



## **NZOIA WATER SERVICES COMPANY LIMITED**

*Maji Safi Maisha Poa!!!*

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## **NOTICE FOR PUBLIC CONSULTATION MEETINGS FOR WSPs 2020**

**NOTICE:** is hereby given to the general public and stakeholders that Nzoia Water Services Company Limited (NZOWASCO) which provides water and sanitation services within Bungoma and Transnzoia Counties, has applied to the Water Services Regulatory Board (WASREB) for a licence under the Water Act 2016.

NZOWASCO will conduct both physical and virtual public/stakeholder's consultation meeting on **Friday 11<sup>th</sup> December, 2020** at Greenville Hotel Bungoma from **10.00am**. The number of attendees shall be limited to ensure adherence to the Government of Kenya (GOK) guidelines on social distancing to curb spread of COVID-19. It is also mandatory that ALL participants wear masks and are hand sanitized at the meeting venue.

Other public/ stakeholders can follow the meeting through NZOWASCO zoom link.

The public /stakeholders can also submit any written comments that relate to the provision of water services in their arrears on or before **2<sup>nd</sup> December 2020**.

### **The Agenda of the meeting:**

1. Opening Prayer
2. Opening remarks by the Nzowasco Board Chairperson
3. Remarks by the CECs Water Affairs County Governments of Bungoma and Trans-Nzoia.
4. Presentation by Nzowasco operational performance and challenges.
5. Remarks by CEO-LVNWWDA
6. Remarks by CEO- WASREB
7. Public participation on license application
8. Plenary session
9. Closing Prayer

CPA Mathew Maruti Wakhungu

**MANAGING DIRECTOR**



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### PROGRAM FOR PUBLIC CONSULTATIONS- NZOIA WATER SERVICES COMPANY LTD 2020

TIME	ACTIVITY	INSTITUTION
10.00am -10.30am	Introduction  Prayer  Opening Address: <ul style="list-style-type: none"> <li>• Importance and Challenges of Regulation in the Water Services Sector</li> <li>• Remarks from oversight bodies of WSP</li> <li>• Asset development impacting WSP from LVNWWDA</li> </ul>	WSP/WASREB  Volunteer  WASREB CEO  CECM/Chief Officer BOD Chair of WSP  LVNWWDA
10.30am – 11.00am	Role of WSPs in public participation and consumer service standards and handling of complaints	WASREB
11.00am -11.30am	WSP presentation on current state of consumer experience in service levels and improvements and way forward over the next five years: <ul style="list-style-type: none"> <li>• New areas of coverage in water and sewerage</li> <li>• Increase in Hours of Service</li> <li>• How to get sewerage connections-cost</li> <li>• Billing of Services</li> <li>• Response to complaints</li> <li>• Tariffs</li> <li>• Water theft</li> <li>• Accessibility</li> </ul>	MD of WSP
11.30am – 1.00pm	Questions and Plenary	WASREB /WSP
	Way Forward	WASREB CEO
1.30pm	Closing remarks and Prayer	WSP