

The trophy won by Thika Water and Sewerage Company (THIWASCO) in the 2016-17 Performance Report of Kenya's Water Services Awards.

Thika Water and Sewerage Company (THIWASCO) has been ranked the third best water company in Kenya in the 2016-17 Performance Report of Kenya's Water Services Sector as prepared by Water Services Regulatory Board (Wasreb).

The overall best performing utility for the eighth year in a row was Nyeri having scored 183 out of a possible maximum of 200 marks followed by Meru and Thika with 137 marks.

Others who made it in the Top 10 Best Performing Utilities List are Nakuru (132), Ngagaka (132), Nanyuki (129), Ngandori Nginda (120), Embu (118), Malindi (118) and Kakamega (116).

Olkejuado (third consecutive year) and Eldama Ravine were the lowest ranked utilities, recording a score of zero in all the nine indicators.

Nyeri still tops the list of the best performing public utilities in the "Very Large Utilities" Category with a percentage score of 96%, followed by Thika and Nakuru with a score of 93% and 92% respectively.

In the privately owned category, Runda, despite losing 11 percentage points, retained the top position. It scored 93%, with Kiamumbi coming a distant second with 77%.

Naivasha tops the list of the Most Improved utilities having improved with an average variance of 36 up from 34 in 2014-15 to 70 in the 2016-17 season.

It is followed by Rukanga (32) and Karuri (28) to complete the list of the top three improvers. Nairobi tops in the list of population size served, serving 3,426,434 people out of a population of 4,249,604.

It is followed by Eldoret and Mombasa respectively.

THIWASCO is ranked sixth in this category, serving 219,507 customers out of a possible 225,658 with 48,741 connections out of which 43,416 are active connections.

Ruiru-Juja, Kirinyaga and Nzoia, being currently under the Special Regulatory Regime, were not ranked. Inspection findings from these utilities identified material governance lapses under the SPA, the Public Finance and Management Act 2012 and the utilities systems and policies. Subsequently, after consultation with respective county governments, the three utilities were placed under a special regulatory regime to facilitate compliance.

Performance assessment and ranking of utilities is assessed and ranked on the basis of nine Key Performance Indicators (KPIs). These are: - Water Coverage, Drinking Water Quality, Hours of Supply, Non-Revenue Water reduction, and Metering Ratio.

The others are Staff Productivity, Revenue Collection Efficiency, O+M Cost Coverage and Personnel Expenditure as a Percentage of O+M Costs.

The overall performance of the water services sector based on the nine KPIs and is key in ensuring that water services are provided in an efficient and sustainable manner.



