**MINISTRY OF THE ENVIRONMENT, WATER AND SANITATION**
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**GENERAL SECRETARIAT**
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**DRINKING WATER DEPARTMENT**
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**BURKINA FASO**
**Unity-Progress-Justice**
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# INTERNATIONAL WORKSHOP ON MONITORING AND REGULATION OF THE PUBLIC DRINKING WATER SERVICE IN BURKINA FASO RURAL AREAS

***COMMUNICATION PRESENTATION OUTLINE***

***Novembre 2024***

# COMMUNICATION PRESENTATION OUTLINE

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|---|---|
| STRUCTURE | Regulation by Agency (Autonomous) -Water Services Regulatory Board (WASREB) |
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| DATE | 11 November 2024 |

The paper may be developed around the following points (i) an introduction, (ii) a development (iii) a conclusion. The following points will be considered:

## 1- Motivations and historical drivers of reform

*The aim is for you to share your experience of monitoring and regulation in your sector with Burkina Faso's stakeholders, to enable them to understand better the motivations for structural change, the people behind these motivations, and the dynamics these people implemented to trigger the process.*

Kenya's water sector has undergone significant reforms through two major pieces of legislation: the Water Act 2002 and the Water Act 2016. These reforms were motivated by the need to address systemic inefficiencies, improve access to clean water, and ensure sustainable water management.

### Key Drivers of the 2002 Water Sector Reforms:

1. **Inefficiencies in Water Management:** Prior to 2002, Kenya's water sector was plagued by poor infrastructure, weak governance, and financial difficulties within state-owned utilities. Many communities, especially in rural areas, lacked access to clean water, leading to waterborne diseases and poor service delivery. The reform aimed to address these challenges by decentralizing management, improving infrastructure, and enhancing accountability.
2. **Improved Access to Water:** The reform sought to improve access to clean water, particularly in underserved rural areas, to address significant health issues linked to inadequate water supply and sanitation.
3. **Decentralization and Local Governance:** The Water Act 2002 introduced a decentralized approach to water management, shifting decision-making away from the central government to local authorities and communities. It established Water Resource Management Authorities (WRMAs) and Water Services Boards (WSBs) to oversee regional and local water management.
4. **Separation of Policy and Regulation:** Before reforms ministry of water was responsible for policy making, regulation, and water service provision**.** The Water Act 2002 distinguished policy-making from regulatory functions:
    - WRMA was tasked with regulating water resources management, including allocation, water permits, and quality standards.

- Water Services Regulatory Board (WASREB) was established to regulate water utilities and ensure service delivery standards, consumer protection, and pricing.

5. **Integration of Water Resource Management:** The reform integrated water resource management with water supply and sanitation, promoting a more holistic approach that recognized water as a finite and valuable resource requiring sustainable management.

**Key Features of the 2016 Water Sector Reforms:**

Following Kenya's new constitution in 2010, the water sector was devolved to county governments, necessitating further reforms to align with the constitutional framework. The Water Act 2016 introduced several key changes:

1. **Private Sector Participation and Public-Private Partnerships (PPPs):** The 2016 reforms encouraged private sector participation to enhance efficiency and reduce government financial burden. Public-private partnerships were promoted to improve infrastructure and service delivery.
2. **International Pressure and Donor Support:** The Sustainable Development Goals (SDGs), particularly SDG 6 (clean water and sanitation), also pressured Kenya to improve water access. International organizations like the World Bank, USAID, and UNICEF supported the reforms, providing funding and technical expertise to improve governance, infrastructure, and service delivery.
3. **Public Participation and Transparency:** In line with the 2010 Constitution, the reforms emphasized public participation in decision-making. Increased transparency and accountability in water governance were pursued to ensure that services met the needs of all citizens, especially marginalized groups.
4. **Financial Sustainability:** The reforms sought to improve the financial sustainability of the water service providers through better revenue collection, cost recovery mechanisms, and efficient resource allocation. There was a focus on reducing reliance on government subsidies by improving the management of water utilities and setting sustainable tariffs.

