EKITI STATE WATER AND SANITATION REGULATORY AGENCY [EK – WASRA]

Phase V Block 2, Beside Ministry of Budget and Economic Planning, Ado – Ekiti.
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2024
Annual Water & Sanitation Regulatory Report

Theme: *Regulatory Concept and Approach - A Panacea to Accelerate Increased Access to Improve Water Supply and Sanitation Services in Ekiti State*

December, 2024

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2024 Annual Water & Sanitation Regulatory Report

Theme: ***Regulatory Concept and Approach - A Panacea to Accelerate Increased Access to Improve Water Supply and Sanitation Services in Ekiti State***

December, 2024

Mission:

To carry out effective regulation through awareness campaign and advocacy, effective monitoring of service providers, and provision of customer feedback complaint platform

Vision:

Setting standard for sustainable and efficient regulation

Motto:

Water for our benefit, its sustainability our collective responsibility

Guiding Principles

Ek-WASRA has six (6) guiding principles:

1. **Transparency**: Excellence, transparency, courage and discipline;

2. **Professionalism**: Proficiency, diligence, respect, fairness and accountability;

3. **Efficiency:** Creating an environment of loyalty, trust, collaboration, and stakeholder engagement;

4. **Accessibility:** Making decisions in a fair, transparent and consistent manner, in compliance with the laws of Nigeria and our regulations;

5. **Accessibility:** Enhancing public access to products, services, and information irrespective of their abilities;

6. **Effectiveness:** The ability to produce a desired result or outcome.

Our Logo

The New Dawn

The New Dawn symbolizes Ekiti's place as the emerging land of opportunities. It symbolizes the hope and optimism associated with the Ekiti people which makes us rise above challenges, to ensure we remain on the path of peace and progress.

The Rolling Hills

The Rolling Hills depict the topography of our land, forming the backdrop of the beautiful scenery. It is the origin of our name "Ile Olokiti"

The Vegetation

The Vegetation depicts the fruitfulness of our land. It symbolizes a land blessed with an abundance of a wide variety of natural resource. It also represents the mainstay of our livelihood - Agriculture

The Bridge

The bridge connects people from areas with lack of water to area with adequate water. Regulatory agency is the bridge to improve and sustainable water and sanitation

The Tap

The Tap depicts flowing of adequate safe drinking water for the people

The Customer (Happy people)

The customer (happy people) in an area with inadequate water supply crossing the bridge to area with adequate safe water

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ACRONYMS	DEFINITION
AGE	Association of Groundwater Explorationists
ATWAP	Association of Table and Sachet Water Producers
AWDROP	Association of Water Well Drilling Rig Owners & Practitioners
BODAN	Boreholes Drillers Association of Nigeria
CBOs	Community -Based Organisations
CLTS	Community Led Total Sanitation
EDFHO	Environmental Development and Family Health Organization
EKSTRUWASSHA	Ekiti State Small Towns Water, Sanitation and Hygiene Agency
EKSWC	Ekiti State Water Corporation
ESAWAS	Eastern and Southern Africa Water and Sanitation Regulators Association
EK-WASRA	Ekiti State Water and Sanitation Regulatory Agency
GRIP	Gender Relevance Initiatives Program
KPIs	Key Performance Indicators
MDAs	Ministries, Departments and Agencies
MIPU	Ministry Of Infrastructure And Public Utilities
NEWSAN	Network for Water and Sanitation
NGO	Non-Governmental Organisation
NRW	Non-Revenue Water
NSDWQ	Nigerian Standards for Drinking Water Quality
SD	Senatorial District
SDGs	Sustainable Development Goals
WASH	Water Sanitation and Hygiene
WCA	Water Consumers Association
WHO	World Health Organization

EXECUTIVE SUMMARY

The Water, Sanitation, and Hygiene (WASH) sector in Ekiti State remains a cornerstone of public health, economic growth, and social development. The 2024 Annual Water & Sanitation Regulatory Report of the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) provides an assessment and evaluation of Water and Sanitation services in Ekiti State. The report highlights policy initiative, key achievements, and challenges aimed at improving water supply and sanitation services across urban, small town and rural communities.

The Ekiti State WASH Policy (2020) and the WASH Law (2021) marks a significant milestone in the state's effort to provide sustainable and equitable WASH services. By establishing a robust legal and institutional framework, the WASH Law (2021) lays the foundation for improved water supply, enhances sanitation, and better hygiene practices across the state through the following WASH institutions;

- Ekiti State Ministry of Infrastructure and Public Utilities (MIPU),
- Ekiti State Water and Sewerage Company (EKWSC),
- Ekiti State Small Towns and Rural Water, Sanitation and Hygiene Agency (EKSTRUWASSHA),
- Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA),
- and Private Water and Sanitation service providers.

