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USAID Kenya Integrated Water, Sanitation and Hygiene

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

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Cover photo: Six-year-old Cliff Gege enjoying a glass of clean water under a tree in his home. Their home is served through KIWASH supported West Uyoma Water Project in Siaya.

Photo credit: Chris Muturi, USAID 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 development and management of sustainable water, sanitation, hygiene and nutrition services. This is the fourth annual report of the project covering the period from October 1, 2018 to September 30, 2019.

Qualitative Impact

Establishing self-reliant water supplies and communities

As a result of the continuous training, coaching and mentoring, coupled with strategic infrastructure investments for 13 county water service providers and 231 WASH enterprises, 305,899 people gained access to basic and improved drinking water in FY 2019. Community water entrepreneurs are proving to play a vital role not only in rural service delivery, but in the economic and personal well-being of citizens.

The enterprises have achieved tremendous growth during the year, such as the 12 enterprises in Migori County that were able to increase revenue by an average 95 percent in just 12 months. These advances enable enterprises to improve their cost recovery and financial sustainability, which translate to better operations, greater efficiencies and expanded services.

Students of Wiser Secondary School in Migori have access to clean, reliable water at home and school as a result of capacity development and strategic infrastructure investments with Muhuru Bay Water Project to improve operational efficiencies. "Our students no longer go the lake to fetch water. Having clean and reliable water means healthy students and a productive community." Dorcas Oyugi, principal of Wiser Secondary School.

Strategic infrastructure investments and peer-to-peer learning are transforming water efficiencies and access

KIWASH's technical assistance to project owners has enhanced their skills in operating and managing commissioned water supply projects, resulting in greater efficiencies and cost-effectiveness of services. Improved operations and maintenance reduced non-revenue water of all project-supported WSPs and WASH enterprises by an average of 17 percent. In addition to improved billing and revenue collections, regular maintenance and timely repairs will allow systems to operate throughout their useful design life.

As a result of this support, some WASH enterprises are expanding their water distribution pipelines to reach out to more beneficiaries with clean water. This is made possible by the extra resources generated by more efficient and accountable systems, supported by strategic capital investments in improved technologies such as solar powered water pumping or infrastructure rehabilitation to reduce non-revenue water.

Identifying and naming corruption as key contributor to low efficiency in water utilities

The intense process of developing performance improvement plans (PIPs) for WSPs exposed the degree of dysfunction, poor management, negligence and fraud directly linked to non-revenue water. The loss of water through corruption networks and weak governance systems is a critical challenge facing water supply services in many counties.

KIWASH's response this year was to introduce PIPs for weak performing partner WSPs to address critical operating deficiencies. KIWASH facilitated discussions, field verifications, analyses, target setting, and customized strategies for improving operational and financial performance. As a result of the PIPs, some staff were immediately dismissed (others simply did not return after the first day of the workshop), meter readers were put on rotation schedules, and large, non-functional consumer meters were identified and replaced.

Recruiting qualified, professional board members to manage WSPs

Busia, Kakamega and Migori WSPs followed the sector regulator's (Water Service Regulatory Board) established procedures to elect professionals to Boards of Directors and senior management teams to run WSPs.

Corporate governance training, coupled with strategic benchmarking with well-performing utilities, and developing PIPs was effective this year. The approach is beginning to show results with a change in mindset from dependency on county and donor subsidies to recognizing the advantages of self-reliance. Many partner service providers estimate their revenues could double within a year's time now that they have the tools, skills and strategies needed to realize significant improvements in services.

Senior WSP staff led by new and vibrant boards have shown the ability to improve their opportunities to access debt and equity financing.

Family Bank's "first-ever" infrastructure loan to a community-managed water enterprise

Family Bank, through KIWASH technical assistance provided its "first-ever" (in its 35-year history) infrastructure loan to a community-managed water enterprise. From humble beginnings, members of the Chyullu Community Based Organization are proud owners of a solar powered borehole that supplies water to more than 5,000 households in Makueni. This year, the women-led group qualified for a loan of US$ 32,000 from Family Bank to start a bottling enterprise.

Another KIWASH partner, Equity Bank, after training on the nature of the water sector and opportunities for lending to the sector, 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.
- Re-review the progress on financing applications already submitted by the water utilities and bring them to a financial close.
- Seek to enhance collaboration with relevant stakeholders such as WASREB, KIWASH, WSTF on viable upcoming projects.
- Water sector champions at head office to be appointed as branches to continue with research to understand the needs of the sector.

Examples of fundamental improvements in WASH services management leading to self-reliance

- Improved operational efficiency through effective management of non-revenue water has led to 17 percent decrease across KIWASH partners. Migori Water and Sanitation Company recorded the highest reduction at 19 percent.
- WSPs and WASH enterprises able to diversify resources to expand and improve services as a result of improved capacity. Resources were mobilized from: private sources by demonstrating ability to manage enterprises in a commercial manner while signifying ability to pay and 2. From county governments by demonstrating ability to plan for services expansion.
- WASH Forums established contribute to WASH planning and budgeting and coordination of WASH activities.
- PIPs and teams identify problems, meet regularly to review progress, address and track issues.
- The majority of Kenyans live in rural areas and KIWASH in collaboration with WASREB finalized the development of the Country's Rural Water Management Framework.
- Innovations including solar energy, HDPE pipes and good quality water meters have reduced operational costs, increased revenues and ability to expand services without government subsidies.
- KIWASH matching grants coupled with business development support training have accelerated uptake of improved sanitation. This fosters open defecation free sustainability and movement of communities up the sanitation ladder.
- Social and Behavior Change Communication approaches have promoted market linkages and created demand while substantially improving access to marginalized communities.
- Community Health Volunteers at the frontline in creating demand for sanitation technology while at the same time promoting sustained practice of desired sanitation behaviors.
- Review of human resource policies has led to improved gender parity in staffing levels in a number of utilities. There is also increased gender awareness and responsiveness to gender equality issues.

Beyond open defecation to higher service levels in rural sanitation

This year saw increased latrine coverage with communities constructing basic and improved latrine facilities thanks to the project's substantial progress made in integrating rural approaches in sanitation marketing (SANMARK), SBCC and Community Led Total Sanitation (CLTS). Through the CLTS approach, over 341 villages triggered this year were verified as ODF.

To increase demand for improved sanitation, KIWASH worked with public health departments and CHVs in sensitizing communities and households on locally available low cost sanitation technologies that can be used for upgrade or construction of new, improved facilities. Increased awareness in communities resulted in increased uptake of sanitation technologies.

To reinvigorate sanitation markets, KIWASH worked with private sector actors and community groups to develop pro-poor sanitation supply networks and increase supply of sanitation products and services to rural communities. This year, the project leveraged US$ 121,576 from villages' group

savings to deliver 23,050 improved sanitation facilities. This approach is harnessing the power of informal micro-credit arrangements and employing these principles to set up a virtual sanitation revolving fund for scaling access to financing and construction of improved sanitation facilities.

Promoting and sustaining hygiene behaviors

CHVs have been on the frontline in creating demand for sanitation technologies and promoting the sustained practice of desired sanitation behaviors. KIWASH's SBCC approach utilizes effective behavior change methodologies, promoting education through listening to positively impact positive practices on consistent use of latrines for human waste disposal, safe disposal of baby wastes, correct handwashing, and household water treatment and storage. House-to-house visits and community meetings platforms such as dialogue meetings, focus group discussions and Barraza have been used to reach communities with sanitation products as well as sanitation and hygiene messages.

Quantitative Impact

Year 4: KIWASH impacts and expenditures per county

County	No. people accessing basic and improved water service	No. people accessing basic and improved sanitation service	Total KIWASH Investment per County (FY 2019)
BUSIA	6,932	1,255	$1,419,497
KAKAMEGA	40,652	6,830	$1,199,138
KISUMU	86,556	19,215	$1,474,516
KITUI	24,766	4,120	$1,338,114
MAKUENI	12,919	13,960	$1,277,994
MIGORI	27,365	11,460	$995,331
NAIROBI	56,841	0	$1,005,946
NYAMIRA	9,805	11,655	$1,002,849
SIAYA	40,063	3,970	$1,137,893
TOTAL	**305,899**	**72,465**	**$10,851,278**

New sector funding mobilized to expand or increase efficiency of WASH services

Source of funds	Type	Value of funds (USD)
Cooperative Bank	Loans	$14,832,232
Community groups	Community groups' contribution to start-up sanitation businesses	$17,099
Family Bank	Loans	$74,000
Kenya Commercial Bank	Loan	$8,000
KIWASH Grants	Recoverable grants	$2,563,812
UNICEF	Funds leveraged for Makueni Sanitation Learning Workshop	$2,800

Source of funds	Type	Value of funds (USD)
Rural Water Management Solutions Co Ltd (Private Investor)	Loan	$12,000
Lixil Ltd	Leveraged funds for sanitation products promotion	$70,000
Migori County Government	Leveraged funds from Migori County government for support to KIWASH-supported WASH enterprises	$343,577
TOTAL		**$17,923,519**

- 305,899 people gained access to basic and improved water services. Of these, 14,935 were new household connections from technical, infrastructural and capacity building support to WSPs in the nine counties.
- US$ 26,180 repaid as recoverable grants by WASH enterprises against an expected amount of US$ 59,713.
- 341 villages triggered resulting in 49, 420 people gaining access to basic sanitation services.
- 23,050 people gained access to improved sanitation through installation of low cost and affordable SATO products and construction of SAFI and VIP latrines.
- 31 county, WSP and WASH stakeholders staff trained on social accountability as a means of enhancing WASH service delivery, efficiency and effectiveness in the counties. 203 Board of Directors and WSP staff trained on developing and executing PIPs.
- 124 WSPs staff trained on NRW management in order to enhance efficiency and effectiveness in service delivery.
- 18 SIBOWASCO staff trained on customer care as part of the PIP implementation to enhance their capacity in customer relations.
- 94 WSP staff benefitted from on-job training on using new innovations promoted by KIWASH (i.e. HDPE pipes and proper installation of water meters).
- 6 policy documents finalized and operationalized within the reporting period.
- 28 WRUAs achieved increased functional coverage in Busia, Kakamega, Kisumu, Kitui, Makueni, Migori, Nyamira and Siaya counties through protection and conservation of water catchments.
- Over 200 environmental sensitization meetings conducted with WRUAs. The meetings focused on discouraging practices such as; deforestation, catchment encroachment and open defecation, while promoting afforestation with water friendly trees.
- 10 WSPs and WASH enterprises recruited as corporate members of respective WRUAs, aimed at increasing synergy between WRUAs and the WSPs who are their main water abstractors.
- 96 community groups trained to establish and grow sanitation business portfolios across the eight target counties. US$ 19,945 leveraged from enterprising community groups for start-up capital and as a commitment to invest in sanitation businesses.

- 348 artisans, CHVs and county departmental staff trained on construction and installation of sustainable and low cost sanitation technologies – i.e. construction of SAFI latrines, production and use of interlocking bricks technology, and installation of SATO products.

- 1,646 CHVs and 457 officials from the Ministry of Health in nine project counties trained on SBCC as local trainers for promoting the adoption and sustenance of desired sanitation and hygiene behaviors in communities and households.

- 133,880 people reached with SBCC messaging on consistent and proper use of toilets, disposal of baby waste, household water treatment and safe storage, and proper handwashing techniques across the nine project counties.

Performance Data Table: AMEP Annual Indicators

AMEP Performance Indicators	Results achieved through Year 3	Year 4 Annual Targets	Year 4 Q4 Actuals	Year 4 Annual Actuals	Cumulative Targets through Year 4	Cumulative Actuals through Year 4	Cumulative Performance through Year 4
Outcome IND 5 Percentage increase in county budget allocations for basic water and sanitation.	28%	0	15%	15%	33%	**67%**	67%
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.	432,249	190,000	66,708	189,068	530,260	**621,317**	117%
Cross-cutting IND 2 (HL 8.2-2) Number of people gaining access to a basic sanitation service in target counties as a result of USG assistance.	57,020	40,000	12,420	49,420	107,470	**106,440**	99%
Cross-Cutting IND 3 (HL 8.2-1) Number of communities verified as ODF with a monitoring plan with USG assistance.	669	70	256	734	1,147	**1,403**	122%
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.	41,016	85,000	38,540	116,831	200,000	**157,847**	79%
Cross-cutting IND 5 Number of people gaining access to improved sanitation as a result of USG assistance	865	30,000	10,600	23,045	40,000	**23,910**	60%
Cross-cutting IND 6 Number of people using a shared sanitation facility that has been enhanced as a result of USG assistance.	0	5,000	900	3,000	5000	**3,000**	60%
Custom Output IND 1.1 Number of businesses providing WASH services with improved management practices or technologies as a result of USG assistance.	231	65	54	101	165	**278**	168%
Custom Output IND 1.2	0	30,000	37,700	126,214	84,000	**126,214**	150%

AMEP Performance Indicators	Results achieved through Year 3	Year 4 Annual Targets	Year 4 Q4 Actuals	Year 4 Annual Actuals	Cumulative Targets through Year 4	Cumulative Actuals through Year 4	Cumulative Performance through Year 4
Number of people benefiting from public-private partnerships in the WASH sector.							
Output IND 1.3 Number of new USG-supported public-private partnerships (PPPs) formed.	1	6	2	8	15	**10**	67%
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.	9	6	54	125	20	**134**	670%
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)	$15.06	$6.80	$0.45	$2.85	$31	**$17.91**	57%
Custom Output IND 5.1 Percentage increase in the geographic area serviced by WRUAs.	54%	20%	0	0	40%	**54%**	114%
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	30	**6**	20%
Output IND 5.3* Number of Water Resource User Associations (WRUAs) demonstrating enhanced capacity to deliver services	0	0	0	0	0	**0**	-
Custom Output IND 6.1 Number of service provider staff trained for improved service provision.	2,395	50	314	1,326	250	**3,721**	1,488%
Custom Output IND 6.2 Number of sector stakeholders receiving TA for improved monitoring & evaluation, reporting, and accountability	216	65	0	2	165	**218**	132%
Custom Output IND 7.1	10	3	0	14	24	**14**	58%

AMEP Performance Indicators	Results achieved through Year 3	Year 4 Annual Targets	Year 4 Q4 Actuals	Year 4 Annual Actuals	Cumulative Targets through Year 4	Cumulative Actuals through Year 4	Cumulative Performance through Year 4
Number of policies, laws, or investment agreements (public or private) implemented that promote access to improved water supply and sanitation.							
Custom Output IND 7.2* Percentage Reduction in Non-Revenue Water in KIWASH Supported Utilities	3%	3%	8%	14%	No target	**17%**	-

**New indicators introduced in Year 3*

Constraints and Opportunities

In Year 4, KIWASH continued to make substantial gains against all indicators. However, this was not without a number of challenges that generally affected execution of project activities. The external factors ranged from variance in governance practices and high staff turnover at partner WSPs and WASH enterprises leading to loss of initial gains made especially through capacity building. The table below highlights challenges against actions taken/recommended by KIWASH.

Challenge/Opportunity	Actions taken or recommendations to address the challenges
Ingrained bad practices throughout WSPs leading to water and revenue loses.	KIWASH response in Year 4 included; • Introduction of PIPs to address critical operating deficiencies with WSP partners • Discussions, field verification, target setting, and development of a formula for improving operational and financial performance • Meter readers put on rotation schedule • Replacement of nonfunctional meters for large consumers
Lack of automated and secure systems resulting to vulnerability to abuse due to inadequate billing and collections software. Availability of these systems will enable management to make the necessary changes.	KIWASH is not in a position to finance these systems, but is raising the same with county governments as a means to improve transparency and accurate reporting. Increasingly, WSPs are integrating these systems hence providing avenues for benchmarking and best practices.
Local government commitment and presence of other partners supporting rural sanitation approaches are determining factors in accelerated scale of CLTS and market-based sanitation initiatives. Counties with low political commitment tend to have few/no other partners.	KIWASH has identified counties with slackened progress and tailor made strategies to scale up rural sanitation approaches.

Challenge/Opportunity	Actions taken or recommendations to address the challenges
Existence of many active and registered self-help groups (SHGs) using village savings and lending (VSL) instruments to conduct their businesses.	KIWASH is leveraging sanitation finance from enterprising groups by using similar VSL principles to establish a virtual savings and credit facility for groups in the counties.
Willingness to pay for sanitation products/ technologies varies between population groups/counties. Low demand for construction of SAFI latrine permeates all program counties.	KIWASH is undertaking a willingness to pay study to assess factors influencing willingness to pay for sanitation in three counties. Results will inform KIWASH's close-out and future sanitation programs.
Political and administrative interference by local politicians and local county administrators (Ward administrator and sub-county administrators) has negatively slowed down the performance of some WASH enterprises.	Continuous sensitization of all county staff and members of county assemblies on their responsibilities and management of the water sector according to the Water Act 2016. WASH enterprises to seek registration as WSPs in order to stem unnecessary interference by politicians and county administrators.
High turnover in management committees especially after capacity building interventions have often reversed some gains through disruptions of operations hence stagnating growth.	ToT carried out with county government staff to continue offering back-stopping support. It is also important to adopt the recently released guidelines for management of rural water depending on context, into order to have stable, sustainable and predictable management of enterprises.
Weak reporting and availability of data for decision making	KIWASH has continuously offered technical assistance to the utilities to enhance their capacities in reporting. However, the WSPs have been advised to be deliberate in investing adequate staff capacities to improve on reporting and data management.

II. KEY ACHIEVEMENTS (QUALITATIVE IMPACT)

MARKET-BASED WASH DELIVERY MODELS SCALED UP

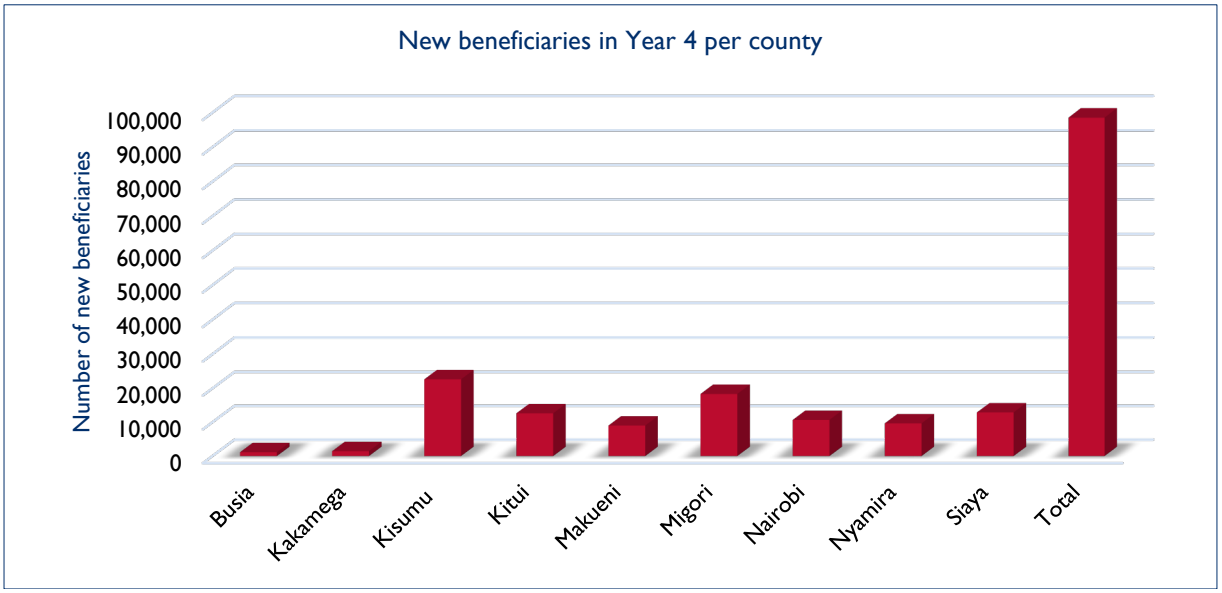
KIWASH provided targeted training, coaching and mentoring support to 231 WASH enterprises to strengthen their business operations to enable them to improve and expand WASH services. KIWASH mentoring and coaching program focused on customer care and outreach strategies, business and financial management, non-revenue water management, service delivery and maintenance. Through a systematic approach, the 231 enterprises also benefitted from sharing experiences and lessons learned among themselves to further improve their business models, financial plans and technical and administrative capacity to provide quality services and products.

A summary of the key achievements during the year is as follows:

- 98,548 people reached by WASH enterprises with new access to water services as a result of combined technical assistance and infrastructure investment. This reflects a significant increase in the number of beneficiaries, compared to the progress that had been recorded in the previous year.
- Linkages with local banks and microfinance institutions (MFIs) on opportunities for loans to WASH enterprises resulted in commercial financing of two WASH enterprises in Makueni to a tune of US$ 40,000 – US$ 8,000 for Masaku Water Project from KCB Bank and US$ 32,000 for Chyulu Valley Miracle Well from Family Bank. Introduction of Family Bank and ECLOF Kenya's WASH financing products to all 231 WASH enterprises, following the launch of Family Bank's *MajiPlus* product for WSPs and WASH enterprises.
- Progress review and reflection workshops for WASH enterprises allowed them to pick out best practices and further internalize KIWASH training. Apart from the sharing experiences, the enterprises went on field visits to well-performing peer enterprises.
- Business Plans for each of the 231 WASH enterprises were refined and completed, covering the period 2018-2021 and outlining the specific strategies and timelines for achieving the desired future state of each enterprise, complete with financial projections over the planning period, as well as work plans and timelines.
- Eight WASH enterprises in five counties that benefitted from recoverable grants have to date paid back US$ 26,180 against a grant total of US$ 59,712 representing 43.8 percent repayment rate. On meter grants, US$ 2,170 out of the expected US$ 7,058.69 has been paid back, representing 31 percent repayment rate.
- At least 10 WASH enterprises that benefitted from the KIWASH metering grant began meter installation aimed at eliminating water losses and boosting their revenue base. This in turn led to enhanced accountability and strengthening their business operations of the WASH enterprises.
- Increased adoption and use of Excel-based Monthly Progress Tracking tool by all the 231 WASH enterprises in order to capture their progress in selected performance indicators, as well as changes in management practices.
- Initiated a public private community partnership (PPCP) between the County Government of Makueni, Chyulu Water Enterprise and the Kenya Pipeline Corporation (KPC). KPC has so far rehabilitated a pipeline at a cost of approximately US$ 4,800 and has proposed to put in additional investment to upgrade a 16km pipeline to Mtito Andei Township.
- Established a strategic partnership with the Kenya Water Institute (KEWI) to institutionalize KIWASH capacity building approach for WASH enterprises. In May 2019, KIWASH conducted a Training of Trainers (TOT) workshop for seven (3 male and 4 female) staff from KEWI as a

first step in implementing joint activities. This was a crucial first step of gradual hand over of the KIWASH capacity building strategy for WASH enterprises to KEWI.

New beneficiaries in Year 4 per county



Business development services for WASH services and products

KIWASH supported the WASH enterprises to finalize business plans which provide a clear framework that will guide investment and operation decisions for the enterprises to improve and expand services. This involved defining and refining their vision, goals, objectives, strategies and activities for achieving their desired state; with a section on budget and cash flow analysis and Operations and Maintenance (O&M) Plans. KIWASH encouraged the enterprises to continuously update their business plans into quality strategic documents to guide their growth by identifying goals and strategies necessary to achieve them.

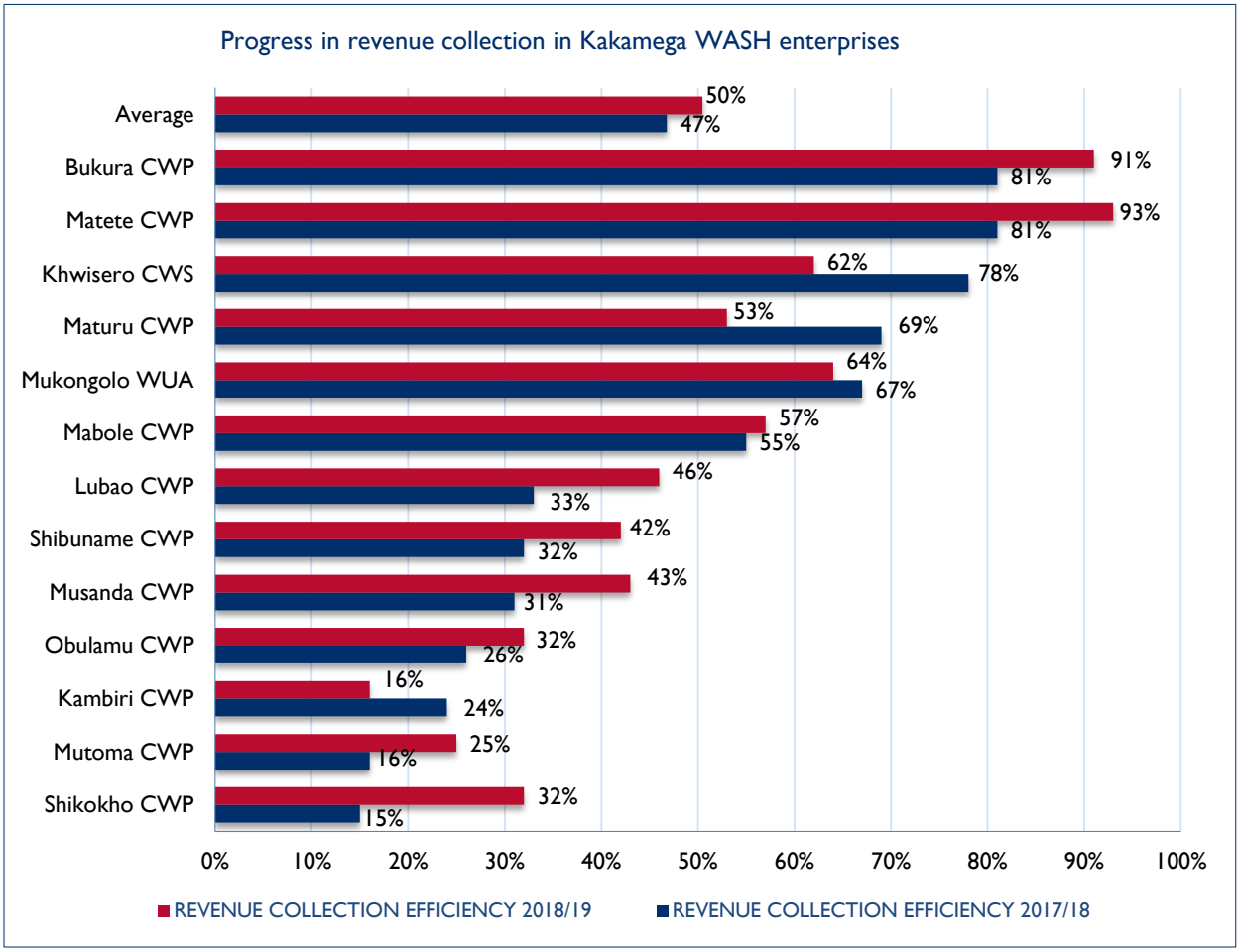
The O&M plans provide an outline of the project infrastructure components, a schedule of operations and maintenance activities, a budget, timelines and necessary resources (including staff and tools) in order to improve sustainability of the WASH projects.

Coaching and mentoring support

KIWASH intensified the coaching and mentoring support focusing on customer care and outreach strategies, business and financial management, non-revenue water reduction, improving levels of service and reducing down response time for repairs, among others. This support enabled a number of WASH enterprises to improve in various performance indicators over time. For instance, some counties reported notable progress in performance parameters attributed directly to the technical assistance support by KIWASH. During the year, 2,054 new households made a water connection within their yard/dwelling.

Other notable indicators of progress include: increase in revenue, reduced NRW levels, improved service levels and improved efficiencies in operations. For instance, WASH enterprises in Kakamega County recorded an average three percent increase in revenue collection efficiency over a one-year period; a clear indication of progress made towards strengthening their business operations.

Revenue collection recorded by Kakamega WASH enterprises (2017/18 – 2018/19)



Excel-based billing and basic accounting system

KIWASH developed an MS Excel-based billing and basic accounting system to strengthen the day-to-day business operations for the target WASH enterprises, especially in billing and general record keeping. The system required enterprises to transfer database of their customers from manual/hardcopy files to an all-in-one template from which monthly bills could be generated. Initially, the system could only populate the bills for individual customers, without producing printable copies. However, this was improved with an additional feature that enabled printable bills. The new feature generated a lot of interest from WASH enterprises, a factor that contributed greatly to increased adoption.

While the increased adaptability of the billing system was appreciated by all 231 WASH enterprises, the level of adoption remained below expectations. This was highly attributed to the lack of the necessary equipment, such as computers and printers by a majority of the enterprises. The few who had the equipment faced the challenge of obsolete or slow software versions. This complicated adoption and usage. Further, most of the WASH enterprises offices were not connected to electricity, and lacked appropriate office space. Where available, many enterprises visited cyber cafes that proved costly without assurance of data safety and customer privacy. Furthermore, they are prone to virus attacks which could lead to loss of data.

In spite of the challenges, 17 WASH enterprises adopted the system. These early adopters indicated that the billing system was very useful in their work and essential for strengthening their business operations. They included Matete, Khwisero North and Bukura in Kakamega County; Asengo Masogo and Nyalenda Water Consumers in Kisumu County; Muhuru Bay, Ndiwa and Midida in Migori County;

Geoseismic, Mutuini, ESWAND, Soweto Highrise and Katwekera TOSHA in Nairobi County; and West Uyoma, Sirembe, Sira Nyawita and Osieko Nambo in Siaya County.

Roll-out of institutionalized Business Development Services for WASH enterprises

As KIWASH plans for phase out, the sustainability of project interventions is a key consideration. Part of the sustainability mechanism is a proper institutional framework that is critical to ensure that the gains already made towards strengthening the business operations for WASH enterprises continue beyond the end of the project. As a way forward, KIWASH established a strategic partnership with KEWI and continued to strengthen the capacity of government officials from the county water departments in order to equip them with knowledge and skills to support community water projects and improve water services.

In May 2019, KIWASH conducted a TOT workshop for seven (3 male and 4 female) staff from KEWI as a first step in implementing joint activities. The objective of the workshop was to strengthen the capacity of the trainers on the modules that KIWASH used to deliver capacity development interventions to WASH enterprises. As a way forward, KEWI was tasked to develop a rollout capacity building strategy for WASH enterprises based on the modules handed over by KIWASH. The strategy will need to be holistic, detailing the resources required and modalities of resource mobilization.

At the county government level, KIWASH strengthened the capacity of the county and sub-county staff responsible for the delivery of water services from six counties – Busia, Kakamega, Kitui, Nairobi Makueni and Siaya. As part of the action plan, the county committed to take an inventory of all projects that required such support and developed a plan of delivery of the capacity development interventions to benefit the projects. A total of 55 (44 male and 11 female) participants benefitted from the training.

Support in infrastructure development

Financial investments towards infrastructure development and rehabilitation complement KIWASH's capacity development efforts and are essential for increased access to basic WASH services. During the reporting period, KIWASH completed 12 water infrastructure projects in seven counties. The improvement in infrastructure translate into improved service provision and an increase in coverage. They are also expected to enhance reliability of water supply as a result of installation of grid-tied solar pumping systems, installation of water storage facilities and rehabilitation of key components of their infrastructure systems.

During the reporting period, KIWASH installed water chlorination units in ten WASH enterprise projects. The safe water supply has contributed to healthier communities. KIWASH's investments in water infrastructure coupled with technical assistance support enabled 98,548 beneficiaries to gain basic access to water across all the nine counties.

For example, in Kisumu County, KIWASH's investments in capacity development interventions strengthened the capacity of Boya Community Water Supply Project and set them on a journey to self-reliance. Through KIWASH technical assistance coupled with infrastructure investments, Boya reduced non-revenue water (NRW) from 54 percent at baseline to 30 percent. The project also increased its average monthly revenue from US$ 1,700at baseline to US$ 2,700. It further improved on the number of water connections from 460 at baseline to over 700 connections. As a result of the improved business operations, it managed to replace and upgrade its pump to one with a higher pumping capacity, at its own cost, valued at US$ 4,200. Since obtaining the grant, the project has repaid its monthly premiums towards KIWASH metering grant in a diligent manner.

Water metering grants to reduce water and revenue losses

During the period under review, ten WASH enterprises benefited from KIWASH Metering Grant. These included Ogalo in Busia County; Nyangoma, Boya and Sondu Miriu in Kisumu County; Musengo and Kithambangii in Kitui County; Ukia Swaa in Makueni County; Midida in Migori County; and Osieko Nambo and Sirembe in Siaya County. KIWASH delivered a total of 1,145 consumer meters to the WASH enterprises, in addition to 210 meters previously delivered to the Ahero Catholic and Khwisero North water enterprises in Kisumu and Kakamega counties respectively.

