



**NZOIA WATER SERVICES
COMPANY LIMITED**

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

NOTICE OF PUBLIC CONSULTATION MEETING ON LICENSING
OF
NZOIA WATER SERVICES COMPANY LTD

NOTICE IS HEREBY given that Public Consultation Meeting on licensing of Nzoia Water Services Company Ltd (NZOWASCO) will be held at GREENVALLE HOTEL in BUNGOMA on 1st August 2023 starting at 9.00 am.

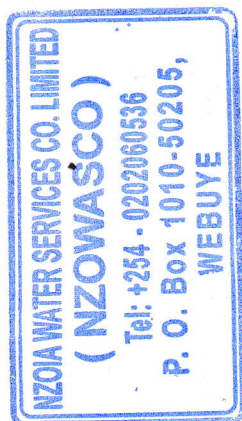
AGENDA:

1. Opening prayer
2. Remarks by the Chief Executive Officer of Water Services Regulatory Board
3. Remarks by the Chairperson of NZOWASCO
4. Remarks by the CECs Water Affairs - County Governments of Bungoma and Trans-Nzoia
5. Presentation by the Managing Director of NZOWASCO on current state of Consumer experience in service levels
6. Presentation by the Chief Executive Officer of Lake Victoria North Water Works Development Agency on Asset Development impacting NZOWASCO
7. Presentation by the Chief Executive Officer of WASREB on the regulator's role on licensing of Nzoia Water Services Company Ltd

BY ORDER OF THE BOARD OF DIRECTORS

MANAGING DIRECTOR
CPA. MATHEW MARUTI WAKHUNGU

NZOIA WATER SERVICES COMPANY LTD



PROGRAM

PUBLIC CONSULTATION MEETING FOR LICENSING OF NZOIA WATER SERVICES COMPANY LTD UNDER THE WATER ACT 2016.

1ST AUGUST 2023

VENUE: GREENVALE HOTEL - BUNGOMA

TIME	ACTIVITY	INSTITUTION
10.00am - 10.30am	Introduction Prayer Opening Address: <ul style="list-style-type: none">• Importance and Challenges of Regulation in the Water Services Sector• Remarks from oversight bodies of NZOWASCO• Remarks from NZOWASCO Board Chairperson	NZOWASCO/WASREB Volunteer WASREB CEO CECM/Chief Officer <ul style="list-style-type: none">• Transnzoia County• Bungoma County NZOWASCO Board Chairperson
10.30am - 11.00am	<ul style="list-style-type: none">• What is a license?• Role of Water Service Providers (WSP) in public consultation and consumer service standards and handling of complaints	WASREB
11.00am - 11.15am	Asset development impacting NZOWASCO from Water Works Development Agency	LVNWWDA
11.15am - 12.00p.m	NZOWASCO 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">• New areas of coverage in water and sewerage• Increase in hours of service• How to get sewerage connections – cost• Billing of services• Response to complaints• Tariffs• Water theft• Accessibility	MD of NZOWASCO
12.00p.m – 1.00pm	Questions and Plenary Way Forward	WASREB/NZOWASCO WASREB CEO
1.00pm - 1.30pm	Closing remarks and Prayer	NZOWASCO

