



KISUMU WATER AND SEWERAGE COMPANY LIMITED

**PRESENTATION BY
MANAGING DIRECTOR**



Our Strategic Foundation

- KIWASCO's role is the provision of water and sewerage services within the area specified in the license.

Our Vision - To be the most admired service provider

Our Mission - To provide quality water and sewerage services for improved livelihoods

- **Core Values** - Integrity, Professionalism, Creativity and Innovation, Customer Focus, and Teamwork.
- The KIWASCO slogan is: “**Refresh Life**”



Customer Value proposition



Reliability



Accessibility



Quality

Customer Experience

PERFORMANCE TRENDS

KISUMU WATER AND SANITATION COMPANY LTD					
FINANCIAL PERFORMANCE TREND					
	INCOME STATEMENT	2006/2007	2009/2010	2013/2014	2017/2018
	Revenue	Kshs	Kshs	Kshs	Kshs
1	Gross Sales Income	182,259,419	275,823,925	422,660,331	691,626,886
2	Other Incomes and Grants	9,658,629	10,170,803	21,626,022	22,868,978
3	Prime Cost	(62,396,866)	(91,089,484)	(163,801,572)	(131,265,466)
4	Gross Profit	129,521,182	194,905,244	280,484,781	583,230,398
5	Total O&M Expenses	127,758,487	182,677,123	279,316,860	569,957,022
6	Operating Profit	1,762,695	12,228,121	1,167,921	13,273,376



Catalysts for Growth & Sustainability

- Steady revenue growth over the period
- Proper planning i.e. Strategic plans and realistic budgets
- Qualified and Competent staff with Improved staff welfare
- Automation of processes – Accounting systems, Billing, Meter reading, Complaint reporting/resolution, Feedback mechanisms, Bill delivery, Revenue Collection.
- Prudent Resource utilization i.e. Cost management
- Internal controls designed to minimize fraud
- Development partners e.g. WSTF, VEI & others
- Adequate systems of financial management.
- Effective Board management (Oversight)



Challenges & Recommendations

- High NRW due to old dilapidated network that require overhaul
- Inadequate financial resources:-
 - For expansion of the distribution system
 - Overhauls and upgrade the existing systems
 - Adoption of modern technology
- 60% population living under the pro-poor (Slow growth)
- Escalating wage bills

Become Part Of The Success Story

- Development partners to undertake major infrastructure projects
- Affordable Commercial Financing
- PPP arrangements
- Innovative technological solutions to reduce NRW and improve efficiencies

KIWASCO PAYMENT CHANNELS



24/7 Services & No queues

Banks

REVENUE



OUR
BANKING
HALL



Social media platforms



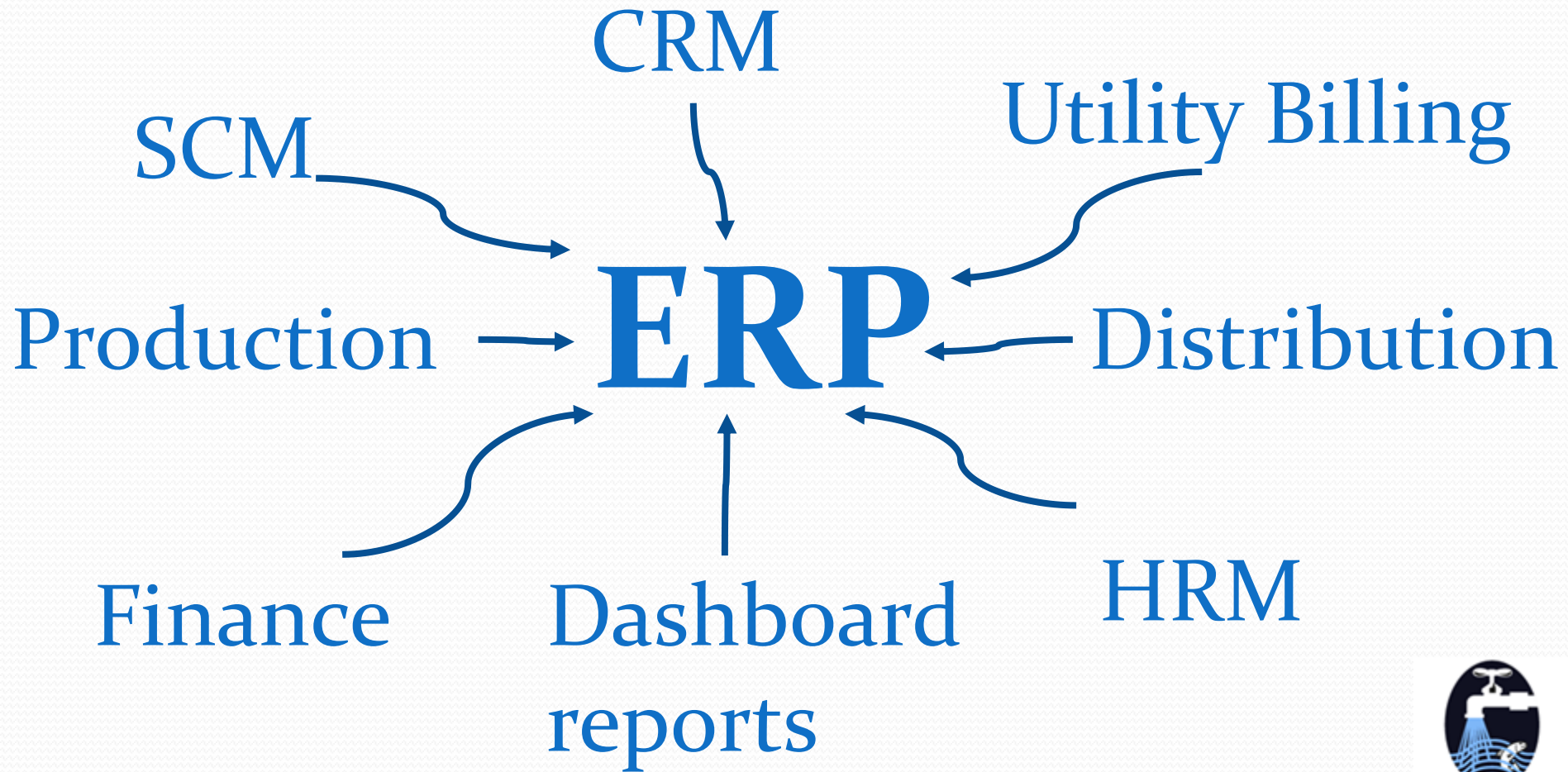
I invite you to follow us on Twitter our handle is [@kiwasco](https://twitter.com/kiwasco)



- We also invite you to like our official Facebook page–
“[Kisumu Water and Sewerage Company Limited](#)”



ICT SYSTEMS





THANK YOU