The enterprises further benefitted from a one-day theoretical and practical training on the installation, operation and maintenance of meters. The training, provided by DANCO Enterprises; a private sector partner. Once installed, the meters are expected to increase the metering ratio, reduce NRW and boost revenue collection. To date, KIWASH has installed over 400 customer meters while WASH enterprises have repaid a recoverable grant of US$ 2,676.

Partnerships with local banks and MFIs

In the year, Family Bank, KIWASH's partner in commercial financing, launched a WASH product known as *MajiPlus* with a well-articulated focus on micro, small and medium WASH enterprises in addition to the formal WSPs. KIWASH introduced all the 231 enterprises to this opportunity through county level review and reflection meetings, to which Family Bank was invited.

In Makueni County, KIWASH linked Kanaani Kiboko, Makutano Sinai and Chyulu Valley water enterprises to financial institutions. Chyulu Valley Project became a trail blazer as they finalized all processes for the disbursement of a commercial loan from Family Bank and received the approved amount of US$ 32,000 in August 2019 to establish a project water bottling plant. Building on this success, KIWASH continues to link potential WASH enterprises to commercial banks and micro-finance institutions.

Another KIWASH partner, the Masaku Water Project secured a loan of US$ 8,000 from Kenya Commercial Bank to drill a bigger capacity borehole following increased water demand from the consumers. In the year, the project continued to pursue a top-up loan to set up a water bottling business.

In Nairobi County, KIWASH introduced the business manager of the Ecumenical Church Loan Fund (ECLOF), a microfinance institution for financial and related non-financial services to selected WASH enterprises in order to help in understanding the operations of WASH enterprises. In Makueni County, the Masaku and Ulu 3 water enterprises have embarked on a journey to access commercial financing in order to establish a water bottling plant and install a solar pumping system respectively.

Public Private Community Partnerships (PPcP) established

PPcPs promoted by KIWASH have enabled more than 35,940 beneficiaries gain access to basic and improved water in Siaya, Makueni and Kitui counties.

In Siaya County, KIWASH initiated a Public Private Community Partnerships (PPcP) between the county government, the Naya Community Water Project, Dorcas Foundation, and North Game Trust. The four will work on a management contract, which will expand the operations of Naya Community Project for a period of ten years, while still giving back to the community. The project will introduce smart meters through Maji Milele for effective and efficient water conservation and accountability. KIWASH continued with its mandate in encouraging the county government to finalize the PPcP agreement between Rafiki Wa Maendeleo Trust and West Uyoma Water and Sanitation Company limited, which has been signed and is effective.

In Makueni County, KIWASH entered into a PPcP relationship involving Chyulu Valley Water Project and Kenya Pipeline Corporation (KPC). The enterprise has extended a dedicated water supply line to the corporation, as KPC funded rehabilitation of a section of the pipeline and embarked on internal sourcing for a fund to enable the enterprise to upgrade its pipeline and reach more people with water services. This is expected to be a productive, long-term relationship. Although there is already a customer agreement in place and a jointly scripted application for financing from KPC, the agreement will be fully captured in a memorandum of understanding (MoU). Once complete, KPC is anticipated to finance the project to the tune of USD 70,000.

KIWASH is further facilitating discussions towards the absorption of Mukuyuni/Ukia Swaa enterprise by Wote Water and Sewerage Company, once the ongoing rehabilitation works are completed. One of the initial milestones for the actualization of this partnership will be the installation of the KIWASH financed meters to existing clients and repayment of the meter grant from the next quarter.

In Kitui County, KIWASH facilitated a public private partnership agreement between Kilungu WASH Enterprise and Kitui Water and Sanitation Company (KITWASCO) WSP. As a result, the WSP installed 100 new household water connections and provided continuous support towards operation and maintenance. They also improved their bookkeeping skills and operationalized four dormant water kiosks under the same agreement. The county government further supported them in the installation of a solar pumping system from the borehole as part of the agreement.

In Migori County, KIWASH support stimulated investments worth US$ 256,000 from different partners including the county government to finance WASH enterprises. These investments have enabled more than 8,000 beneficiaries gain access to basic and improved water services. They have also enabled the enterprises to boost their revenue and embark on a path to self-reliance.

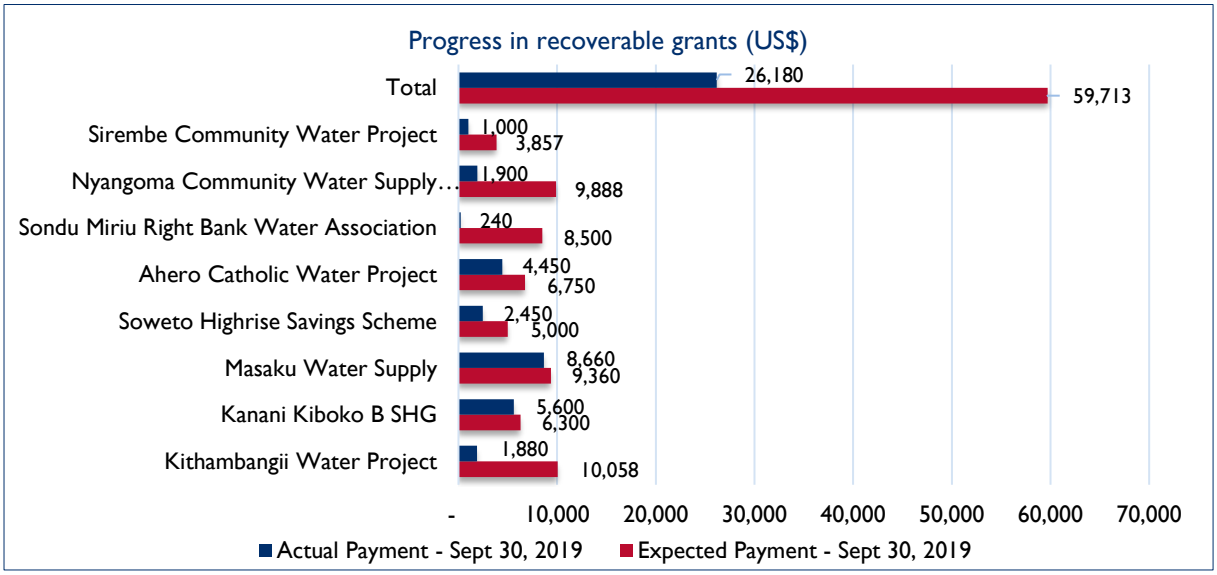
WASH enterprise	Investment (US$)	WASH Infrastructure Support
Bondo Nyironge	30,000	Pipeline extension and construction of three water kiosks
Sagero	20,000	Purchase of a water pump and pipeline extension
Rapogi	6,000	Purchase and installation a new water pump
Kegonga	18,000	Rehabilitation of old pipeline and pipeline extension
Gogo-Nyatike WASH Enterprise	180,000	Received investment from World Vision Kenya and Migori County Government to rehabilitate a section oftheir water pipeline, treatment works and intake
Mukuro WASH Enterprise	2,000	Received investment from Hydrate Humanity Organization to replace stolen solar panels for pumping water
TOTAL	**$256,000**	

Recoverable Grants

During the year, eight WASH enterprises began the repayment of KIWASH recoverable grants for infrastructure development. To date, WASH enterprises have repaid up to US$ 26,180 against a grant total of US$ 59,712. This translates to 43.8 percent repayment of the expected recoverable grant.

In other projects, delays in project completion led to repayment delays. In such cases, WASH enterprises were at the forefront in renegotiating repayment terms. The fact that WASH enterprises started to repay the grant and renegotiate terms was a demonstration of enhanced capacity to take and service loans. This builds a strong case for access to commercial financing for these and other enterprises, and opens up a clear path for their engagement with financial institutions.

Progress in recoverable grants



Climate resilience water safety planning training

During the reporting period, 11 WSPs and 12 WASH enterprises benefited from KIWASH training in Climate Resilient Water Safety Planning. This aimed at supporting WASH enterprises focus on water safety and sustainable water resources in the face of uncertainties arising from changes in the climate and environment. KIWASH introduced the participants to approaches and tools on Water Safety Plans and demonstrated how flood and drought management tools were applicable to planning and resilience to climate change.

Effective monitoring and evaluation of WASH strengthened

During the reporting period, KIWASH used a Monthly Progress Tracking Tool to strengthen the capacity of WASH enterprises in performance monitoring and reporting. The tool has contributed to improvement in enterprises' monthly reporting through regular tracking of key performance parameters. This exercise has also provided each WASH enterprise with useful data for planning. The data further informs evidence-based advocacy in addition to providing useful information for internal reflection, planning and budgeting for appropriate interventions.

CAP assessment for WASH enterprises

In order to determine the progress of WASH enterprises under incubation on the key performance indicators, KIWASH conducted a capacity and performance (CAP) assessment. To enhance speed and efficiency, KIWASH conducted the exercise using an Epicollect5 mobile platform. The analyzed data showed positive progress in business operations, project expansion, NRW management and revenue. The results informed areas that required increased support from the team to build on successes and address existing gaps.

Roll-out of progress review workshops

The progress review workshops convened all WASH enterprises under Phase One and Phase Two incubation and attended by county government officials in the water department and representatives from two financial institutions – ECLOF and Family Bank. During the workshops, enterprises shared experiences and developed useful networks. To enhance effective exchange of knowledge, participants also organized field visits to peer enterprises. Further, KIWASH guided the participants to review their plans, reflect upon their achievements and prepare quarterly plans. As a result, the enterprises set themselves on a continuous journey of self-reliance and improvement. Finally, KIWASH awarded each participant and every enterprise with certificates following the completion of KIWASH Business Development Services (BDS) training.

SUSTAINED ACCESS FOR FINANCING/CREDIT FOR WASH

In Year 4, KIWASH continued to provide tailored technical assistance to its partner WSPs to improve their performance. The technical support included; corporate governance workshops and follow-up on action plans, gender equality mainstreaming workshops, company policies and follow-up on action plans, and demand-driven support in other key technical areas.

Upgrade WSPs business and strategic plans to enhance eligibility debt or equity financing from the private sector

Corporate governance

According to Water Services Regulatory Board (WASREB), corporate governance refers to the establishment of an appropriate legal, economic and institutional environment that allows companies to thrive as institutions for advancing long-term shareholder value and maximizing human-centered development while remaining conscious of their other responsibilities to stakeholders, the environment and the society in general. In the water sector, good corporate governance requires that boards and senior management of the services boards and WSPs must govern their entities with integrity and enterprise in a manner which entrenches and enhances the objectives agreed under the service provision agreement license.[1]

KIWASH is supporting all WSPs to; obtain their Service Provision Agreement (SPA) license, working with the companies on their annual general meetings, providing operations manuals, sharing and informing companies and governments on WASREB's board recruitment guidelines and providing measurable strategic plan targets to strengthen oversight and implementation. Ultimately, these will lead to increased access to debt and equity financing as financiers gain confidence in the governance structures and management capacity at the company level. Some of the actions include:

- Constituting board committees (in all but Kisumu and Nairobi, these committees did not exist before the training)
- 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 for the 5-years strategic plans
- Reviewing and adopting WSP operational policies and manuals
- Complying with legal norms and collaborating with WASREB and other institutions
- Renewing SPA licenses with WASREB

Each training incorporated a session on gender equality in corporate governance to help participants understand that an effective board requires diversity of skills, cultures, and views to make smart decisions with lasting impact.

Corporate governance workshops delivered in Year 4

In Year 4, KIWASH completed corporate governance workshops with Busia and Kakamega WSPs. KIWASH also repeated the same training with KIbwezi-Makindu and Wote WSPs following appointment of new board of directors (BoDs) and managing directors.

[1] WASREB. Corporate Governance Guidelines for the Water Services Sector

In Busia County, KIWASH supported a two-and-a-half-day corporate governance workshop followed by a one-day session with the BoD to highlight the company's strategic plan and the draft performance improvement plan (PIP). The workshop brought together thirteen participants representing the BoD, Corporate Management Team (CMT), Lake Victoria South Water Services Board (LVSWSB), Lake Victoria North Water Services Board (LVNWSB) and WASREB. The County Governor and his deputy also graced the workshop and handed over board instruments to the new BoD.

In Kakamega County, KIWASH facilitated a two-and-a-half-day corporate governance workshop. Twenty-three participants drawn from the county government, BoD, CMT, LVNWSB and WASREB participated.

The County Governor technically attended and promised to support the county water utility.

Gender equality mainstreaming

Experience has shown that women and men access and use water and sanitation services differently because of the inequalities that exist between them. The assumption that because everyone needs water, projects will accrue benefits to women and men equally has proven misguided. A WSP that wishes to be effective, efficient and economically viable must be deliberate in responding to customer needs, and gender equality considerations are paramount to this in market assessment, investment decisions, technical designs and community outreach and education.

The purpose of gender equality mainstreaming is to enhance WSP staff capacity to understand and appreciate gender roles in a company and among the clients they serve, and how these affect employee satisfaction and company performance, revenue, profitability and customer satisfaction.

KIWASH supported 11 WSPs on gender equality mainstreaming training, and two WSPs in the development of gender policies.

Gender policy validation

- Kakamega Water and Sanitation Company (KACWASCO).

  In July 2019, KIWASH commenced supporting KACWASCO to develop a gender equality mainstreaming policy. The policy will focus on ensuring that gender equality is integrated in the broader business and strategic planning framework of the utility. The business model for gender equality mainstreaming at KACWASCO is derived from its broad mandate that can be summarized into four critical areas: institutional development, investments/development of services, regular utility operations, and corporate governance.

Follow-ups on gender mainstreaming

Water utilities have made significant steps towards gender equity mainstreaming following previous gender trainings. As a result, institutional improvements on human resources has led to improved gender parity in staffing levels in a number of utilities. The number of women working in technical areas has increased through redeployment. There is also increased gender awareness and responsiveness to gender equality issues.

During discussions, the management teams of WSPs consistently reaffirmed their commitment to support the gender equality mainstreaming actions at the utility level and to those assigned this responsibility.

Drivers of success

Management support was mentioned as one of the key drivers of success across the utilities. Staff also associated success with the staff trainings and awareness which has resulted to increased appreciation of gender equality. In addition, the gender committees have greatly contributed to making the commitments a reality by effecting some of the changes such as redeployment which has helped in reframing existing norms of who can do what work and entrenching new norms.

Main challenges

Some of the main challenges identified towards gender mainstreaming by WSPs include;

- Gender disparity at leadership and the top management. While there is an increase in the appointment of women at BoD and corporate management levels, the growth is very slow.
- Unwillingness by female staff to take certain responsibilities. In some cases, female staff have rejected redeployment to technical areas because they perceive these to be 'male' or 'difficult' or 'dirty' jobs. Efforts are being made to encourage and empower female staff to explore new areas of work. At the top level, female staff have rejected promotions noting that the environment is harsh, positions are politicized, jobs are insecure and long working hours.
- Turnover at the management levels: this has affected continuity and progress for majority of WSPs.
- Cultural beliefs. This remains a key barrier among staff. However, there are various activities being undertaken to transform traditional norms through training and awareness raising.

Conclusions and recommendations

KIWASH's gender mainstreaming interventions focus on improving institutional performance while furthering gender equality and women's empowerment. The trainings and capacity building support has helped surface many gender issues and gaps, and has triggered institutional commitment for gender equality. The formation of gender committees has also demonstrated the importance of involving all the departments and making gender the responsibility of all departments and staff in the organization.

Keeping the momentum for gender equality mainstreaming across the WSPs will be fundamental to making sure that the gains realized will not be lost. In particular, continuous training and capacity building for all staff. It is also recommended to make gender a critical component in the monitoring and evaluation system at the utility level.

Additionally, communication is key to raising the profile of gender equality mainstreaming, and there is need to improve visibility and communicate gender mainstreaming results in the existing communication platforms such as websites, quarterly and annual newsletters of WSPs. Identifying all other means of communicating gender equality is key to raising the profile.

5-year Strategic Plans developed and launched in Year 4

KIWASH completed 11[2] 5-year strategic plans, and one WSP (Nairobi) mid-term review of its strategic plan.

As part of PIP work noted under activity 2, KIWASH referenced this document and presented summaries to the WSP teams to help focus operational improvements.

In Year 4, KIWASH achieved the following:

Deliverables for activity 1

Deliverables	Target	Delayed	Completed
Performance Improvement Plans	9	1	8
Corporate governance training report	2	0	2
Gender policies	1	0	1
Corporate governance follow-up reports	1	0	1
Gender equality mainstreaming follow-up reports	2	0	2
COE strategy and implementation	1	0	1

[2] Gulf and Nyanas are part of KIWASCO. Kimbere-Mwingi and Mbonwasco were added in a contract modification in January 2018.

Activity 2: Work with water utilities in KIWASH target counties to devise investment strategies that will substantially expand reach

The foundational work under activity 1 enabled KIWASH to gain a clear understanding of strengths, weaknesses, opportunities and threats with our WSP partners. Kakamega and Kisumu utilities are already pursuing commercial financing for expansion of WASH services. Contrary, Busia, Migori and Siaya-Bondo utilities are experiencing operational challenges and inefficiencies to such a degree that debt and equity financing are beyond their consideration.

In other cases, county governments are unwilling to advance resources to utilities until provided with clear and actionable PIPs. It is from this context that KIWASH is working with all 12 WSPs[3] on investment strategies to improve services and expand reach.

In year 3, KIWASH built on activity 1 foundations and introduced and formulated investment strategies with WSPs tailor made on context informed by performance challenges in key operational areas. According to the last WASREB's Impact Report[4], six KIWASH partners (Busia, Gussi, Kitui, Mbooni, Migori and Siaya Bondo) ranked in the bottom 25 percent of WSPs in the country.

Performance Improvement Plans (PIPs)

KIWASH supported nine WSP partners in developing 12-month PIPs to address serious operational challenges affecting their ability to access debt and equity financing. The PIPs aimed at assisting selected WSPs (currently lowest performing in the country) meet their operations and maintenance costs.

The PIPs provide very specific targets, actions, milestones and timeframes to focus the WSP on critical commercial, financial, technical and social goals. The PIP is a results-focused action plan and achievements are tracked and reported on monthly basis to respond to identified challenges and adapt to changes in the operating environment. KIWASH supported the WSPs to develop the PIPs through interviews and workshops with respective staff members, board members, county representatives and key stakeholders.

KIWASH developed a diagnostic and PIP draft report based on the last three years of work with these WSPs that examined the following:

- Current regulatory compliance (SPA, tariff, board composition and recruitment)
- WASREB's key performance indicators (KPIs), last three years and focus areas for improvement plan
- PIPs areas for discussion and review
    a. Billing and revenue collection
    b. Financial management
    c. Communication and customer relations
    d. Non-revenue water management
    e. Technical
    f. Employee management and satisfaction
- Cross-cutting themes of gender and governance

The PIPs are organized in six themes.

[3] 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.

[4] https://wasreb.go.ke/impact-reports/

The development process involved field visits by participants to random clients in the services areas of the WSP to inform, confirm, and validate the issues identified in the workshop. The field visits proved to be the most informative part of the workshop, exposing lapses in service provision, including non-functioning meters, illegal connections, technical water losses, staff misconduct and fraud.

Through the visits, it was evident that many WSP managers, board members and county representatives had never been to the field and solely relied on reports to understand ground activities. Some of the key challenges and PIP actions are noted below

PIP findings: Technical, NRW and employee management and satisfaction PIP

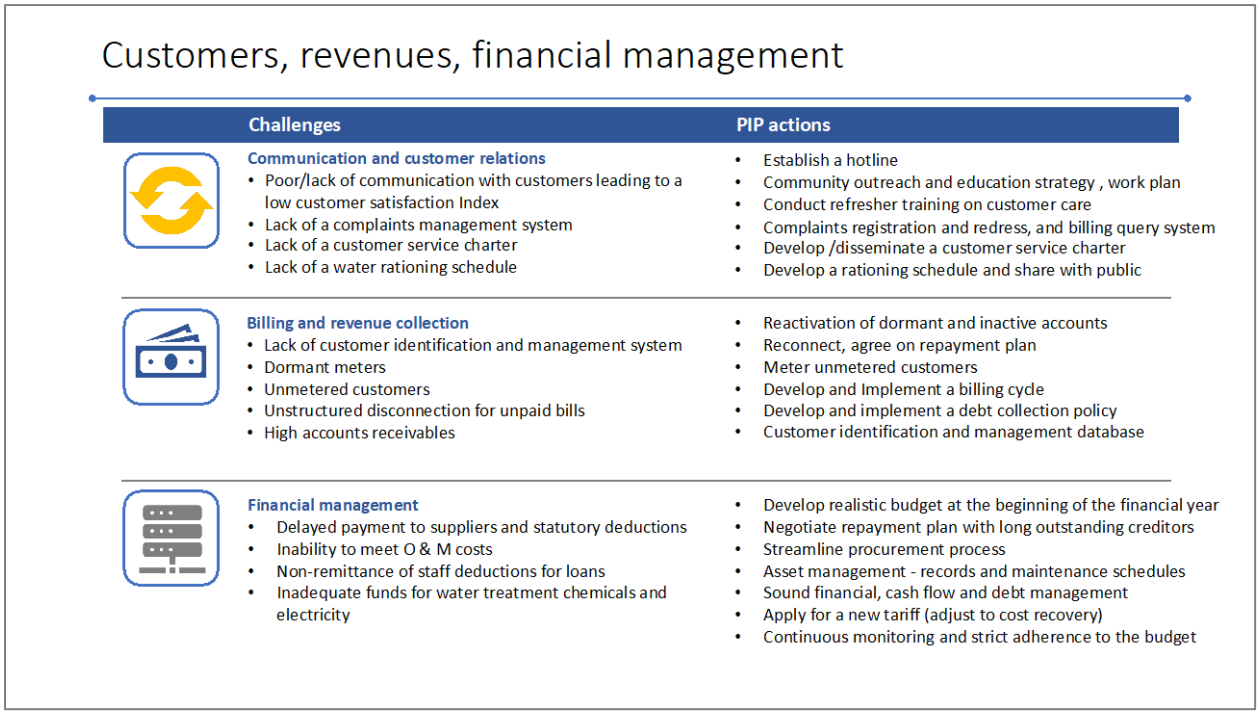
The following table notes the general trends among the WSPs in these PIP areas.

Technical, NRW and employee management

Challenges	PIP actions
Technical • Lack of bulk meters for accurate NRW measurement • Low water production in relation to installed capacity and demand • Delayed repair of bursts • Lack of bursts reporting mechanism	• Identify number and size of bulk meters required, develop meter specifications, procure, calibrate and install. • Identify, procure and install standby water pumps • Rehabilitate leaking water tanks • Customer care staff to promptly report bursts for action • Ensure bursts repaired in reasonable time • Register bursts reporting line and disseminate to customers
Non-revenue water reduction • Illegal connections • Inappropriate placement of customer meters • Inefficient, non-functional and under-registering meters • Unattended Leaks and bursts, and repairs	• Identify illegal connections, immediate response mechanism • Rotation meter readers locations • Focus on Top 10-20 customers • Random checks on customer connection status • Develop policy to address staff corruption and collusion • Place meters to ensure accessibility, eliminate water theft • Assess/replace meters that are 5+ years old
Employee management and satisfaction • Compensation scheme is unfair and salaries are delayed • Lack clear organizational structure, gaps in structure • Lack of an HR manual and code of ethics • Lack of a training program, opportunities not shared equally • Lack of a performance management system • Inadequate communication between management - staff • Inadequate facilitation in transport and work tools	• Harmonize salaries and prioritize monthly salary payment • Assess responsiveness of organization structure and gaps • Staff rationalization, job descriptions, salary structure • Develop/update HR manual with the current labor laws • Training budget developed and included in annual budget • Annual performance targets developed • Departmental targets and staff performance targets • Forum for communication between management and staff

PIP findings: Billing and revenue collection, communication and customer relations, financial management

The following table notes the general trends among the WSPs in these PIP areas.



KIWASH summed up some of the key performance indicators as part of the PIP analysis and made recommendations to KIWASH partners. The table below highlights some of the key data collected to set up PIP targets with the WSP partners.

WSP	Total connections	Active connections	Volume of water supplied per month (m^3)	Volume of water billed per month (m^3)	% of non-revenue water
Busia Water and Sewerage Services Company (BUWASSCO)	9,365	6,162	106,113	35,684	66%
Gusii Water and Sanitation Company (GWASCO)	15,844	7,639	140,857	73,163	48%
Siaya-Bondo Water and Sanitation Company (SIBOWASCO)	12,677	5,565	366,000	139,080	62%
Wote Water and Sewerage Services Company (WOWASCO)	2,161	1,893	37,645	21,752	42%
Kiambere-Mwingi Water & Sanitation Company (KIMWASCO)	3,929	2,436	53,607	32,900	39%
Kitui Water and Sanitation Company (KITWASCO)	11,623	6,957	270,252	121,191	55%
Migori County Water and Sanitation Company (MIWASCO)	5,134	3,597	773,000	481,000	38%
Kibwezi-Makindu	7,244	4,414	86,695	61,744	29%
TOTAL	67,977	38,663	1,834,169	966,514	47%
		57%		53%	

These are some of the key findings;

- 43 percent (29,314) of all connections are inactive/dormant.
- Monthly collections are 88 percent of the total amount that is billed.
- The volume of water billed is 53 percent of the total volume of water supplied.
- NRW is 47 percent of the total supplied.
- WSP partners agreed that the 43% of inactive connections are getting water from some source and the PIP field investigations noted illegal connections, collusion between customers and staff and other issues directly linked to non-revenue water.

WSPs specific PIP targets were set and a formula developed to activate connections, increase revenue collections in line with current average billing per connection, and to reduce non-revenue water.

Below is a combined total for the eight WSP partners.

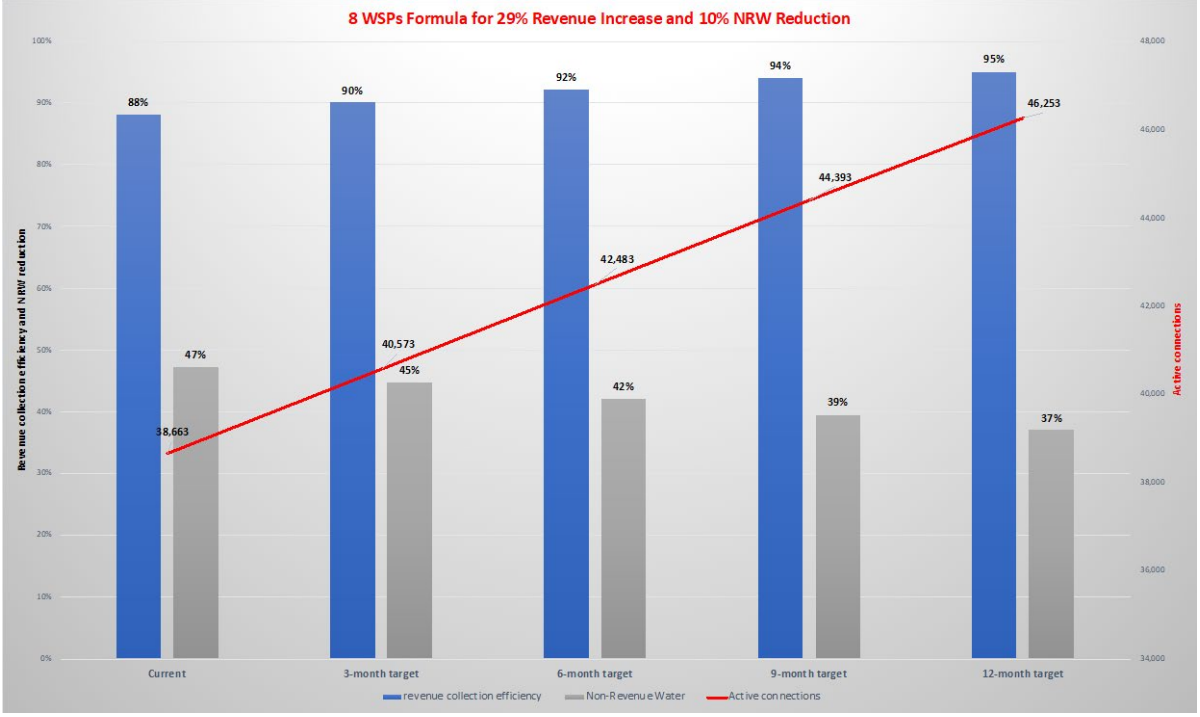
Performance indicators	Current	3-month	6-month	9-month	12-month
Inactive connections	29,314	27,404	25,494	23,584	21,724
Reactivation of connections		1,910	1,910	1,910	1,860
Active connections	38,663	40,573	42,483	44,393	46,253
Increase in revenue collection		2.0%	2.0%	2.0%	1.0%
Revenue collection efficiency	88%	90%	92%	94%	95%
Average billing per connection	1,080	1,080	1,080	1,080	1,080
Average revenue collection per connection	952	973	995	1,016	1,027
Water supplied	1,834,169	1,834,169	1,834,169	1,834,169	1,834,169
Water billed	966,514	1,014,261	1,062,008	1,109,755	1,156,252
Consumption per connection (supplied)	47.4	45.2	43.2	41.3	39.7
Consumption per connection (billed)	25.0	25.0	25.0	25.0	25.0
Non-revenue water	47%	45%	42%	39%	37%
Monthly billing	41,745,955	43,808,257	45,870,559	47,932,860	49,941,175
Monthly revenue collections	36,795,320	39,489,219	42,265,611	45,124,495	47,514,555
Revenue increase (KES)					**10,719,235**
Revenue increase (%)					**29%**

The targets set include:

- Target 1: Reduce inactive/dormant accounts from 43 percent to 32 percent. This involves reactivating 7,590 inactive/dormant accounts. The targets will be achieved through identification of inactive accounts, negotiating outstanding payments, updating customer data, rotating personnel to reduce collusion, cutting off illegal connections and reactivating accounts.
- Target 2: Increase revenue collection efficiency from 88 percent to 95 percent. The 7 percent increase is achieved through customer identification, improving billing and collections systems and collecting existing outstanding debts.

- Target 3: Increase the volume of water billed by 20 percent. This is an increase of 189,738m³ over the 12-month period from 966,514 m³ to 1,156,252 m³. The increase in water volume billed is the result of non-revenue reduction when targets 1 and 2 are met.

Achieving these targets will increase revenue by 29 percent which is equal to USD 107,192.35 per month and USD 1.29 million per year. This is shown graphically below.



Commercially financed investments

- Kakamega market assessment and investment proposal; KIWASH is checking into financing options for a USD 1.2 million investment proposal to reach 30,000 people. The county government has provided an equity contribution of USD 0.23 million and the company is seeking commercial bank financing of USD 0.97 million. If this proposal is implemented, it will increase coverage by 29 percent.

- Kisumu Community Outreach and Education (COE). Commercial financing of USD 1.11 million. KIWASH assessed KIWASCO's USD 1.11 million commercially financed project in RIAT to determine the COE strategy and activities targeting 1,200 household connections. KIWASCO implemented the COE.

Expand use of DCA to mobilize financing for water utilities

Equity Bank Limited is a tier 1 lender ranked as the second biggest bank in assets. Recently, the bank gained interest in understanding and lending to the water sector. The bank requested KIWASH to orient her staff on the sector. This saw KIWASH conduct a one-day workshop on commercial financing of the Kenyan water sector.

The training attended by thirteen Equity Bank staff focused on; structure of the water sector and mandates of the national and county government in delivery of water and sanitation services.

Equity Bank staff 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.
- To re-review financing applications already submitted by water utilities and bring them to a financial close.
- To enhance collaboration with relevant stakeholders such as WASREB, KIWASH, WSTF on viable upcoming projects.
- Water sector champions at head office to be appointed.
- Branches to continue with research to understand the needs of the sector.

The bank has a draft water-financing product which is pending finalization.

