



Kiamumbi Water Project

P.O. Box 65516-0607, Kamiti, Nairobi

Tel: +254 729 573 889

PRO-POOR POLICY – 2026

1. INTRODUCTION

Kiamumbi Water Project (KWP) serves a growing community with diverse economic realities. While some households are able to meet the cost of water services comfortably, others struggle due to **low or irregular income**.

KWP recognizes that water is not a luxury—it is a **basic necessity for life, health, and dignity**. This policy is therefore developed to ensure that **vulnerable and low-income households are not excluded** from accessing safe and reliable water.

At the same time, KWP must continue operating sustainably. This policy seeks to **strike a balance between compassion and responsibility**.

2. POLICY OBJECTIVE

The objectives of this policy are to:

- Ensure **equitable access to water services** for all members of the community
- Support **low-income and vulnerable households** in accessing water
- Provide **flexible and fair payment options**
- Reduce reliance on **illegal or unsafe water sources**
- Promote **dignity, fairness, and transparency** in service delivery

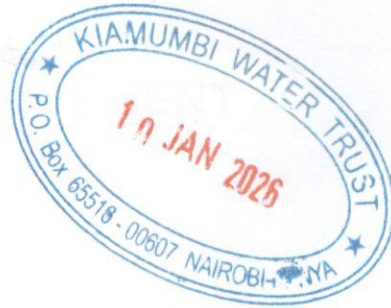
3. UNDERSTANDING THE COMMUNITY REALITY

KWP acknowledges that some households:

- Live on **daily or irregular income**
- May delay bill payments due to competing basic needs
- Share water among multiple families
- Are unable to afford initial connection costs

This policy is designed with these realities in mind—not just as rules, but as **practical support mechanisms**.





4. TARGET GROUPS

This policy will focus on:

- Low-income households
- Residents in underserved or informal areas
- Elderly persons without stable income
- Persons living with disabilities
- Vulnerable families identified through community structures

5. GUIDING PRINCIPLES

KWP will implement this policy guided by:

- **Equity:** Everyone deserves fair access to water
- **Affordability:** Services should be within reach of ordinary households
- **Dignity:** No customer should feel embarrassed or excluded
- **Transparency:** Decisions must be clear and accountable
- **Sustainability:** Support measures must not collapse the system

6. PRO-POOR STRATEGIES & INTERVENTIONS

6.1 Flexible Payment Arrangements

KWP will:

- Allow customers to **pay in installments**
- Provide structured **payment plans for arrears**
- Avoid harsh penalties where genuine effort to pay is shown

 The aim is to **support, not punish**, struggling customers.

6.2 Community Water Points (Kiosks)

- Establish shared water points in underserved areas
- Ensure water is sold at **regulated and fair prices**
- Monitor vendors to prevent exploitation

 This ensures access even where individual connections are not possible.

- Strong community engagement
- Balanced enforcement

12. REVIEW AND CONTINUOUS IMPROVEMENT

This policy will be reviewed:

- Annually
- After major challenges or feedback

Adjustments will be made to ensure it remains **relevant, fair, and effective**.

13. CONCLUSION

Kiamumbi Water Project is committed to serving **all members of the community**, including those facing financial challenges.

This policy is not just about water—it is about **fairness, dignity, and responsibility**.

By working together with the community, KWP aims to ensure that **no household is left without access to safe water**.

14. APPROVAL

Prepared by:

Name:

Designation:

Approved by:

Chairman, Board of Management

Date: _____



- Allow payment of connection fees in installments
- Prioritize expansion to low-income areas

👉 This helps households move from unsafe sources to safe, piped water.

📌 6.4 Lifeline Tariff (Basic Use Protection)

- Maintain a **lower tariff for basic domestic consumption**
- Encourage responsible water use

👉 This ensures that **basic needs remain affordable**.

⚖️ 6.5 Managing Illegal Connections Humanely

KWP acknowledges that illegal connections often arise from **lack of access or affordability**.

Instead of only punitive measures:

- Offer pathways to **regularize connections**
- Educate the community on safety risks
- Enforce rules fairly but with understanding

💛 6.6 Community Engagement

- Work with **local leaders and community representatives**
- Listen to concerns and complaints
- Provide clear information on services and charges

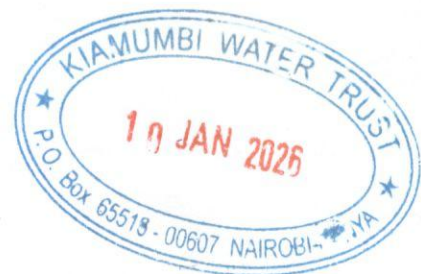
👉 Trust between KWP and the community is key.

7. IDENTIFICATION OF BENEFICIARIES

Beneficiaries will be identified through:

- Community leaders' recommendations
- Household assessments where necessary
- Customer engagement and application

All processes will be handled **fairly and without discrimination**.



8. SERVICE DELIVERY APPROACH

KWP will:

- Ensure consistent water supply in low-income areas

- Avoid unnecessary disconnections, especially where there is ongoing engagement

9. ROLES & RESPONSIBILITIES

◆ Management

- Provide leadership and approve support measures
- Ensure policy implementation

◆ Technical Team

- Extend and maintain infrastructure in underserved areas

◆ Administration / Commercial Team

- Handle billing flexibility
- Engage customers respectfully
- Maintain proper records

◆ Community Members

- Use water responsibly
- Report leakages and illegal connections
- Engage honestly with KWP



10. MONITORING & ACCOUNTABILITY

KWP will monitor:

- Number of households benefiting from pro-poor initiatives
- Payment compliance under flexible arrangements
- Complaints and feedback from low-income areas
- Cases of misuse or abuse of support systems

Corrective actions will be taken where necessary.

11. CHALLENGES AND MITIGATION

Likely Challenges:

- Limited financial resources
- Abuse of flexible payment systems
- Continued illegal connections

Mitigation Measures:

11. RECOVERY AFTER AN INCIDENT

After any emergency:

- Assess the situation and extent of damage
- Restore services step by step
- Document what happened and how it was handled
- Identify areas for improvement

12. MONITORING AND REVIEW

This plan will be reviewed **regularly**, especially after major incidents, to ensure it remains relevant and effective.

13. CONCLUSION

This plan is not just a document—it is a **commitment by Kiamumbi Water Project staff** to act responsibly, communicate effectively, and work together to serve the community even in difficult situations.

Every staff member is expected to support and uphold this plan.

14. APPROVAL

Prepared by:

Name:
Designation:

Approved by:

Chairman, Board of Management

Date:

