



**REMARKS BY H E SUSAN KIIHIKA, NAKURU COUNTY GOVERNOR,
DURING THE NON-REVENUE WATER MANAGEMENT CONFERENCE
AT LAKE NAIVASHA RESORT ON 30TH JUNE, 2026**

Eng. Eric Mugaa, Cabinet Secretary for Water, Sanitation and Irrigation

Your Excellencies Colleague Governors,

Mr Julius Korir, Principal Secretary, State Department of Water and Sanitation

Development Partners,

Distinguished Guests.

Ladies and Gentlemen.

1. Karibuni sana to Nakuru —the County of Unlimited Opportunities.

It is both an honour and a pleasure to welcome you to the beautiful shores of Lake Naivasha, one of our greatest natural treasures. Beyond its breathtaking beauty, this lake is the lifeblood of countless families, a driver of economic growth, and a critical source of water for homes, farms, industries and businesses. There could be no more fitting place for us to come together and reflect on the future of water management in our country.

2. I am delighted that we are gathered here for this important Non-Revenue Water Management Conference under the timely theme, *Leveraging Technology and Innovations*. At a time when the demand for clean water continues to grow and climate-related pressures become more pronounced, innovation is no longer a luxury—it is a necessity. If we are to safeguard our water resources and ensure sustainable service delivery, reducing water losses and improving efficiency must remain at the centre of our efforts.

3. The latest regulatory data paints a sobering picture. Kenya's national Non-Revenue Water level has now reached 48 percent. This means that almost half of all the water produced, treated, and distributed across the country is lost before it reaches paying customers. Whether through aging infrastructure, leakages, faulty meters, or illegal connections, these losses represent more than lost revenue. They translate into missed opportunities to extend water services, improve reliability, and enhance the quality of life for millions of Kenyans.

4. In Nakuru County, our average Non-Revenue Water currently stands at 29 percent according to the latest Water Services Regulatory Board (WASREB) IMPACT Report. While this performance is significantly better than the national average, we know there is still room for improvement. For us, reducing water losses is not simply about meeting regulatory targets. Nakuru is naturally water-scarce. Unlike many other counties, we do not enjoy the advantage of large permanent rivers flowing across our landscape. Instead, we depend heavily on underground aquifers, boreholes, springs, and water transferred from neighbouring catchments. Every litre of water requires significant investment to abstract, treat, and distribute. Losing that water through leakages or theft is a luxury we simply cannot afford.

Ladies and gentlemen

5. Across Nakuru County, water coverage currently stands at 63 percent. While we are encouraged by the progress made over the years, we remain conscious that many families, particularly in rural and peri-urban areas, still lack reliable access to safe water. Our experience has shown that focused investments deliver meaningful results. Within Nakuru City and the surrounding urban areas, sustained improvements have increased water coverage to approximately 90 percent. Our commitment now is to ensure that residents in every corner of the county enjoy the same level of service, regardless of where they live.
6. To accelerate this progress, we continue to work closely with the National Government and our development partners on transformative water infrastructure projects. We are particularly grateful for the KfW-funded Lake Nakuru Biodiversity Project, which is adding an additional 20,000 cubic metres of water per day into our supply system. Equally important is the successful bulk water transfer from Chemususu Dam, which is already delivering 6,000 cubic metres of clean water daily to residents of Rongai and Kiamunyi who have waited for many years for reliable water services.
7. As we continue to advocate for the expedited completion of the Itare Dam project, we remain optimistic about the immense impact it will have once operational. With an expected capacity of 100,000 cubic metres per day, the project will significantly strengthen Nakuru's domestic and industrial water supply while supporting the county's long-term economic growth.
8. However, increasing water production alone is not enough. Expanding supply without addressing losses within the distribution network would amount to wasting valuable public resources. That is why we adopted a deliberate, data-

driven approach built on strong partnerships, modern technology and accountable governance

9. Through the Nakuru Water and Sanitation Services Company, NAWASSCO, together with our rural water service providers, we have invested heavily in modern solutions that are already delivering measurable results. More than 15,000 smart water meters have been installed across Nakuru City and neighbouring towns, allowing us to monitor consumption in real time and quickly identify anomalies. Advanced acoustic leak detection equipment and Geographic Information Systems have dramatically improved our ability to locate underground leaks before they escalate into major losses. We have also established District Metered Areas, replaced more than 120 kilometres of aging pipelines, and strengthened collaboration with local administrators to curb illegal connections and water theft.
10. These deliberate investments are yielding impressive outcomes. I am proud to note that NAWASSCO has been ranked by WASREB as the top-performing water utility in Kenya, a remarkable achievement that reflects the dedication of our teams and our unwavering commitment to excellence in service delivery. By reducing operational losses and improving efficiency, we are saving millions of shillings every year—resources that are being reinvested into expanding and strengthening our water infrastructure. Most importantly, these improvements have enabled more than 25,000 additional families to enjoy a more reliable and consistent supply of clean water.
11. Looking ahead, our ambition is clear. We are determined to reduce average Non-Revenue Water to well below 25 percent by the year 2030 in line with Kenya's Vision 2030 aspirations. Achieving this will require continued investment in smart metering across all urban centres, greater use of predictive artificial intelligence to detect leaks before they occur, and stronger partnerships with industries, particularly around Naivasha, to promote water recycling and sustainable water use.

Ladies and gentlemen

12. Securing Kenya's water future is a responsibility that belongs to all of us. It requires close collaboration between the National Government, county governments, regulators, water service providers, development partners, the private sector, and our communities. Every drop of water we save translates

into better services, stronger utilities, lower operational costs, and improved livelihoods for our people.

13. Allow me to express my sincere appreciation to everyone gathered here today—our ministries, regulators, water utilities, researchers, innovators, and development partners—for your continued commitment to strengthening Kenya's water sector. I encourage us to use this conference not only as a platform for exchanging ideas but also as an opportunity to forge practical partnerships and commit ourselves to bold, innovative solutions that will shape the future of water management in our country.

Thank you once again for choosing Nakuru as your host. I wish you fruitful deliberations and an enjoyable stay in our beautiful county.

Thank you.

H E SUSAN KIIHIKA, EGH

GOVERNOR, NAKURU COUNTY