

**NON-REVENUE WATER EFFECTS ON SUSTAINABILITY OF WATER
SERVICE PROVISION: A CASE OF NAKURU WATER AND SANITATION
SERVICES COMPANY LIMITED, KENYA**

JOB K. TOMNO

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ABSTRACT

Facing ever-increasing urban populations and expanding service areas, many water utilities in developing countries continue to struggle with providing clean drinking water to their consumers. Globally, water supply schemes are continuously being developed to meet the increasing water demands, but one of the major challenges facing water utilities is the high level of water loss in distribution networks. If a large proportion of water supplied is lost, meeting consumer demands is much more difficult since these losses represent water that is not billed or water that cannot be accounted for, and as such does not generate any revenue to the water service provider. While it is generally accepted that the existence of Non Revenue Water (NRW) and efforts to reduce its level is a challenge especially in developing countries, most of the water utilities do not understand the problem in terms of actual magnitude, the sources of the problem and the related costs. The Government of Kenya has prioritized Non-Revenue Water as a pressing issue and most water service providers have come up with NRW reduction strategies. This study sought to examine the levels of NRW in Nakuru Water and Sanitation Services Company (NAWASSCO) and how they affect the sustainability of water service provision within the company's service area. The study examined the NRW levels over a period of five (5) years from July 2007 to June 2012, and the extent to which it affects company operations particularly billing, revenue collection, coverage and maintenance. The study was carried out among NAWASSCO board members, employees and customers. It adopted a research survey design and stratified sampling technique followed by simple random sampling in the identification and selection of the study sample. Primary data was collected by the use of questionnaires and secondary data was collected from company reports. Data analysis was done by descriptive analysis (percentages, frequencies and averages) with the aid of statistical package for social sciences and the analyzed results was presented using bar graphs, pie charts and tables. The study was useful to Water Service Providers, Water Services Boards, the Water Services Regulatory Board, the Ministry of Water and Irrigation, and the beneficiaries of water services. It was also useful to future researchers as reference material and source of further research.