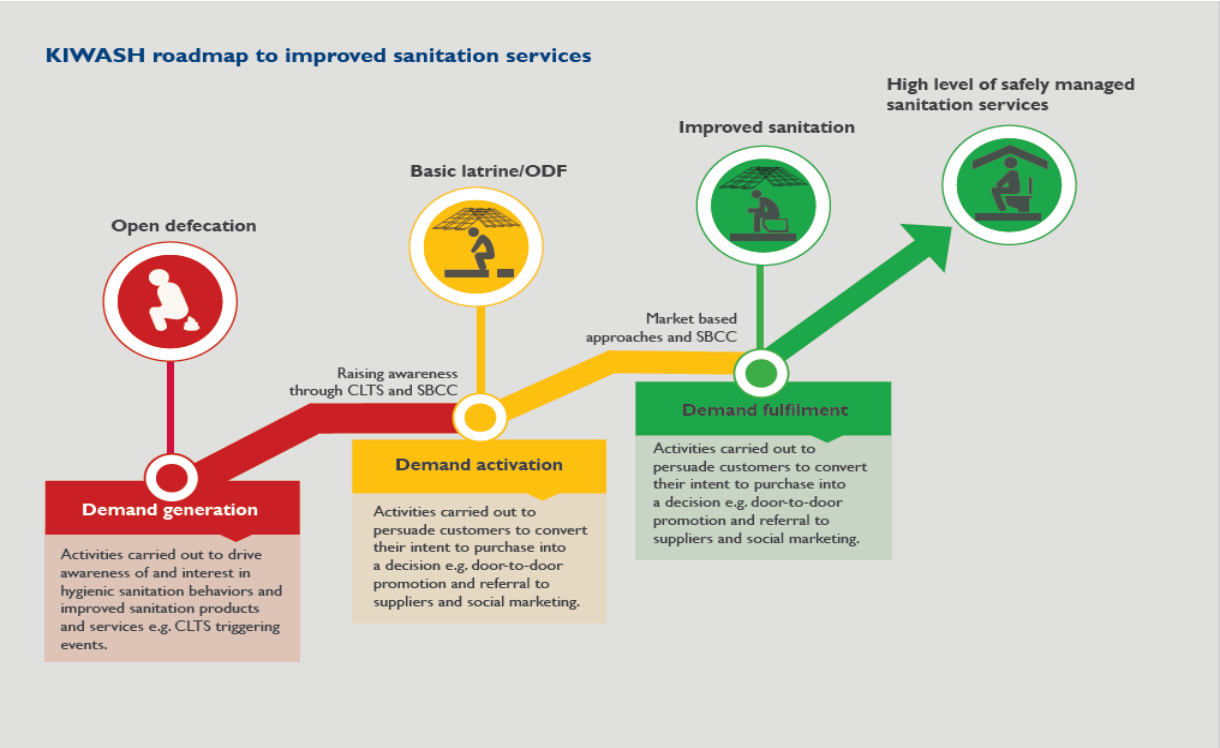
SANITATION AND HYGIENE

To date, KIWASH work in community-led total sanitation (CLTS) has contributed immensely in achieving open-defecation-free status for 1,147 villages across nine counties. In Year 4, KIWASH expanded and intensified collaboration with county departments of health and communities in delivering ODF villages, sustaining ODF gains and helping communities to climb the sanitation ladder. To achieve results, an adapted blend of local sanitation approaches entailing CLTS, Sanitation marketing (SM), Social and behavior change communication (SBCC) was used; with approaches implemented sequentially or complimentarily depending on the local county context.

KIWASH sanitation marketing strategies were implemented in areas/villages where the project had undertaken CLTS activities. These strategies also involved introducing a sanitation revolving fund model to enable local entrepreneurs to secure capital investment in retail businesses for improved sanitation products. The combined efforts of these approaches have resulted to increased number of households and villages that have collectively ended open defecation and those accessing basic or improved sanitation.

Figure 1 below shows the incremental steps envisaged by project design, transcending open defecation, to basic sanitation and ultimately achieving higher service levels in access to sanitation.

Roadmap to improved sanitation services



The key achievements in Year 4 are as follows:

- 18,804 households with 94,020 people gained access to basic sanitation through construction of latrines after implementation of CLTS process.
- 2,662 households constructed improved latrines or upgraded existing ones resulting in 23,050 people accessing improved sanitation through installation of low cost and affordable SATO products and construction of SAFI and VIP latrines.
- 734 villages verified as ODF and 49,420 people assessing basic sanitation as a result of KIWASH's intensified CLTS campaign. These villages put in place post-ODF monitoring mechanisms in place to sustain sanitation and hygiene behavior in the long term.

- 96 community groups identified and nurtured to establish and grow sanitation business portfolios across the eight target counties. US$ 19,945 (KES 1,994,575) leveraged from enterprising community groups for start-up capital and as commitment to invest in sanitation businesses.
- 348 artisans, community health volunteers (CHVs) and county departmental staff trained on construction and installation of sustainable and low cost sanitation technologies i.e. construction of SAFI latrine, production and use of interlocking bricks technology and installation of SATO products.
- 1,646 CHVs and 457 officials from the Ministry of Health in nine project counties trained on SBCC as TOTs in order to promote adoption and sustenance of desired sanitation and hygiene behaviors in communities and households.
- 133,880 people reached with SBCC messaging on consistent and proper use of toilets, disposal of baby poo, household water treatment and safe storage and proper handwashing techniques across the nine project counties.

Community Led Total Sanitation (CLTS)

KIWASH worked with county and sub-county health management teams to identify and trigger villages to scale up CLTS activities, prioritizing villages with low latrine coverage and assisting them to identify and develop strategies to achieve ODF status.

In Kakamega, Kisumu, Migori and Nyamira counties, public health departments and CHVs implemented CLTS activities to achieve ODF status. KIWASH mobilized key stakeholders in these activities to promote ownership and sustainability. The stakeholders participated in monitoring and accelerating progress in CLTS processes. The project catalyzed actions from county governments and communities to reach communities beyond KIWASH focus in Makueni County.

During the year, 734 villages verified as ODF and 49,420 people assessing basic sanitation as a result of KIWASH's intensified CLTS campaign.

CLTS results: Q4, FY 2019 and cumulative

County	Total villages triggered by CLTS	Total villages certified (to date)	Q4, FY 2019			
			Villages triggered	Villages verified	Households with new access to basic sanitation	People with new access to basic sanitation
Kakamega	225	225	0	0	0	0
Siaya	150	150	*ODF county*			
Kitui	55	55	*ODF county*			
Busia	*ODF county*					
Kisumu	254	143	0	61	1,872	9,360
Nyamira	165	100	0	25	347	1,735
Migori	240	186	0	43	265	1,325
Makueni	239	150	0	127	0	0
Total	**1,328**	**1,009**	**0**	**256**	**2,484**	**12,420**

Social Behavior Change and Communication (SBCC)

Studies have shown that knowledge does not necessarily translate to uptake of sanitation and hygiene interventions. Although the health benefits of sanitation are evident, perceptions about the high cost of having a toilet, the perceived convenience of open defecation together with the socio-cultural practices have kept the sanitation status low in these villages.

In order to critically appraise practices and consequently shape results delivery, KIWASH combines CLTS and SBCC approach to foster sustenance of positive WASH behaviors. KIWASH implemented a continuous and rigorous SBCC campaign with strategies for targeting households, communities and mass population(s). All county frontline staff of public health departments were trained through Education Through Listening (ETL); a proven methodology for delivering, monitoring, reinforcing and reporting on behavior changes in communities. ETL technique is hinged on the need for the beneficiaries to find local solutions to the targeted behavior in a bid to achieve ownership and sustainability.

Majorly, CHVs deliver messages to target audience on correct and consistent use of latrines, correct and consistent hand washing using water and soap at critical times, construction of tippy taps, treatment and proper storage of drinking water. CHVs trained on SBCC to promote, reinforce and track uptake of positive WASH behaviors at households. Facility based CHEWs stationed in link facilities covering villages supported by KIWASH have reported a notable reduction in prevalence of diarrheal cases and gastrointestinal infections since CLTS and SBCC activities began. At population level, KIWASH has utilized mass media channels using professionals to deliver talking walls and radio shows to increase sensitization and awareness on WASH practices.

During the year, house to house visits and group forums conducted by trained CHVs resulted to a total of 133,880 individuals being reached with key WASH messages.

Number of people reached with WASH messaging

County	Q4, FY 2019			Total
	Male	Female	Children	
Kitui	-	-	-	
Siaya	319	213	267	799
Busia	1,197	1,980	1,526	4,703
Nyamira	0	0	0	0
Migori	2,300	3,549	1,824	7,673
Kisumu	5,570	6,302	0	11,872
Makueni	-	-	-	-
Kakamega	-	-	-	-
TOTAL	**9,386**	**12,044**	**8,790**	**25,047**

Sanitation Marketing

Promotion of low-cost sanitation products and services

KIWASH has been promoting sanitation marketing to enable communities move from basic to improved sanitation. In Year 4, KIWASH worked with community self-help groups, individual entrepreneurs and community based organizations to increase access to sanitation products, facilities and services. In Busia, Kakamega, Kisumu, Kitui, Migori, Nyamira and Siaya counties, KIWASH trained 164 local artisans on construction of low cost sanitation technologies and installation of SATO sanitation products.

In focus counties, KIWASH identified SATO and SAFI latrines as low cost and acceptable for households and communities. KIWASH together with LIXIL Africa; SATO pan technology proprietors piloted a potentially viable supply chain to reach rural communities with improved sanitation products.

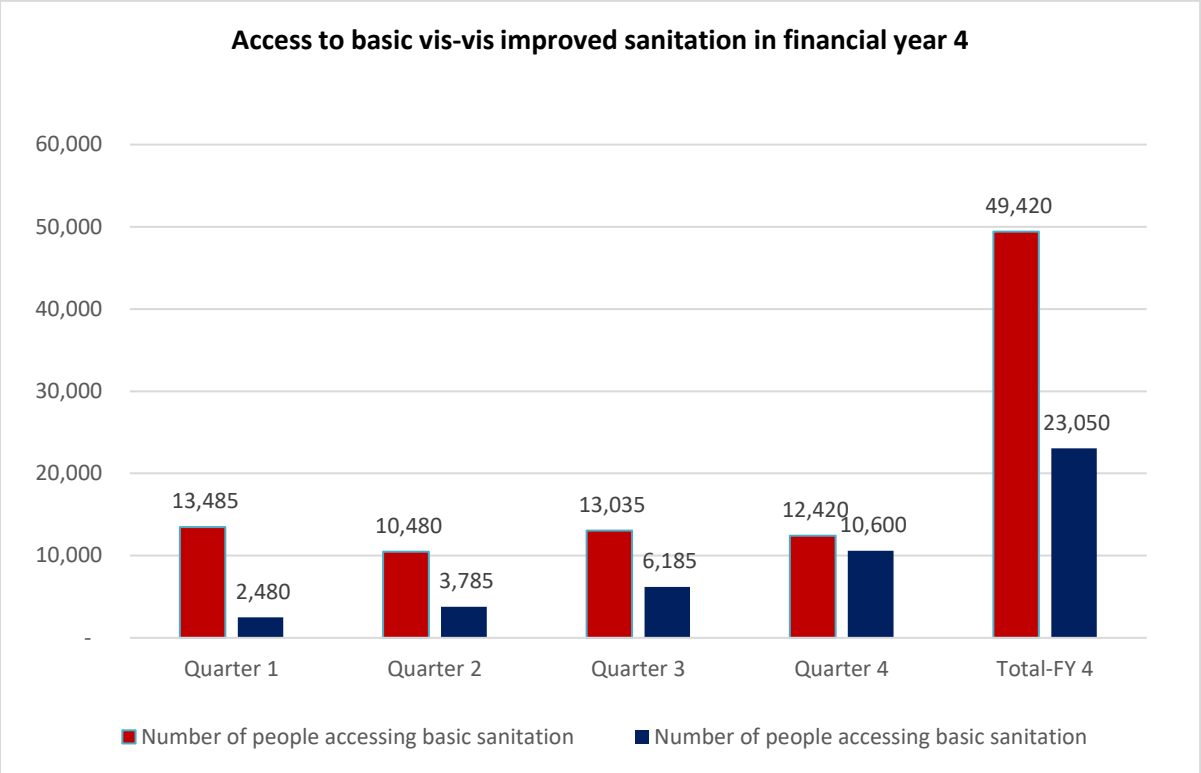
In Makueni County, KIWASH mobilized five CHV groups from Kibwezi East to start SATO products retail business. The groups with a startup capital of about USD 540 purchased and sold about 210 pieces within their villages.

This propelled KIWASH to develop an innovative concept of sanitation microfinance, where CHVs continuously mobilize savings to establish a revolving fund that grows overtime to provide business capital to individuals engaged in 'last-mile' SATO retail enterprises. The project's approach seeks to continuously regenerate new SATO enterprises in ODF communities, capable of mobilizing private and public finance and growing into sustainable enterprises. KIWASH in collaboration with county public health teams continue to identify, mobilize and induct new community groups and individuals to engage in sale of SATO products and construction of SAFI/VIP latrines.

The efforts are reinforced through demand creation aroused through house-to-house visits, social forums and religious gatherings. Entrepreneurs use three key attributes of SATO products to market them that include; elimination of odor, elimination of fly breeding in latrines and easily cleanable materials. Upgrading existing latrines with SATO products create an emotional feeling of self-worth and elevation of social status among communities hence promoting adoption.

In Year 4, a total of 93 groups from all focus counties minus Nairobi raised a total of US$ xxx as startup capital for the sanitation business.

In the quarter, KIWASH supported 12,420 people to obtain access to basic sanitation and 10,600 people to have access to improved sanitation. The graph below shows the number of people who accessed basic sanitation compared to those who accessed improved sanitation in financial Year 4.



WASH integration with Health

KIWASH worked with health care centers in promoting WASH behaviors, targeting mothers and caregivers of children below five years. Trained health care staff and facility linked CHVs sensitize these caregivers during immunization, growth monitoring, post-natal care (PNC) and antenatal clinics (ANC). Prior to Year 4, KIWASH distributed over 30 oral rehydration therapy corners (ORT) and 10,000 hygiene kits consisting of 20-liter hand washing facilities, 20-liter water storage jerricans, 800gm handwashing soap and water treatment chemicals to mothers and caregivers attending ANC and PNC in selected health facilities.

In Year 4, KIWASH commenced an end user monitoring exercise for hygiene kits and ORT corners through observation to make inferences on their use while continually reinforcing hygiene messages.

Spot checks during monitoring have established that some mothers are gradually embracing proper household hygiene practices while in some cases, the hygiene kits were not available or were used for unintended purposes. A detailed analysis on the effectiveness of hygiene kits distribution program in improving the health of mothers and children was conducted and invaluable lessons on health impacts of the hygiene kits distribution intervention in households and communities established.

This cross-sectional study assessed the impact of hygiene kits distribution and health education between two groups; with one as the beneficiary and the other a control group. KIWASH conducted the study in five counties namely, Kakamega, Kisumu, Kitui, Migori and Nairobi.

KIWASH is currently publishing findings and a research article to guide future similar interventions.

ENVIRONMENTAL SUSTAINABILITY OF WASH SERVICES INCREASED

In Year 4, KIWASH continued to work with county government departments of water and environment to promote source water protection activities, improve institutional capacity to assess and address climate change risks, and increase the capacity of community groups to manage and expand sub-catchment areas. KIWASH collaborated closely with the Water Resource Authority (WRA), National Environmental Management Authority (NEMA), Kenya Forest Service (KFS), Kenya Forest Research Institute (KEFRI), WSPs and WASH enterprises.

Critically, during the year, KIWASH facilitated the recruitment of 21 WASH enterprises, WSPs and other institutions as corporate members of Water Resources Users Associations (WRUAs). This increased synergy between WRUAs and WSPs who are main water abstractors. For instance, they held joint source protection activities such as afforestation exercises and community environmental sensitizations. Going forward, WSPs/WASH enterprises will play a central role in WRUAs and will form part of team preparing climate resilient water safety plans.

Some key achievements during the year included:

- 28 WRUAs achieved increased functional coverage in Busia, Kakamega, Kisumu, Kitui, Makueni, Migori, Nyamira and Siaya counties through protection and conservation of water catchments. Fifty thousand water friendly trees were planted to conserve and protect catchments and water sources, while nine tree nurseries were established across nine focus counties to support catchment protection through provision of water friendly tree seedlings.
- 27 WASH institutions were assessed on climate change CAP. The institutions included WRA, WSPs and county departments in charge of water and environment. The assessment found that most of the institutions have inadequate technical capacity to integrate climate change into water resource management.
- Over 200 environmental sensitization meetings conducted with WRUAs. The meetings focused on discouraging practices such as; deforestation, catchment encroachment and open defecation, while encouraging afforestation with water friendly trees.
- 17 WRUAs monitored against WRUA baseline climate change CAP to identify institutional capacity gaps to address climate change challenges.
- 22 WRUAs taken through WRUA institutional CAP to measure and track progress against; policy development and institutional layer issues. As a result, 18 WRUAs trained on institutional governance and integrity to improve their capacities to implement their mandates within sub-catchment areas.
- 10 WSPs and WASH enterprises recruited as corporate members of respective WRUAs. This is aimed at increasing synergy between WRUAs and WSPs who are main water abstractors.

- In response to the CAP assessments, 11 WSPs and 16 WASH enterprises were trained on climate resilient water safety planning using the International Water Association Flood and Drought Tool. This training will help the WSPs and WASH enterprises as they develop comprehensive water safety plans.

Expansion of source water quality protection

Tree nursery establishment and training nursery management committees

KIWASH facilitated establishment of nine tree nurseries and nursey management committees in nine WRUAs as shown in table below. This enhanced WRUAs' ability to undertake source water protection activities through afforestation at a reduced cost. KIWASH invited KFS to facilitate training on nursery management practices.

Afforestation

In order to improve source water quality and quantity, KIWASH mobilized and facilitated afforestation exercises in eight counties. This was done in collaboration with target WRUAs, county government departments of water and environment, KFS, NEMA and local administration. The tree planting exercises saw over 50,000 water friendly trees planted to enhance catchment protection.

Additionally, KIWASH enhanced survival rates through regular monitoring of growth and sensitization of community members to embrace conservation efforts.

Monthly environmental sensitizations

In all focus counties minus Nairobi, KIWASH in partnership with county departments of water and environment, KFS, WRA, and WRUAs facilitated at least 250 environmental sensitization forums. The exercises aimed at improving community awareness on the importance of water source protection. Topics covered focused on; conservation of riparian lands, removal of water thirsty trees such as eucalyptus in catchment areas and replacing with water friendly trees, increased afforestation activities for riverine protection, soil erosion control and creation of buffer zones to discourage catchment encroachment.

Recruitment of WRUA members

KIWASH increased environmental sensitizations saw 1,083 people join respective WRUAs as members. This increased WRUA functional coverage leading to increased participation in water source protection activities and addressing environmental challenges by community members.

County	WRUA	No. of people registered as WRUA members in Q4, FY 2019		
			Male	Female
Kisumu	Kisat	25	19	6
	Lower Asao B	15	5	10
	Kibos	82	51	31
Siaya	Kisama	32	17	15
	Kawaya	8	5	3
	Siyonga	62	38	24
Busia	Wakhungu	41	34	7
	Ikonzo	5	3	2
	Malakisi	20	7	13
	Bumasa	49	36	13
Kakamega	Isikhu	49	26	23
	Middle River Yala	90	29	61
	Lusumu	82	44	38
Makueni	Kambu	32	12	20
	Makindu	12	9	3
	Kiboko	56	22	34

County	WRUA	No. of people registered as WRUA members in Q4, FY 2019		
			Male	Female
	Mbimbini	43	20	23
Kitui	Lower Tyaa	60	14	46
	Nzeeu	13	6	7
Nyamira	Awach Kasipul	102	62	40
	Upper Gucha	84	38	46
Migori	Korondo Nyasare	95	50	45
	Lower Gucha	26	16	10
	TOTAL	**1,083**	563	520

Recruitment of WASH enterprises/WSPs and other institutions as corporate members of WRUAs

KIWASH facilitated recruitment of 21 WASH enterprises/WSPs and other institutions as corporate members of WRUAs. This provided a platform for increased partnerships and collaboration towards promoting source protection activities. The table below highlights institutions registered under corporate membership.

County	WRUA	No. of institutions registered as WRUA corporate members	Name of corporate members
Makueni	Upper Kambu	1	• Kiteng'eei Water Project
Kitui	Upper Thua	5	• Kasavani A Spring Management Committee • Kasavani B Spring Management Committee • Kambuyu Spring Management Committee • Kalitho Spring Management Committee • Kwa Sulu Spring Management Committee
Kisumu	Lower Asao B	1	• Konyango Mahinga Water project
	Kibos	1	• Kibos Sugar Factory
Busia	Malakisi	1	• Angorom Community Water Project
		3	• Kwirale Water Enterprise • Vitendo Water Enterprise • Upendo Elunyiko Water Enterprise
Kakamega	Middle Yala WRUA	2	• Obulama Water Supply • Muhila Catchment Management
		2	• Shibuname Water Enterprise • Mwihila Water Enterprise
Nyamira	Upper Gucha WRUA	1	• Nyaware Community Water Enterprise
Migori		3	• Nyatike water enterprise • Muhuru Community Water Enterprise

County	WRUA	No. of institutions registered as WRUA corporate members	Name of corporate members
			• Nyasare Water and Sanitation Company
	Hibwa	1	• Ramochoke Spring

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

WRUA institutional climate change CAP assessment

KIWASH assessed six WRUAs through a climate change CAP aimed at identifying institutional capacity gaps to address climate change challenges. The assessment found that the WRUAs have inadequate technical capacity to integrate climate change into sub-catchment water resource management.

County	WRUA
Kitui	Lower Tyaa
	Upper Thua
Makueni	Kiboko
	Makindu
	Kambu
	Mbimbini

Climate resilient water security plan training

KIWASH facilitated training on climate resilient water security after conducting WRUA CAP assessments. The trainings benefitted the following WRUAs; Lower Tyaa and Upper Thua from Kitui County, Makindu, Kambu, Kiboko and Mbimbini from Makueni County, Hibwa and Korondo Nyasare from Migori County and Upper Gucha and Awach Kasipul from Nyamira County.

The training focused on; water resources data development for climate change planning, environmental vulnerability assessment of water resources under climate change, water safety planning under climate change and environmental monitoring.

WRUAs' progress on development of climate resilient water security plans

The following table represents progress made by WRUAs towards the development and implementation of water security plans across the nine target counties.

County	WRUA	Progress
Makueni	Makindu Kiboko Kambu Mbimbini	Completed water resource data development for climate change planning.
Kitui	Lower Tyaa Upper Tyaa	Water resource data development for climate change planning ongoing.
Kisumu	Kisat Lower Asao B	Completed water resource data development for climate change planning.
Busia	Ikonzo Malakisi	Completed water resource data development for climate change planning.

County	WRUA	Progress
Nyamira	Upper Gucha Awach Kasipul	Completed water resource data development for climate change planning. Environmental vulnerability assessment of water resources under climate change ongoing.
Migori	Hibwa Korondo Nyasare	Completed water resource data development for climate change planning.

Supporting counties to conduct digital water resource baseline mapping and vulnerability assessments

After water security trainings, counties submitted prioritized proposals to KIWASH for support towards improving climate resilient water security in the drinking water supplies. KIWASH supported Makueni and Migori counties to carry out water resources data development through water resource profiling, prioritization based source climate change vulnerability assessments and mapping of water resources. The exercise was carried out in Kibwezi East Sub-County, Makueni County and in Hibwa, Korondo Nyasare, Lower Gucha and Lower Oyani WRUAs in Migori County.

The exercise involved water resource mapping workshops that brought together key stakeholders comprising county departments of meteorology, environment, water, KFS, WRUAs and local administration. KIWASH trained field assistants on the use of open data kit tool in water resource mapping.

On completion of the exercise, KIWASH supported data cleaning processes with county technical teams for validation purposes. The counties committed to roll out the exercise to cover the remaining parts of the counties to establish a comprehensive resource database. This will assist in informed decision making to improve climate change resilience.

Climate resilient water safety planning training to WSPs and WASH enterprises

Rising average global temperature is associated with widespread changes in weather patterns that are posing a challenge in sustainable supplies of drinking water relating to water scarcity and compromised quality. This has triggered the need to build resilience towards weather extremities such as floods and droughts as an integral part of the management of water resources.

KIWASH facilitated climate resilient water safety planning training to 27 utilities. This aimed at improving knowledge and skills towards climate resilient water safety measures and integrating water safety plans into utilities. The exercise involved comprehensive risk assessment and risk management approach that encompassed all steps in the water supply from catchment to consumer.

The training covered 11 learning modules of the Water Safety Plan Manual, and the relevant tools under the FDMT project (http://www.flooddroughtmonitor.com/home). This provided the participants with specific skills on the process of developing and implementing water safety plans that considers climate adaption and resilience. KIWASH is currently offering post training technical support to ensure successful development and implementation of system specific climate resilient water safety plans.

The following table represents water utilities that were trained per county.

County	No. of trained institutions	Water Service Provider	WASH Enterprises
Nairobi	3	NCWSC	Mutuini Water Project
			ESWAND
Kitui	2	KIMWASCO	Kithambangii Community Water Enterprise
Makueni	2	KIMAWASCO	Chyulu Community Water Enterprise

County	No. of trained institutions	Water Service Provider	WASH Enterprises
Kakamega	2	KAKWASO	Bukura Community Water Project
Siaya	3	SIBOWASCO	Osieko Nambo Community Water project
			Simenya Community Water Project
Nyamira	3	GWASCO	Machururiati Community Water Enterprise
			Nyamacheo Community Water Project
Busia	2	BUWASCO	Ogallo Community Water Project
Migori	2	MIWASCO	Ndiwa Community Water Project
			Nyasare Water and Sanitation Company
Kisumu	7	KIWASCO	BOCOWA
		GULFWASCO	Nyang'oma Community Water project
		NYANAS	Sondu Miriu Right Bank
			Ahero Catholic Water Project

Number of WRUAs demonstrating enhanced capacity to deliver services

WRUA Institutional CAP assessments

In Year 4, KIWASH rolled out a standardized capacity assessment tool for 22 WRUAs to measure and track their progress against different clusters namely; policy development, institutional layer issues (WRUA general organization, legislation and financial management) and relation layer issues (culture, ethics, communication, cooperation and participation).

The tool described different levels of development (capacity stages) of a WRUA which resembled the maturing process of a crop: capacity stage 1 (planting), capacity stage 2 (seedling), capacity stage 3 (maturing) and capacity stage 4 (harvesting). The data collected also marked the baseline for tracking individual WRUA performance across the above-mentioned indicator.

County	No. of WRUAs assessed	Name of WRUA
Busia	3	Malakisi, Wakhungu, Ikonzo
Kakamega	2	Middle Yala, Lusumu,
Kisumu	3	Lower Asao B, Kisat and Kibos
Kitui	2	Upper Thua and Lower Tyaa
Makueni	4	Kambu, Kiboko, Makindu and Mbimbini
Migori	2	Korondo Nyasare and Hibwa
Nyamira	2	Awach Kasipul and Upper Gucha
Siaya	4	Kisama, Wuoroya, Siyonga and Kawaya
TOTAL	**22**	

WRUA training on institutional governance and integrity

KIWASH trained 12 WRUAs on institutional governance and integrity aimed at strengthening participants' skills to execute their mandate effectively. The training focused on; leadership and governance, organization structure, resource mobilization and financial management, constitution and by-laws, communication and information management, knowledge management and networking and collaboration.

All WRUAs were of the opinion that the training experience and knowledge would be useful for their work. The trainees noted that they had acquired new relevant knowledge and as a result of trainings, participants developed an implementation plan to address weak governance practices. The following table shows implementation progress per county.

WRUA	County	Implementation progress
Kawaya	Siaya	• Recruitment of cooperate and individual members to the WRUA. • Sensitized spring and catchment committees on the importance of recruiting and subscribing to the WRUA. • Acquiring an office at a central place for WRUA activities. • Conducting financial audits and improving record keeping. • Carried out afforestation and water catchment conservation measures at Ginga Valley Primary School.
Kisama	Siaya	• Filing tax returns to Kenya Revenue Authority. • Sensitizing members to engage in table banking. • Raising awareness on the importance of the WRUA. • Finalizing returns with the registrar of societies. • Planning to amend their constitution by end of July. • Conducting afforestation and water catchment conservation.
Kisat	Kisumu	Successfully held a sensitization forum at Obunga where eight new members were recruited.
Lower Asao B	Kisumu	• Successfully held a sensitization forum at Zone 1 in Nyalunya Sub - Location (Lower catchment) and additional eight new members and 1 community based organization (CBO) (Konyango Mahinga Water Project) were recruited. • A meeting with the Deputy County Commissioner for Nyakach Sub-County saw the WRUA given the approval to work with local administrators in conservation efforts. A special general meeting saw amendments to the WRUA's constitution supported by a majority two thirds of the members present. The sections amended were on election dates and terms of office for the management committee; previously elections were held after five years but reduced to three years with a maximum of two terms.
Kiboko	Makueni	• The trainees held a meeting to roll out the governance training to the rest of the WRUA members on the WRUA's constitution, transparency, election process and inclusive decision making. • A meeting was held to discuss the protection of Kiboko catchment and weirs construction along the Kiboko River.
Makindu	Makueni	• The trained committee members sensitized other members on governance, constitution, transparency, election process and inclusive decision-making. • They have reviewed their constitution.
Lower Tyaa	Kitui	• The trained committee members sensitized other members on governance, constitution, transparency, election process and inclusive decision-making. • A copy of the old constitution was shared with every member for familiarization and subsequent amendments.
Upper Thua	Kitui	• The trained committee members sensitized other members on governance, constitution, transparency, election process and inclusive decision-making.
Upper Gucha	Nyamira	• The WRUA invited its members to review their constitution and amend as deemed necessary.
Awach Kasipul	Nyamira	• The WRUA is working on promoting livelihood projects such as bee keeping, expanding their tree nursery and they have also identified a

WRUA	County	Implementation progress
		potential hydro-power generation site in Ogera along Awach Kasipul River. This will increase their financial stability, and reduce external dependency. • Renewal of certificate of registration at the Attorney General's office
Lower Gucha	Migori	• A meeting between the committee members and other members explored ways of improving their communication networks through zonal representatives in order to increase participation and transparency.
Hiwa	Migori	• The WRUA approached WRA to support in sub-catchment management plan (SCMP) development. This will improve their service delivery, enhance their understanding of the sub-catchment and monitor progress.

GOVERNANCE AND POLICY

KIWASH continued to work with county governments and WASH sector stakeholders to analyze, recommend and support the adoption of policy and institutional reforms that support an increased, sustainable and well-governed sector. To achieve this, KIWASH contributed to the coordination of county WASH activities by facilitating and leading WASH forums; contributing to planning, expansion and improvement of WASH services. KIWASH also worked with low performing WSPs to develop Performance Improvement Plans (PIPs). Additionally, KIWASH continued to advance institutional strengthening by training 13 WSPs, community water projects and relevant county water departments. As a result, 74,677 people obtained access to basic drinking water.

Number of new water connections (FY 2019)

WSP	County	New water connections (Year 4)				Total	Beneficiaries
		Q1	Q2	Q3	Q4		
Busia Water and Sewerage Company (BUWASCO)	Busia	66	23	70	55	214	1,070
Gulf Water and Sewerage Company	Kisumu	69	83	44	63	259	1,295
Gusii Water and Sewerage Company (GWASCO)	Nyamira	89	190	233	95	607	3,035
Kakamega County Water and Sewerage Company (KACWASCO)	Kakamega	654	1000	1239	877	3770	18,850
Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO)	Makueni	134	0	62	75	271	1,355
Kiambere-Mwingi Water and Sanitation Company (KIMWASCO)	Kitui	67	48	50	101	266	1,330
Kisumu informal Bandani and Nyakach lines	Kisumu	-	-	-			19,652
Kitui Water and Sewerage Company (KITWASCO)	Kitui	54	122	110	105	391	1,955
Kisumu Water and Sewerage Company (KIWASCO)	Kisumu	750	957	959	742	3408	17,040
Migori County Water and Sewerage Company (MIWASCO)	Migori	46	94	286	106	532	2,660

Nyanas Water and Sewerage Company	Kisumu	45	53	65	49	212	1,060
Siaya Bondo Water and Sewerage Company (SIBOWASCO)	Siaya	300	177	259	191	927	4,635
Wote Water and Sewerage Company (WOWASCO)	Makueni	34	0	82	32	148	740
TOTAL		**2,308**	**2,747**	**3,459**	**2,491**	**11,005**	**74,677**

Training and capacity building of service provider staff for improved service provision

KIWASH collaborated with nine county governments and thirteen WSPs in training and coaching to enhance their capacity to offer better services. KIWASH training and coaching focused on weak operational areas including customer care, NRW management, O&M, performance contracting, social accountability for M&E, formulation of policies and bills and performance management. As a result, most of the WSPs recorded commendable improvement in billing and revenue collection, reduction in NRW from 52 from 45 percent and increase in new water connections.

The table below is a summary of county and WSP staff trained during the reporting period.

