Core Business & Functions

Focusing on core business ensures that resources and competence are aligned to the mission of LVNWSB. The strategic direction of LVNWSB is revolving around the following core business which are central to the business of the board and are in line with the mandate.

- Asset Infrastructure ownership and holding.
- Planning, development and expansion of water and sanitation services infrastructure.
- Contracting of water and sanitation services provision to water service providers (WSPs).
- Monitoring and supervision of water and sanitation services provision in the service area.

Coverage

Lake Victoria North Water Service Board serves the Lake Victoria North catchment area which covers twelve administrative districts. These are: Bungoma, Busia, Butere/Mumias, Teso, Kakamega, Lugari, Vihiga, Mt. Elgon, Nandi North, Trans Nzoia, Uasin Gishu and Marakwet districts. The total coverage of the districts is about 15,000 sqkms, with an estimated population of about 6.5 million people.

Vision

To be the leading Water Services Board in Kenya in the provision of adequate and quality water and sanitation services.

Mission

To provide quality and affordable water and sanitation services through effective management of resources to in turn promote socio-economic progress in the region.

Core Values

In implementing the strategic plan, LVNWSB will be guided by a set of fundamental values that will shape its culture as it seeks to achieve leadership in quality service delivery. Operational processes and systems are rationalised to deliver value to stakeholders. Teamwork and effective communication is the hallmark of a highly performing board.

- Ensure services provision that meets the expectations of customers;
- Persuasion of good governance; transparency and accountability in conducting board affairs; and seeking stakeholder participation in decision-making process;
- Appointment, engagement and reward of staff on merit basis;
- To be an equal opportunity employer sensitive to gender parity;
- To Sustain an organization built on teamwork and high level of discipline;
- Commitment to continuous learning;
- Commitment to advocacy of suitable environment in all dealings.
Strategic Goals and Objectives
- Strengthening the institutional capacity of the Board to achieve its mandate;
- Improving and increasing access to quality water and sanitation services;
- Achievement of financial sustainability of the Board in five (5) years;
- Mainstreaming crosscutting issues i.e. Gender, Governance, HIV/AIDS, Environment and Pro-poor policies in all water supply and sanitation activities.

Challenges
- Poor existing infrastructure and low service level.
- Low level of water and sanitation coverage that does not respond to the increasing demand for water services.
- High levels of unaccounted for water in water supply system within the Board area.

Water Services Providers (WSPs)
A major objective of LVNWSB is the identification and development of viable Water Service Providers (WSP’s) for sustainable water provision. WSP’s are agents and are licensed to provide water and sewerage services to comply with the terms of the licenses. In particular, WSP’s must provide efficient and cost-effective water and sewerage services. The Board has presently appointed and contracted Nzoia Water Sanitation Company Limited, as the legal agent for water services provision in Webuye, Bungoma, Kimilili and Kitale municipality; Eldoret Water and Sanitation Company Limited has been appointed to serve Eldoret Municipality and its environs; Western Water Services Company to serve Kakamega, Mumias and Busia Municipal councils and Nambale Town Council while Amatsi Water Services Company Ltd. has been appointed the legal agent to serve Vihiga municipal Council, the County Council of Vihiga and the Town Council of Luanda.

The Board is focused on developing and promoting community run water supplies and has identified 33 clusters of Water Users Associations to be contracted as sustainable and viable WSP’s. So far 13 have already signed Service Provision Agreements (SPA’s).