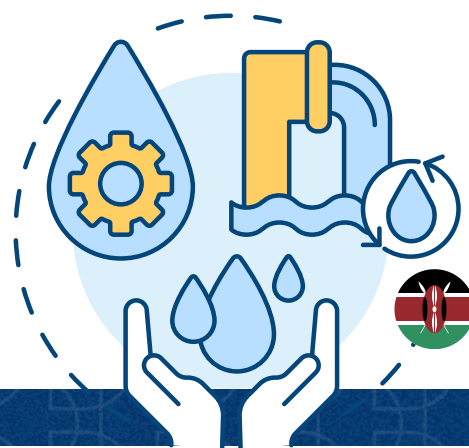




Water Regulation Information System (WARIS)

A fit-for-purpose water and sanitation data tool



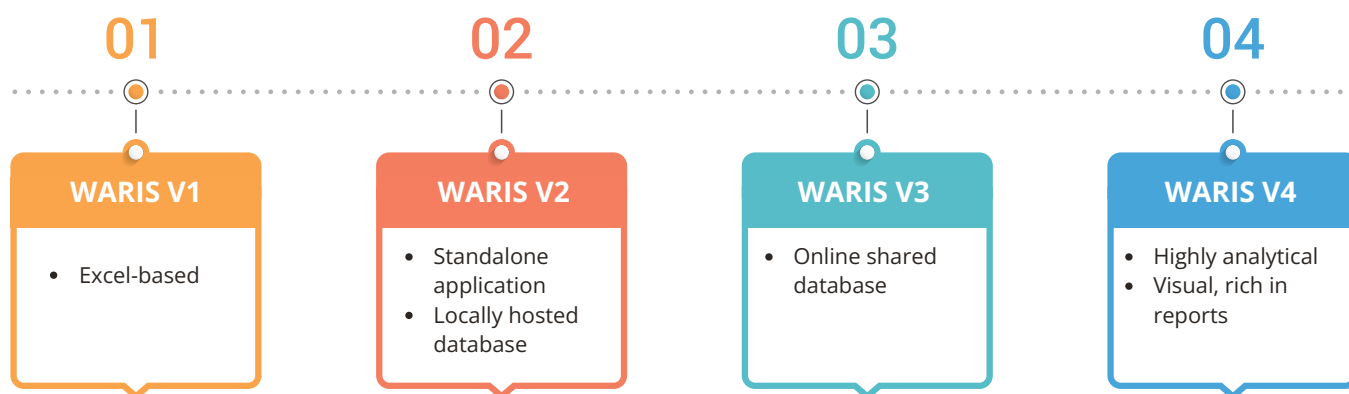
This is a web-based system used by the Water Services Regulatory Board (WASREB) to monitor and compare the performance and compliance of water service providers (WSPs) in Kenya.

WARIS has a central shared database with an easy-to-use user interface and different access levels and roles. Its enhanced reporting capability ensures data protection and integrity. The database is also accessible online, with the possibility of offline data entry.

WARIS was designed as an information system with the following objectives:

- Support the monitoring of the performance of WSPs, Water Works Development Agencies, and county governments in investments and water service provision.
- Facilitate the publication of periodic sector performance review reports.
- Increase transparency in the water and sanitation sectors.
- Improve the accessibility of data and information for monitoring, planning, and decision-making.
- Support effective management audits.

WASREB created WARIS to fulfil its legal mandate of developing a national monitoring and evaluation system for the water sector. Since 2005/2006, the tool has progressed through revisions/upgrades and new versions.

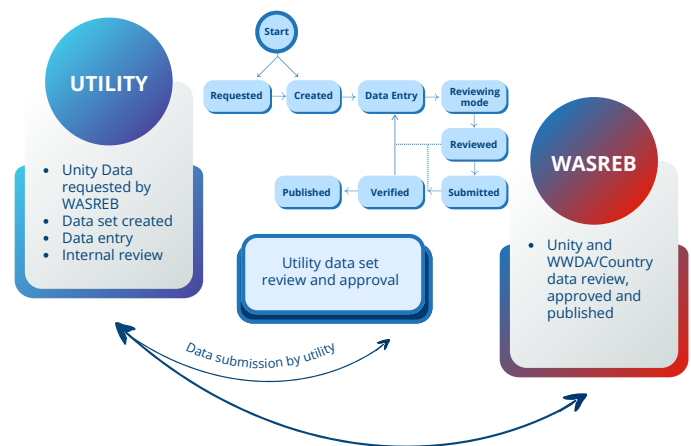


WASREB oversees compliance of 94 public or privately-owned WSPs. Performance management and compliance monitoring of these WSPs through WARIS includes three key components in the sanitation data value chain:

1. DATA GENERATION

WSPs are required to enter their technical, commercial, financial, and personnel data on a quarterly basis.

- The quarterly data aggregates into annual data which is validated, analyzed, and used to generate the sector annual performance report - IMPACT reports [<https://wasreb.go.ke/impact-reports/>]
- Data collected through WARIS includes water and sanitation service coverage, financial (revenues, expenditures, investments, debt management), commercial (water connections, billed volumes, billing, collection, water and sewer tariffs), technical (abstraction, production, and water quality), and personnel data (staff composition).
- WASREB regularly trains WSPs staff on data entry to ensure the data reported is up to standard.



2. DATA ANALYSIS

WASREB analyzes WSPs' performance based on several key performance indicators (KPIs). However, WSP performance ranking primarily depends on nine KPIs: water coverage, drinking water quality, hours of supply, O+M cost coverage, personnel expenditure as a percentage of O+M costs, revenue collection efficiency, non-revenue water, staff productivity, and metering ratio.

- Other KPIs in the performance analysis include governance, pro-poor, creditworthiness, and data quality assessment.
- Sanitation indicators measuring the types of sanitation facilities and onsite and offsite coverage are captured but not yet included in the performing ranking KPIs.
- To ensure accuracy, WASREB cross-checks the collected data with inspection reports, tariff applications, and quarterly monitoring and evaluation reports from WSPs.

ENSURING DATA QUALITY

STAGE ONE

IN-SYSTEM CHECKS

- Inbuilt system validation
- Internal review by WSP
- External Review by WASREB

STAGE TWO

COLLABORATION

- Traffic Data
- Licensing application
- Inspection reports

STAGE THREE

PUBLISHING

- Impact Report

3. DATA OPERATIONALIZATION

WASREB and WSPs use the output data from WARIS to make informed decisions.

This data enables WASREB to:

- Monitor compliance of WSPs with license conditions, service level guarantees, and agreements.
- Monitor and report on WSPs' performance and make recommendations on investments needed to close service delivery gaps.
- Provide factual advice to policymakers.
- Facilitate effective business, financial, and investment planning.

The data also enables WSPs to:

- Identify areas for improvement in water and sanitation service delivery.
- Benchmark their performance against other WSPs, thereby facilitating cross-learning.

The Water Services Regulatory Board (WASREB) is a regulatory state corporation established by the Water Act 2002. This law was repealed by the Water Act 2016, which was operationalized in April 2017. Section 70 (1) of the Water Act 2016 established WASREB with the main objective to protect the interests and rights of consumers in the provision of water services, while ensuring other stakeholders' interests are also safeguarded. Visit the website to learn more: <https://wasreb.go.ke/>

This document was developed by Dev-Afrique Development Advisors in collaboration with the Water Services Regulatory Board (WASREB), Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS), and Global Water Operators' Partnerships Alliance (GWOPA).