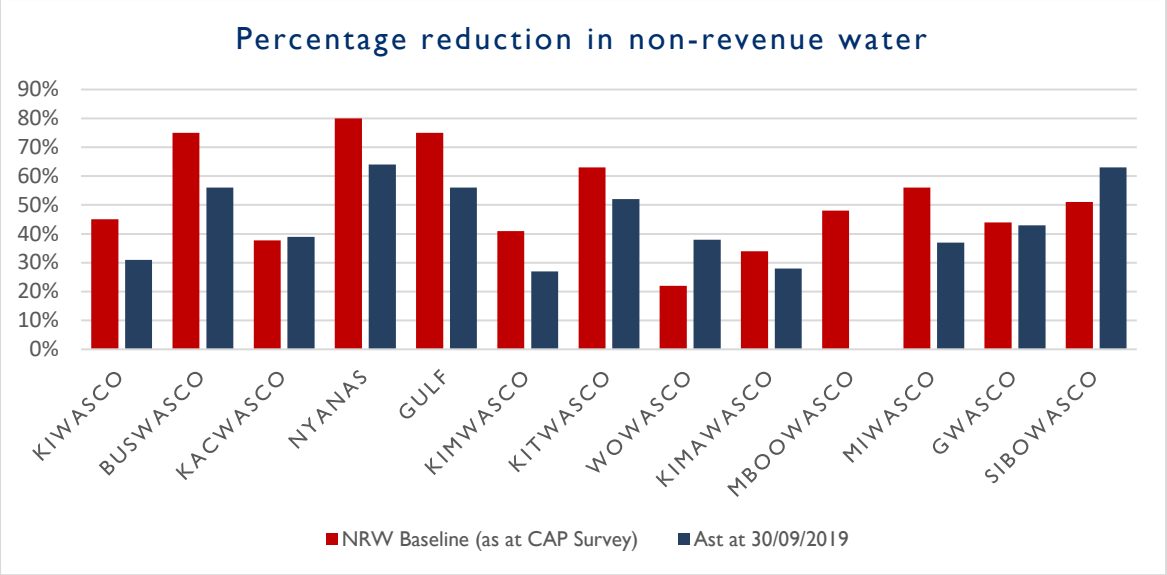
Number of trained service provider staff

County	Institution	Training topic	Male	Female	Total
Siaya	UWEWASCO	Corporate governance	28	12	40
	SIBOWASCO	PIP development and performance measurement	13	7	20
		Customer care	9	9	18
Busia	BUSWASCO	PIP development and performance measurement	16	6	22
		M&E	11	4	15
		On job training on O&M	10	0	10
		Good corporate governance	14	4	18
Nyamira	GWASCO	PIP development and performance measurement	28	3	31
		GIS system	13	7	20
		O&M for meter installation and use for management of NRW	36	7	43
		Good corporate governance	15	2	17
		On job training on O&M	3	0	3
Makueni	WOWASCO	PIP development and performance measurement	12	5	17
	KIMAWASCO	PIP development and performance measurement	25	14	39
	County Governments	On job training on O&M	3	0	3
Kakamega	KACWASCO	PIP development and performance measurement	16	9	25
		Performance contracting and new methodologies and tools for M&E, benchmarking and peer learning in the WASH sector	18	5	23
		Non-Revenue Water Management	15	13	28
		On job training on O&M	10	5	15

County	Institution	Training topic	Male	Female	Total
Migori	County WASH partners	Social accountability for M&E training	23	8	31
	MIWASCO	O&M for meter installation and use for management of NRW	5	1	6
	Migori County Government	Training on policy and bill formulation	23	5	28
	MIWASCO	Good corporate governance	16	4	20
		PIP development and performance measurement	14	8	22
Kitui	KITWASCO and KIMWASCO	NRW management	27	23	50
	KITWASCO	NRW management, M&E, reporting and accountability	21	9	30
		NRW management	6	3	9
		PIP development and performance measurement	26	12	38
	KIMWASCO	NRW management	5	2	7
		PIP development and performance measurement	19	9	28
		On job training on O&M	4	0	4
Kisumu	NYANAS	O&M of the rehabilitated treatment works	12	3	15
		On-job training on O&M for the new pipe network	10	1	11
	KIWASCO	Community Outreach Education (COE)	5	5	10
	GULF	On-job training on O&M for the new pipe network	2	1	3
TOTAL			**513**	**206**	**719**

NRW management in WSPs

In the year under review, nine out of the 13 WSPs recorded a significant reduction in NRW. Busia and Migori Water and Sanitation Companies recorded the highest reduction at 19 percent, Nyanas Water and Sanitation Company achieved 18 percent reduction and Kisumu and Kiambere Mwingi Water and Sewerage companies achieved 14 percent reduction. KIWASH technical assistance to address NRW focused on supporting the WSPs recruit qualified staff, training and inculcating work ethics, introducing the use of quality materials for pipe laying e.g. use of HDPE pipes, good quality water meters, operations and maintenance. The chart below shows the percentage change in NRW amongst the 13 WSPs KIWASH is working with.



Source: WSPs as at 30/09/2019

Strengthening WSP operations and management

- Siaya Bondo Water and Sewerage Company: SIBOWASCO reduced its consumer debt from US$ 690,000 to US$ 600,000 within six months. To achieve this, KIWASH supported the company develop and implement a PIP on debt collection setting a target of US$ 10,000 debt collection per month. The company also tightened the procurement process with mandatory approval mechanisms to reduce revenue loss.

- Busia Water and Sewerage Company: KIWASH supported the company review its digital billing system in order to enhance efficiency and minimize manipulation of water bills. To achieve this, the company took steps to interface the system with mobile phone short message services (sms) and money transfer service *M-PESA* to enable customers access and pay their water bills using their mobile phones. Additionally, the company will limit staff rights to the control systems. Two teams were formed to spearhead revenue collection and weed out illegal connections on sewerage lines.

- GWASCO and MIWASCO: For the first time, new board of directors were required to sign codes of conduct and performance targets following KIWASH training and mentorship on institutional strengthening, role of directors/trustees, the code of ethics among others. The adoption of codes of conduct and performance targets demonstrates changing mindsets toward a business-minded attitude of service provision.

- Uyoma West Water Company: In the year under review, 31 participants benefited from a training workshop on good corporate governance and management. The workshop reviewed progress on the formation of the various board committees and held an election for new board members following the term expiry of the outgoing members. As a result, the new board members feel confident to take up their roles to run the water scheme more effectively. KIWASH also conducted quarterly assessments, monitoring and coaching in order to support the new BoD to deliver on their mandate. As a result of this support UWEWASCO realized revenue increase and expanded coverage.

- From November 21-22, 2018, KIWASH supported a two days' workshop on the review of KACWASCO's technical and financial performance of all their schemes. The workshop also aimed at strengthening the company's capacity to implement PIPs and internal benchmarking. As a result, all the schemes registered reduction in NRW levels and debts and increased billing, revenue collection, water coverage and metering ratio. Some of the key best practices for adoption by the schemes included the move from the use of alum to polymer reducing chemical consumption rates, the use of enterprise resource planning (ERP) software for finance and procurement and

the use of smart meters. Others included improved complaints response time, zoning of schemes via GIS, establishment of key committees including gender, debt management and enhanced cashless payment options.

- Busia Water and Sewerage Company: In collaboration with the County Government of Busia, KIWASH supported BUWASSCO to recruit new BoD following term expiry of almost three quarters of the board members. KIWASH facilitated a fair process leading to recruitment of members with requisite qualifications in accordance with the regulator's guidelines. KIWASH supported the induction of the new members on their roles and have since taken over the running of the company's affairs.

- KACWASCO and MIWASCO: KIWASH supported the two companies reconstitute their BoD in line with WASREB guidelines and requirements in the transition process. The process culminated into an induction and training for the board and MIWASCO's corporate management team on good leadership, better governance and institutional strengthening towards improved performance and service delivery. The new board members signed a code of conduct with the utility shareholders and a performance agreement with the county government. The utilities further developed 12-month PIPs following WASREB's key performance indicators through KIWASH support.

County-level planning and budgeting

- KIWASH continued to make deliberate efforts to lobby county governments to increase budgetary allocations in the WASH sector. In the year, KIWASH supported county legislators and officers on WASH planning and budgeting in four key broad areas – budget allocation and development, budget execution, service delivery implementation and strengthening civil society oversight and participation to the budget cycle. This resulted into increased budgetary allocation across the nine counties as shown in the table below.

Increase in county budgetary allocations towards WASH						
County	**WASH budgets (USD)**				**Absolute change (Years 4-1)**	**% increase through Year 4**
	FY2016/17 (Year 1)	**FY2017/18 (Year 2)**	**FY2018/19 (Year 3)**	**FY2019/20 (Year 4)**		
Busia	2,493,200	4,163,075	4,621,359	4,621,359	2,128,159	**85%**
Kakamega	2,407,767	3,504,854	4,825,243	5,292,955	2,885,188	**120%**
Kisumu	1,825,243	2,323,301	2,577,670	2,853,297	1,028,054	**56%**
Kitui	6,467,520	7,048,544	6,796,117	9,293,900	2,826,381	**44%**
Makueni	4,398,631	5,386,224	5,865,670	7,388,350	2,989,718	**68%**
Migori	No data	2,427,184	2,864,078	2,592,233	2,592,233	
Nairobi	-	-	-	-	-	-
Nyamira	1,490,008	1,406,308	1,496,310	2,262,136	772,128	**52%**
Siaya	3,150,683	2,087,633	3,181,193	2,912,621	-238,061	**-8%**

Source: County budget reports, September 30, 2019

In summary, eight county governments allocated a cumulative US$ 3.8 million to the water sector in FY2019/2020 showing a positive deviation from US$ 3.3 million in FY2018/2019 and US$ 2.3 million from the base financial year. Five out of the eight counties have also considerably increased their allocations by more than 50 percent from the base financial year of 2016/2017 with Kakamega County leading with 120 percent, Busia County at 85 percent and Makueni County at 68 percent. Meanwhile Kisumu County increased their budgetary allocation by 56 percent, Nyamira, 52 percent and Kitui by 44 percent.

Increased consumer engagement for better services

- KACWASCO: KIWASH supported KACWASCO formalize interactive radio sessions to enhance communication with stakeholders. The process was spearheaded by the WSP's marketing and communications team, water action groups (WAGS), the county department of water, county ICT and communications teams, WASREB and community radio station – Lubao FM. This milestone aimed at regulating and monitoring of WASH services, advancing consumer relations and trust in water and sanitation service provision. This will go hand in hand with KIWASH infrastructure support in order to encourage new water connections, bill payment, water coverage and commercial viability.

- Kisumu Water and Sewerage Company (KIWASCO): KIWASH in partnership with KIWASCO conducted community outreach education (COE) aimed at achieving at least 1,500 new connections to the water system between May to July 2019. The collaborative effort enabled KIWASCO benefit from the Output Based AID (OBA) – a financing partnership between World Bank, Water Sector Trust Fund (WSTF) and Cooperative Bank upon realization of pre-set targets. During this reporting period, the company achieved over 1,200 new connections. It is worth noting that this was an unprecedented achievement in the history of KIWASCO.

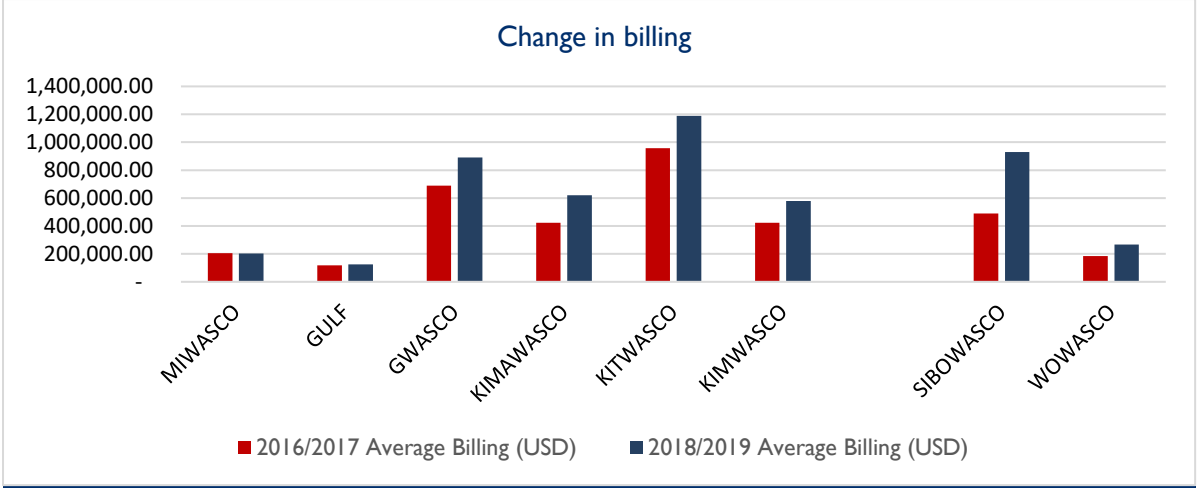
- On World Water Day, celebrated on March 22, KIWASH teamed up with KIWASCO, Netherlands Development Organization (SNV), Practical Action and other WASH partners in Kisumu County to run a campaign dubbed *"Leaving No One Behind"*. The one-month campaign that began on March 6 helped reach out to new and dormant consumers. The campaign reached out to different informal settlements in Kisumu including Pembe Tatu, Ongadi, Osiepe, Olie Market, Nyamasaria and Guba. The campaign reached 1,500 new beneficiaries through individual connections and rehabilitation of two new water kiosks in Pembe Tatu.

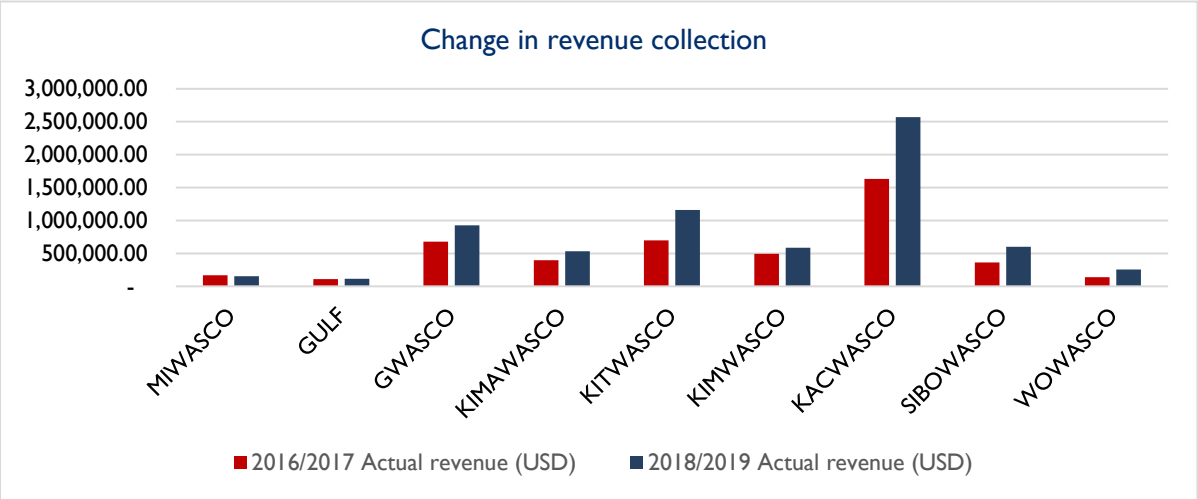
- KIWASH in collaboration with the County Government of Kakamega and KACWASCO also rolled out customer activation in the rural water schemes of Malava, Tindinyo and Navakholo. During the event that was popularized through radio road shows and customer clinics, KACWASCO demonstrated new company innovations to improve customer experience. These included cashless payment, online complaints and bill query system and smart meter reading. The event also educated consumers on their responsibility to report leaks, bursts and vandalism. KIWASH further supported the identification and mapping out of 1,700 new connections and laying the supply lines to customers.

Increased billing and revenue collection

KIWASH continued support in strengthening WSP governance systems led to a considerable increase in annual billing and revenue collection as a result of reduction in NRW, improved efficiency in billing and revenue collection, change in staff attitude and sealing loopholes in revenue management. Billing for nine WSPs increased to USD 4.8 million from US$ 3.0 million in FY2016/2017.

Actual revenue collection also improved by over 50 percent up from US$ 4.3 million in to US$ 6.9 million by the end of FY 2018/2019. This is directly attributed to continuous efforts to professionalize the operations of the utilities. The table below shows how various WSPs performed in billing and revenue collection.





Source: WSPs as at September 30, 2019

Strengthening the effective monitoring and evaluation of WASH

In the year under review, KIWASH supported the quarterly reviews of WSPs' PIPs in the nine counties. This was part of a deliberate and wide strategy towards the implementation of the WSP strategic plans. Some the achievements reported during these reviews were as follows:

- GWASCO conducted meter testing and replacement for large consumers, established emergency lines for reporting burst and leakages and metered flat rated and large consumers. The WSP further introduced daily activity monitoring and reporting tools, initiated targets for staff and began the recruitment of the core management team. These changes have led to an increased revenue from US$ 95,000 to US$ 120,000 and a reduction in NRW from 44 to 43 percent as at September 30, 2019.

- KACWASCO: Eighteen managers and lower cadre staff signed performance contracts. KIWASH compared performance among KACWASCO schemes and departments and collectively monitored measurable and realistic PIPs. According to WASREB's Impact 11 report, KACWASCO had moved from position four to three on very large utilities, governance had improved from 23 to 60 percent, collection efficiency had improved to 115 percent and was the most improved utility on credit worthiness from B to BB. Additionally, it had increased water coverage to 87 percent and its quality of drinking water had improved from 91 to 93 percent. However, the WSP had dropped on pro-poor ranking by 25.

- MIWASCO: The company reported progress in billing and revenue collection as a result of KIWASH's support. In the WASREB's Impact Report in June 2019, MIWASCO ranked 58 overall, an improvement from 78 in the previous reporting period. Notably, the utility reported an

impressive 95 percent revenue collection efficiency. Internally, the WSP recorded improved billing from US$ 122,400 in February to (US$ 190,500 in April and revenue increase from KES US$ 37,000 to US$ 160,000.

Supporting selected WASH sector policy reforms

KIWASH is a member of a national task force with the mandate to analyze, recommend and support the adoption of policy reforms that advance a sustainable and well-governed WASH sector. In October and November 2018, KIWASH supported and participated in a forum with 49 county representatives (19 female and 30 male) from the North Rift, Western and Nyanza regions to review the National Environmental Health and Sanitation Bill. The stakeholder feedback will be presented to the National Assembly for debate.

At the county level, KIWASH supported counties as follows:

Busia County

- BUWASSCO develop and customize a human resources manual and review job descriptions for senior cadre staff. Additionally, the water utility reorganized staff into a more effective structure, identified staff competencies and training needs. This process will continue until all human resource gaps are filled.

Kakamega County

- Facilitated a two and half days' workshop to review the draft legislative framework for the management of rural water schemes aimed at ensuring that rural water management was streamlined for smooth operations and enhanced service delivery. Twenty participants (4 female and 16 male) comprising of county government officials, the department of water and the County Attorney's office took part in the meeting.

- Development of the Kakamega County Department of Water, Environment and Natural Resources Strategic Plan (2018-2022). This has since been finalized and approved by the county's cabinet. KIWASH also supported the county government to edit, design and publish the detailed and popular version of the document. The document was launched and is currently operational.

- Finalization of the first draft of the county's Water and Sanitation Policy following a series of public participation exercises that were conducted in all the twelve sub-counties in the county. The policy provides a clear regulatory framework under which water services will be provided in the entire county. The final review and validation will be done in the subsequent quarter before submission to the cabinet for approval.

- Kakamega Governor Wycliffe Oparanya signed the County Water Bill into an Act. The Act provides legal provisions on water service delivery within the county. Through continued KIWASH support, the county government will come up with rules and regulations to operationalize the Act.

- In preparation for a safe water awareness campaign and citizen engagement exercise, KIWASH supported KACWASCO to develop guidelines on consumer rights and responsibilities and meter reading. The campaign reached areas where KIWASH had invested in water infrastructure and zones with 500 newly installed water meter connections.

Kisumu County

- Facilitated a two and half days' workshop to review a five-year strategic plan draft for the Department of Water, Environment and Natural Resources. The strategic plan draws a road map for enhanced water services delivery for all by 2022 and increased water access from 58 to 68 percent. The second draft of the plan is complete and ready for stakeholder validation.

Kitui County

- A stakeholder workshop that reviewed a draft of the Kitui Water Policy. Thirty-five participants attended the workshop with the aim of formulating a policy to guide the WASH sector service delivery in the county including the management of rural water systems. Once complete, the draft policy will be submitted to the county executive for review and approval.

Makueni County

- Governor Kivutha Kibwana of Makueni County assented the County Water Policy into law following its passage without amendments by the County Assembly. The policy, developed through KIWASH support and in partnership with the county government provides a legal framework for water service delivery in the county.

- Following the successful review by the stakeholders, KIWASH together with the county government completed the first draft of a generic rural water regulations. The regulations will provide the county government with a legal framework for managing rural schemes, key for increasing access to safe drinking water within the counties.

- Review of the draft Water and Sanitation Bill following stakeholder consultation through KIWASH support. The Bill is with the County Assembly for debate and approval. Once finalized and assented to an Act, it will form a legal basis upon which the County Water Policy will be operationalized.

- The county's WSPs metering policy was finalized and is operational. The metering policy will guide the county WSPs when metering new and old customers in order improve on their efficiency and curb on wastage.

Migori County

- Review of draft one of the County Water Policy was finalized after a two and half day's workshop to review the zero draft of the policy. The policy is currently going through a public participation process before the final review from the stakeholders can be conducted in the subsequent year.

- Technical support to county teams developing the county Natural Resource Management Framework. The framework has a component of on-site fecal sludge management to reduce water pollution in the municipality areas. In conjunction with World Vision Kenya, the County Department of Water selected KIWASH to guide the process of identifying best practices and scalable models for on-site sanitation suitable for the urban centers and institutions in the county. The second draft of the framework is complete and already presented to the County Assembly for debate and publication before its approval.

Nairobi County

- Nairobi Water to form a Strategic Plan Development Committee. The committee is working to formulate NCWSC's Strategic Plan for the period of 2019-2024. The committee has developed its terms of reference and an action plan towards realization of the strategic plan in June 2019 when the current one expires. The drafting of the strategic plan is at the procurement stage.

- Review of the first draft of a Sanitation Revolving Fund Policy, Bill and Regulations. Once developed, a fund management entity will be established to accelerate infrastructure development, reduced environmental pollution and eliminating water-borne diseases.

- The process of developing "Guidelines for Provision of Water Services in Rural and Underserved Areas," which propose clear-cut management models for service delivery. This was finalized and a Rural Water Management Framework launched in the reporting period. The guidelines once domesticated at the county level will provide a legal basis through which the rural water schemes will be professionally managed within the respective counties.

Nyamira County

- Development of final draft of the Water Policy after two and half day review workshop attended by 24 participants (4 female, 20 male) drawn from the executive and legislative arms of

government, county assembly committee members in charge of water and natural resources together with the policy and bill technical team. The policy was handed over to the cabinet for review and approval. Once assented to, the policy implementation will strengthen institutions to manage rural water supply, conserve water catchment areas and develop appropriate water infrastructure.

Siaya County

- Review of the draft Environmental Health and Sanitation Bill 2016 that seeks to entrench environmental health and sanitation service provision into law. The next step will be to subject the bill for discussion in the county assembly before the governor assents it into law.
- Launch of SIBOWASCO's strategic plan which seeks to improve Siaya County water services provision from 42 percent to 52 percent by 2023. KIWASH supported the utility to come up with a 12 months PIP to address operational inefficiencies, NRW, financial sustainability and human resource challenges facing the WSP. The half-day meeting brought together 120 participants (88 male and 32 female) drawn from the office of the governor, the departments of water, health and education, stakeholders, customers and staff.
- The Siaya County Water Bill was assented into an Act through KIWASH technical assistance during the reporting period. The Act provides a legal framework for the provision of water services in the county. In collaboration with the county water department, KIWASH embarked on developing rules and regulations to operationalize the Act, which is currently at the draft stage to be finalized in the subsequent financial year.

Support USAID program learning

KIWASH continued to support knowledge sharing and learning through continuous engagement of relevant county government officials and WASH stakeholders within the counties at various levels and forums. KIWASH used the WASH forums, progress review meetings and engagement with the county governments to call for active public participation in budgeting process (planning and tracking) to promote transparency and accountability as tenets of good governance in water service provision.

- KIWASH facilitated discussions on the devolution of water services including supporting technical discussions at the seventh annual devolution conference organized by the Council of Governors and attended by approximately 6,000 delegates. The water and sanitation discussions culminated in two key commitments:
    i. Both levels of government shall in the next one year develop a policy to guide water resource sharing across counties and increase investments in water infrastructure.
    ii. Both levels of government shall in the next three years convene a water congress for all stakeholders to discuss responsibilities for each level of government and concurrent
- From November 21 to 22, KIWASH organized an exchange visit on environmental sustainability between Kakamega and Kisumu County water departments. The key learning areas included coordination of county WASH network activities, climate change adaptation and mitigation measures for each county, strengthening WASH sector governance and management of natural resources. The teams developed action plans aimed at addressing learnings from the visit which shall be monitored and supported by KIWASH.
- From February 6-7, 2019, KIWASH co-sponsored and participated in the *Innovate 4 Water marketplace* forum held in Kisumu County. The workshop under the theme *Adopting innovative community-led approaches for water and sanitation in Kenya* brought together entrepreneurs, government agencies, non-governmental organizations (NGOs), development partners, financial institutions, private sector players, learning institutions and international innovators.

Sector coordination

KIWASH participated in various partnership and networking meetings in the year including:

- A planning workshop by WRA to develop a strategic framework for managing the Lake Victoria North Basin (LVNB). Participants included 32 representatives from the Lake Victoria North Water Services Board, Kenya Water Towers Agency, WRUAs, GOPA consultants and members of county executive committees. Others included county departments of Water, Environment and Natural Resources (WENR), KACWASCO, Vihiga Water and Sanitation Company, Lake Regional Economic Bloc, NEMA, Kenya Red Cross and Kibabii University.

- The Water Service Providers Association (WASPA) quarterly benchmarking for public utilities. During the event, KACWASCO set a benchmark in cost recovery, NRW management and service levels. To enable learning, KIWASH made a presentation and moderated sessions on cost recovery and service delivery giving examples from KACWASCO as a model for success. Participants included SNV Netherlands Development Organization and VEI Dutch Water Operators and 32 WSPs from Kakamega, Kisumu, Eldoret, Embu, Isiolo, Malindi, Meru, Mombasa, Naivasha, Nanyuki, Nakuru, Nyahururu Nyeri, Kericho, Kiambu, Kikuyu, Taita Taveta, Kilifi, Vihiga, among others.

- In Nairobi County, KIWASH took part in the third WASPA International Conference Expo attended by approximately 600 delegates from across the globe. The conference organized in collaboration with the Ministry of Water and the Council of Governors enabled participants to deliberate on challenges and best practices to fast-track Vision 2030 and SDG 6. During the expo, KIWASH, KACWASCO and the County Government of Kakamega made presentations on:

    i. Internal benchmarking and performance assessment as internal accountability tools for sustained water service delivery.

    ii. Social accountability mechanisms for attaining SDG6 in the context of devolution in Kenya.

- The quarterly WASH network meetings in Kisumu, Kakamega, Busia, Siaya, Nyamira, Makueni, Kitui and Migori counties, where KIWASH advances good governance tenets in county level WASH prioritization, planning, budgeting and implementation. At the same time, KIWASH supported active participation in the policy and bill development processes for the county.

- On March 22, 2019, KIWASH supported the National World Water Day (WWD) celebrations hosted in Kakamega County. Dignitaries including the Governor of Kakamega County and the Water Cabinet Secretary attended the event under the theme '*Leaving No One Behind*'. Adam Norikane, USAID Deputy Chief Office of Economic Growth stressed four points; the need for WSPs and all other players in the water sector to be deliberate on NRW management, the use of data in enhancing water service delivery, focus on alternative financing mechanisms e.g. commercial financing as opposed to relying on traditional grant financing and enhancing governance in the devolved units as a catalyst in water service provision.

INFRASTRUCTURE SUPPORT

KIWASH has successfully implemented 38 water infrastructure projects providing safe and reliable water supply to approximately 363,339 people in nine project counties. Infrastructure interventions are targeted to complement technical assistance and aim to increase revenues and/or reduce non-revenue water, expand of distribution networks, increase billing accuracy, and reduce energy costs. Ultimately, these small investments increase water coverage through new connections and improved access to water to both rural and urban communities, while reducing the cost of production and operations.

In Year 4, KIWASH completed construction works of 25 water infrastructure projects in nine counties at a total cost of US$ 3,894,141 benefiting 157,995 new beneficiaries. Additionally, KIWASH installed chlorines dozing units for water disinfection in Kakamega, Kisumu, Kitui, Makueni, Migori and Nyamira counties, ensuring safe water for communities.

In order to reduce operational costs, KIWASH installed solar power generating units and new water pumping equipment. The installations have significantly enhanced projects' sustainability and service delivery. The solar power systems have also significantly reduced water pumping costs by 50 to 80 percent contributing to sustainable operations and therefore improved water services provision to many consumers. Increased revenue is used for water systems improvements such as rehabilitation and expansion of water distribution pipelines hence serving more people in a sustainable manner.

All the projects are scheduled for completion by the end of the first quarter of year 5.

Water infrastructure projects completed in Year 4

	Project	County	Contract value	Beneficiaries
1	Iremere and Ondachi springs	Kakamega	$10,958	500
2	Kakamega Town Supply (KACWASCO)	Kakamega	$321,763	14,500
3	Ahero Catholic Water Project	Kisumu	$125,805	4,500
4	Boya Community Water Project	Kisumu	$113,762	7,210
5	Gulf: Nyahera Mkendwa Scheme	Kisumu	$192,768	9,070
6	Masogo Water and Sanitation Company	Kisumu	$115,510	2,993
7	Nyanas WSP: Nyakach Water Scheme	Kisumu	$313,748	11,350
8	Nyangoma Community Water Supply	Kisumu	$144,674	3,500
9	Sondu Miriu Right Bank Community Water Supply	Kisumu	$217,022	10,950
10	Kithambangii Water Project	Kitui	$186,318	5,013
11	Musengo Water Project	Kitui	$236,412	10,000
12	Tyaa River Water Project	Kitui	$156,650	5,000
13	Kaanani Kiboko Water Project	Makueni	$140,523	6,000
14	Masaku Water Supply Project	Makueni	$55,568	1,000
15	Unoa-Kyemole Water Supply Project	Makueni	$230,542	10,000
16	Midida Water Project	Migori	$83,662	2,300
17	Muhuru Community Water Supply Project	Migori	$247,611	9,031
18	Ndiwa Borehole Community Water Project	Migori	$142,726	4,500
19	Geosemic Water Company Project	Nairobi	$87,937	3,365
20	Soweto High Rise Project	Nairobi	$28,301	1,500
21	Ikonge Water Project	Nyamira	$184,672	10,200
22	Machururiati Water Project	Nyamira	$95,102	3,800
23	Akala Community Water Project	Siaya	$172,500	7,403
24	Osieko Nambo WUA	Siaya	$184,432	8,000
25	Sirembe Community Water Supply	Siaya	$105,175	6,310
			$3,894,141	**157,995**

Installation of chlorine dozers

	Project	County	Contract value	Beneficiaries
	Installation of chlorine dozers – LOT 2	Nyamira & Migori	$6,116,262	29,831

Water quality surveillance

During the year, KIWASH carried out post construction water quality tests on completed water infrastructure projects to ascertain safety of drinking water to the beneficiaries. KIWASH took remedial measures to train operation and maintenance staff who operate water treatment plants/ equipment in cases of unsatisfactory water quality results.

Installation of solar power for water pumping

KIWASH installed 22 solar power systems in completed water supply projects in all focus counties by the end of Year 4. One of the main advantages of a solar-powered pumping system is its simplicity and durability. Solar water pumping has been proven to be operationally, financially, and environmentally sustainable. Solar panels can last up to 25 years, requiring little maintenance throughout this time.

In addition to solar power installations, KIWASH constructed adequate water storage facilities in supported schemes. The solar water pumping systems require water storage capacity to improve performance and reliability. Reliability is improved when a storage tank is used to store water extracted during sunshine hours to meet water needs at night, or in the event of cloudy weather or system downtime.

