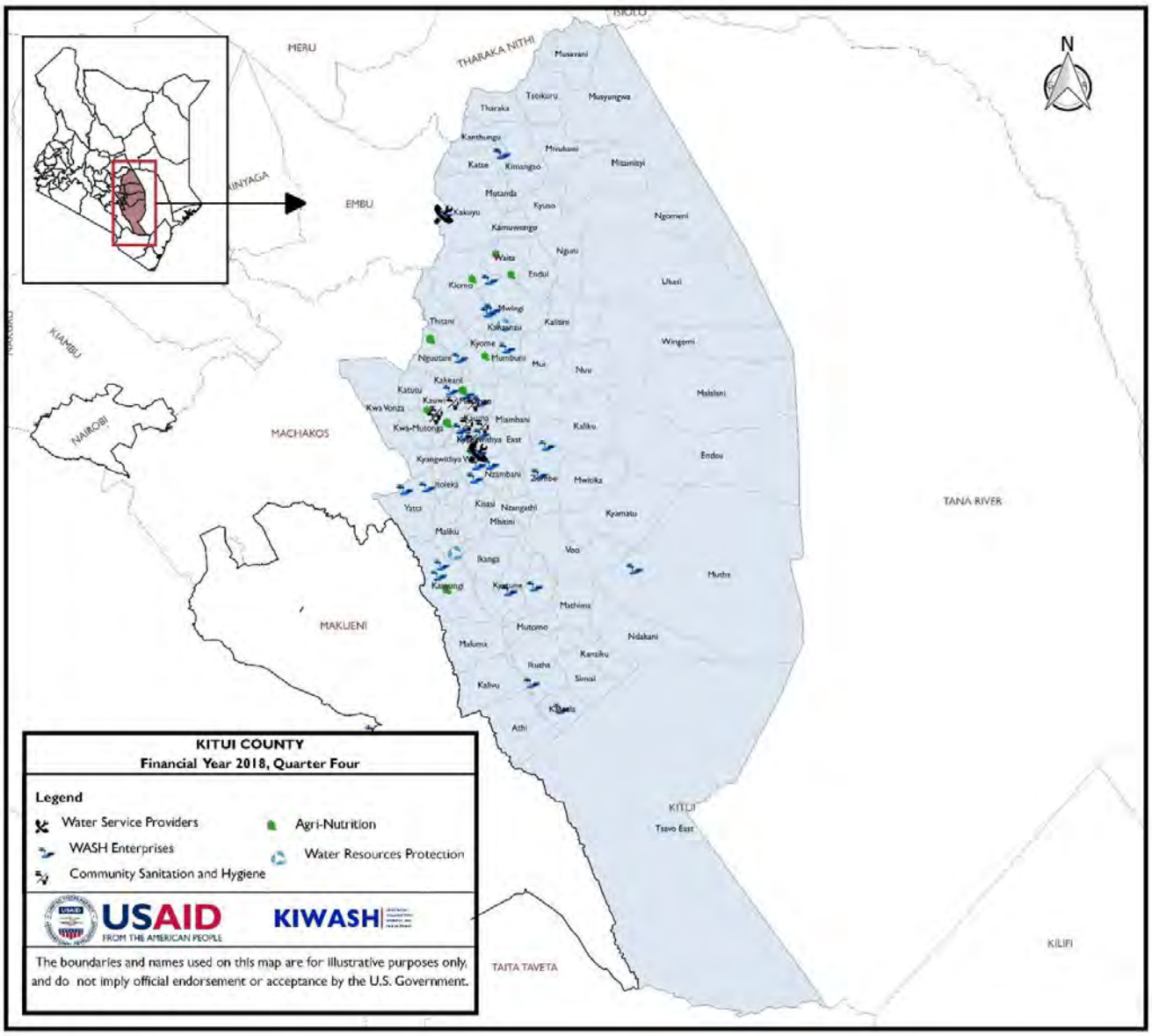
KITUI COUNTY
Financial Year 2018, Quarter Four
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Water Service Providers
WASH Enterprises
Community Sanitation and Hygiene
Agri-Nutrition
Water Resources Protection
USAID
FROM THE AMERICAN PEOPLE
KIWASH
The boundaries and names used on this map are for illustrative purposes only, and do not imply official endorsement or acceptance by the U.S. Government.
