



## NAROMORU WATER & SANITATION COMPANY

Naromoru Town in Kanyua Building next to Naromoru Post offices.  
P.O. Box 234 – 10105, NAROMORU.  
Email: [narowasco@gmail.com](mailto:narowasco@gmail.com)  
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### NOTICE OF PUBLIC CONSULTATION

#### Water Act 2016

#### Section 139

Notice is given to the general public that **Naromoru Water and Sanitation Company Ltd (NAROWASCO)**, which is a water service delivery entity in Nyeri County and has authority from the County Government to provide water and Sanitation services within its jurisdiction as per license (WASREB LSA/3LIC/87), has applied to Water Services Regulatory Board (WASREB) for a regular tariff review in the interests of consumer protection.

Naromoru Water and Sanitation Company Ltd (NAROWASCO) proposes an upward tariff review to enable utility water to operate at full cost recovery and meet conditions for improving service delivery.

Details of the current tariff and the proposed tariff can be obtained from the company website [www.naromoruwater.co.ke](http://www.naromoruwater.co.ke) or at Naromoru Water and Sanitation Company Ltd. Offices (located at Naromoru Town at Kanyua Building near Naromoru Post office)

Written comments on improvements in service delivery and/or comments on the upward tariff review should be addressed to:

**The Managing Director,  
Naromoru Water and Sanitation Company Ltd  
P.O. Box 234-10105 Naromoru, Kenya.**

or

**[narowasco@gmail.com](mailto:narowasco@gmail.com)**

**Written comments can also be addressed to [tariffs@wasreb.go.ke](mailto:tariffs@wasreb.go.ke)**

The closing date for such comments shall be on 31<sup>st</sup> May 2024. A public consultation meeting shall be held on 13<sup>th</sup> May 2024 at **Jaqanaz Hotel, Naromoru** starting at 10 am.

**Gladys Njeri Warugongo**

**MANAGING DIRECTOR - NAROWASCO**

**ANNEX 1**  
**DETAILS OF PUBLIC CONSULTATION FOR NAROMORU WATER & SANITATION COMPANY LIMITED**  
**(FOR THE PERIOD 2024/2025 – 2026/2027)**

**1.0 Cost and Revenue Structure for the Tariff Period**

Cost Subject to Annual Indexation	FY 2024/2025	FY 2025/2026	FY 2026/2027
Operations and Maintenance costs	25,849,040	27,641,879	29,171,265
<b>Fixed Costs</b>			
Average Annual Investment Cost	1,412,000	1,750,000	2,400,000
Debt	-	-	-
<b>Sub Total- Fixed Costs</b>	<b>1,412,000</b>	<b>1,750,000</b>	<b>2,400,000</b>
Total Average Annual Cost	27,261,040	29,391,879	31,571,265
Projected Average Annual revenue	27,884,999	29,772,106	31,557,620
<b>Average Annual Cost Coverage</b>	<b>102%</b>	<b>101%</b>	<b>100%</b>

**2.0 Proposed Change in Water Tariff Structure for the Period.**

Recommended Tariff for Narowasco				
Consumer Categories	Consumption Block (m3)	Current Tariff (Kshs/M <sup>3</sup> )	Consumption Block (m3)	Proposed Tariff (Kshs/M3)
Domestic/Residential	0-6	200(Flat Rate)	1-6	90
	7-20.	50	7-20.	100
	21-50	65	21-50	110
	51-100	80	51-100	115
	100-300	100	101-300	125
	>300	130	>300	130
Multi-Dwelling Units	0-6	200(Flat Rate)	Flat Rate	100
	7-20.	50		
	21-50	65		
	51-100	80		
	100-300	100		
	>300	130		
Commercial/Industrial	0-6	200(Flat Rate)		
	7-20.	50		
	21-50	65	1-50	100
	51-100	80	51-100	115
	101-300	100	101-300	120
	>300	130	>300	135
Government/Institutions	0-6	200(Flat Rate)		
	6-20	50		
	21-50	65	1-50	100
	51-100	80	51-100	115
	101-300	100	100-300	120
	>300	130	>300	135
Schools	0-600	40	1-600	90
	601-1200	50	601-1200	100
	>1200m3	80	>1200m3	110

Unique Consumer Categories	Water Kiosks	35	Per M <sup>3</sup>	70
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Customers with non-functional meters shall be billed based on the average of the last three months' bill.

### 3.0 Indexation

The utility's tariffs for water and sewerage shall be eligible for annual indexation as per the regulations of the Water Services Regulatory Board (WASREB). The inflation adjustment shall come into effect after a full year of implementation, on the 15th day of July every year, and shall remain in force until the 14th day of July the following year.

### 4.0 Miscellaneous Charges

These shall be charged as per the approved miscellaneous charges approved by WASREB.