The solar systems were installed in the following projects;

	Project	County
1	Alema Borehole Project	Busia
2	Ahero Catholic Water Project	Kisumu
3	Boya Community Water Project	Kisumu
4	Masogo Water & Sanitation Company	Kisumu
5	Nyangoma Community Water Supply	Kisumu
6	Sondu Miriu Right Bank Community Water Supply	Kisumu
7	Kithambangii Water Project	Kitui
8	Musengo Water Project	Kitui
9	Tharaka Women Water Project	Kitui
10	Tyaa River Water Project	Kitui
11	Makutano/Sinai Borehole Water Project	Makueni
12	Masaku Water Supply Project	Makueni
13	Mbukoni Kyulu Valley Borehole Water Project	Makueni
14	Nzueni Borehole Self Help Group	Makueni
15	Midida Water Project	Migori
16	Muhuru Community Water Supply Project	Migori
17	Geoseismic Water Project	Nairobi
18	Ikonge Water Project	Nyamira
19	Machururiati Water Project	Nyamira
20	Akala Community Water Project	Siaya
21	Osieko Nambo WUA	Siaya
22	Sirembe Community Water Supply	Siaya

Financing leveraged through KIWASH technical assistance and infrastructure support

- Collaboration with DOW Chemicals to install water treatment facility at Geoseismic Water Company in Nairobi County

During Year 4, KIWASH in partnership with DOW Chemicals Limited completed the construction of Geoseismic Water Supply Project in Nairobi County. DOW Chemical facilitated the installation of a treatment unit (reverse osmosis process) for removal of fluoride and other metals in the borehole water at an estimated cost of US$ 52,000. KIWASH carried out the installation of solar power unit, construction of elevated tank platforms structure and supply of raw and treated plastic water tanks at a cost of USD 87,937.

Maintenance and monitoring systems

KIWASH trained project owners on tracking system performance in the following areas:

i. Technical performance (operation and maintenance of the systems);
ii. Water quality and quantity preservations;
iii. Availability of spares for systems maintenance.

RECOVERABLE GRANTS

In Year 4, KIWASH continued to implement infrastructure grants for WSPs and WASH enterprises. This mechanism allows small and medium size businesses and WSPs to access goods and services that are normally out of their reach due to lack access to affordable finance that can serve to improve their operations and grow their businesses. These grants, in effect, serve as interest free loans that allow grantees to access capital and build up their credit histories while participating in an ongoing intervention program with KIWASH. Only assets that increase productivity and operational capacity are eligible for purchase under this program – operational costs (such as salary, rent, trainings, etc.) are not eligible.

KIWASH oversees the construction of all the infrastructure works and after construction is complete, the grantee starts repayment of the recoverable amount under an agreed schedule of repayment.

In-kind grants with repayment follow the same standard provisions as normal in-kind grants, with the only difference being that KIWASH and the grantee will agree upon a repayment schedule based on the grantees ability to repay for assets acquired under the grant. In the event that a grantee is unable to repay KIWASH per the agreed repayment schedule, KIWASH will consider restructuring the repayment schedule in order to recover all funds pending with the grantee. Any amounts not fully repaid by grantees will effectively become the final grant amounts. A grantee's inability to repay KIWASH would likely negatively affect its potential for accessing additional grant funding from the project.

Water Service Providers

KIWASH continued implementation of the grants that had been approved during the second year under the Annual Program Statement to WSPs. KIWASH considered WSPs with proposals that were either increasing revenues or reducing NRW through installation of household water meter connections, resuscitation of dormant connections, installation of master meters that increase billing accuracy, and replacement of energy consuming systems with energy efficient systems that maximize cash savings. All the proposed activities are meant to increase water coverage through new connections to both rural and urban locations as well as maximizing operational efficiencies.

WSP	Project purpose	Estimated Beneficiaries	Estimated Cost (USD)	Status
Gulf Water & Sanitation Company	Laying of rising main, 75 mm diameter, 1325 m Laying of Bar II line 50 mm diameter, 2005 m Laying of Bar Union line 50 mm diameter, 280 m Laying of Riat line 100 mm diameter, 3465 m Construction of 1No spring box for Orinde spring Construction of 4 water kiosks	5,000	198,779	Construction completed in late July 2019. Negotiating with the grantee when repayment is to start probably in September, 2019

WSP	Project purpose	Estimated Beneficiaries	Estimated Cost (USD)	Status
	Installation of 1 bulk water meter Underground Masonry Tank			
Nyanas Water & Sanitation Company	Laying of Kahawa line, OD110mm diameter, 4900 m Laying of Lower Sondu line OD90mm diameter, 3150 m Construction of 6500m^3/d inlet chamber at the treatment works Construction of 5 water kiosks Installation of 2 zonal water meters	8,750	313,747.95	Construction completed in Sept, 2019; Negotiating with the grantee when to start repayment.
KACWASCO Kakamega	Installation of a gravity pipeline extension, metering, installation of elevated steel water tank of 150m3 capacity	10,150	335,670	Construction completed in December 2018, Grantee is yet to make any repayments. Repayments were to start in July,2019 Accumulated Arrears of Kes 4.5M. Negotiations ongoing with WSP to commence repayments

WASH Enterprises

In Year 4, KIWASH continued to work with 14 WASH enterprises. Ten WASH Enterprises had their infrastructure works fully completed and repayments have started to flow in. Construction works are still ongoing for the remaining four enterprises and repayments of their grants is expected to commence immediately upon final completion and hand-over of the construction projects.

The table is a summary of 10 complete projects.

WASH Enterprise	County	Project purpose
Kithambangii	Kitui	Construction of two water kiosks at Musyau and Kangalu areas, Rehabilitation of the existing six water kiosks all round Wikililye sub-location Rehabilitation of a 50M^3 masonry water tank
Soweto Highrise	Nairobi	Construction of two masonry water kiosks with storage tanks of 10M^3 each Pipeline extension of about 1.4 KM

		Supply and Installation of two water tanks on a steel platform, each tank 10M3
Masaku Water Supply	Makueni	Pipeline extensions through the DC Line, which passes through an unserved area and a kiosk at the end. Purchase of storage tanks and installation of solar panels that will enable the enterprise to reduce the cost of pumping and the extra tank to improve the storage capacity
Kanaani Kiboko	Makueni	Construction of a 150m^3 masonry water tank
Geoseismic	Nairobi	installation of solar panels for pumping thus reducing water shortages due to power outages Construction of a water tower Purchase of two 10m^3 water tanks that will increase its storage capacity. ***Repayments to be received first week of October, 2019***
Ahero Catholic	Kisumu	The installation of a hybrid electricity- solar pumping system that will ensure reliable pumping and constant distribution of water. Purchase and installation of consumer meters that will enable the community to get water access to their households
Sondu Miriu	Kisumu	The installation of a hybrid electricity- solar pumping system that will ensure reliable pumping and constant distribution of water
Nyangoma	Kisumu	Installation of a hybrid electricity- solar pumping system that will ensure reliable pumping and constant distribution of water
Khwisero	Kakamega	Purchase of consumer water meters that was complementing the direct investment
Sirembe	Siaya	Supply and installation of grid-tied solar system Laying of 3.2km pipeline extension Supply of 200 consumer meters Supply and installation of a submersible pump Supply and installation of in-line chlorine dozing unit Rehabilitation of 2 No. new water kiosks

Grant repayments

Repayments from nine partners started to flow in as construction of the infrastructure works were completed. The total repayments received, as at September 30, 2019 was USD 26,180 against a total expected amount of USD 59,712.94. That makes 44 percent repayment of grants disbursed. The table below provides a clear picture of repayments.

Project	County	Total repayable amount	Expected repayment by Sep 2019	Actual repayments by Sep 2019	% paid (to date)
Kithambangii Water Project	Kitui	1,508,000.00	1,005,840.00	188,000.00	19%
Kanani Kiboko B SHG	Makueni	1,000,000.00	630,004.00	560,000.00	89%
Masaku Water Supply	Makueni	1,500,000.00	936,000.00	866,000.00	93%
Soweto Highrise Savings Scheme	Nairobi	800,000.00	500,000.00	245,000.00	49%
Ahero Catholic Water Project	Kisumu	1,540,000.00	675,000.00	445,000.00	66%
Sondu Miriu Right Bank Water Association	Kisumu	3,400,000.00	850,000.00	24,000.00	3%
Nyangoma Community Water Supply Project	Kisumu	1,500,000.00	988,750.00	190,000.00	19%
Sirembe Community Water Project	Siaya	2,400,000.00	385,700.00	100,000.00	26%
TOTAL		**13,648,000.00**	**5,971,294.00**	**2,618,000.00**	**44%**

Water meters

In Year 4, KIWASH also finalized on recoverable grants under APS 003 targeting WASH enterprises and WSPs with the potential to raise revenue through replacement of faulty meters and installation of new metering areas to boost revenue collection. KIWASH shortlisted 13 partners for the APS.

The activities done during the period were procurement and delivering of the water meters to the entities for installation according to their work plan. 2667 water meters worth USD 156,158.83 were procured and delivered.

Technologies to reduce non-revenue water

KIWASH issued APS 004 – Technologies to Reduce Non-Revenue Water on September 2019. This will be the last round of Grants that will be non-recoverable.

The APS is to provide **in-kind** assistance to enterprises and WSPs in KIWASH project counties to implement technologies that will reduce the level of non-revenue water. Examples of technologies KIWASH will consider include but is not limited to metering (zonal and individual meters), handheld meter calibration equipment (devices), billing and accounting software, GIS mapping of water systems and other non-infrastructure interventions.

Currently we have started receiving applications on a rolling basis.

III. ACTIVITY PROGRESS (QUANTITATIVE IMPACT)

PERFORMANCE DATA TABLES

Percentage increase in county budget allocations for basic water and sanitation.
Outcome indicator 5
Task 6.2: Technical assistance offered to sector stakeholders for improved monitoring, evaluation, reporting and accountability
Activity: Conduct one meeting to support effective county-level WASH planning and budgeting for county government officials through training, technical assistance and coordination and planning

UNIT	DISAGGREGATE BY: County							
	Geographic Location	**Activity Title**	**FY 2016/17 (Y1) WASH Budgets (USD)**	**FY 2017/18 (Y2) WASH Budgets (USD)**	**FY 2018/19 (Y3) WASH Budgets (USD)**	**FY 2019/20 (Y4) WASH Budgets (USD)**	**Absolute Change (Y4-Y1) (USD)**	**% Increase through Y4**
	Busia		2,493,200	4,163,075	4,621,359	4,621,359	2,128,159	**85%**
	Kakamega		2,407,767	3,504,854	4,825,243	5,292,955	2,885,188	**120%**
	Kisumu		1,825,243	2,323,301	2,577,670	2,853,297	1,028,054	**56%**
	Kitui		6,467,520	7,048,544	6,796,117	9,293,900	2,826,381	**44%**
	Makueni		4,398,631	5,386,224	5,865,670	7,388,350	2,989,718	**68%**
	Migori		No data	2,427,184	2,864,078	2,592,233	2,592,233	**-**
	Nairobi		-	-	-	-	**-**	**-**
	Nyamira		1,490,008	1,406,308	1,496,310	2,262,136	772,128	**52%**
	Siaya		3,150,683	2,087,633	3,181,193	2,912,621	-238,061	**-8%**
	Total		**22,233,052**	**28,347,123**	**32,227,640**	**37,216,851**	**37,216,851**	**67%**

Exchange rate: 103

Additional Criteria	**Baseline**		**Results Achieved Prior Periods through 30-Jun-19**	**Results Achieved this Reporting quarter 30-Sep-19**		**FY 2016 Target**	**FY 2017 Target**	**FY 2018 Target**	**FY 2019 Target**	**End of Activity Target**
			Achieved	**Target**	**Achieved**	**Target**	**Target**	**Target**	**Target**	**Target**
	0	**0**	**44%**							**33%**
Busia	**0**	**0**	78%	-	**85%**					3.67%
Kakamega	**0**	**0**	121%	-	**120%**					3.67%
Kisumu	**0**	**0**	38%	-	**56%**					3.67%
Kitui	**0**	**0**	49%	-	**44%**					3.67%
Makueni	**0**	**0**	31%	-	**68%**					3.67%
Migori	**0**	**0**		-	-					3.67%
Nairobi	**0**	**0**	12%	-	**-**					3.67%
Nyamira	**0**	**0**	0.8%	-	**52%**					3.67%
Siaya	**0**	**0**	19%	-	**-8%**					3.67%

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	Technical assistance to BUSWASCO leading to 55 household connections	Jul – Sept 2019	141	134	**275**
	Technical Assistance support provided to Ogallo Water Users association leading to 6 new household connections	Jul – Sept 2019	15	15	**30**
	Technical Assistance support provided to Nasewa Women Community Water Project leading to 5 new household connections	Jul – Sept 2019	13	12	**25**
	Technical Assistance Support provided to Malanga Lugulu Community water project leading 7 new household connections	Jul – Sept 2019	18	17	**35**
	Technical Assistance Support provided to Upendo Elunyiko Community water project leading 6 new household connections	Jul – Sept 2019	15	15	**30**
	Technical Assistance Support provided to Mungatsi Community water project leading 6 new household connections	Jul – Sept 2019	15	15	**30**
	Technical Assistance Support provided to Budokomi Community water project leading 3 new household connections	Jul – Sept 2019	8	7	**15**
	Technical Assistance Support provided to Bukhalalire Community water project leading 8 new household connections	Jul – Sept 2019	20	20	**40**
	Technical Assistance Support provided to Malanga Maira Community water project leading 5 new household connections	Jul – Sept 2019	13	12	**25**
Kakamega	Technical assistance to KACWASCO leading to 877 household connections	Jul – Sept 2019	2,246	2,139	**4,385**
	Technical Assistance/ Capacity Building Support leading to 13 new household connections at Kambiri Community Water Supply Project	Jul – Sept 2019	33	32	**65**
	Technical Assistance/ Capacity Building Support leading to 9 new household connections at Bukura Community Water Supply Project	Jul – Sept 2019	23	22	**45**
	Technical Assistance and outreach services leading to 7 new household connections at Mwihila Community Water Supply Project	Jul – Sept 2019	18	17	**35**
	Technical Assistance/ Capacity Building Support leading to 6 new household connections at Matete Community Water Supply Project	Jul – Sept 2019	15	15	**30**
	Technical Assistance/ Capacity Building Support leading to 3 new household connections at Mutoma Mulambo Community Water Supply Project	Jul – Sept 2019	8	7	**15**
	Technical Assistance/ Capacity Building Support leading to 9 new household connections at Mukongolo Community Water Supply Project	Jul – Sept 2019	23	22	**45**
	Technical Assistance/ Capacity Building Support leading to 6 new household connections at Shikokho Community Water Supply Project	Jul – Sept 2019	15	15	**30**

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UNIT

DISAGGREGATE BY: County, Gender, activity type					
Geographic Location	**Activity Title**	**Date**	**W**	**M**	**Sub-total**
	Technical Assistance/ Capacity Building Support leading to 3 new household connections at Emasiba Community Water Supply Project	Jul – Sept 2019	8	7	**15**
	Technical Assistance/ Capacity Building Support leading to 10 new household connections at Musanda Community Water Supply Project	Jul – Sept 2019	5	5	**10**
	Technical Assistance/ Capacity Building Support leading to 2 new household connections at Obulamu Community Water Supply Project	Jul – Sept 2019	5	5	**10**
	Technical Assistance/ Capacity Building Support leading to 1 new household connection at Maturu Lwandeti Community Water Supply Project	Jul – Sept 2019	3	2	**5**
	Technical Assistance/ Capacity Building Support leading to 3 new household connections at Mabole Community Water Supply Project	Jul – Sept 2019	8	7	**15**
	Technical Assistance/ Capacity Building Support leading to 2 new household connections at Shibuname Community Water Supply Project	Jul – Sept 2019	5	5	**10**
Kisumu	Technical assistance to GULF leading to 63 household connections	Jul – Sept 2019	161	154	**315**
	Technical assistance to NYANAS leading to 49 household connections	Jul – Sept 2019	125	120	**245**
	Technical Assistance coupled with water infrastructure support leading to construction of 5 water kiosks, boosting storage and pipeline extension to connect more people at Ahero Catholic Water Supply Project	Jul – Sept 2019	5,263	5,012	**10,275**
	Technical Assistance coupled with water infrastructure support leading to construction of 3 water kiosks, boosting storage and pipeline extension to connect more people at NYANAS Project-Beneficiary Readjustment following verification	Jul – Sept 2019	1,623	1,546	**3,169**
	Infrastructure Investments support coupled with Technical Assistance/ Capacity Building Support leading to construction of 3 new water kiosks, household connections and rehabilitation of 6 water kiosks at Sondu Miriu Right Bank Water Supply Project	Jul – Sept 2019	5,609	5,341	**10,950**
	Technical Assistance/ Capacity Building Support leading to 18 new household connections at Ahero Catholic Water Project	Jul – Sept 2019	46	44	**90**
	Technical 20 new household connections and reconnections at Boya Community Water Supply Project	Jul – Sept 2019	51	49	**100**
	Technical Assistance/ Capacity Building Support leading to 24 new household connections at St. Anne's Mwangaza Water Supply Project	Jul – Sept 2019	61	59	**120**
	Technical Assistance/ Capacity Building Support leading to 20 household connections and as a result of service improvements at Nyang'oma Community Water Supply Project	Jul – Sept 2019	51	49	**100**
	Technical Assistance/ Capacity Building Support leading to 8 new household connections at Mowlem Akado Group Water Supply Project	Jul – Sept 2019	20	20	**40**

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UNIT

DISAGGREGATE BY: County, Gender, activity type					
Geographic Location	**Activity Title**	**Date**	**W**	**M**	**Sub-total**
	Technical Assistance coupled with water infrastructure support leading to construction of 3 water kiosks, boosting storage and pipeline extension to connect more people at Nyangoma Community Water Supply	Jul – Sept 2019	1,140	1,086	**2,226**
	Technical Assistance/ Capacity Building Support leading to 28 new household connections at Manyatta A Neigbourhood CBO Water Supply Project	Jul – Sept 2019	72	68	**140**
	Technical Assistance/ Capacity Building Support leading to 5 new household connections at Asengo Community Water Supply Project	Jul – Sept 2019	13	12	**25**
	Technical Assistance/ Capacity Building Support leading to 5 new household connections and one water kiosk at Nyalenda Consumers Water Supply Project	Jul – Sept 2019	13	12	**25**
	Technical Assistance/ Capacity Building Support leading to 10 new household connections and 1 water kiosk at Moolamazi Youth Group Water Supply Project	Jul – Sept 2019	26	24	**50**
	Technical Assistance/ Capacity Building Support leading to 5 new household connections at Mauna Musega Integrated Water Supply Project	Jul – Sept 2019	26	24	**50**
	Technical Assistance/ Capacity Building Support leading to 15 new household connections at Masogo Water Services Company	Jul – Sept 2019	38	37	**75**
	Technical Assistance/ Capacity Building Support leading to 30 new household connections at Manyatta WATSAN Water Supply Project	Jul – Sept 2019	77	73	**150**
	Technical Assistance/ Capacity Building Support leading to 15 new household connections at Pomas Kiboko Youth Group Water Supply Project	Jul – Sept 2019	38	37	**75**
	Technical Assistance/ Capacity Building Support leading to 10 new household connections at Riwo Lwedo Women Group Water Supply Project	Jul – Sept 2019	26	24	**50**
Kitui	Technical assistance to KITWASCO leading to 105 household connections	Jul – Sept 2019	269	256	**525**
	Technical assistance to KIMWASCO leading to 101 household connections	Jul – Sept 2019	259	246	**505**
	Technical Assistance/Capacity Building Support leading to 8 new household connections at Mumbuni/ Katalwa Water Project	Jul – Sept 2019	20	20	**40**
	Technical Assistance/ Capacity Building Support leading to 80 new household connections at Kithambangi Community Water Supply Project	Jul – Sept 2019	359	341	**700**
	Technical Assistance/ Capacity Building Support leading to 5 new connections at Musyau Water Project	Jul – Sept 2019	13	12	**25**
	Technical Assistance/ Capacity Building Support leading to 3 new connections at Abundant enterprises	Jul – Sept 2019	8	7	**15**
	Technical Assistance/ Capacity Building Support leading to operationalization of 12 water kiosks and 50 new household connections at Musengo Water Project	Jul – Sept 2019	5,122	4,878	**10,000**
	Technical Assistance/ Capacity Building Support leading to operationalization of 4 water kiosks and 100 new connections at Kilungu Water Project through a partnership with KITWASCO	Jul – Sept 2019	871	829	**1,700**

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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**
	Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Musengo Water Project in Kitui	Jul – Sept 2019	2,865	2,728	**5,593**
Makueni	Technical assistance to WOWASCO leading to 32 household connections	Jul – Sept 2019	82	78	**160**
	Technical assistance to KIMAWASCO leading to 75 household connections	Jul – Sept 2019	192	183	**375**
	Technical Assistance/ Capacity Building Support leading to 11 new household connections and additional of one water kiosk at Makutano/Sinai Water Project:	Jul – Sept 2019	28	27	**55**
	Infrastructure Investments coupled with Technical Assistance support leading to 4 new household connections and restoration of supply at other communal water points at Masaku Water Supply	Jul – Sept 2019	10	10	**20**
	Technical Assistance/ Capacity Building Support leading to 4 new household connections at Chulu Valley Group Water Supply Project	Jul – Sept 2019	10	10	**20**
	Technical Assistance/ Capacity Building Support leading to 6 new household connections at Kiaoni Kwa Ndeti Water Project:	Jul – Sept 2019	15	15	**30**
	Technical assistance leading to 3 new household connections at Kitise Water Project	Jul – Sept 2019	8	7	**15**
Migori	Technical assistance to MIWASCO leading to 106 household connections	Jul – Sept 2019	271	259	**530**
	Technical Assistance/ Capacity Building support provided leading 4 new household connections at Midida Community Water Project.	Jul – Sept 2019	10	10	**20**
	Technical Assistance/ Capacity Building support provided leading to 3 new household connections and 1 kiosk at Bondo Nyironge Community Water Project.	Jul – Sept 2019	59	56	**115**
	Technical Assistance/ Capacity Building support provided leading to 7 new household connections at Muhuru Community Water Project	Jul – Sept 2019	18	17	**35**
	Technical Assistance/ Capacity Building support provided leading to 18 new household connections at Ndiwa Community Water Project.	Jul – Sept 2019	46	44	**90**
	Technical Assistance/ Capacity Building support provided leading to government/partner support for pipeline extension, treatment works rehabilitation to connect and serve 7 water kiosks at Gogo Nyatike.	Jul – Sept 2019	1,024	976	**2,000**
Nairobi	Technical Assistance/ Capacity Building Support leading to 31 new household connections at Geoseismic Water Project:	Jul – Sept 2019	46	44	**90**
	Infrastructure investment by KIWASH coupled with Technical Assistance/ Capacity Building support leading to construction of 1 water kiosk that serves 300 households and additional household connections at Soweto Highrise Savings Scheme Water Enterprise	Jul – Sept 2019	674	641	**1,315**
Nyamira	Technical assistance to GWASCO leading to 95 household connections	Jul – Sept 2019	243	232	**475**
	Technical Assistance and Infrastructure support provided to Machururiati Water Borehole project leading to 32 more households gaining access to water and 6 water points as a result.	Jul – Sept 2019	261	249	**510**

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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**
		Technical Assistance Support provided to Moiskin Aqua Water Project leading to 1 water point gaining access to water as a result	Jul – Sept 2019	102	98	**200**
	Siaya	Technical assistance to SIBOWASCO leading to 191 household connections	Jul – Sept 2019	489	466	**955**
		Technical Assistance Support provided to North Alego Community Water Project leading to 10 new household connections	Jul – Sept 2019	26	24	**50**
		Technical Assistance Support provided to south West Sakwa Water Project leading to 13 new household connections and additional customers in the kiosk	Jul – Sept 2019	33	32	**65**
		Technical Assistance Support provided to Sigomre Water Project leading to 24 new household connections and	Jul – Sept 2019	61	59	**120**
		Technical Assistance Support provided to Akala Community Water Project leading to 5 new household connections and 30 more customers in the kiosks.	Jul – Sept 2019	13	12	**25**
		Technical Assistance Support provided to Uyoma West Community Water Project leading to 14 new household connections	Jul – Sept 2019	36	34	**70**
		Technical Assistance coupled with water infrastructure support leading to construction of 3 water kiosks, boosting storage and pipeline extension to connect more people at Akala Community Water Supply	Jul – Sept 2019	3,470	3,305	**6,775**
				34,165	**32,543**	**66,708**

Results

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				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	**285,855**	**270,747**	**17,073**	**16,263**	**34,165**	**32,543**	**76,962**	**73,298**	**97,316**	**92,684**	**97,316**	**92,684**	**307,315**	**292,685**
Busia	0	0	17,955	17,052	1,897	1,807	258	247	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Kakamega	0	0	55,661	52,556	1,897	1,807	2,415	2,300	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Kisumu	0	0	46,491	44,426	1,897	1,807	14,479	13,791	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Kitui	0	0	56,004	53,083	1,897	1,807	9,786	9,317	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Makueni	0	0	31,937	30,458	1,897	1,807	345	330	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Migori	0	0	20,076	18,822	1,897	1,807	1,428	1,362	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				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
Nairobi	0	0	29,691	28,549	1,897	1,807	720	685	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Nyamira	0	0	11,652	10,971	1,897	1,807	606	579	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521
Siaya	0	0	16,388	14,830	1,897	1,807	4,128	3,932	8,551	8,144	10,813	10,298	10,813	10,298	34,146	32,521

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

DISAGGREGATE BY: County, Gender, Activity type

UNIT	Geographic Location	Activity Title	Date	W	M	Sub-total
	Busia	-	-	-	-	-
	Kakamega	-	-	-	-	-
	Kisumu	Post triggering progress at village level to achieve access to basic sanitation=- follow up (# of persons benefiting from newly constructed latrines)	Jul – Sept 2019	4,794	4,566	**9,360**
	Kitui	-	-	-	-	-
	Makueni	-	-	-	-	-
	Migori	Post triggering progress at village level to achieve access to basic sanitation=- follow up (# of persons benefiting from newly constructed latrines)	Jul – Sept 2019	679	646	**1,325**
	Nairobi	-	-	-	-	-
	Nyamira	Post triggering progress at village level to achieve access to basic sanitation=- follow up (# of persons benefiting from newly constructed latrines)	Jul – Sept 2019	889	846	**1,735**
	Siaya	-	-	-	-	-
		Total		**6,361**	**6,059**	**12,420**

Results

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				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	**0**	**0**	**48,413**	**45,607**	**4,086**	**3,891**	**6,361**	**60,59**	**14,070**	**13,400**	**20488**	**19512**	**20,488**	**19,512**		**64,024**	**60,976**
Busia	-	-	-	-	-	-			-	-	-	-	-	-		-	-
Kakamega	0	0	6,807	6,373	584	556			2,010	1,914	3,415	3,252	4,098	3,902		9,146	8,711
Kisumu	0	0	10,186	9,764	584	556	4794	4566	2,010	1,914	3,416	3,253	4,098	3,902		9,146	8,711
Kitui	0	0	1,521	1,419	584	556			2,010	1,914	3,417	3,254	-	-		9,146	8,711
Makueni	0	0	5,616	5,359	584	556			2,010	1,914	3,418	3,255	4,098	3,902		9,146	8,711
Migori	0	0	8,720	8,330	584	556	679	646	2,010	1,914	3,419	3,256	4,098	3,902		9,146	8,711
Nairobi	-	-	0	0	-	-			-	-	-	-	-	-		-	-
Nyamira	0	0	6,853	6,382	584	556	889	846	2,010	1,914	3,421	3,258	4,098	3,902		9,146	8,711
Siaya	0	0	8,710	7,980	584	556			2,010	1,914	3,422	3,259	-	-		9,148	8,711

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	-	-		-
	Kisumu	Verification of ODF status in Villages	Jul – Sept 2019		61
	Kitui	-	-		-
	Makueni	Verification of ODF status in Villages	Jul – Sept 2019		127
	Migori	Verification of ODF status in Villages	Jul – Sept 2019		43
	Nairobi	-	-		-
	Nyamira	Verification of ODF status in Villages	Jul – Sept 2019		25
	Siaya	-	-		-
	Total				**256**

Results

Additional Criteria **If other criteria are important, add lines for setting targets and tracking**	**Baseline**	Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		**Reporting Period**	**FY 2017 Target**		**FY 2018 Target**	**FY 2019 Target**	**End of Activity Target**
		Achieved	**Target**	**Achieved**	**Target**	**Target**		**Target**	**Target**	**Target**
	0	**1,157**	**18**	**256**			**28**	**70**	**70**	**200**
Busia	-	0	-				-	-	-	-
Kakamega	0	236	2				4	10	14	33
Kisumu	0	183	2	61			4	10	14	33
Kitui	0	85	2				4	10		33
Makueni	0	178	2	127			4	10	14	33
Migori	0	189	2	43			4	10	14	33
Nairobi	-	0	-				-	-	-	-
Nyamira	0	100	2	25			4	10	14	33
Siaya	0	186	2				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	Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Kisumu Informal Water Project 1:Bandani and Nyakach	Jul – Sept 2019	8,276	7,882	**16,158**
		Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Ahero Catholic Water Supply Project	Jul – Sept 2019	5,949	5,666	**11,615**
		Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Nyangoma Community Water Supply	Jul – Sept 2019	1,011	963	**1,974**
		Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Boya Community Water Supply*Design figures already reported in the previous quarter and were also higher than survey figures	Jul – Sept 2019	-	-	**-**
	Kitui	Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Musengo Water Project in Kitui	Jul – Sept 2019	314	299	**613**
	Makueni	-	-	-	-	**-**
	Migori	-	-	-	-	**-**
	Nairobi	-	-	**-**	**-**	**-**
	Nyamira	-	-	**-**	**-**	**-**
	Siaya	Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Akala Community Water Supply	Jul – Sept 2019	613	583	**1,196**
		Technical Assistance coupled with water infrastructure support leading to construction of water kiosks, boosting storage and pipeline extension to connect more people at Sirembe Community Water Supply	Jul – Sept 2019	3,577	3,407	**6,984**
	Total			**19,740**	**18,800**	**38,540**

Results:

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				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	M	W	M
Sex*: Women (W), Men (M)	0	0	37,556	35,602	10,884	10,336	19,740	18,800		51,219	48,780	43,537	41,463	43,537	41,463	128,052	121,950
Busia	0	0	5,376	5,120	1,209	1,152	-	-		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Kakamega	0	0	9,894	9,423	1,209	1,152	-	-		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Kisumu	0	0	0	0	1,209	1,152	15236	14511		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Kitui	0	0	9,281	8,840	1,209	1,152	314	299		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Makueni	0	0	5,860	5,583	1,209	1,152	-	-		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Migori	0	0	2,997	2,803	1,209	1,152	-	-		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Nairobi	0	0	0	0	1,209	1,152	-	-		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Nyamira	0	0	98	86	1,209	1,152	-	-		5,691	5,420	4,837	4,607	4,837	4,607	14,228	13,550
Siaya	0	0	4,050	3,747	1,209	1,152	4190	3990		5,691	5,420	4,837	4,607	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	Jul – Sept 2019	289	276	**565**
	Kakamega	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	207	198	**405**
	Kisumu	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	141	134	**275**
	Kitui	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	1,493	1,422	**2,915**
	Makueni	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	1,895	1,805	**3,700**
	Migori	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	251	239	**490**
	Nairobi	-	-	-	-	**-**
	Nyamira	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	266	254	**520**
	Siaya	Scale up sanitation, sanitation marketing and hygiene promotion	Jul – Sept 2019	886	844	**1,730**
	Total			**5,428**	**5,172**	**10,600**

Results

Additional Criteria	**Baseline**		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				**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**	**M**	**W**	**M**	**W**	**M**		**W**	**M**	
Sex*:	**0**	0	6751	6559	1,280	1,220	5,428	5,172		0	0	5,111	4,878	15366	14,634		38,414	36,586	
Busia	-	-	436	419	142	136	289	276		0	0	568	542	1,707	1,626		4,268	4,065	
Kakamega	0	0	410	395	142	136	207	198		0	0	568	542	1,707	1,626		4,268	4,065	
Kisumu	0	0	44	41	142	136	141	134		0	0	568	542	1,707	1,626		4,268	4,065	
Kitui	0	0	609	596	142	136	1,493	1,422		0	0	568	542	1,707	1,626		4,268	4,065	
Makueni	0	0	3098	3057	142	136	1,895	1,805		0	0	568	542	1,707	1,626		4,268	4,065	
Migori	0	0	629	581	142	136	251	239		0	0	568	542	1,707	1,626		4,268	4,065	
Nairobi	-	-	0	0	142	136	-	-		0	0	568	542	1,707	1,626		4,268	4,065	
Nyamira	0	0	393	362	142	136	266	254		0	0	568	542	1,707	1,626		4,268	4,065	
Siaya	0	0	1132	1108	142	136	886	844		0	0	568	542	1,707	1,626		4,268	4,065	

Number of people using a shared sanitation facility that has been enhanced as a result of USG assistance.
Cross-Cutting IND 6
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	-	-	-	-	-
Kakamega	-	-	-	-	-
Kisumu	-	-	-	-	-
Kitui	-	-	-	-	-
Makueni	-	-	-	-	-
Migori	-	-	-	-	-
Nairobi	-	-	-	-	-
Nyamira	-	-	-	-	-
Siaya	Technical assistance to KAWNDEME Water Users Association	Jul – Sept 2019	461	439	**900**
			461	439	**900**

Results

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				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	M	W	M	W	M			W	M	
Sex*:	**0**	0	**1079**	**1021**			461	439		0	0									
Busia	-	-	-	-			-	-		0	0									
Kakamega	0	0	307	293			-	-		0	0									
Kisumu	0	0					-	-		0	0									
Kitui	0	0	337	313			-	-		0	0									
Makueni	0	0	-	-			-	-		0	0									
Migori	0	0	256	244			-	-		0	0									
Nairobi	-	-	179	171			-	-		0	0									
Nyamira	0	0	-	-			-	-		0	0									
Siaya	0	0	-	-			461	439		0	0									

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	-				
	Kakamega	-				
	Kisumu	-				
	Kitui	-				
	Makueni	-				
	Migori	-				
	Nairobi	-				
	Nyamira	-				
	Siaya	-				

Results

Additional Criteria **If other criteria are important, add lines for setting targets and tracking**	**Baseline**	Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		**FY 2017 Target**	**FY 2018 Target**	**FY 2019 Target**	**End of Activity Target**
		Achieved	**Target**	**Achieved**	**Target**	**Target**	**Target**	**Target**
	0	**275**	**70**					
Busia	0	25	7					
Kakamega	0	31	7					
Kisumu	0	33	7					
Kitui	0	37	7					
Makueni	0	29	7					
Migori	0	28	7					
Nairobi	0	28	7					
Nyamira	0	22	7					
Siaya	0	45	7					

Output IND 1.2: Number of people benefiting from public-private partnerships in the WASH sector.