N
MERU
THARAKA NITHI
EMBU
KIRINYAGA
KAMBU
NAIROBI
MACHAKOS
MAKUENI
TANA RIVER
TAITA TAVETA
KILIFI
KITUI
Musavani
Tseikuru
Musyungwa
Tharaka
Kanthungu
Mirukuni
Katse
Kimangao
Mitamisyi
Mutanda
Kyuso
Kakuyu
Kamuwongo
Ngomeni
Nguni
Waita
Endui
Kiomo
Ulusi
Mwingi
Thitani
Kalitini
Kakanzau
Kyome
Wingomi
Ngaatani
Mumbuni
Mui
Nuu
Kakeani
Katulu
Malalani
Kwa Vonzi
Kauma
Miambani
Kwa-Mutonga
Kaliku
Kyangwithya East
Endau
Kyangwithya West
Nzambani
Zombe
Mwitika
Kioleka
Yatta
Kisasi
Nzangathi
Kyamatu
Mbitini
Maliku
Voo
Ikanga
Muthi
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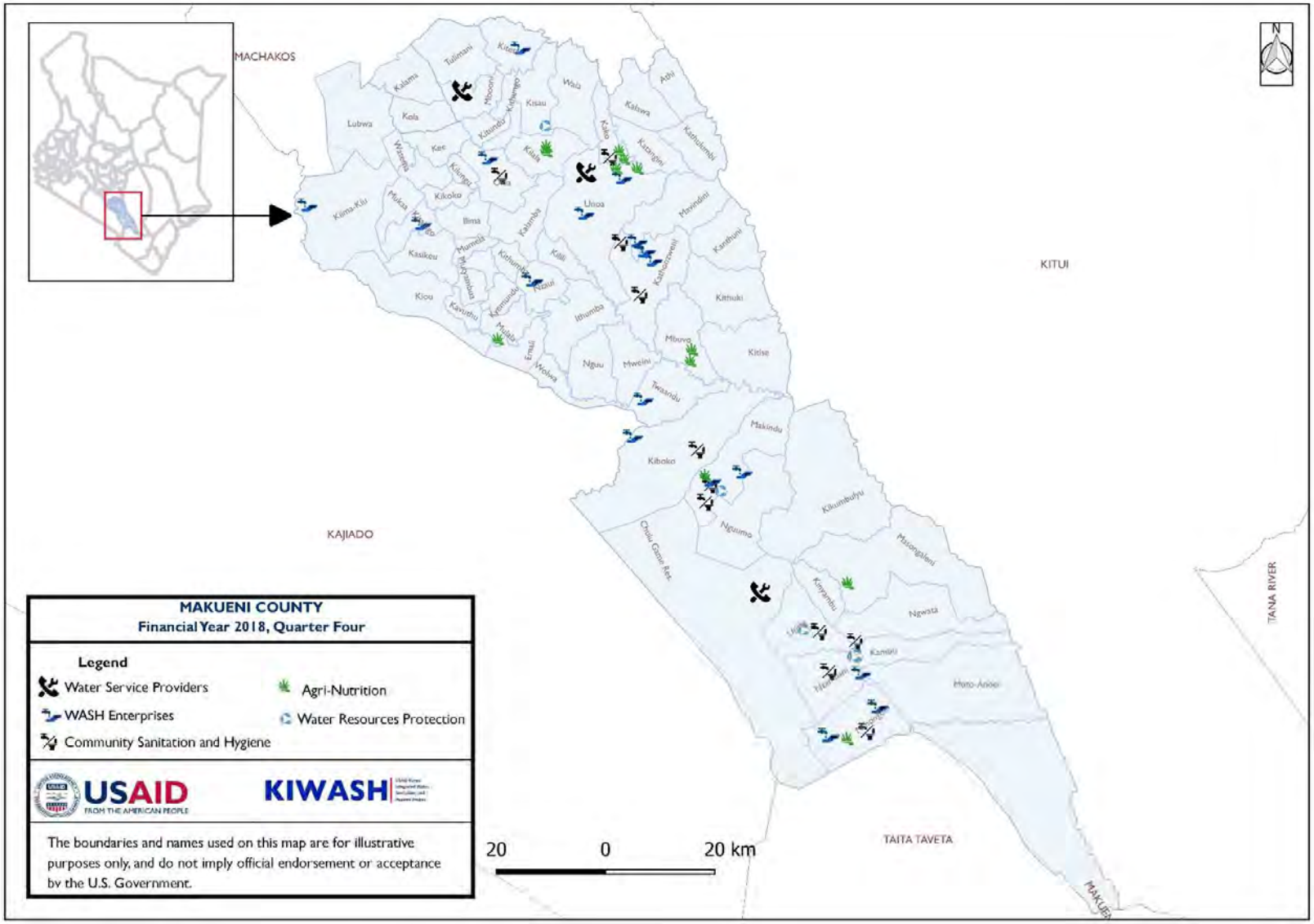
