



WATER SECTOR TRUST FUND



**MINISTRY OF WATER, SANITATION AND
IRRIGATION**

WATER SECTOR TRUST FUND FREQUENTLY ASKED QUESTIONS

A practical guide for communities, partners, applicants and stakeholders

WATER • SANITATION • WATER RESOURCES

2026 PUBLIC INFORMATION BROCHURE

FREQUENTLY ASKED QUESTIONS

These FAQs provide simple answers to common questions about the Water Sector Trust Fund (WaterFund), including its mandate, funding, projects, procurement, careers, complaints and public information services.

1. About WaterFund

Q. What is the Water Sector Trust Fund?

A. Water Sector Trust Fund (WaterFund) is a Kenyan State Corporation under the Ministry of Water, Sanitation and Irrigation. It was established under the Water Act, 2016 to finance water, sanitation and water resources management in marginalised and underserved areas.

Q. What is the mandate of WaterFund?

A. WaterFund provides conditional and unconditional grants to Counties and helps finance the development and management of water services in marginalised and underserved areas. It also supports community water resources management and research in water, sanitation and water resources.

Q. Who does WaterFund serve?

A. WaterFund works with County Governments, Water Service Providers, community organisations, Water Resource Users Associations and other eligible partners, depending on the programme.

Q. Is WaterFund a government institution?

A. Yes. WaterFund is a State Corporation under the Ministry of Water, Sanitation and Irrigation.

2. Funding & Grants

Q. Does WaterFund provide grants?

A. Yes. WaterFund provides grants and other financing through its programmes. Eligibility depends on the specific programme and available funding.

Q. Who can apply for WaterFund funding?

A. Eligibility depends on the programme and may include County Governments, Water Service Providers, community organisations, Water Resource Users Associations and other eligible institutions.

Q. How can an organization apply?

A. Apply only when WaterFund issues a Call for Proposals or other funding opportunity. Follow the eligibility criteria and submission instructions published for that opportunity.

Q. How are projects selected?

A. Selection depends on the programme. WaterFund considers the published eligibility and assessment criteria, available funds and the needs of the targeted marginalised or underserved areas.

3. Projects & Implementation

Q. Does WaterFund implement projects directly?

A. WaterFund mainly finances projects that are implemented through eligible partners such as County Governments, Water Service Providers and community-based institutions. The arrangement depends on the programme.

Q. Who maintains a completed project?

A. The institution or community responsible for operation and maintenance is identified in the project arrangements. This may be a County Government, Water Service Provider or community institution.

Q. Does WaterFund monitor projects?

A. Yes. WaterFund monitors funded projects to check progress, use of funds, compliance, results and sustainability.

Q. Can project funds be used for another purpose?

A. No. Project funds must be used only for the approved activities and budget. Any proposed change must receive the required approval.

4. Water & Sanitation Services

Q. Does WaterFund supply water directly to households?

A. No. WaterFund finances water and sanitation projects; it does not normally supply water directly to households.

Q. Who should I contact about a water supply problem?

A. Contact your Water Service Provider or County Government for water interruptions, bills, connections, meters, water quality or sewerage services.

Q. Does WaterFund sell water?

A. No. WaterFund is not a commercial water supplier.

Q. Does WaterFund support boreholes?

A. Yes, where a borehole is an eligible part of a WaterFund-financed project. Support depends on the programme and its eligibility requirements.

5. Procurement & Suppliers

Q. Does WaterFund procure goods and services?

A. Yes. WaterFund procures goods, works and services in accordance with Kenya's public procurement laws and procedures.

Q. How can a company become a WaterFund supplier?

A. Suppliers must follow the requirements in each procurement notice. Suppliers interested in doing business with Government must also register on the Electronic Government Procurement (eGP) System.

Q. Where can I find tender opportunities?

A. Check the Tenders section on the WaterFund website and the Government e-procurement platform for current opportunities.

6. Employment & Careers

Q. Does WaterFund recruit employees?

A. Yes. WaterFund advertises vacancies when approved positions are available.

Q. Where can I find WaterFund vacancies?

A. Check the Vacancies section on the WaterFund website and WaterFund's official communication channels.

Q. Does WaterFund charge recruitment fees?

A. No. WaterFund does not require payment for jobs or internships. Do not pay anyone who promises employment; verify vacancies through official WaterFund channels.

Q. Can I submit my CV for future opportunities?

A. Apply only as directed in an advertised vacancy. WaterFund does not accept applications outside the stated recruitment process unless an advertisement says otherwise.

7. Complaints & Customer Service

Q. How can I make a complaint?

A. Email complaints@waterfund.go.ke or call 0780 564 110 / 0707 621 526. You may also contact WaterFund through the official customer-care channels.

Q. Can I submit an anonymous complaint?

A. You may report concerns through WaterFund's official channels. Providing contact details helps WaterFund seek clarification and give you feedback.

Q. What information should a complaint contain?

A. State what happened, the project or service involved, the location and date. Where available, attach supporting documents or photographs and provide your contact details for feedback.

Q. How can I provide feedback?

A. Send feedback through WaterFund's customer-care contacts, email or official social media channels.

8. Information, Privacy & Digital Services

Q. Can I request information from WaterFund?

A. Yes. You may request information by email, phone, post or in person. Visit the Access to Information page on the WaterFund website for the available channels.

Q. How does WaterFund protect personal information?

A. WaterFund handles personal information in accordance with applicable Kenyan data-protection requirements and uses appropriate measures to protect it.

Q. Does WaterFund offer online services?

A. Yes. Information, notices, downloads and selected services are available through the official WaterFund website and authorised digital platforms.

9. Community & Stakeholder Engagement

Q. How can my community benefit from a WaterFund project?

A. Communities may benefit through eligible WaterFund-financed water, sanitation, water resources and climate-resilience projects. Projects depend on programme coverage and available funding.

Q. Can a community propose a project?

A. This depends on the programme. Communities should follow the process in an official Call for Proposals or work through the eligible implementing institution identified by the programme.

Q. How can communities participate?

A. Communities may take part in project identification, consultations, site selection, monitoring and arrangements for operation and maintenance, depending on the project.

Q. Does WaterFund work with County Governments and development partners?

A. Yes. WaterFund works with County Governments, national government institutions, development partners, communities and other stakeholders to finance and support water-sector programmes.

Quick Contact & Help

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