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

UNIT	Geographic Location	Activity Title	Date	W	M	Sub-total
	Busia	-	-			**-**
	Kakamega	-	-			**-**
	Kisumu	-	-			**-**
	Kitui	PPP signed between KIWASCO and Kilungu Water enterprise focusing on Management Contract	July-Sept 2019	871	829	**1,700**
	Makueni	-	-	-	-	**-**
	Migori	-	-	-	-	**-**
	Nairobi	-	-	-	-	**-**
	Nyamira	-	-	-	-	**-**
	Siaya	Tripartite agreement between KIWASH; Rafiki Wa Maendeleo Trust And Siaya County Government Towards Supporting West Uyoma And Koteyo Community Water Project.	July-Sept 2019	18,439	17,561	**36,000**
		Totals		**19,310**	**18,390**	**37,700**

Results

Additional Criteria	Baseline	Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				FY 2017		FY 2018		FY 2019		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
		45,277	**43,237**	**3,841**	**3,659**	**19,310**	**18,390**	**12293**	**11707**	**15,366**	**14,634**	**15366**	**14634**	**51,219**	**48,781**
Busia	**0**	164	156	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Kakamega	**0**	5,390	4,980	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Kisumu	**0**	23,192	22,283	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Kitui	**0**	141	134	427	407	871	829	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Makueni	**0**	8,754	8,401	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Migori	**0**	118	112	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Nairobi	**0**	5,163	4,916	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Nyamira	**0**	0	0	427	407	-	-	1366	1301	1,707	1,626	1707	1626	5,691	5,420
Siaya	**0**	2,355	2,255	427	407	18,439	17,561	1366	1301	1,707	1,626	1707	1626	5,691	5,420

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: UNIT

DISAGGREGATE BY: County

Geographic Location	Activity Title	Date		Sub-total
Busia	-	-		**-**
Kakamega	-	-		-
Kisumu	-	-		-
Kitui	PPP signed between KIWASCO and Kilungu Water enterprise focusing on Management Contract	July-Sept 2019		1
Makueni	-	-		-
Migori	-	-		-
Nairobi	-	-		-
Nyamira	-	-		-
Siaya	Tripartite agreement between KIWASH; Rafiki Wa Maindeleo Trust And Siaya County Government Towards Supporting West Uyoma And Koteyo Community Water Project.	July-Sept 2019		1
				2

Results

Additional Criteria	Baseline	Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target
		Achieved	**Target**	**Achieved**	**Target**	**Target**	**Target**	**Target**	**Target**
Total		**6**		**2**		**3**	**6**	**6**	**18**
Busia	**0**	0				-	0	**1**	**2**
Kakamega	**0**	1				-	1	**1**	**2**
Kisumu	**0**	1				-	1	**0**	**2**
Kitui	**0**	0		1		-	1	**1**	**2**
Makueni	**0**	1				-	1	**1**	**2**
Migori	**0**	0				-	1	**1**	**2**
Nairobi	**0**	2				-	1	-	**2**
Nyamira	**0**	0				-	0	**1**	**2**
Siaya	**0**	1		1		-	0	**0**	**2**

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**			**Sub-total**
	Busia	Nambale CDorothyU; Luchululo CU; Bwaliro CU; Lillian; Nafula; Florence;		July-Sept 2019	7
	Kakamega	Majengo B; Matungu CBO; Mtoni CU		July-Sept 2019	3
	Kisumu	Vuka sasa Youth Group; Kopiyo CU; Kanyagwal CBO		July-Sept 2019	3
	Kitui	Kathambangi; Katutu; Daughters of Hope Mulolongo women SHG; Mwangaza CHVS SHG; Kyumbisyo SHG; Mulolongo women SHG; Kyakami CHVS SHG; Nzeluni CU; Nzauni CU; Kikamu CU		July-Sept 2019	10
	Makueni	Kyaani CU; Kambu CU; Muthingiini CU; Kyaani CU; Mtito Andei CU; Kamunyuni; Kathekani; Muthungue; Uvaleni CU		July-Sept 2019	9
	Migori	Kanyawanga CU; Sagero CU; Kanyimach CU; Ibencho SHG; Kithii SHG; Nyabomo SHG; Waswetta II CU (Nyamilu); Nyancha		July-Sept 2019	8
	Nairobi	-			
	Nyamira	Mong'oni CU; Nyamarisega SGH		July-Sept 2019	2
	Siaya	Hono; Umala; Ambira; Nyangoma B CU; Bar Agulu; Bondo CHAs; North Sakwa; Faith Affairs Youth Group; Nyi Alego Women Group; Nyamila; Komollo; Umalla B; Ulafu		July-Sept 2019	12
	Totals				**52**

Results

Additional Criteria	**Baseline**		Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		**FY 2017 Target**	**FY 2018 Target**	**FY 2019 Target**	**End of Activity Target**			
			Achieved	**Target**	**Achieved**	**Target**	**Target**	**Target**	**Target**			
Totals			**74**		**54**	**8**	**6**	**6**				**25**
Busia	**0**	**0**	**6**		**7**	**-**	1	1				**-**
Embu	**0**	**0**	**1**		**-**	**-**	1	1				**-**
Kakamega	**0**	**0**	**10**		**3**	**-**	1	1				**-**
Kisumu	**0**	**0**	**9**		**3**	**-**	1	1				**-**
Kitui	**0**	**0**	**14**		**10**	**-**	1	1				**-**
Makueni	**0**	**0**	**13**		**9**	**-**	1	1				**-**
Migori	**0**	**0**	**2**		**8**	**-**	0	0				**-**

Nakuru	**0**	**0**	**1**		**-**							
Nairobi	**0**	**0**	**4**		**-**	**-**	0	0				**-**
Nyamira	**0**	**0**	**2**		**2**	**-**	0	0				**-**
Siaya	**0**	**0**	**12**		**12**	**-**	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

DISAGGREGATE BY: County, Activity

UNIT	**Geographic Location**	**Activity Title**			**Sub-total**
	Busia	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	1,143
	Kakamega	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	646
	Kisumu	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	656
	Kitui	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	2,202
	Makueni	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	2,524
		UNICEF funds leveraged for Makueni Sanitation workshop		July-Sept 2019	2,800
		$12,000 -Bank Loan Kambi Maendeleo Community Water Project		July-Sept 2019	12,000
		$8,000 Bank Loan Masaku water Supply		July-Sept 2019	8,000
		$70,000- Lixil Business development for SATO MoU		July-Sept 2019	70,000
	Migori	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	1,449
		Migori County government-KIWASH Partnership investment support into WASH Enterprises		July-Sept 2019	343,577
	Nairobi	-		-	-
	Nyamira	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	252
	Siaya	Technical assistance to raise finances for sanitation services by community groups through sanitation marketing		July-Sept 2019	2,219
		Totals			**447,468**

Results

Additional Criteria	**Baseline**		Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		**FY 2017 Target**	**FY 2018 Target**	**FY 2019**	**End of Activity Target**
				Target	**Achieved**	**Target**	**Target**	**Target**	**Target**
Totals	**0**	**0**	**$17,239,794.09**	**$2,975,000**	**447,468**	**$11,900,000**	**$12,750,000**	**$6,800,000**	**$34,000,000**
Embu	**0**	**0**	$4,368,932	$330,555	-	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Busia	**0**	**0**	$123,070.34	$330,555	1,143	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Embu	**0**	**0**	$4,430,704	$330,555	-	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Kakamega	**0**	**0**	$376,546	$330,555	646	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Kisumu	**0**	**0**	$2,680,915	$330,555	656	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Kitui	**0**	**0**	$348,642.13	$330,555	2,202	$1,322,222	$1,416,667	$523,076.92	$2,615,385

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		FY 2017 Target	FY 2018 Target	FY 2019	End of Activity Target
				Target	Achieved	Target	Target	Target	Target
Makueni	**0**	**0**	$466,056	$330,555	95,324	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Migori	**0**	**0**	$19,073	$330,555	345,026	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Muranga	**0**	**0**	$1,262,136	$330,555	-	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Nairobi	**0**	**0**	$250,425	$330,555	-	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Naivasha	**0**	**0**	$864,078	$330,555	-	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Nyamira	**0**	**0**	$17,944.29	$330,555	252	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Nyeri	**0**	**0**	$1,883,495	$330,555	-	$1,322,222	$1,416,667	$523,076.92	$2,615,385
Siaya	**0**	**0**	$147,777.33	$330,555	2,219	$1,322,222	$1,416,667	$523,076.92	$2,615,385

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

DISAGGREGATE BY: County, Activity

UNIT	Geographic Location	Activity Title	Date	Baseline coverage (square km 2017)	Current coverage (square km 2019)	Percentage increase (Cumulative)
	Busia	Various technical assistance activities to increase functional coverage	July-Sept 2019	24.91		
	Kakamega	Various technical assistance activities to increase functional coverage	July-Sept 2019	50.15		
	Kisumu	Various technical assistance activities to increase functional coverage	July-Sept 2019	22.64		
	Kitui	Various technical assistance activities to increase functional coverage	July-Sept 2019	49.27		
	Makueni	Various technical assistance activities to increase functional coverage	July-Sept 2019	43.82		
	Migori	Various technical assistance activities to increase functional coverage	July-Sept 2019	25.11		
	Nairobi	Various technical assistance activities to increase functional coverage	July-Sept 2019	0		
	Nyamira	Various technical assistance activities to increase functional coverage	July-Sept 2019	21.9		
	Siaya	Various technical assistance activities to increase functional coverage	July-Sept 2019	69.7		
				308.0		
	Totals					

Additional Criteria	Baseline	Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		Reporting Period	FY 2017 Target	FY 2018 Target	FY 2019 Target	End of Activity Target
		Achieved	Target	Achieved	Target	Target	Target	Target	Target
	0	**53.7%**	**5 %**			**5 %**			**50%**
Busia	N/A	0	N/A			N/A			N/A
Kakamega	N/A	0	N/A			N/A			N/A
Kisumu	N/A	0	N/A			N/A			N/A
Kitui	N/A	0	N/A			N/A			N/A
Makueni	N/A	0	N/A			N/A			N/A
Migori	N/A	0	N/A			N/A			N/A
Nairobi	N/A	-	N/A			N/A			N/A
Nyamira	N/A	0	N/A			N/A			N/A
Siaya	N/A	0	N/A			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**	**Name of Institution**	**Date**	**Sub-total**
	Busia			July-Sep 2019	
	Kakamega				
	Kisumu				
	Kitui				
	Makueni				
	Migori				
	Nairobi				
	Nyamira				
	Siaya				
	Totals				

Results:

Additional Criteria	Baseline	Results Achieved Prior Periods through 30-Jun -19	Results Achieved this Reporting quarter 30-Sep-19		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 -19	Results Achieved this Reporting quarter 30-Sep-19		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	Monitoring and Evaluation-BUWASCO	Jul – Sept 2019	4	11	**15**
		TOT Training for County Government Staff in: Water Sector Reforms & Right to Water; Gender Inclusion; Know your Customer and Introduction to Marketing; Introduction to Basic Business & Financial Management; Operation and Maintenance & Environmental Sustainability.	Jul – Sept 2019	1	8	**9**
		Training of Artisans on construction of low cost sanitation options; SAFI latrine construction and SATO pan installation	Jul – Sept 2019	0	70	**70**
	Kakamega	Training of Artisans on construction of low cost sanitation options; SAFI latrine construction, Interlocking block making and construction and SATO pan installation	Jul – Sept 2019	11	26	**37**
		TOT Training for County Government Staff in: Water Sector Reforms & Right to Water; Gender Inclusion; Know your Customer and Introduction to Marketing; Introduction to Basic Business & Financial Management; Operation and Maintenance & Environmental Sustainability.	Jul – Sept 2019	2	8	**10**
	Kisumu	Operations and maintenance of the rehabilitated treatment works-NYANAS	Jul – Sept 2019	3	12	**15**
		Training of Artisans on construction of low cost sanitation options; SAFI latrine construction and SATO pan installation	Jul – Sept 2019	1	14	**15**
	Kitui	NRW management-KITWASCO and KIMWASCO	Jul – Sept 2019	23	27	**50**
		Training of Artisans on SATO pan installation	Jul – Sept 2019	0	5	**5**
	Makueni	-	-	-	-	**-**
	Migori	Training of Artisans on construction of low cost sanitation options; SAFI latrine construction and SATO pan installation	Jul – Sept 2019	0	15	**15**
	Nairobi	**-**	**-**	**-**	**-**	**-**
	Nyamira	Use of GIS system for day to day operations of the company-GUWASCO Staff	Jul – Sept 2019	7	13	**20**
	Siaya	Customer care training-SIBOWASCO Staff	Jul – Sept 2019	9	9	**18**
		Good governance and management-Uyoma West Water and Sanitation Company (UWEWSCO Staff	Jul – Sept 2019	2	4	**6**
		TOT Training for County Government Staff in: Water Sector Reforms & Right to Water; Gender Inclusion; Know your Customer and Introduction to Marketing; Introduction to Basic Business & Financial Management; Operation and Maintenance & Environmental Sustainability.	Jul – Sept 2019	0	7	**7**
		Training of Artisans on construction of low cost sanitation options; SAFI latrine construction and SATO pan installation	Jul – Sept 2019	0	22	**22**
	Totals			**63**	**251**	**314**

Results

Additional Criteria	Baseline		Results Achieved Prior Periods through 30-Jun-19		Results Achieved This Reporting quarter 30-Sep-19				Reporting Period	FY 2017 Target		FY 2018		FY 2019		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	M	W	M	
Sex*:	**0**	**0**	**1,166**	**1,737**	**26**	**24**	**63**	**251**		**54**	**45**	**54**	**45**	**27**	**23**	**153**	**144**	
Busia	**0**	**0**	82	191	3	3	5	89		6	5	6	5	3	2	17	16	
Kakamega	**0**	**0**	199	287	3	3	13	34		6	5	6	5	3	2	17	16	
Kisumu	**0**	**0**	192	251	3	3	4	26		6	5	6	5	3	2	17	16	
Kitui	**0**	**0**	121	244	3	3	23	32		6	5	6	5	3	2	17	16	
Makueni	**0**	**0**	149	218	3	3	-	-		6	5	6	5	3	2	17	16	
Migori	**0**	**0**	93	153	3	3	-	15		6	5	6	5	3	2	17	16	
Nairobi	**0**	**0**	80	44	3	3	-	-		6	5	6	5	3	2	17	16	
Nyamira	**0**	**0**	68	134	3	3	7	13		6	5	6	5	3	2	17	16	
Siaya	**0**	**0**	182	215	3	3	11	42		6	5	6	5	3	2	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-19	Results Achieved This Reporting quarter 30-Sep-19		**Reporting Period**	**FY 2017 Target**	**FY 2018 Target**	**FY 2019 Target**	**End of Activity Target**
		Achieved	**Target**	**Achieved**	**Target**	**Target**	**Target**	**Target**	**Target**
		219	**9**			**27**	**72**		**200**
Busia	**0**	20	1			3	8		22
Kakamega	**0**	25	1			3	8		22
Kisumu	**0**	23	1			3	8		22
Kitui	**0**	29	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			
	Kakamega			
	Kisumu			
	Kitui			
	Makueni			
	Migori			
	Siaya			
	Totals			**14**

Results:

Additional Criteria	**Baseline**		Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19		**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**	**22**		**14**					
Busia	**0**	**0**	4		3					
Kakamega	**0**	**0**	1		-					
Kisumu	**0**	**0**	2		1					
Kitui	**0**	**0**	5		4					
Makueni	**0**	**0**	3		1					
Migori	**0**	**0**	3		2					
Nairobi	**0**	**0**	0		-					
Nyamira	**0**	**0**	1		-					
Siaya	**0**	**0**	3		3					

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 as Sep 30th 2018**	**% NRW as Sep 30th 2019**	**Sub-total % difference* (2017-2019)**
	Busia	Busia Water and Sewerage Company (BUWASSCO)	June – Sept 2019	75	61	56	-19
	Kakamega	Kakamega Water and Sewerage Company (KACWASCO)	June – Sept 2019	38	40	39	1
	Kisumu	Kisumu Water and Sewerage Company (KIWASCO)	June – Sept 2019	45	34	31	-14
		Gulf Water and Sewerage Companies (*under KIWASCO Management*)	June – Sept 2019	75	61	56	-19
		Nyanas Water and Sewerage Companies (*under KIWASCO Management)*	June – Sept 2019	80	66	64	-16
	Kitui	Kiambere-Mwingi Water and Sanitation Company (KIMWASCO)	June – Sept 2019	41	33	27	-14
		Kitui Water and Sewerage Company (KITWASCO)	June – Sept 2019	63	56	52	-11
	Makueni	Kibwezi-Makindu Water and Sewerage Company (KIMAWASCO)	June – Sept 2019	34	29	28	-6
		Mbooni Water and Sanitation Company (MBONWASCO)	June – Sept 2019	48	37	-	N/A
		Wote Water and Sewerage Company (WOWASCO)	June – Sept 2019	22	27	38	16
	Migori	Migori County Water and Sewerage Company (MIWASCO)	June – Sept 2019	56	36	37	-19
	Nairobi	Nairobi City Water and Sewerage Company (NCWSC)	June – Sept 2019	-	-	-	N/A
	Nyamira	Gussi Water and Sewerage Company (GWASCO)	June – Sept 2019	44	45	43	-1
	Siaya	Siaya-Bondo Water and Sewerage Company (SIBOWASCO)	June – Sept 2019	51	69	63	12
	Average			**52**	**46**	**45**	**-8**

Results:

Additional Criteria	**Baseline**		Results Achieved Prior Periods through 30-Jun-19	Results Achieved This Reporting quarter 30-Sep-19	**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**					
Busia	**0**	**0**	33	-	-19					
Kakamega	**0**	**0**	-9.3	-	1					
Kisumu	**0**	**0**	23	-	-49					
Kitui	**0**	**0**	14	-	-25					
Makueni	**0**	**0**	-7	-	10					
Migori	**0**	**0**	20	-	-19					
Nairobi	**0**	**0**	N/A	-	-					
Nyamira	**0**	**0**	-11	-	-1					
Siaya	**0**	**0**	-7	-	12					

IV. CONSTRAINTS AND OPPORTUNITIES

Constraints and Opportunities

In Year 4, KIWASH continued to make substantial gains against all her indicators. However, this was not without a number of challenges that generally affected execution of project activities. The external factors ranged from variance in governance practices at WSPs and high staff turnover at partner WSPs and WASH enterprises leading to loss of initial gains made especially on capacity building. The table below highlights challenges and opportunities.

Challenge/Opportunity	Actions taken or recommendations to address the challenges
Ingrained bad practices throughout WSPs leading to water and revenue loses.	KIWASH response in Year 4 included; • Introduction of PIPs to address critical operating deficiencies with WSP partners • Discussions, field verification, target setting, and development of a formula for improving operational and financial performance • Meter readers put on rotation schedule • Replacement of nonfunctional meters for large consumers
Lack of automated and secure systems resulting to vulnerability to abuse due to inadequate billing and collections software. Availability of these systems will enable management to make the necessary changes.	KIWASH is not in a position to finance these systems, but is raising the same with county governments as a means to improve transparency and accurate reporting. Increasingly, WSPs are integrating these systems hence providing avenues for benchmarking and best practices.
Local government commitment and presence of other partners supporting rural sanitation approaches are determining factors in accelerated scale of CLTS and market-based sanitation initiatives. Counties with low political commitment tend to have few/no other partners.	KIWASH has identified counties with slackened progress and tailor made strategies to scale up rural sanitation approaches.
Existence of many active and registered self-help groups (SHGs) using village savings and lending (VSL) instruments to conduct their businesses.	KIWASH is leveraging sanitation finance from enterprising groups by using similar VSL principles to establish a virtual savings and credit facility for groups in the counties.
Willingness to pay for sanitation products/ technologies varies between population groups/counties. Low demand for construction of SAFI latrine permeates all program counties.	KIWASH is undertaking a willingness to pay study to assess factors influencing willingness to pay for sanitation in three counties. Results will inform KIWASH's close-out and future sanitation programs.
Political and administrative interference by local politicians and local county administrators (Ward administrator and sub-county administrators) has negatively slowed down the performance of some WASH enterprises.	Continuous sensitization of all county staff and members of county assemblies on their responsibilities and management of the water sector according to the Water Act 2016.

Challenge/Opportunity	Actions taken or recommendations to address the challenges
	WASH enterprises to seek registration as WSPs in order to stem unnecessary interference by politicians and county administrators.
High turnover in management committees especially after capacity building interventions have often reversed some gains through disruptions of operations hence stagnating growth.	ToT carried out with county government staff to continue offering back-stopping support. It is also important to adopt the recently released guidelines for management of rural water depending on context, into order to have stable, sustainable and predictable management of enterprises.
Weak reporting and availability of data for decision making	KIWASH has continuously offered technical assistance to the utilities to enhance their capacities in reporting. However, the WSPs have been advised to be deliberate in investing adequate staff capacities to improve on reporting and data management.

V. PERFORMANCE MONITORING

KIWASH carried out routine monitoring visits, a household survey for completed infrastructure projects and internal and external Data Quality Assessment (DQA) during the year.

Household survey for completed infrastructure projects

The M&E team conducted a household survey for completed infrastructural projects. This activity enabled the team to verify and make adjustments of beneficiary numbers reported. The initial reporting is based on the design estimation of a specific activity and adjusted based on actual numbers from the surveys. Within the year, the M&E team finalized household surveys for 18 infrastructure projects and adjusted the numbers appropriately for reporting purposes. The table below shows the projects that were surveyed.

Infrastructure projects surveyed in Year 4*

No.	Project Name	County
1	Midida Water Project	Migori
2	Muhuru Community Water Supply	Migori
3	Ndiwa Borehole Community Water	Migori
4	Machururiati Water Project	Nyamira
5	Osieko Nambo WUA	Siaya
6	Soweto High Rise	Nairobi
7	Little Sisters of St. Francis Water Supply	Nairobi
8	Kaanani Kiboko Water Project	Makueni
9	Masaku Water Supply Project	Makueni
10	Kisumu Informal Water Project 1:Bandani and Nyakach sections	Kisumu
11	Sisenye Water Supply project	Busia

No.	Project Name	County
12	Ahero Catholic Water Supply Project	Kisumu
13	Nyangoma Community Water Supply	Kisumu
14	Tyaa River Water Project	Kitui
15	Unoa-Kyemole Water Supply Project	Makueni
16	Boya Community Water Project	Kisumu
17	Sirembe Water project	Siaya
18	Musengo Water Project	Kitui

**Numbers were verified, readjusted and reported within various quarters*

Data Quality Assessment (DQA)

The M&E team conducted an internal DQA in all the nine counties. Findings from the exercise were shared with the technical staff and a mitigation plan drawn to improve the data quality. The team is currently putting in place various measures to address the recommendations.

USAID equally conducted an external data quality assessment in Kitui, Kisumu, Migori and Kakamega counties. The DQA team reviewed the M&E system i.e. the data flow process; data collection tools; data collection, collation, storage and sharing. The DQA report from USAID is yet to be shared.

GIS training at county level

Busia and Nyamira county staff were trained on GIS. The skills acquired by the county staff will improve management of water sources by mapping the catchment area and infrastructure, providing information on existing water services and areas where they should expand. Nyamira used GIS to map specific zones for improved metering.

Routine monitoring visits

KIWASH outgoing COR, USAID officials and KIWASH management staff undertook project-monitoring visits. Beneficiaries, partners held collaborative meetings with the leadership and WASH players at county level. Currently, the project team continues to carry out planned monitoring visits as part of the overall assessment of sustainability.

VI. PROGRESS ON GENDER STRATEGY

The project continues to ensure gender equity in sanitation and hygiene activities by training both men and women in supporting CLTS, sanitation marketing and behavior change communication.

- A gender inclusive approach including considerations for people living with disabilities and marginalized groups is used through tailor made strategies or/and infrastructure designs to ensure inclusivity in improving sanitation and hygiene coverage. An example is the adoption and at scale promotion of SATO toilet stools which are designed for people living with disabilities and elderly population.
- A majority of CHV groups engaged in the SATO business are females whereas all artisans trained on production and installation of the energy intensive SAFI/VIP latrine production are predominantly male. This quarter, deliberate efforts were made to include female artisans in trainings designed to boost local skills on SATO toilet installations in Kisumu, Kitui and Makueni counties.

On environmental sustainability, WRUAs benefited from Institutional Governance and Integrity Training where the importance of achieving gender balance in all levels of operations was emphasized. The WRUAs have embraced this by ensuring there's progressive implementation of gender balance in the management committees, Tree Nursery Management Committees, Climate Change Groups and Spring Management Committees.

VII. PROGRESS ON ENVIRONMENTAL MITIGATION AND MONITORING

KIWASH continued to adhere to environmental compliance requirements during implementation of project activities. This was primarily through project environmental screening, completion of the Environmental Review Forms (ERFs), Environmental Review Reports (ERRs) and associated Environmental Management and Monitoring Plans (EMMPs). This provides effective impact mitigation measures for the construction teams. The EMMPs are embedded in contracts to bind the contractors as they carry out infrastructure activities. KIWASH worked to ensure environmental compliance of the projects.

KIWASH continues to increase access to basic and improved sanitation, while ensuring environmental sustainability of WASH interventions. KIWASH used EMMPs and Initial Environmental Examinations (IEEs) before constructing demo-SAFI latrines to ensure minimum environmental impacts.

VIII. PROGRESS ON LINKS TO OTHER USAID PROGRAMS

At the national level, the project collaborates with USAID/WASH FIN Project in engaging the national department of environmental sanitation and hygiene, WASH stakeholders and private sector in continued dialogue and debates on present and future possibilities in improving sanitation financing in Kenya. Besides, the project is actively participating in sanitation technical working groups and keenly working with USAID/WASHFIN and KRAPID projects in enhancing documentation and knowledge sharing gained from design and implementation of WASH intervention across the country.

KIWASH also continues to partner with other USAID partners working within the nine focus counties. In quarter one, KIWASH partnered with USAID Afya Jijini Project in establishing ORT corners in Nairobi County. Afya Jijini trained and supported CHVs on appropriate diarrhea management for under-five cases with severe dehydration using KIWASH equipped ORT corners and information and education materials. In subsequent quarters, USAID supported WASH programmes in counties have scaled down operations in KIWASH focus counties.

IX. PROGRESS ON LINKS WITH GOK AGENCIES

Some examples of collaboration with counties and national government during the year include:

- KIWASH worked in close collaboration with county governments; closely linking with departments of public health and health promotion to steer planning, implementation and monitoring of CLTS, sanitation marketing and BCC activities. Additionally, KIWASH provided technical and emergency supplies support in managing cholera epidemic that has severally occurred in Kisumu and its peri-urban environment.
- At the national and county level, KIWASH is actively engaged in reviving and strengthening sanitation related technical working groups as well as participating in national learning and advocacy events such as sanitation conferences, Global Handwashing Day and World Toilet Day celebrations to raise the profile for sanitation and hygiene in the country.

- KIWASH facilitated joint county government/WRA/WRUA discussions on collaborative management of projects undertaken with the WRUAs for sustainability. Government stakeholders were engaged in environmental sensitization, capacity building and activity implementation programs. KIWASH used these platforms to deliberate on interventions towards addressing environmental and climate change challenges.
- In Kisumu County, KIWASH is collaborating with Kenya Agricultural and Livestock Research Organization (KALRO) and Kibos WRUA who have expressed interest in supporting the WRUA to develop flexible integrated solutions to catchment conservation and environmental sustainability including soil erosion control and climate change mitigation and adaptation. KALRO in collaboration with KIWASH have so far trained Kibos WRUA members on bamboo propagation, harvesting and preservation.
- In Kisumu County, KIWASH collaborated with Kibos WRUA, Kisumu County Department of Environment, Victoria Institute for Research on Environment and Development (VIRED) International and local administration and conducted an assessment of the current status of River Kibos.
- In Busia County KIWASH is working closely with Bumasa WRUA, County Environment Department and WRA to enable transboundary water resources management of Sio-siteko wetland that threatened by impacts of climate change. The wetland is within Kenya-Uganda boarder but a huge chunk including Sio River is within Bumasa WRUA catchment - that is currently being supported by KIWASH to ensure sustainable environmental conservation.
- KIWASH facilitated discussions between county governments and WRA on collaborative management of WRUA projects to ensure sustainability. In Migori County, KIWASH successfully spearheaded a collaboration between Korondo Nyasare WRUA and KEFRI aimed at wetland protection. The partnership saw KEFRI donate 500 bamboo seedlings planted within the WRUA's sub-catchment.
- In Siaya County, KIWASH joined a technical committee spearheading the review of the climate information service plan that will provide a basis for county climate change.

X. PROGRESS ON USAID FORWARD

To be reported in subsequent year.

XI. SUSTAINABILITY AND EXIT STRATEGY

Business Development Services for WASH enterprises

KIWASH established a strategic partnership with KEWI to ensure that small, medium and community managed WASH enterprises continue to receive capacity development services beyond KIWASH. KIWASH trained select KEWI staff on the KIWASH approach and content to strengthening the business operations of WASH enterprises. Discussions are still ongoing with KEWI to institutionalize this support.

At the county government level, KIWASH strengthened the capacity of 55 county and sub-county staff responsible for the delivery of water services from six counties – Busia, Kakamega, Kitui, Nairobi Makueni and Siaya on business development services support models for WASH enterprises and other water projects within their areas of jurisdiction, particularly those in rural and under-served areas. As part of the action plan the county committed to take an inventory of all projects that required such support and developed a plan of delivery of the capacity development interventions to benefit the projects.

USAID infrastructure investments

KIWASH has been working with project owners and technical officers in the counties on a participatory basis during the implementation of water supply projects. KIWASH has also developed a handing over plan for the transfer of completed water supply projects to project owners. KIWASH used this plan during commissioning and handing over of completed projects in Year 4. In addition, KIWASH trained operations and maintenance staff of completed projects prior to handing over to have the necessary skills to operate and manage the schemes.

KIWASH provided the following technical reference documents to project owners during handing over:

- A set of engineering designs and drawings;
- Relevant technical information (boreholes development data, pre and post construction water quality reports);
- As built drawings;
- Operations & Maintenance manual (also containing descriptions of installed facilities, technical data of installed equipment and systems & equipment operation procedures);
- Relevant warranties on installed equipment and list of essential spare parts.

Sanitation and Hygiene

To maintain improved sanitation, KIWASH continues to identify and nurture new sanitation enterprises and entrepreneurs interested in retailing low cost sanitation products. This is actualized through employing a market based approach that ensures that the sanitation demand generated from community approaches is met with a reliable sanitation supply, that requires minimal involvement of public finance. Most markets are self-regulating and able to meet the needs of populations with minimal interference.

KIWASH works in close collaboration with county governments, closely linking with departments of public health and health promotion to steer planning, implementation and monitoring of activities. Joint periodic review meetings and field monitoring activities conducted by KIWASH, MoH and communities across the counties are instrumental for sustaining ODF gains, improving hygiene, sanitation and fostering knowledge and learning for healthy communities. During the year, KIWASH sensitized CHVs and PHOs on community monitoring of ODF indicators, a strategy that empowers self-assessment by communities to ensure sustenance of ODF beyond assessments done by governments.