Kalivu
Simisi
Kisasi
Athi
Tsavo East


MACHAKOS
KITUI
KAJIADO
TAITA TAVETA
TANA RIVER
MAKUENI COUNTY
Financial Year 2018, Quarter Four
Legend
Water Service Providers
WASH Enterprises
Community Sanitation and Hygiene
Agri-Nutrition
Water Resources Protection
USAID
FROM THE AMERICAN PEOPLE
KIWASH
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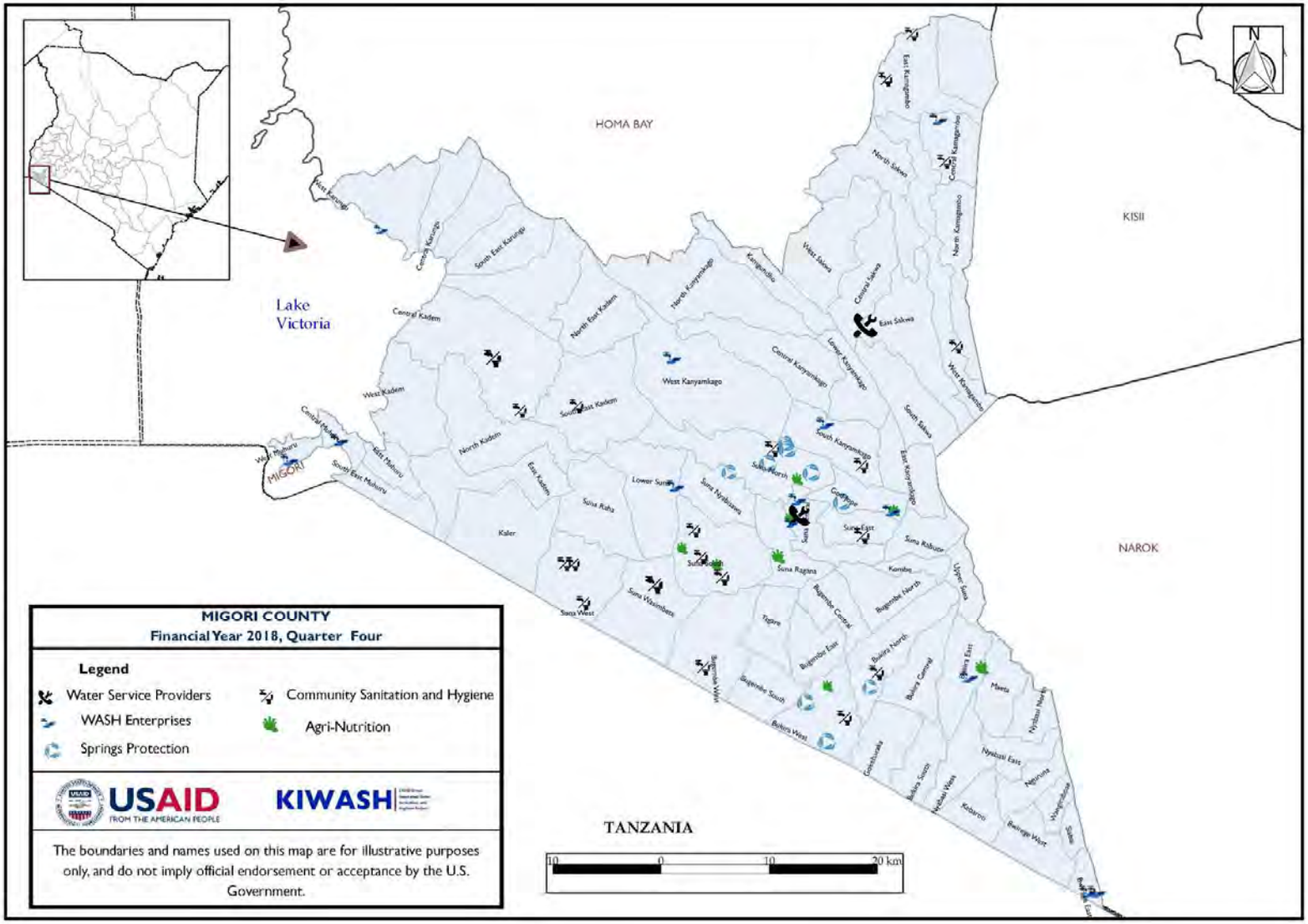
MIGORI COUNTY
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Water Service Providers
WASH Enterprises
Springs Protection
Community Sanitation and Hygiene
