


**FACTORS AFFECTING EFFECTIVE WATER SERVICES DISTRIBUTION BY  
WATER MANAGEMENT COMPANIES IN KENYA (A CASE OF EMBU  
COUNTY)**

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## ABSTRACT

The central problem of this study is that despite EWASCO (Embu Water and Sanitation Company limited) making some remarkable Water provision Services, it appears that water is not yet effectively reaching the consumers. Factors leading to this dismal performance has not been adequately investigated and well understood, hence hindering the efficient provision of water.

The purpose of the study is to find out and examine factors affecting effective distribution of water to the consumers within Embu County.

The study will explore on research review on concept of water services, government commitments to water provision, regulations in the water sector, the company policies, water distribution and factors leading to it poor provision.

The study will sample the Water consumers using proportional sampling method whereby the sample size to be selected is 50 respondents. Seven zones which are the company's area of operation host the targeted population. Data will be collected using questionnaires from water consumers. Observation will also be done by interacting with the Water consumers and the company staffs.

The findings from qualitative analysis suggests that pipe bursts , new connection of applied water ,illegal connection and water distribution network have significant effect in effective water distribution.

The major recommendation to these issues lies principally in changing the organization policies so as improve its services to its customers and to win the customers confidence as indicated in the study.