**2- Performance objectives defined through monitoring and regulation**

*This involves sharing your experience of the changes and goals expected in terms of public service performance in your sector, and the timeframes adopted to achieve these change objectives.*

In Kenya, the **Water Services Regulatory Board (WASREB)** plays a critical role in ensuring water service providers deliver reliable and efficient water and sanitation services. To achieve this, WASREB defines performance objectives that focus on service quality, financial sustainability, operational efficiency, customer satisfaction, and environmental and social sustainability. Below are the key performance indicators:

| KPI CLUSTER | | Indicators | | Sector Benchmarks | | | Scoring Regime | |
|---|---|---|---|---|---|---|---|---|
| | | | | Good | Acceptable | Not Acceptable | Performance | Score |
| Quality of Service | 1 | Water Coverage, % | | >90% | 80-90% | <80% | ≥90% | 30 |
| | | | | | | | ≤50% | 0 |
| | 2 | Drinking Water Quality , % | | >95% | 90-95% | <90% | ≥95% | 30 |
| | | | | | | | ≤90% | 0 |
| | 3 | Hours of Supply, No. | Population >100,000 | 21-24 | 16-20 | <16 | ≥20 | 20 |
| | | | | | | | ≤10 | 0 |
| | | | Population <100,000 | 17-24 | 12-16 | <12 | ≥16 | 20 |
| | | | | | | | ≤6 | 0 |
| Economic Efficiency | 4 | Personnel Expenditure as Percentage of O+M Costs, % | Large and Very Large Companies | <20% | 20-30% | >30% | ≤25 | 15 |
| | | | | | | | ≥35 | 0 |
| | | | Medium Companies | <30% | 30-40% | >40% | ≤30 | 15 |
| | | | | | | | ≥40 | 0 |
| | | | Small Companies | <40% | 40-45% | >45% | ≤40 | 15 |
| | | | | | | | ≥45 | 0 |
| | 5 | O+M Cost Coverage, % | | ≥150% | 100-149% | ≤99% | ≥150% | 25 |
| | | | | | | | ≤90% | 0 |
| | 6 | Revenue Collection Efficiency, % | | >95% | 95-85% | <85% | ≥95 | 20 |
| | | | | | | | ≤85 | 0 |
| Operational Sustainability | 7 | Non-Revenue Water, % | | <20% | 20-25% | >25% | ≤20% | 25 |
| | | | | | | | ≥40% | 0 |
| | 8 | Staff Productivity (Staff per 1000 Connections), No. | Large & Very Large Companies | <5 | 5-8 | >8 | ≤5 | 20 |
| | | | | | | | ≥8 | 0 |
| | | | Medium & Small (less than 3 towns) | <7 | 7-11 | >11 | ≤7 | 20 |
| | | | | | | | ≥11 | 0 |
| | | | Medium & Small (3 or more towns) | <9 | 9-14 | >14 | ≤9 | 20 |
| | | | | | | | ≥14 | 0 |
| | 9 | Metering Ratio, % | | 100% | 95-99% | <95% | 100% | 15 |
| | | | | | | | ≤80% | 0 |
| Total Maximum Score | | | | | | | | 200 |

Figure 1: performance Indicators (WASREB)

1. **Water Coverage**
   - **Indicator**: Rate of new infrastructure installation, such as new pipelines, water treatment plants, or expansion of service coverage.
   - **Purpose**: Indicates the utility's ability to grow and meet increasing demand or improve service areas.
2. **Water Quality**
   - **Indicator**: Compliance with water quality standards (e.g., percentage of water samples meeting the required standards).
   - **Purpose**: Ensures that the water being supplied is safe for consumption, meeting health and environmental standards.
3. **Water Supply Continuity**
   - **Indicator**: Average number of hours of water supply per day or percentage of population with continuous water supply.
   - **Purpose**: Ensures consistent access to water without frequent interruptions.
4. **Personnel expenditure as a percentage of operation and maintenance costs**
   - This indicator measures the proportion of a utility's **operating and maintenance (O&M) costs** that are allocated to personnel expenses. Personnel expenses include **salaries, wages, benefits, and other related costs** for staff involved in the daily operations of the utility
5. **Cost Recovery**
   - **Indicator**: Percentage of operating costs that are recovered from the revenue generated by water sales.

- **Purpose**: Ensures that the utility is financially sustainable and not overly reliant on subsidies.

6. **Revenue Collection Efficiency**
   - **Indicator**: Ratio of revenue collected compared to the revenue billed, typically expressed as a percentage.
   - **Purpose**: Measures the effectiveness of the utility in both billing customers accurately and collecting payments.
7. **Non-Revenue Water (NRW)**
   - **Indicator**: The percentage of water produced but not billed to customers, including losses due to leaks, illegal connections, or metering errors.
   - **Purpose**: Minimizing NRW indicates efficient management and reduced waste.
8. **Staff Productivity**
   - **Indicator**: The number of customers served per employee or the output per employee, such as volume of water treated or kilometers of pipeline maintained.
   - **Purpose**: Measures the effectiveness of the workforce and how well the utility is utilizing its human resources.
9. **Metering Ratio:**
   - The **Metering Ratio** measures the proportion of customers who are metered in relation to the total number of customers served by a water utility. A higher metering ratio indicates that the utility is accurately measuring water consumption, which can lead to more equitable and efficient billing practices.

**3- Institutional and organizational changes adopted to implement monitoring and regulation**

*The aim is to share the content of the new system through the presentation of the new entities, their supervisory bodies, and the definitions of roles and responsibilities, emphasizing the justification behind the choice of the various options in relation to the shortcomings of the previous systems.*

The Water Services Regulatory Board (WASREB) is the regulatory body overseeing Kenya's water and sanitation sector, focusing on effective, efficient, and equitable service delivery. To enhance its monitoring and regulation functions, WASREB has implemented several institutional and organizational changes aimed at improving service delivery, increasing accountability, and ensuring compliance with standards.

Key changes include:

1. **Performance Reporting Mechanisms**: WASREB has developed systems like the **WASREB** Integrated Management System (WIMIS) to track and evaluate water service providers' performance based on key indicators. It also publishes an annual sector performance report to assess and recommend improvements.
2. **Regulatory Frameworks and Standards**: WASREB has established frameworks such as regulatory standards for corporate governance, water tariffs, water quality, business plans, customer service, and environmental sustainability.
3. **Licensing/Performance Contracts for Service Providers**: Licensing set clear targets for water providers with penalties for non-compliance.

4. **Stakeholder Engagement**: WASREB encourages public consultations, feedback mechanisms, and consumer awareness campaigns to ensure transparency and involve the public in regulatory decisions.
5. **Digitalization and Technology**: The board uses digital reporting systems and Geographic Information Systems (GIS) through Majidata platform to improve monitoring, track coverage, and assess infrastructure.
6. **Enforcement and Compliance**: WASREB enforces regulations through audits, inspections, and penalties for non-compliance, ensuring service providers meet standards.
7. **Capacity Building**: WASREB invests in staff training and institutional restructuring to improve efficiency and effectiveness in its regulatory functions.
8. **Water Quality and Sustainability**: WASREB sets stringent water quality standards and integrates sustainability into its regulatory framework, ensuring safe and efficient water use.
9. **Collaboration with Other Agencies**: WASREB works with various government agencies to ensure coordinated water resource management and regulatory approaches.
10. **Consumer Protection and Grievance Redress**: WASREB strengthens consumer protection by facilitating complaint resolution and promoting awareness of consumers' rights.