Agri-Nutrition
USAID
FROM THE AMERICAN PEOPLE
KIWASH
The boundaries and names used on this map are for illustrative purposes only, and do not imply official endorsement or acceptance by the U.S. Government.
Lake Victoria
HOMA BAY
KISII
NAROK
TANZANIA
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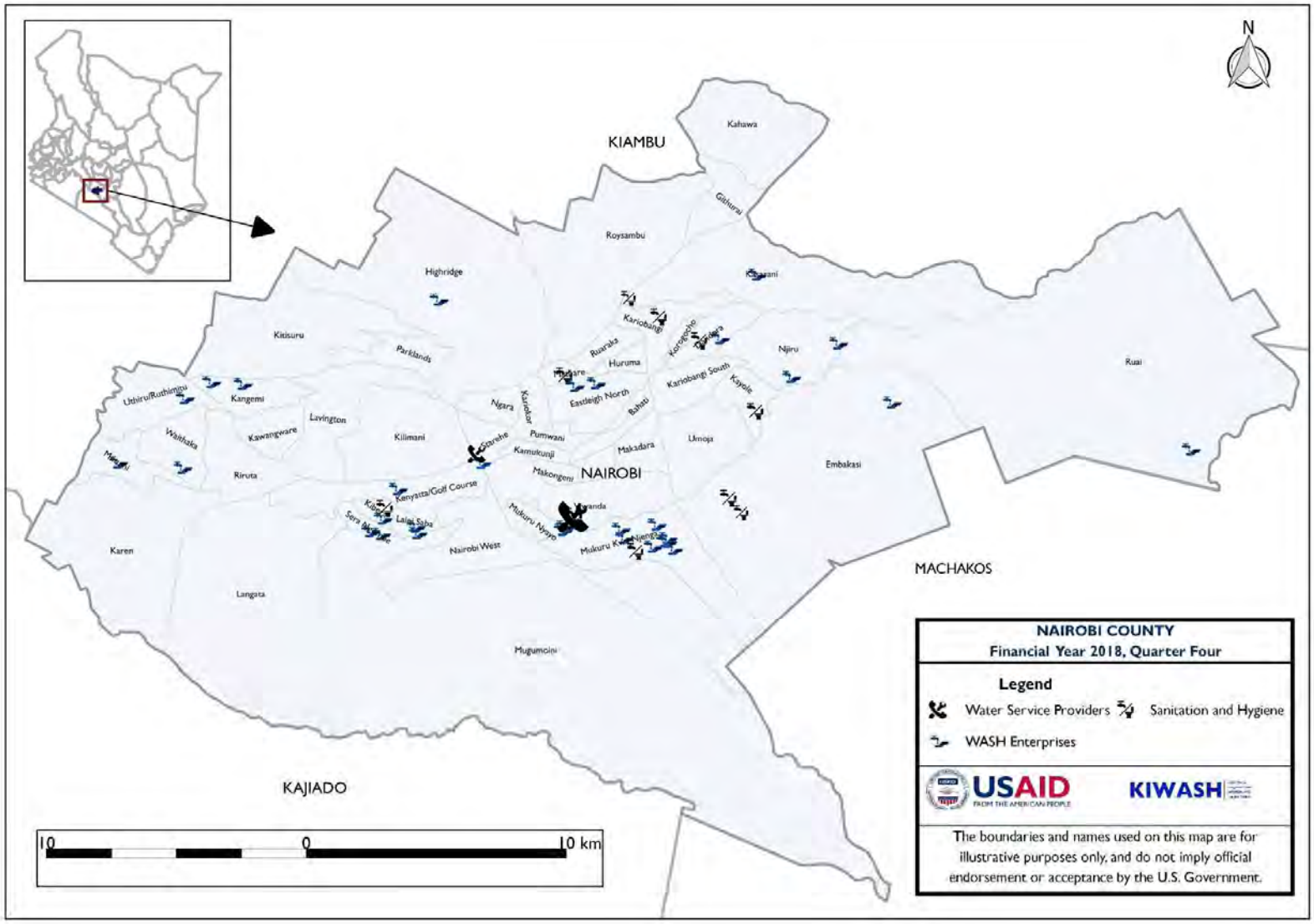
N
KIAMBU
Kahawa
Gitiruai
Roysambu
Highridge
Kasarani
Kitisuru
Parklands
Kariobangi
Ruaraka
Huruma
Njiru
Ruai
Kariobangi South
Kayole
Eastleigh North
Baba Dogo
Ngara
Kariokor
Pumwani
Kamukunji
Makadara
Umoja
Embakasi
Uthiru/Ruthimitu