In addition, KIWASH is establishing private public partnerships with LIXIL Company and Kenya Union of Savings, Credit and Cooperative (KUSCCO) to increase availability of SATO toilet products and mobilize additional sanitation finance for sanitation investments for households. The project is developing capacity of local sanitation enterprises to engage in business through subjecting potential and enterprising informal groups into an intensive capacity training that bolsters a group's ability to improve performance in provision of sanitation services and products. Strengthening performance of county health systems is prohibitively costly on any one organization; KIWASH is exploring partnerships that nurture robust and coordinated teams capable of steering the sanitation agenda at the county level. To demonstrate this commitments, KIWASH has established partnerships with stakeholders, mainly collaborating with UNICEF in jointly planning for capacity development workshops on CLTS information management, developing post ODF and sanitation strategy documents and facilitating knowledge exchange and learning visits.

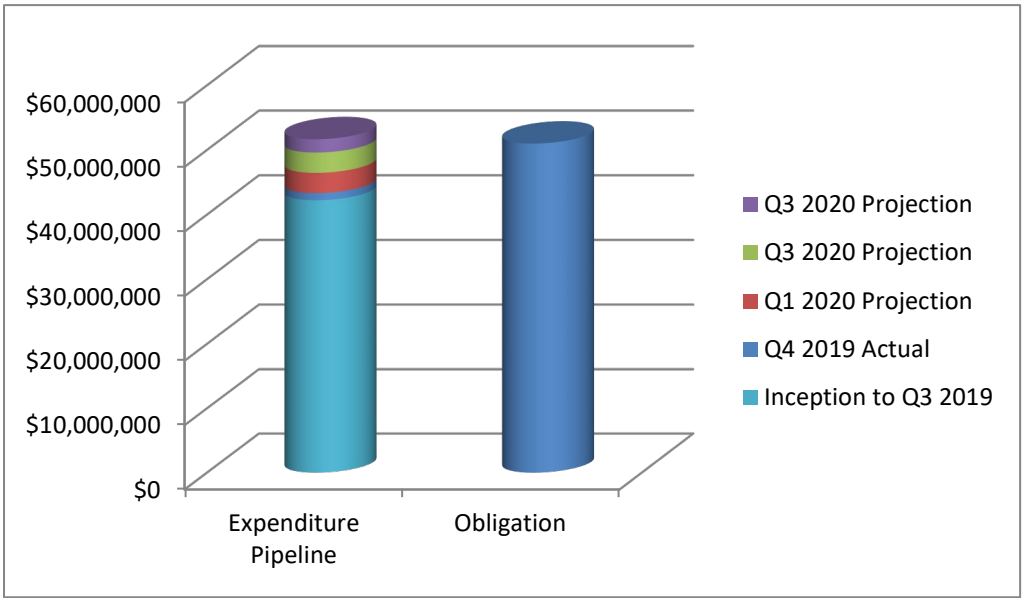
XII. GLOBAL DEVELOPMENT ALLIANCE

Not applicable.

XIV. FINANCIAL INFORMATION

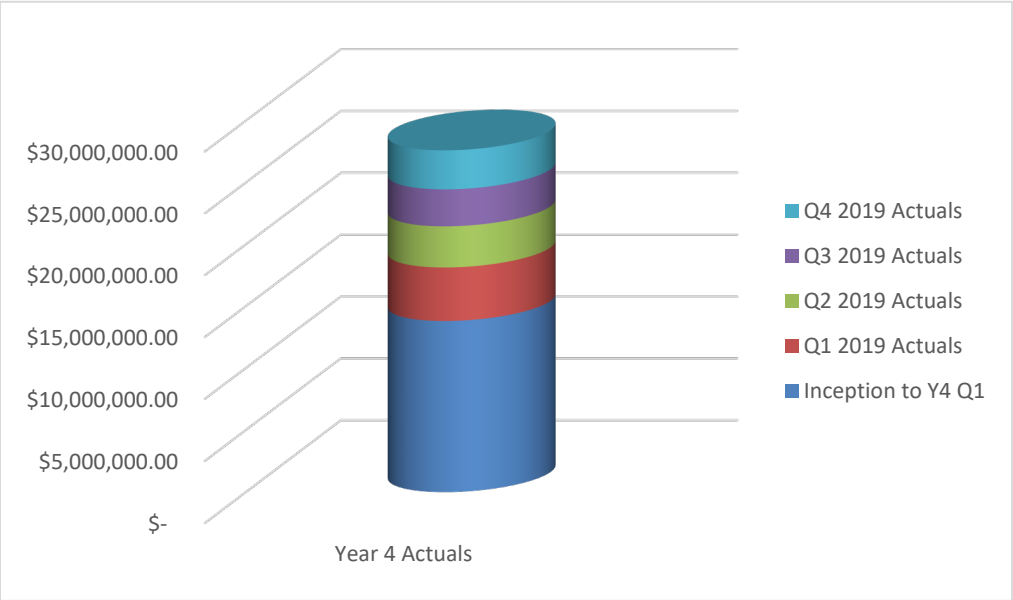
Q4, FY 2019

Obligation	4th Quarter 2019 Projected Expenditures	1st Quarter 2020 Projected Expenditures	2nd Quarter 2020 Projected Expenditures	3rd Quarter 2020 Projected Expenditures
Total: 50,995,898	*1,104,109*	*3,133,590*	*3,141,208*	*2,059,849*
Salaries and Wages*	88,808	221,916	229,534	225,410
Fringe Benefits	6,774	13,133	13,133	14,035
Overheard	49,024	120,556	120,556	124,927
Travel, Transportation and Per diem	34,860	95,589	95,589	58,577
Allowances	72,033	41,998	41,998	70,256
Other Direct Costs	273,403	797,602	797,602	477,849
Procurement (Office & IT Equipment)	3,660	7,500	7,500	7,500
Consultants	11,184	52,833	52,833	22,103
Subcontractors	349,515	1,008,121	1,008,121	530,391
Grants Under Contract	63,010	362,000	362,000	260,000
General & Administrative	101,269	272,965	272,965	177,619
Fixed Fee	50,569	139,377	139,377	91,182



Year 4 Totals

Obligation	1st Quarter 2019 Expenditures	2nd Quarter 2019 Expenditures	3rd Quarter 2019 Expenditures *(includes two NICRA adjusments)*	4th Quarter 2019 Expenditures	Y4 Total Expenditures
Total: 50,995,898	$ *4,328,051*	$ *3,327,307*	$ *2,990,959*	$ *3,154,654*	$ *13,800,971*
Salaries and Wages*	$ 212,999	$ 232,196	$ 245,184	$ 264,828	$ 955,207
Fringe Benefits	$ 25,394	$ 27,116	$ 148	$ 22,821	$ 75,479
Overheard	$ 129,161	$ 140,495	$ 60,806	$ 147,535	$ 477,997
Travel, Transportation and Per diem	$ 231,596	$ 121,075	$ 124,577	$ 111,430	$ 588,678
Allowances	$ 31,715	$ 73,412	$ 58,517	$ 81,348	$ 244,992
Other Direct Costs	$ 1,408,797	$ 709,568	$ 381,764	$ 732,697	$ 3,232,826
Procurement (Office & IT Equipment)	$ 52,939	$ 7,685	$ 8,076	$ 6,652	$ 75,352
Consultants	$ 36,752	$ 40,501	$ 46,477	$ 56,480	$ 180,210
Subcontractors	$ 1,455,184	$ 1,415,105	$ 1,359,447	$ 965,352	$ 5,195,088
Grants Under Contract	$ 153,437	$ 104,856	$ 398,113	$ 365,501	$ 1,021,907
General & Administrative	$ 388,032	$ 299,585	$ 177,608	$ 261,617	$ 1,126,842
Fixed Fee	$ 202,045	$ 155,713	$ 130,242	$ 138,393	$ 626,393



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

Clean and reliable water means healthy students and a productive community

When the Wiser Secondary School in Muhuru Bay in Migori County opened in 2010, the community was hopeful that their children would be able to have a good education. But the lack of clean, reliable water at the school and in many homes meant students were often absent, helping their mothers make the treacherous journey down to Lake Victoria to collect water, or they were sick with a water-borne disease.

Students of Wiser Secondary School in Migori County in a science laboratory. Students have access to clean, reliable water at home and at school thanks to the KIWASH-supported Muhuru Bay Water Project.

The Muhuru Bay Water Project – a UNICEF-funded effort established in 2012, was meant to solve this problem. The Project was designed to deliver water to up to 5,000 people in its first phase. Despite this potential, only four water kiosks and three individual connections were connected to water that first year. "The local community was hesitant to embrace payed water since they had the option of fetching from the lake for free," recounts Enock Waseka, the project chairman. "We used a diesel-powered pump which made pumping expensive. Our revenues barely covered operation costs which strained the relatively new project," he adds.

Inspired by the project's potential to serve more people with clean water, USAID's Kenya Integrated Water, Sanitation and Hygiene (KIWASH) Project started supporting the Muhuru Bay Water Project in 2016. Over the past two years, KIWASH took an integrated approach to improve the physical infrastructure of the water project and provide technical training to its leadership. Physical improvements included extending the pipeline infrastructure by more than 14 kilometers, installing solar panels and a water purification system, and constructing five additional water kiosks and a water storage tank. The solar panels replaced the diesel pump, saving the project operating costs and reducing environmental impacts. KIWASH then trained key officials on water business management, operations and maintenance of installed components and environmental sustainability.

The project now serves 9,031 people with clean and dependable water services. "This support has been very timely and game changing. It is not business as usual, as the impacts can be felt from the management level down to the consumer," Waseka proudly notes. "Our monthly revenue has more than doubled, and we longer use diesel to pump water, further reducing our monthly operation costs." KIWASH has installed solar panels at 21 water supply projects across nine counties in Kenya, reducing the cost to pump water by more than 60 percent, on average.

Dorcas Oyugi, the principal of Wiser Secondary School, is also grateful for the changes. "Our students no longer go the lake to fetch water. Having clean and reliable water means healthy students and a productive community."

Promoting improved sanitation through community groups

In June 2019, the Vaele Women's Group – which formed in 2010 and offers members low-interest loans through a member savings plan – expanded its entrepreneurial sites by starting a sanitation enterprise to sell products and services that improve latrines in their community. They heard about this opportunity from USAID's Kenya Integrated Water, Sanitation and Hygiene (KIWASH) Project.

Members of Vaele Womens Group from Kakamega County were trained on the formation of Interlocking Soil Stabilized Blocks (ISSBs) – an alternative to fired bricks or less-stable wattle and daub construction. ISSBs can be formed on-site with a mechanical press, reducing latrine construction time, costs, and environmental impacts. Building latrines in their community is improving sanitation and generating income for the group's members.

KIWASH – in partnership with the Ministry of Health and local government agencies – started promoting improved sanitation and hygiene practices in Kakamega County in 2016, with the goal of ending the practice of open defecation. This involved sensitizing community members on the benefits of latrines and hygienic practices as well as promoting improved, safe and affordable improvements for pit latrines.

These improvements include three options: the SATO pan, which has a self-sealing trap door that closes quickly, seals tightly and can be fitted to an existing latrine; the SAFI (Kiswahili for "clean") latrine, which has concrete walls designed to withstand soil pressure and can prevent structures from collapsing; and ventilated latrines that reduce odors. The use of Interlocking Soil Stabilized Bricks (ISSBs) improve the structural integrity of new or improved latrines and reduce the risk of collapse.

KIWASH is training new and existing community groups like the Vaele Women's Group and local artisans to start small sanitation businesses to sell, install or construct these improved latrine systems within their communities. These enterprises offer opportunities to earn extra income while improving sanitation and health in their county. "Once we got wind of the potential sanitation enterprise opportunity, we jumped in by contributing a startup capital of USD 120," says Joan Kihenzi, chairlady of the Vaele Women's Group. KIWASH matched their initial investment with a sanitation grant of USD 119.

"Our business was boosted by partnering with two KIWASH-trained artisans, making it easier to offer complete services to our customers. We are grateful to have also been trained on making interlocking bricks, which will go a long way in earning us extra income in our sanitation enterprise," adds Joan.

KIWASH continues to nurture and incubate grassroots groups involved in sanitation enterprises by providing additional training in business development skills and linking with local suppliers of SATO products to have outlets closer to communities. So far, KIWASH has trained 248 artisans across its nine project counties to construct and install SATO and SAFI latrines and is working with 99 groups to retail the products. These groups have invested USD 13,734 in sanitation enterprises, with an additional USD 10,662 in KIWASH matching grants. These efforts have resulted in 63,585 people accessing improved sanitation while creating job opportunities to many. "I am now able to easily pay school fees for my children at university with the extra income," notes, Timothy Kulavi, one of the two artisans with the Vaele Women's Group.

Strength of a woman in water project management

As she skims through neatly stacked files on her desk, four water clerks sit patiently waiting to brief their manager on previous day outcomes. The silence in the room is frequently interrupted by the ringing phone. Meet Diana Rose, the first female manager of the Osieko Nambo Water Project – one of the main water supplier for 8,000 people in Siaya County. During the meeting with her technical team, she exudes confidence and gives directions and advice, emphasizing customer service and billing accuracy.

Diana Rose (Right), the manager at Osieko Nambo Water Project in Siaya County going through a water bill with a client.

Diana joined the water project in May 2019 after a competitive recruitment process. Prior to joining the enterprise, she run a successful business in the town which earned her respect among her peers due to innovativeness and resilience.

The USAID Kenya Integrated Water, Sanitation and Hygiene Project (KIWASH) has supported Osieko Nambo over the past two years by improving and expanding the water project's infrastructure, installing a solar pump and water purifying system, and through technical training for management staff. The trainings emphasized operations, customer service, marketing, gender inclusion and maintenance. Following these trainings, the management were challenged to consider women for the open director position.

Prior to KIWASH's support, Osieko Nambo was characterized by high electricity bills averaging USD 700 per month. Half the water pumped out was unaccounted for – lost either through leaks in pipes or theft. And improper recordkeeping meant financial misappropriation was rampant. "I applied for the position because I saw the growth potential – both for myself and for the project," Diana says. "Despite having one of the largest water resources to serve the community, our taps still ran dry. I came here to change that."

Osieko Nambo has since doubled its monthly revenues. "KIWASH has been very supportive to ensure we supply clean water to more people in a sustainable manner," adds Diana. "The amount of water lost has been cut in half to a manageable 26 percent, and thanks to the new solar pump, our monthly electric bill is now down to USD 400 per month." Much of these improvements can be attributed to Diana's hands-on management style. "She makes unscheduled visits and always answers our phone calls. I once rang her at eight at night because of a burst pipe, and she showed up with two plumbers that evening," commends one costumer, 80-year-old Ann Odore.

Her leadership stint at the helm has not come without its challenges. "I still have to grapple with male counterparts who believe that they cannot take instructions or suggestions from women. However, only the strong and committed leaders remain to tell a story of success," Diana says with a determined smile.

Planting trees to protect water and increase climate resilience

As a young boy, 55-year-old Silvan Kados recalls growing up in the rural village of Korondo in Migori County. Lush vegetation covered the area, streams babbled, and farmers grew plenty of vegetables each year to sustain themselves. Silvan's parents were peasant farmers and knew the right times to plant based on the weather patterns.

Members of Korondo Nyasare WRUA, Migori County in their new tree nursery established by KIWASH

Over the years, his village has transformed. Farmers have cut down trees for fuel and larger farm plots, degrading the land. Longer, hotter periods of drought have led to unproductive harvests and dry streambeds. Farmers who had mastered the art of weather prediction were left at the mercy of luck. Korondo village was now experiencing the impacts of climate change.

"It is from the changing life in the village that I had to try and address the situation in my own small way," says Kados. In 2006, he formed the 32-member Korondo Nyasare group with the sole aim of planting trees in degraded areas. Native, drought-tolerant trees can reduce the effects of climate change, capturing water underground, cooling the air and ground temperature and improving water quality. "We had a small tree nursery from which we raised seedlings and donated them to villagers to encourage people to plant them on their farms," he remembers.

In 2016, the Kenya Integrated Water, Sanitation and Hygiene (KIWASH) project partnered with the Korondo Nyasare group to form the Korondo Nyasare Water Resource Users Association (WRUA). WRUAs are community-led efforts to protect environmental resources – such as water sources, soil or green spaces – on which the community relies. On registration as a WRUA, they gained a legal mandate to perform conservation duties within their jurisdiction. KIWASH supported the WRUA by establishing a formal tree nursery with native, drought-tolerant seedlings. KIWASH also helped Korondo Nyasare conduct a water resource mapping survey which identified 67 springs under their catchment area. Of those 67, KIWASH supported protection of five springs aimed at improving safe water access bringing to eight number of protected springs under the WRUA. KIWASH worked with the WRUA to construct spring boxes, stone pitching on the drainage, fencing and afforestation to protect five additional springs. Finally, KIWASH trained the committee members on governance, water security, nursery management and integrity.

The area is gradually gaining its lost tree cover, and more people are joining the WRUA to help conserve their natural resources. "Since KIWASH started supporting us, we grew 12,000 seedlings during the 2018 planting season," explains Kados. While some of the seedlings are sold to government and private institutions, about 90 percent of seedlings were donated to neighboring community members. "The drastic negative environmental impacts in our area made me embrace tree planting. As a result, I have planted over 250 trees in my farm," says Pamela Nyamusi a resident of Korondo Village. KIWASH has also worked to cultivate good working relationships between the WRUA and government agencies in Migori County. After their trainings on governance and nursery management, the WRUA expanded to cover three sub-counties of Uriri, Nyatike and Suna West, and its membership grew to 240 members.

KIWASH's environmental sustainability efforts focus on expanding source water quality protection, increasing climate change resiliency in drinking water source planning, and supporting more WRUAs as they grow in their abilities to sustainably run environmental conservation efforts. KIWASH is working with 28 WRUAs across eight counties in Kenya, which has led to 50,000 drought-tolerant seedlings being planted within the last year alone.

Expanding water services through innovation and financing

In Makueni County, the Chyulu Valley Water Project is a clear example of a community water business taking steps to expand water supply services through innovative ideas and commercial financing. Under the leadership of Veronica Musyoki, the project has increased its customer base from 7,000 to 20,000 in XX years by constructing 11 new water kiosks and connecting 73 households and institutions to water. The company is now taking steps to establish a water bottling plant to boost group income and expand water access.

Veronica Musyoki, Chairlady of the Chyulu Water Project, taking water from the test bottles of their water bottling initiative. Behind her is the building in which the group intends to establish a water bottling plant.

The company began operating in 2003. Julius Kasue, the patron and committee member at the Chyulu Valley Water Project, recalls how they were able to save consumers – particularly women and girls – a lot of time and energy looking for water when they began operations. "With a membership of 200 people, we obtained funding to drill a borehole. People were elated," recalls Julius.

Before the borehole project, Josephine Nduku then newly married, would join other women to walk to the nearest water point ten kilometers away. They would set off before dawn and queued for hours only to get back home at six in the evening. "I would go to the river every other day to fetch a 20-liter jerrycan of water for cooking and cleaning. I remember I would use a single cup of water to clean my children, as there was not enough to bathe them. But since the Chyulu Valley water project, it takes less than 30 minutes to collect water and return home," attests Josephine.

Veronica's vision for the group is that all residents have access to adequate water. Veronica previously worked as chair of two other water projects. When she joined the Chyulu Valley Water Project, she immediately noted how a lack of strong leadership led to the company suffering from embezzled funds and poor infrastructure maintenance.

KIWASH partnered with Veronica and the Chyulu Valley Water Project to provide the business funding and technical support to install a solar-powered pump, a water treatment plant, and six kilometers of water pipelines. "KIWASH also installed solar panels, reducing the use of diesel generators that cost a lot of money to operate. Now we use generators only during at night to pump water to our biggest client, Kenya Pipeline Corporation, that requires 600,000 liters every day," says Veronica. KIWASH also supported the company to expand from three to 14 water kiosks, all of which employ women attendants.

The company also has strengthened its revenue collection and now takes pride in its well-maintained project equipment and trained staff. With KIWASH's support and business coaching, Veronica is now confident the group is ready to move to the next step. The water project obtained a commercial loan of 3.2 million, and together with an additional contribution of KES 700,000 from members of the

project, has begun plans to set up an automatic water bottling plant named the Miracle Spring Company.

"Our mission is to end the struggle for water in the county, and we are confident that the Miracle Spring Water Bottling Company will be beneficial for many generations to come," says Veronica. Beyond the production phase, the Chyulu Valley Water Project has put in place key marketing and distribution strategies, including inviting the county governor to launch the plant.

The nearby Masaku Water Project, also in Makueni County, is taking note and using the same tactics to expand its water services. With KIWASH support, the company has received a commercial loan of KES 1.1 million, allowing them to drill a new borehole to serve a new water bottling plant. They now seek additional funding to purchase a water bottling machine.

Together, these two water companies have expanded access to clean water in Makueni County to 5,000 people. With the establishment of the water bottling companies, potable drinking water will be available to even more customers.

Local artisans closing the gap in improved sanitation

After working as a pump attendant at a gas station in Nairobi County for many years, 57-year-old Timothy Kulavi retired to his rural home in Likuyani, Kakamega County. Retirement gave him an opportunity to venture into farming and also practice his childhood dream of carpentry and masonry. It did not take long before he was elected as a community health volunteer in charge of one neighborhood in his village.

Timothy Kulavi preparing a SAFI latrine slab during an artisans training in Lugari, Kakamega County

In 2017, USAID's Kenya Integrated Water, Sanitation and Hygiene (KIWASH) Project launched sanitation and hygiene promotion activities in Likuyani targeting 75 villages. Timothy's village was among those selected due to low access to basic sanitation. Baseline figures indicated that 46 percent of households lacked handwashing facilities while 15 percent did not have latrines. Timothy was part of the team comprising members from the community, Ministry of Health and KIWASH that launched the effort to improve basic sanitation access in his village.

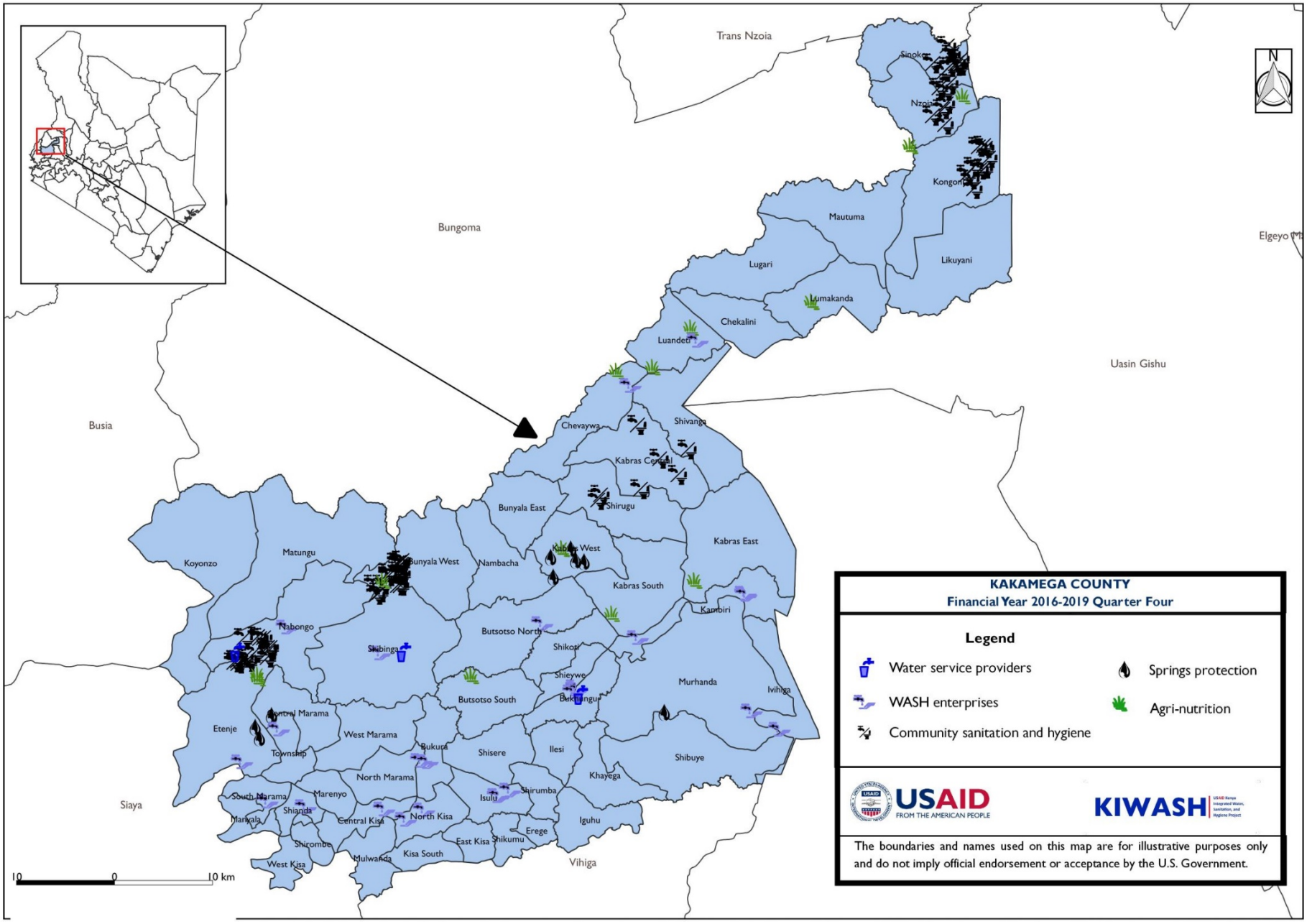
"KIWASH trained me on how to construct SAFI latrines and install SATO products. This was an eye opening opportunity for me," says Timothy. KIWASH trains artisans to promote the uptake of low-cost sanitation technologies, namely SAFI latrines and SATO products. The two products are adaptable to different soil formations, smell free, easy to clean and affordable. "Immediately after the training, I saw an opportunity to start a sanitation business. I set up an exhibition site for SAFI latrine components and stocked SATO products," he explains. Timothy has a demonstration SAFI latrine in his home and has installed a SATO pan and stool to stir the community's interest in adopting the technologies.

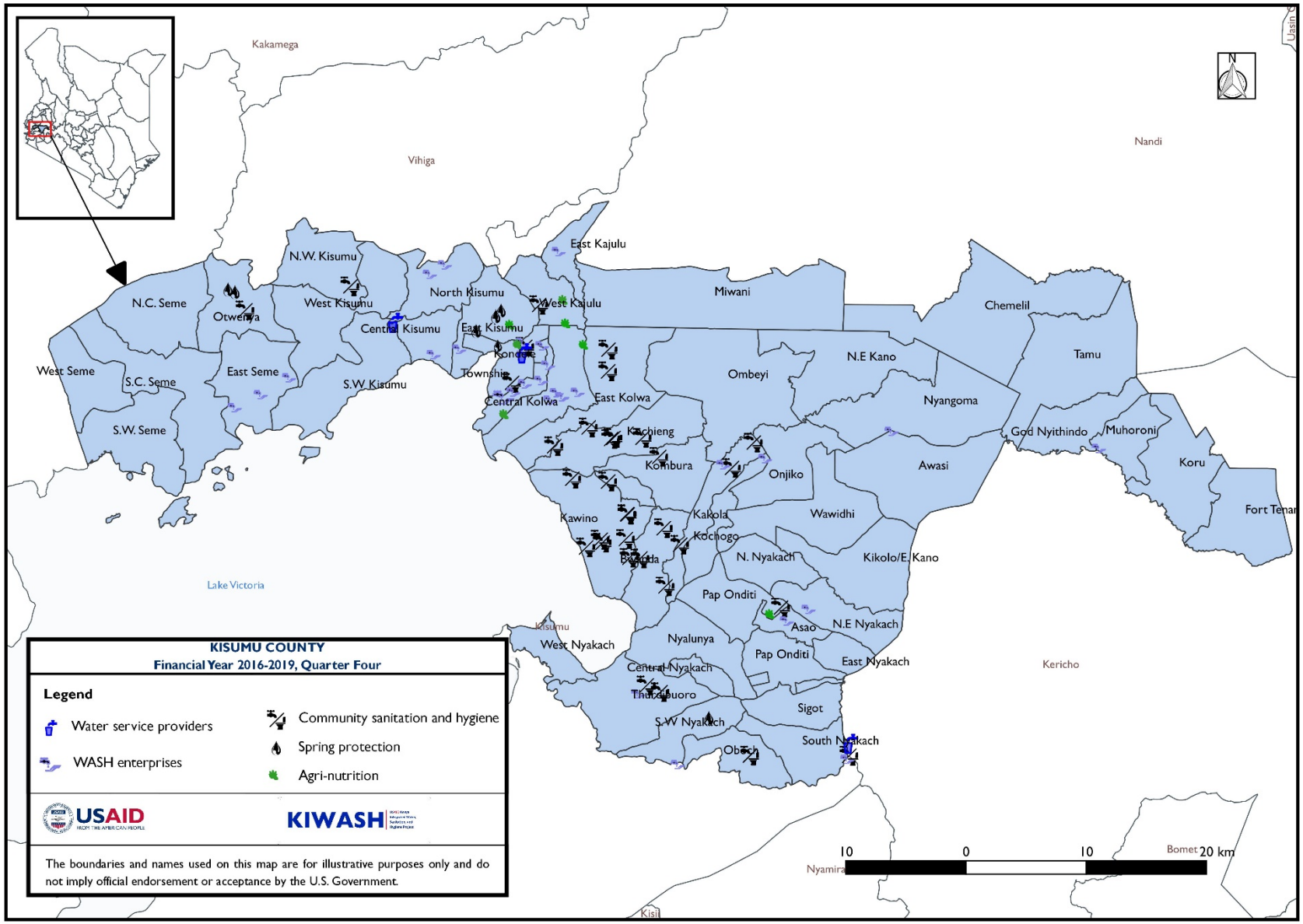
Timothy has since introduced the sanitation business to the Vaele Women's Group, of which he is a member. The Women's Group pools their resources and distributes low-interest small business loans to members as a way to access greater capital. The group has so far invested US$120 to purchase SATO products which KIWASH supported through a matching grant. "Despite the venture slowly gaining popularity, I have so far installed 59 SATO products and constructed two SAFI latrines," notes Timothy. The gradual uptake of improved sanitation products can be attributed to low income in the area.

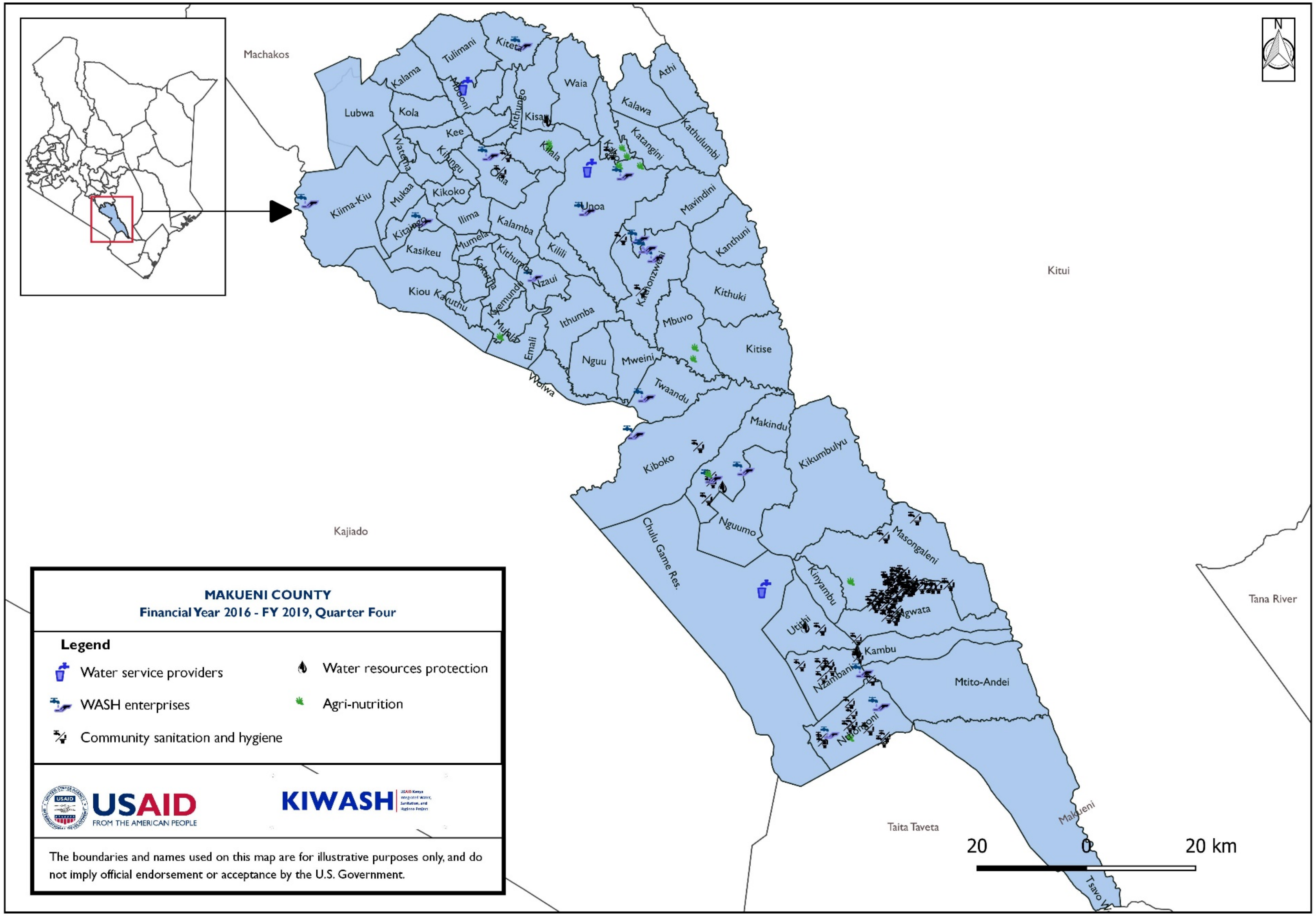
In addition to the demonstration latrine and SATO pan in his home, Timothy also markets the products in the local market and goes door-to-door to reach more people. "My marketing slogan revolves around elimination of flies, smell and ease in cleaning which has continuously won the hearts of many. The business has not only improved hygienic practices in my community but has created a new revenue stream for me. The money I get from the latrine construction venture has enabled me to pay school fees for my children at the university," he proudly notes.

