In the case of Mombasa an official agreement between water users and providers was signed to strengthen their relationship and to formalise commitments and obligations on both sides. The agreement called a Water Improvement Pact was signed between the Mombasa Water and Sewerage Company and the water users of the Old Town community. The agreement illustrates how evidence based dialogue led to an improved cooperation between water users and service providers contributing to reducing non-revenue water.

ACTIVITIES AND INTERVENTIONS

The Water Improvement Pact is a formalised and inclusive partnership framework that aims at ensuring accountable and responsive service delivery.

BOX 1 About:

Transparency International Kenya is an autonomous chapter part of Transparency International. Since 2009 TI–Kenya has engaged players in the water sector to promote integrity in the water sector under the programme Transparency and Integrity in Service Delivery in Africa.

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in the water sector. As a basis for such a pact, key stakeholders have to be brought together to identify integrity risks.

The Mombasa Water Improvement Pact was a culmination of activities that began with research on the integrity of relationships in water service provision in Mombasa in 2010. The case study, undertaken by TI-Kenya, explored levels of transparency, accountability and participation in the relationships between different water sector actors. The case study proposed a number of recommendations in order to improve water service provision and enhance integrity. To validate the findings and discuss recommendations several meetings were held between October 2010 and February 2011.

The recommendations for the pact were developed in the consultative process with a facilitating organisation – in this case TI-Kenya. The results of the study were first validated and confirmed separately with both water users and suppliers. This allowed establishing independent insights on the basis of discussion with three actor groups: the supplier (MOWASCO), water users, and informal water providers. Throughout this process recommendations were established and verified with each group before sharing them with the other parties. In the next step the groups were jointly introduced to the overall results. To prevent conflict and generate acceptance among all parties the outcomes were presented as the groups’ points of views on the situation.

The development of the Water Improvement Pact was a process in which the actual situation was assessed and a desired future state described. The necessary steps to reach the desired future state as well as the willingness and ability of each actor to contribute to this process were then listed as a basis for the agreement. In a negotiation process a number of actionable improvements were jointly developed – for example:

Reaffirming commitments, promoting dialogue between users and water utilities to resolve outstanding issues through Developments Pacts

‘Consumers to sign-off on meter readings’. Specific responsibilities were assigned to the different actors and TI-Kenya committed to contribute as a facilitator and mediator in case of conflict. The agreement thereby formalised review and arbitration mechanisms as well as the form of cooperation.

IMPACTS
The agreement between different stakeholders of Mombasa’s water provision and the related platform for dialogue contributed to improving water supply by making responsibilities on both ends of service provision more transparent. The pact and the related dialogue process complemented other ongoing efforts and has:

» Led to increased reporting on illegal connections, as water users became aware that they contributed to the overall water price

» Improved cooperation between water users and MOWASCO and its technicians contributing to reduction of unaccounted for water

» Resulted in the establishment of a grace period to legalise illegal connections, since it was recognised that cutting them off did not encourage people to get a proper connection installed.

» Generated demand for development pacts by several other water service providers

**Box 2 Lessons Learned:**

» A dedicated champion is essential to establish and implement a Water Improvement Pact.

» Verifying risks that have been identified with water users as well as with the service providers is essential to establish a trust relationship, generate ownership and set the stage to bring both parties together.

» It is key to assess which improvements water users and providers expect in order to generate willingness to contribute to finding solutions and to commit to specific actions.

» Only a few but realistic goals should be set to which all parties can commit but that can generate reasonable and quick returns.

» Point out the mutual benefit of the agreement for water users and water service providers as well as the need to define responsibilities and obligations on both sides.