Kangemi
Lavington
Kawangware
Waithaka
Kilimani
Riruta
NAIROBI
Makongeni
Kenyatta/Golf Course
Uhuru
Mukuru Nyayo
Mukuru Kwa Reuben
Nairobi West
Karen
Langata
Mugumoini
MACHAKOS
KAJIADO
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NAIROBI COUNTY
Financial Year 2018, Quarter Four
Legend
Water Service Providers
Sanitation and Hygiene
WASH Enterprises
USAID
FROM THE AMERICAN PEOPLE
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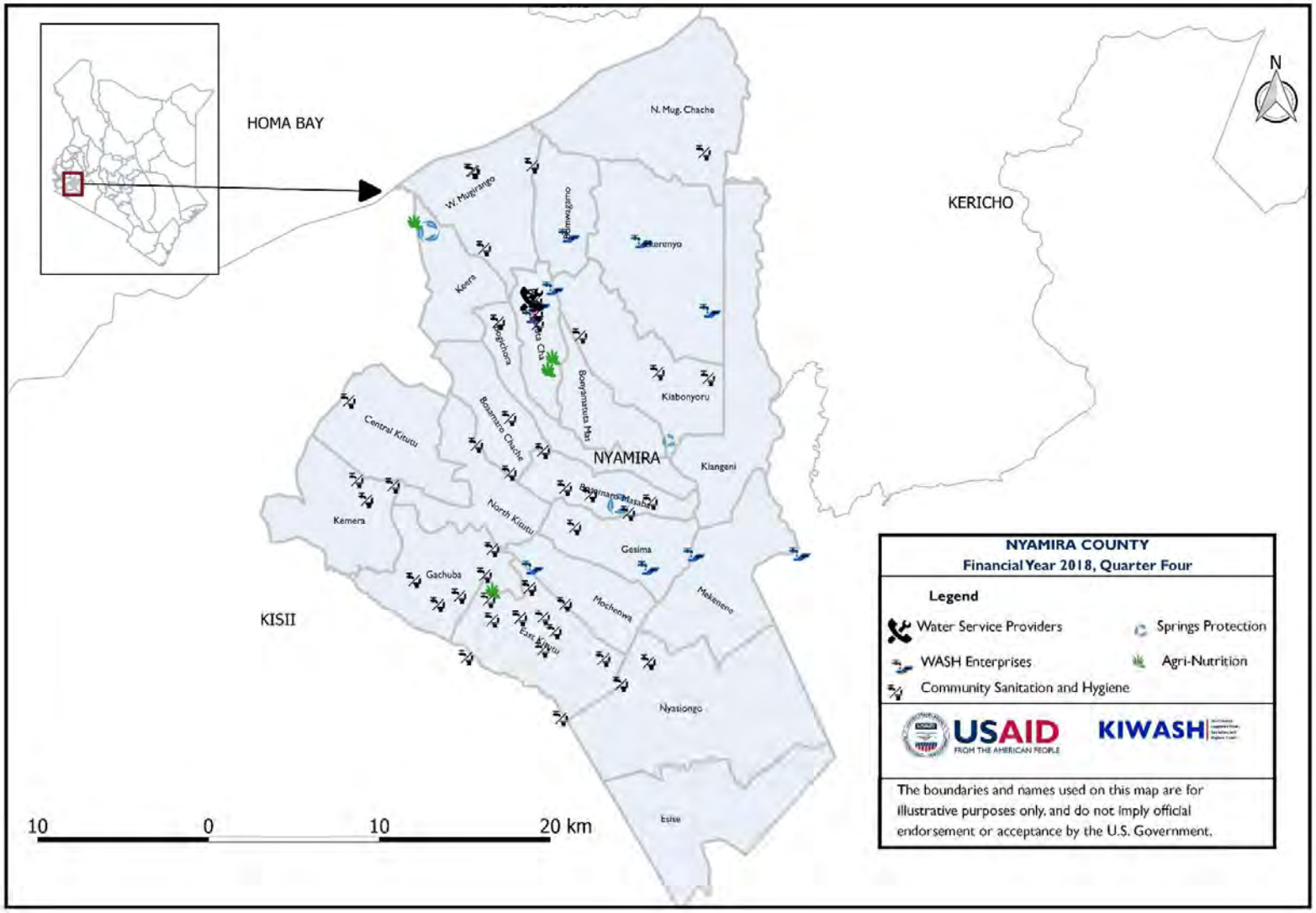
HOMA BAY
KERICHO
KISII
NYAMIRA
N
N. Mug. Chache
W. Mugirango
Kiabonyoru
Central Kitutu
Kemera