### 5.0 Service Delivery Conditions attached to the Tariff.

Service Delivery Conditions					
Target	2022/2023	2023/2024	2024/2025	2025/2026	2026/2027
Water Coverage (%)	81%	82%	83%	84%	85%
Water quality standards (%)	100% Compliance with Standards				
Personnel Expenditure as % of O&M	43%	39%	36%	36%	36%
Maintenance Expenditure as % of O&M	17%	22%	21%	22%	21%
Investment Expenditure as a % of Total Expenditure	0%	0%	5%	6%	8%
Non-Revenue Water	28%	27%	26%	26%	25%
Hours of Supply (Hrs.)	22	23	24	24	24
Staff per 1000 connections	10	9	9	9	9
Metering ratio (%)	100%	100%	100%	100%	100%
Collection Efficiency (%)	93%	95%	95%	95%	95%
Resale at Kiosk	Kshs. 5.00 per 20l Jerry Can				

### 5.1 Other Conditions

The conditions attached to this approval, which shall form part of the license conditions of Naromoru Water and Sanitation Company Ltd, are:

- Annual budgets:** The utility shall adhere to the budgetary levels set in the tariff.
- Surpluses:** the surpluses realised during the tariff period shall be used to implement priority service delivery capital projects approved by WASREB.
- Catchment Protection:** The utility shall undertake measures to conserve/ protect the catchment areas of their water source as part of Corporate Social Responsibility.
- Reporting:** The utility shall submit quarterly performance reports to WASREB in the prescribed format.
- Investments:** The utility shall undertake the investments as follows: -



## FY 2026/2027

[illegible]



Item/ Service	Charge (Ksh.)
<b>Water Deposit</b>	
<b>Category of consumer</b>	
Domestic	2500
Retail shops less than 10m <sup>3</sup>	3000
Retail shops more than 10m <sup>3</sup>	3,500
Bar, and restaurants less than 15 m <sup>3</sup>	4000
Bar, restaurants more than 15 m <sup>3</sup>	6,000
Hotel class "A" and "B" less than 150 m <sup>3</sup>	12,000
Hotel class "A" and "B" more than 150 m <sup>3</sup>	15000
Hotel class "C" and "D" less than 150 m <sup>3</sup>	18000
Hotel class "C" and "D" more than 150 m <sup>3</sup>	20,000
Hospitals more than 150 m <sup>3</sup>	20,000
Health centres less than 150 m <sup>3</sup>	12,000
Schools and other institutions more than 200 m <sup>3</sup>	20,000
Schools less than 200 m <sup>3</sup>	10,000
Minor construction sites of more than 200 m <sup>3</sup>	15,000
Major construction sites more than 300 m <sup>3</sup>	50,000
Light industries less than 200 m <sup>3</sup>	30,000
Medium industrial between 200 m <sup>3</sup> and 300 m <sup>3</sup>	50,000
Heavy industries of more than 300 m <sup>3</sup>	100,000
Water Kiosks	5,000
Customers with only sewer connection are to be charged a deposit equivalent to a water connection	
<b>Other Charges</b>	
<b>Service</b>	
New water connection fee – Connection size: ½ inch to 1 inch	2,500
New water connection fee – Connection size: 1.5 inches to 3 inches	7,500
New water connection fee – Connection size above 3inches	15,000
Water Reconnection fee – at meter point	1,000
Water Reconnection fee – at mains	5,000 and double deposit
Tanker – 8000, 16,000 litres	2,500, 5,000 respectively per tanker within the WSP area for all consumers
Sale of water Per M <sup>3</sup> at bowising point (own tanker)	100
Replacement of stolen or damaged meters	100% of the market cost of the meter
Meter testing on request	500
Special meter reading under customer's request	500
Sewer Connection- Residential/ Domestic	5,000
Sewer Connection- Commercial, Government, Schools, Universities and Colleges	7,500
Sewer Connection- Industrial	15,000
Private sewer unblocking	2,500
Leak detection services	1,000
Sewer Reconnection fee	15,000
Printing of customer's statement under own request	200
For cutting off the supply at the request of the consumer	200
For turning on the supply otherwise than in respect of a first connection	200
Exhauster Services (Company Exhauster)	5,000 for other customers and 4,000 for informal settlements
Private Exhausters (Dumping into the company's sewer system)	15,000 per Truck per month
<b>Penalties</b>	



Item/ Service	Charge (Ksh.)
Illegal water connection, -Commercial, Industry, Construction (Fraud)	100,000 plus estimated consumption during the period of illegality
Illegal water connection, (Fraud) – Domestic	30,000 plus estimated consumption during the period of the illegality
Overcharging (fraud) at water kiosk	15,000
Illegal sewer connection- Commercial, Industry, Construction	100,000
Illegal sewer connection- Domestic, Government, Schools, Universities & Colleges	30,000
Self-reconnection after cut-off for non-payment	5,000 and billing to be backdated from the date of cut-off
Surcharge for tampering with meters (this to include meter removal, reversing of meter etc)	5,000
Surcharge for direct suction of water from the supply line using a pump	10,000