**4- Results achieved: challenges and successes in terms of public service performance in your sector**

*The communicator will share their specific results, whether positive or negative, in terms of public service performance. This critical analysis helps to understand the potential for success as well as the limitations. The effectiveness of the scheme could be assessed through a few key parameters such as: improved quality of services to users, sustainability of services in financial, technical, social and environmental terms.*

The national outlook on key performance indicator is shown in the table below:

| Key Performance Indicators | 2020/21 | 2021/22 | Trend | 2022/23 | Trend |
|---|---|---|---|---|---|
| Water Coverage, % | 60 | 62 | ↑ | 65 | ↑ |
| Drinking Water Quality, % | 92 | 95 | ↑ | 90 | ↓ |
| Hours of Supply, hrs/day | 16 | 17 | ↑ | 17 | → |
| Non- Revenue Water, % | 45 | 45 | → | 43 | ↑ |
| Metering Ratio, % | 96 | 95 | → | 97 | ↑ |
| Staff Productivity, No. per 1000 Connections | 7 | 7 | → | 7 | → |
| Personnel expenditure as % of O+M Costs, % | 50 | 47 | ↑ | 48 | ↓ |
| Revenue Collection Efficiency, % | 94 | 95 | ↑ | 93 | ↓ |
| O+M Cost Coverage, % | 99 | 96 | ↓ | 95 | ↓ |
| Sewered Sanitation Coverage, % * | 16 | 16 | ↑ | 16 | → |
| Sanitation Coverage, % * | 93 | 93 | → | 93 | → |
| Good | Acceptable | Not Acceptable | Benchmark Varies | | |

**Key Challenges:**

1. **Inadequate Infrastructure**: Many areas, especially rural and peri-urban, lack reliable access to clean water. Existing systems are often outdated or underfunded, leading to frequent water shortages.
2. **Climate Change and Water Scarcity**: Droughts and erratic rainfall patterns, worsened by climate change, deplete water sources, leaving communities without access to clean water.

3. **Inadequate Financing**: Limited budgets and poor resource mobilization hinder infrastructure development and maintenance, especially in underserved areas.
4. **Population Growth and Urbanization**: Rapid urban growth, particularly in informal settlements, places immense pressure on existing water and sanitation systems.
5. **Water Pollution**: Industrial, agricultural, and domestic pollution contaminate water sources, contributing to waterborne diseases like cholera and typhoid.
6. **Governance Issues**: Poor coordination, corruption, and weak governance within government agencies affect the sector's effectiveness.
7. **Poor Coordination Among Government Agencies:** Multiple agencies and actors often operate within the water sector with overlapping mandates, leading to duplication of efforts, mismanagement, and confusion. This lack of cohesion results in inefficiencies and missed opportunities for better resource allocation and service delivery.

**Key Successes:**

1. **Increased Access to Clean Water**: Investments in water infrastructure, like the National Water Master Plan, have improved rural water coverage, though challenges remain.
2. **Expansion of Sanitation**: Introduction of low-cost sanitation solutions in urban slums and rural areas has reduced open defecation and increased access to sanitation.
3. **Devolution and Local Management**: Devolution has allowed for more localized and efficient water and sanitation management, with some counties showing notable improvements.
4. **Private Sector Participation**: Increased private sector involvement has improved urban water systems, exemplified by companies like MOWASSCO and innovations like MajiData for monitoring water services.
5. **Community and PPP Initiatives**: Community-led projects and public-private partnerships have promoted sustainable and responsive local water management solutions.
6. **Legislation and Policy Development**: Policies like the Water Act (2016) and Kenya Vision 2030 provide a framework for sustainable water resource management and encourage private sector investment.

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## 5- Communication format

The communication must meet the following specifications:

- **Word format** for the paper ;

**Power Point** for the presentation to be made during the workshop (between 10 and 15 minutes).

## 6- Deadline for submissions

To facilitate translation, the paper and presentation must be sent by **10/20/2024** at the latest, to the following Email address : seydou.sana@eau.gov.bf and copies to baki.traore@eau.gov.bf and to maria.somda@eau.gov.bf .

**7. Reference contacts :**

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***NB: Please take rural and urban areas into account!***