Gachuba
North Kitutu
Gesima
Mekenene
Mochenwa
East Kitutu
Nyasiongo
Esise
Kiabonyoru
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NYAMIRA COUNTY
Financial Year 2018, Quarter Four
Legend
Water Service Providers
Springs Protection
WASH Enterprises
Agri-Nutrition
Community Sanitation and Hygiene
USAID
FROM THE AMERICAN PEOPLE
KIWASH
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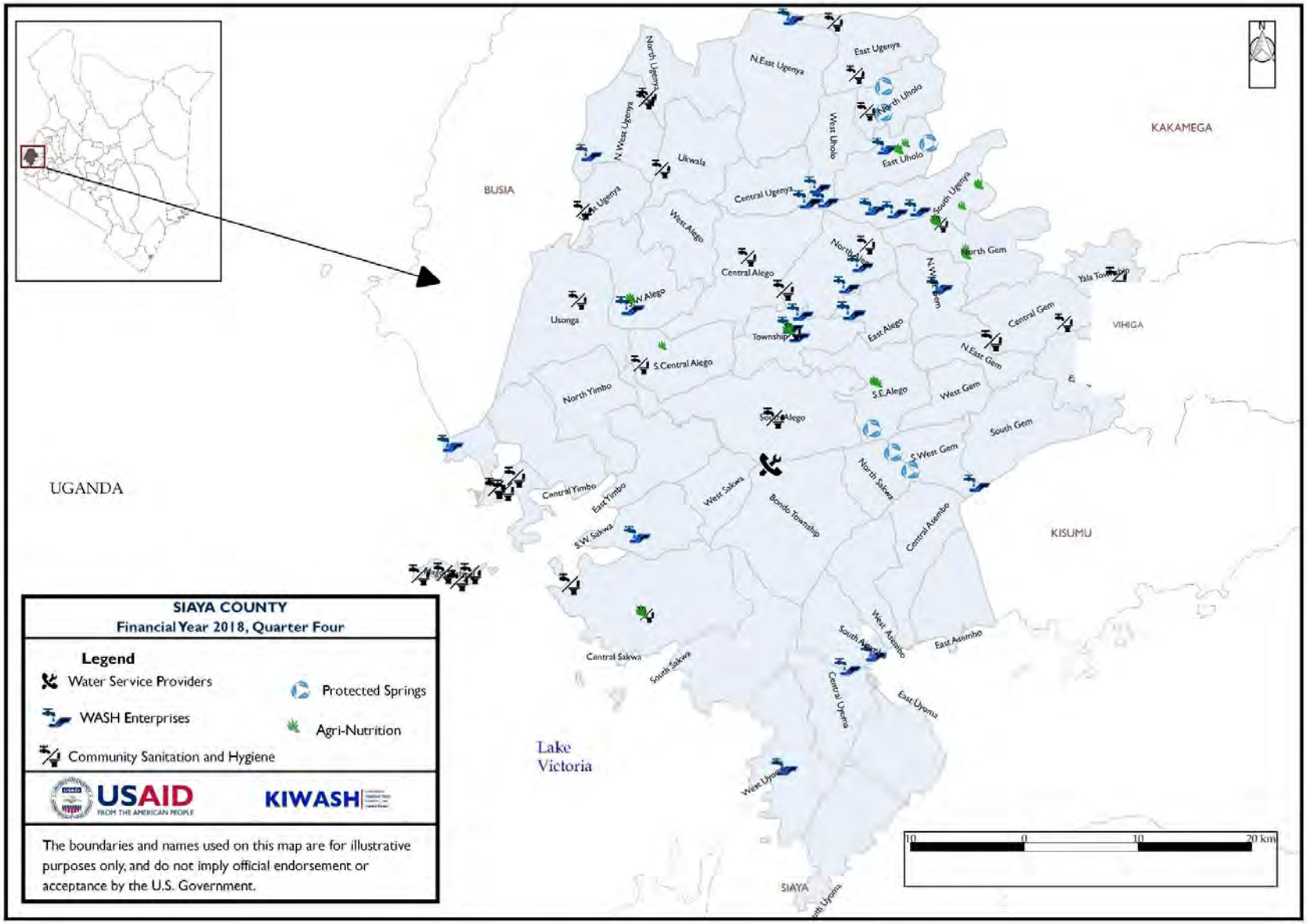
SIAYA COUNTY
Financial Year 2018, Quarter Four
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Water Service Providers
WASH Enterprises