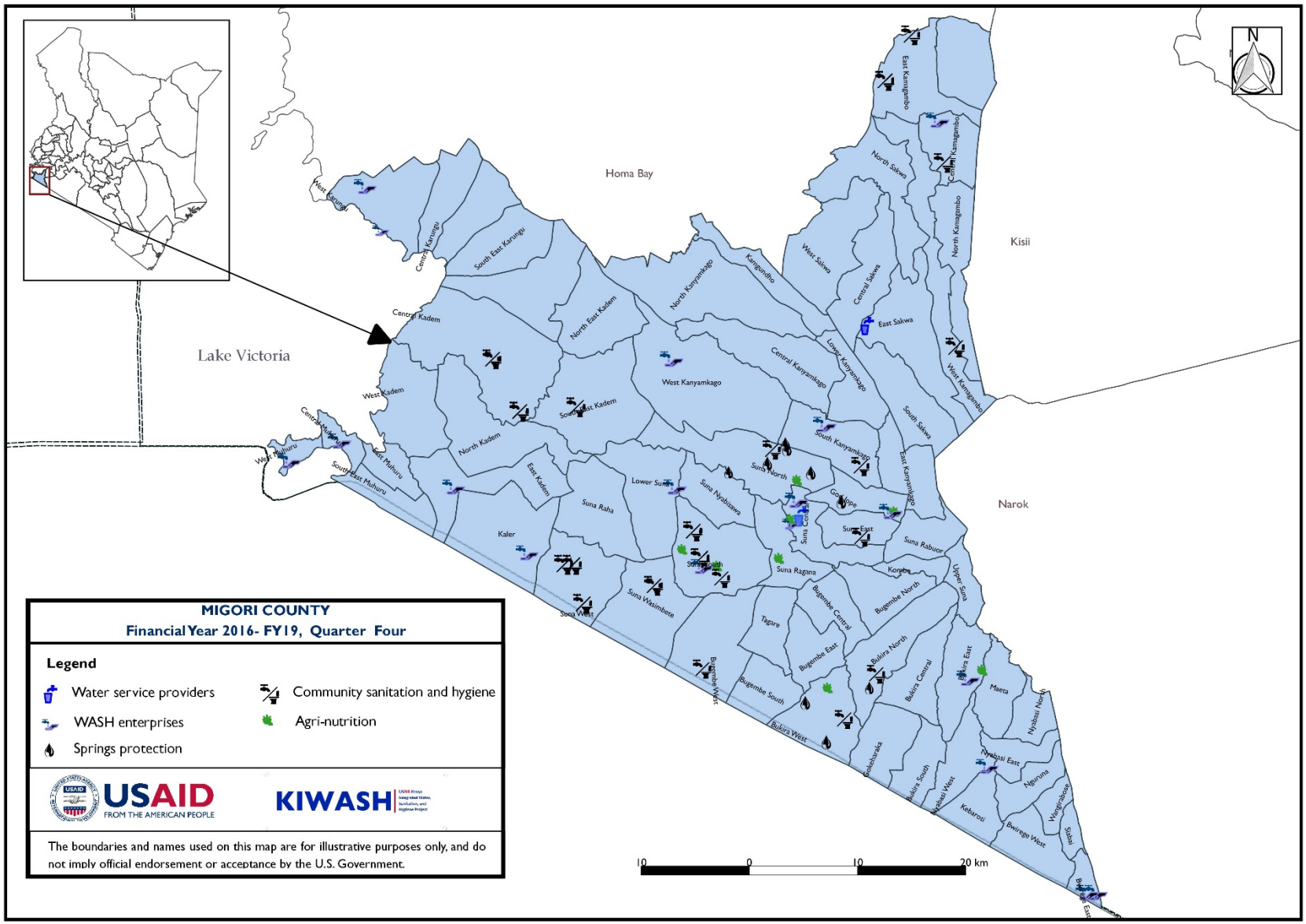
While Timothy has experienced challenges with defaulted payments, he allows clients to pay in increments to make the products more affordable and increase the use of the improved sanitation products in his community.

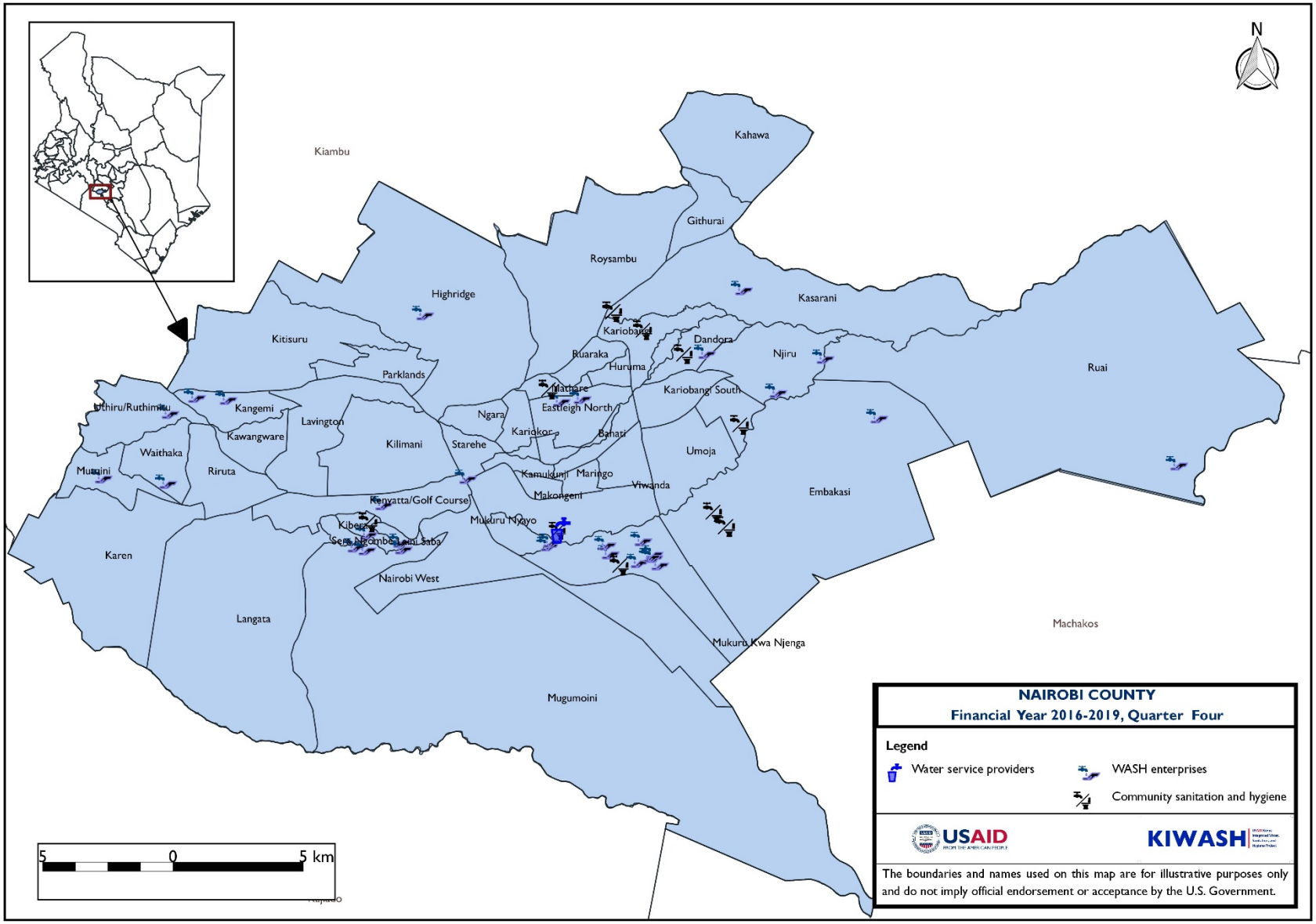
ANNEX III: COUNTY ACTIVITY MAPS


KAKAMEGA COUNTY
Financial Year 2016-2019 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.
Trans Nzoia
Bungoma
Busia
Siaya
Vihiga
Uasin Gishu
Elgeyo M
Sinoko
Nzoia
Kongoni
Mautuma
Lugari
Likuyani
Lumakanda
Chekalini
Luandeti
Chevaywa
Shivanga
Kabras Central
Shirugu
Bunyala East
Kabras West
Kabras East
Kabras South
Kambiri
Koyonzo
Matungu
Bunyala West
Nambacha
Nabongo
Shibinga
Butsotso North
Shikoti
Shieywe
Bukhungu
Murhanda
Ivihiga
Butsotso South
Central Marama
Etenje
West Marama
Township
Bukura
Shisere
Ilesi
Shibuye
Khayega
North Marama
South Marama
Marenyo
Shianda
Manyala
Central Kisa
North Kisa
Isulu
Shirumba
Iguhu
Erege
Shirombe
East Kisa
Shikumu
West Kisa
Mulwanda
Kisa South
10
0
10 km


Kakamega
Vihiga
Nandi
Lake Victoria
Kisumu
Kericho
Bomet
Nyamira
Kisii
N.W. Kisumu
West Kisumu
North Kisumu
Central Kisumu
East Kisumu
Kondele
Township
S.W Kisumu
N.C. Seme
Otwenya
West Seme
S.C. Seme
East Seme
S.W. Seme
East Kajulu
West Kajulu
Central Kolwa
East Kolwa
Miwani
Ombeyi
N.E Kano
Nyangoma
Chemelil
Tamu
God Nyithindo
Muhoroni
Koru
Fort Tenan
Awasi
Onjiko
Wawidhi
Kachieng
Kombura
Kawino
Kakola
Kochogo
Pandpieri
N. Nyakach
Kikolo/E. Kano
Pap Onditi
Asao
N.E Nyakach
West Nyakach
Nyalunya
Pap Onditi
East Nyakach
Central Nyakach
Sigot
S.W Nyakach
South Nyakach
Obech
10
0
10
20 km
KISUMU COUNTY
Financial Year 2016-2019, 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.


MAKUENI COUNTY
Financial Year 2016 - FY 2019, Quarter Four
Legend
Water service providers
WASH enterprises
Community sanitation and hygiene
Water resources 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.
Machakos
Kitui
Kajiado
Tana River
Taita Taveta
Makueni
N
20
0
20 km
Tulimani
Kiteta
Kalama
Lubwa
Kola
Waia
Athi
Kalawa
Kisau
Kee
Katangini
Kathulumbi
Kilungu
Okia
Kiima-Kiu
Mukaa
Kikoko
Unoa
Mavindini
Ilima
Kalamba
Kasikeu
Mumela
Kithungo
Kilili
Nzaui
Kathonzweni
Kanthuni
Kithuki
Kiou
Ithumba
Mbuvo
Kitise
Emali
Nguu
Mweini
Twaandu
Makindu
Kiboko
Kikumbulyu
Nguumo
Chulu Game Res.
Masongaleni
Kinyambu
Ngwata
Utithi
Kambu
Nzambani
Mtito-Andei
Ngorongoni
Tsavo


Homa Bay
Kisii
Narok
Lake Victoria
MIGORI COUNTY
Financial Year 2016- FY19, Quarter Four
Legend
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.
10 0 10 20 km


N
Kiambu
Kahawa
Githurai
Roysambu
Highridge
Kasarani
Kitisuru
Kariobangi
Dandora
Njiru
Ruaraka
Huruma
Ruai
Parklands
Mathare
Kariobangi South
Uthiru/Ruthimitu
Kangemi
Eastleigh North
Ngara
Lavington
Karioko
Bahati
Kawangware
Kilimani
Starehe
Umoja
Waithaka
Riruta
Kamukunji
Maringo
Viwanda
Embakasi
Mutsini
Makongeni
Kenyatta/Golf Course
Mukuru Nyayo
Kibera
Karen
Nairobi West
Langata
Machakos
Mukuru Kwa Njenga
Mugumoini
5 0 5 km
NAIROBI COUNTY
Financial Year 2016-2019, Quarter Four
Legend
Water service providers
WASH enterprises
Community sanitation and hygiene
USAID
KIWASH
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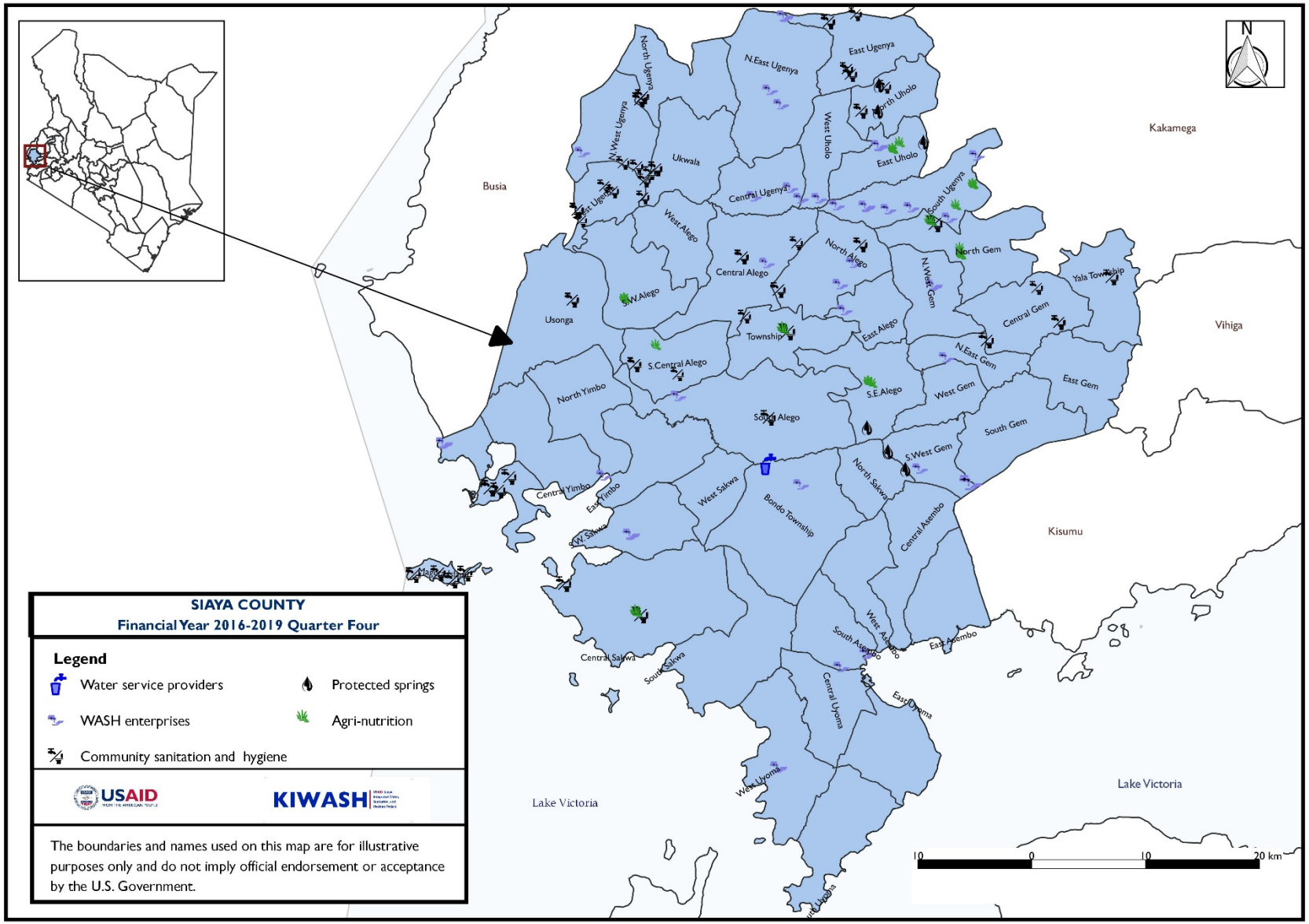
N
Busia
Kakamega
Vihiga
Kisumu
Lake Victoria
Lake Victoria
Usonga
Ukwala
North Ugenya
N.West Ugenya
N.East Ugenya
East Ugenya
North Uholo
West Uholo
East Uholo
South Ugenya
Central Ugenya
West Alego
Central Alego
North Alego
East Alego
S.W.Alego
S.Central Alego
S.E.Alego
South Alego
North Yimbo
Central Yimbo
East Yimbo
S.W.Yimbo
West Sakwa
Bondo Township
North Sakwa
S.West Gem
South Gem
East Gem
West Gem
N.East Gem
Central Gem
N.West Gem
North Gem
Yala Township
Central Asembo
West Asembo
East Asembo
South Asembo
Central Sakwa
South Sakwa
West Uyoma
Central Uyoma
East Uyoma
10 0 10 20 km
SIAYA COUNTY
Financial Year 2016-2019 Quarter Four
Legend
Water service providers
Protected springs
WASH enterprises
Agri-nutrition
Community sanitation and hygiene
USAID
KIWASH
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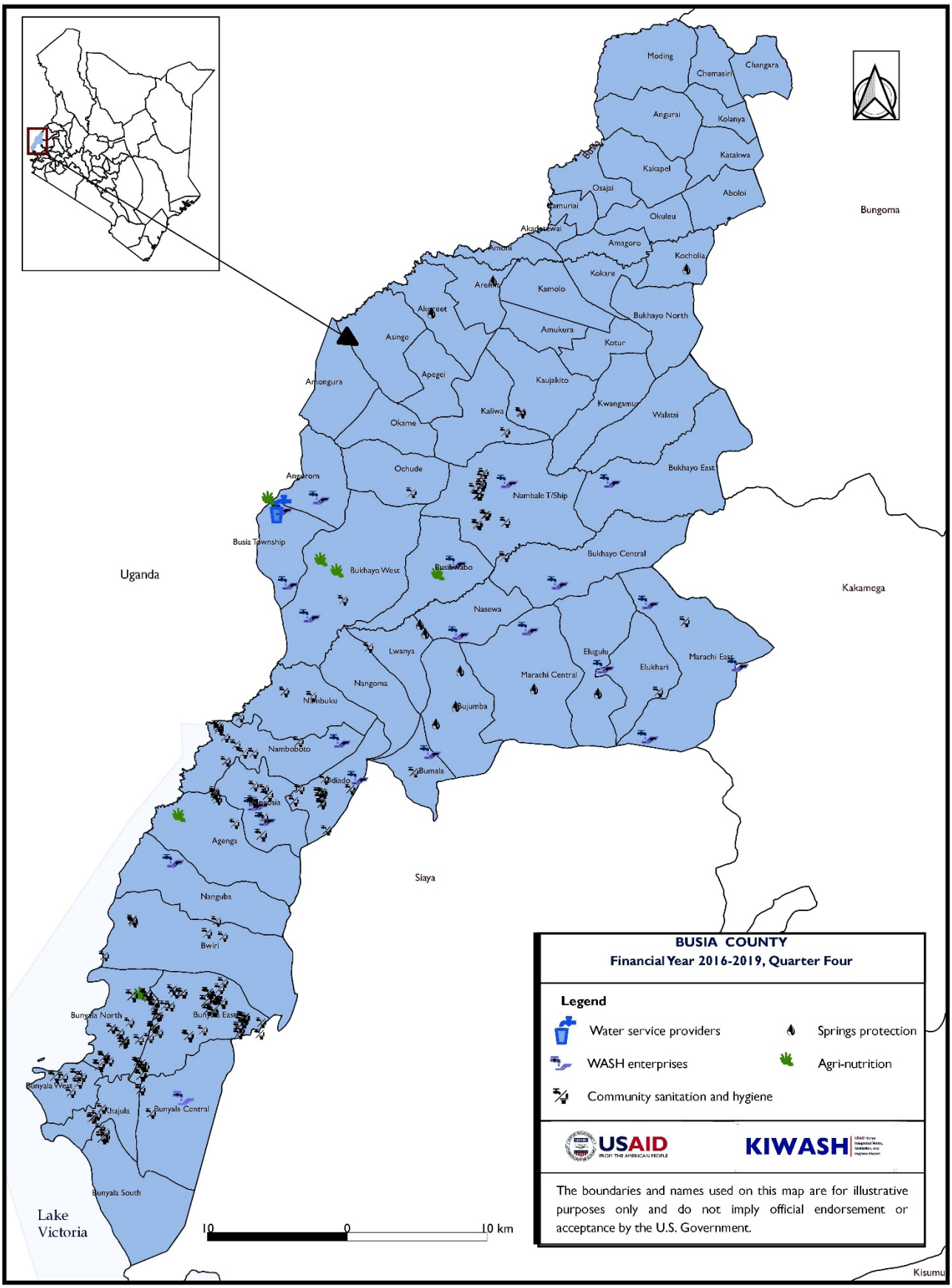
Moding
Chemasiri
Changara
Angurai
Kolanya
Katakwa
Kakapel
Aboloi
Osajai
Okuleu
Amagoro
Kocholia
Kokare
Kamolo
Bukhayo North
Amukura
Kotur
Asinge
Apegei
Kaujakito
Kwangamur
Walatsi
Okame
Kaliwa
Ochude
Bukhayo East
Nambale T/Ship
Busia Township
Bukhayo Central
Bukhayo West
Busibwabo
Nasewa
Lwanya
Elugulu
Elukhari
Marachi East
Marachi Central
Nangoma
Nambuku
Bujumba
Nambobboto
Bumala
Agenga
Nanguba
Bwiri
Bunyala North
Bunyala East
Bunyala West
Khajula
Bunyala Central
Bunyala South
Lake Victoria
Uganda
Bungoma
Kakamega
Siaya
Kisumu
10
0
10 km
BUSIA COUNTY
Financial Year 2016-2019, 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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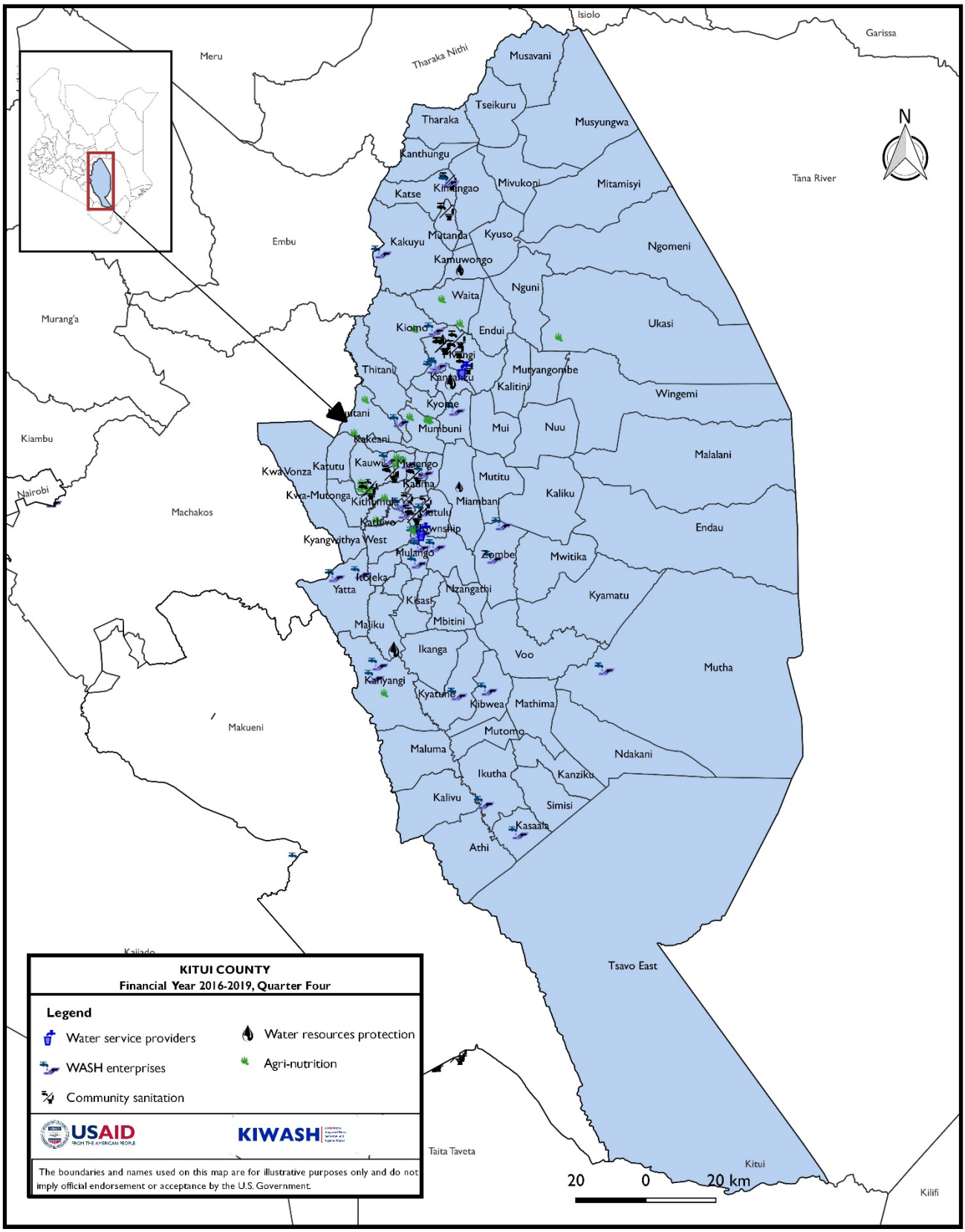
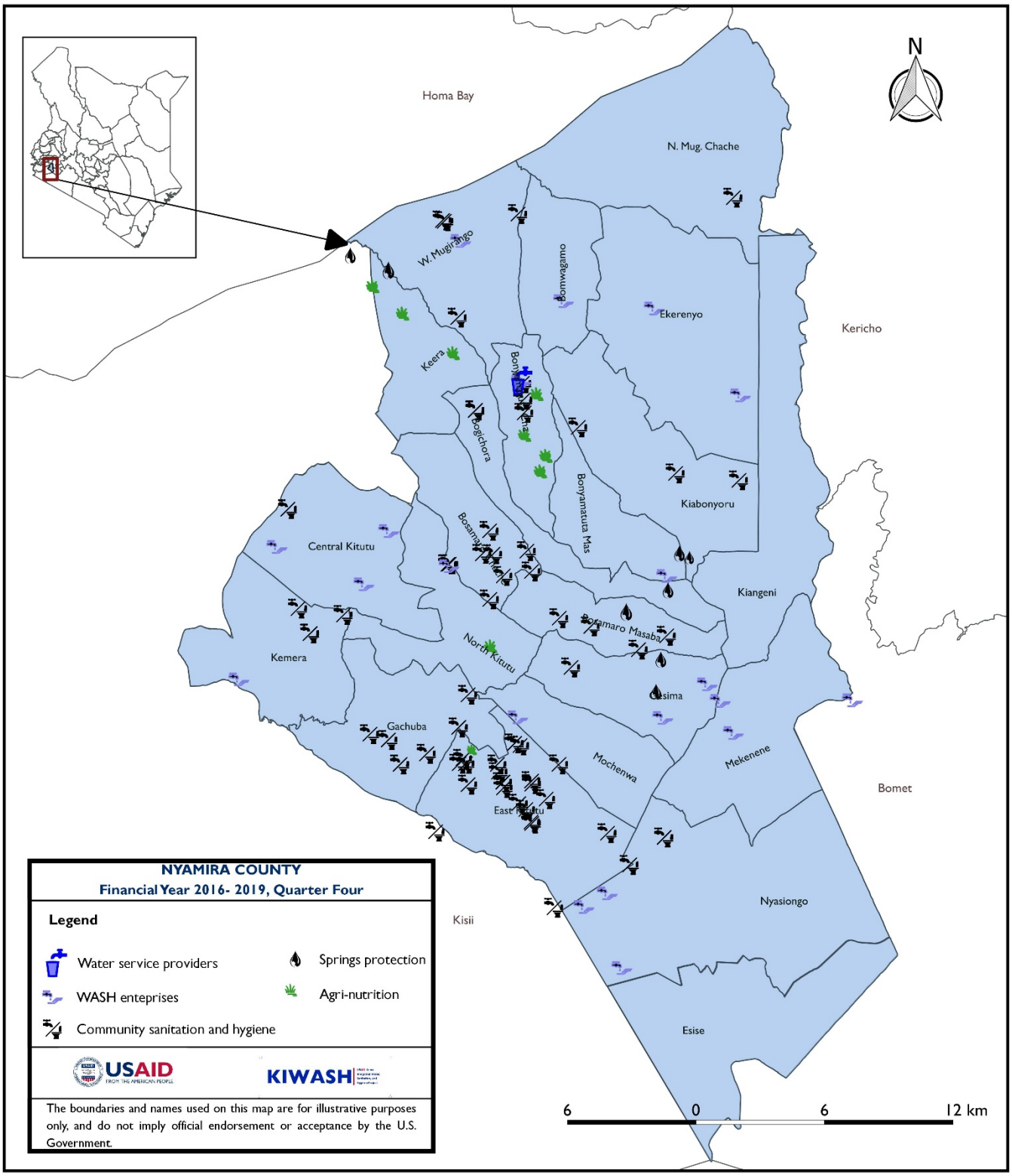

Isiolo
Garissa
Meru
Tharaka Nithi
Embu
Murang'a
Kiambu
Nairobi
Machakos
Makueni
Kajiado
Taita Taveta
Tana River
Kitui
Kilifi
Musavani
Tseikuru
Tharaka
Musyungwa
Kanthungu
Mivukoni
Mitamisyi
Katse
Kinangao
Kakuyu
Mutanda
Kyuso
Ngomeni
Kamuwongo
Nguni
Waita
Ukasi
Kiomo
Endui
Thitani
Mutyangombe
Kalitini
Wingemi
Kyome
Mumbuni
Mui
Nuu
Malalani
Kakeani
Kwa Vonza
Katutu
Kauwi
Mutitu
Kaliku
Kwa-Mutonga
Miambani
Endau
Kyangwithya West
Mulango
Zombe
Mwitika
Yatta
Nzangathi
Kyamatu
Kisasi
Mbitini
Maliku
Ikanga
Voo
Mutha
Kanyangi
Kyatune
Kibwea
Mathima
Mutomo
Maluma
Ndakani
Ikutha
Kanziku
Kalivu
Simisi
Kasaala
Athi
Tsavo East
N
KITUI COUNTY
Financial Year 2016-2019, Quarter Four
Legend
Water service providers
WASH enterprises
Community sanitation
Water resources 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.
20 0 20 km


Homa Bay
N. Mug. Chache
W. Mugirango
Bomwagamo
Ekerenyo
Kericho
Keera
Bogichora
Bonyamatuta Mas
Kiabonyoru
Central Kitutu
Kiangeni
Kemera
North Kitutu
Gesima
Gachuba
Mochenwa
Mekenene
Bomet
Nyasiongo
Kisii
Esise
N
6 0 6 12 km
NYAMIRA COUNTY
Financial Year 2016- 2019, Quarter Four
Legend
Water service providers
WASH enteprises
Community sanitation and hygiene
Springs 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.