Community Sanitation and Hygiene
Protected Springs
Agri-Nutrition
USAID
FROM THE AMERICAN PEOPLE
KIWASH
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BUSIA
KAKAMEGA
VIHIGA
KISUMU
SIAYA
UGANDA
Lake Victoria
N.East Ugenya
East Ugenya
North Uholo
West Uholo
East Uholo
North Ugenya
N.West Ugenya
Ukwala
Central Ugenya
South Ugenya
West Alego
North Gem
Central Alego
N.West Gem
Yala Township
N.Alego
Usonga
Township
East Alego
Central Gem
N.East Gem
S.Central Alego
S.E.Alego
West Gem
North Yimbo
South Alego
South Gem
S.West Gem
North Sakwa
Central Yimbo
East Yimbo
West Sakwa
Bondo Township
S.W. Sakwa
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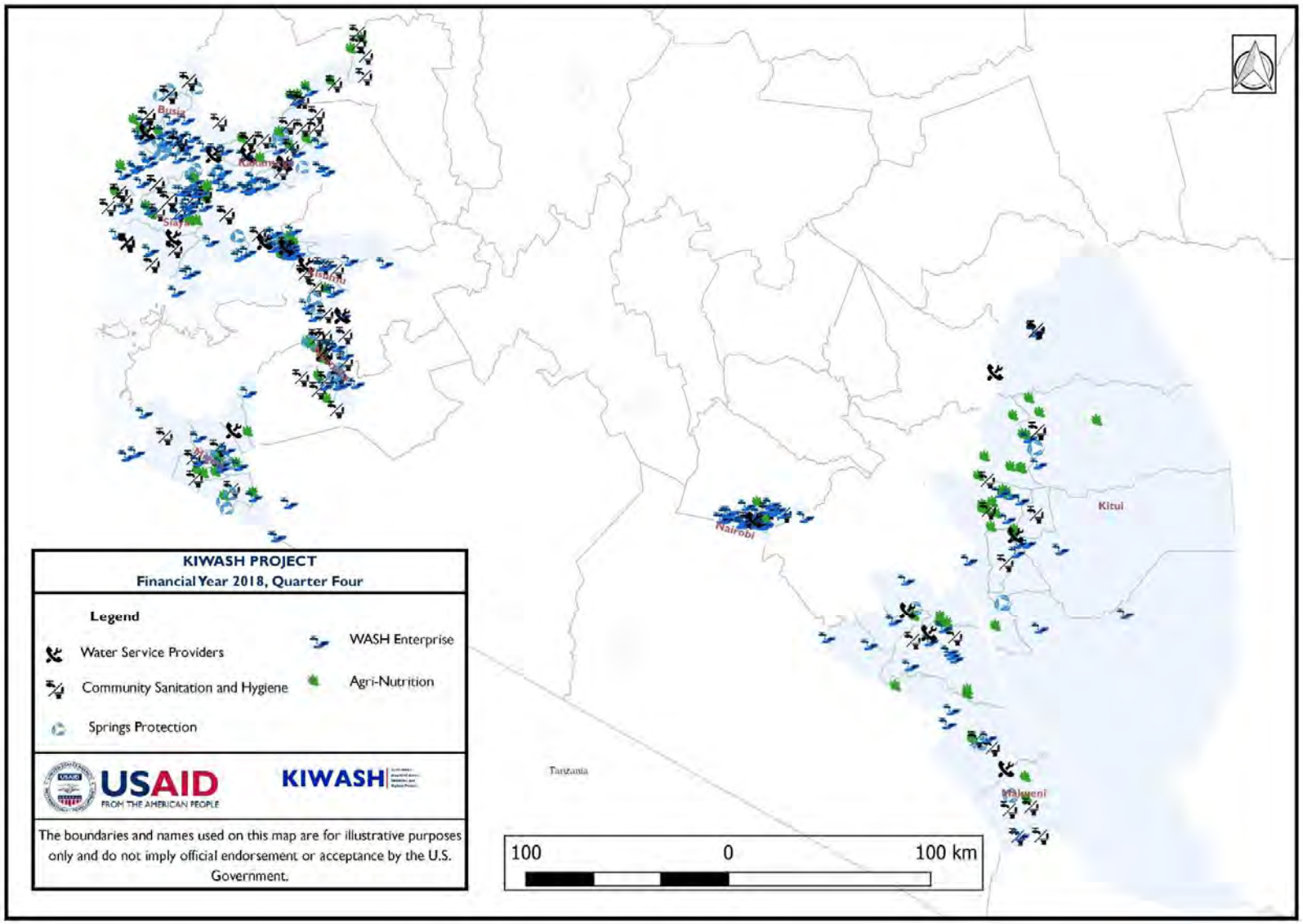
Busia
Kakamega
Siaya
Kisumu
Nyanza
Nairobi
Kitui
Tanzania
Makueni
KIWASH PROJECT
Financial Year 2018, Quarter Four
Legend
Water Service Providers
Community Sanitation and Hygiene
Springs Protection
WASH Enterprise
Agri-Nutrition
USAID
FROM THE AMERICAN PEOPLE
KIWASH
The boundaries and names used on this map are for illustrative purposes only and do not imply official endorsement or acceptance by the U.S. Government.
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