The MIPU has been repositioned to perform the coordination and supervisory role of WASH institutions with the focus on improved performance and good service delivery. There was a great milestone achieved in the development and implementation of a 5-year Policy, Institutions and Regulation plan for the WASH sector in the state. Significant improvement has been made by the MIPU in policy formulation and sector coordination in the year under review.

The EKWSC has faced operational inefficiencies, aging infrastructure, and funding gaps, leading to irregular water supply. Persistent funding constraints, lack of maintenance, and infrastructure decay continue to hamper service delivery. The public water utility (EKWSC) needs structural and operational reforms to improve efficiency. Access to pipe-borne water remain low (3%) in urban areas as a result of these challenges. Although, previous invest has not yielded desired improvement in the service delivery as a result of poor implementation and management. All the same an increased investment in water treatment facilities, pipeline expansion, and sanitation infrastructure is critical. Strengthening public-private partnerships (PPPs) will enhance sustainability and service delivery.

In small towns and rural areas, various interventions have increased access to water supply, particularly through borehole rehabilitation and small town water schemes. Access to safe water and sanitation has increased by 1.50% and 0.02% respectively. This shows an increase increase from the previous years. Despite improvements, reliance on private water vendors, tanker services, and self-help solutions remains high due to gaps in public service delivery.

The EK-WASRA has strengthened sector regulations, developed tariff-setting guidelines among others, and established a smart water quality testing laboratory. Regulatory oversight

has been strengthened, ensuring that borehole drillers, table water producers, and private water suppliers comply with set standards. EK-WASRA partnered with international and national organizations, including the Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS), to enhance regulatory practices.

A statewide water quality assessment revealed that: 45% of sampled water sources tested positive for E. coli contamination; 30% of samples had excessive turbidity levels, particularly from surface water sources. High nitrate levels were detected in agricultural zones, indicating pollution risks. A new smart water quality testing laboratory has been established to monitor water safety across the state. EK-WASRA has participated in global and regional regulatory conferences to adopt best practices in WASH sector management. .

In response to reducing the effect of contamination menace, water safety advocacy campaigns were launched in key communities. Private entrepreneurs have significantly contributed to the sector through borehole drilling, water vending, and small water supply (borehole) schemes. NGOs have played a crucial role in hygiene education, borehole construction, and sanitation awareness programs.

While progress has been made in water regulation, quality monitoring, and service expansion, significant gaps remain in ensuring universal access to safe and sustainable water and sanitation services in Ekiti State. Strengthened governance, investment, and collaboration among stakeholders are crucial to achieving Sustainable Development Goal (SDG) 6 - clean water and sanitation for all.

Chapter One

1.0 INTRODUCTION

The Water, Sanitation, and Hygiene (WASH) sector in Ekiti State remains a cornerstone of public health, economic growth, and social development. However, the sector continues to face significant challenges in delivering adequate water supply services to its growing population. This annual performance report evaluates the progress, challenges, and trends within the WASH sector, with a particular focus on water supply.

In urban areas, access to pipe-borne water services remains critically low, largely due to aging infrastructure, improper management of limited investment, and operational inefficiencies. Small towns and rural communities have witnessed some improvement in water supply provision, driven by various initiatives targeting borehole rehabilitation and small-scale water schemes. However, the level of progress falls short of meeting the needs of these communities.

These gaps in public water service delivery have led citizens to adopt self-help measures, relying heavily on private sector involvement and individual efforts to secure water. Private entrepreneurs have established boreholes, tanker services, and water vending operations, while households invest in their own water sources, such as wells and rainwater harvesting systems. While these efforts provide temporary relief, they highlight the pressing need for sustainable and equitable solutions within the WASH sector.

This report seeks to provide an overview of the current state of water supply in Ekiti State, identify areas of progress, and underscore the challenges that persist. It also emphasizes the need for collaborative efforts to enhance access to safe and reliable water for all residents, particularly the most vulnerable.

1.1 Background

Provision of increased access to safe, adequate and sustainable water, sanitation and hygiene services across the 16 LGAs of Ekiti State among other agenda is the thrust of government policy, interventions and investment. These are in tandem with the United Nation's Sustainable Development Goal (SDG) No. 6 and one of the six pillars of the present administration of His Excellency, the Executive Governor of Ekiti State, Mr Biodun Abayomi Oyebanji..

The Water, Sanitation, and Hygiene National Outcome Routine Mapping (WASHNORM) 2021 shows that the overall outlook of the WASH sector indices in Ekiti State is still below the desired progress towards the Sustainable Development Goals (SDGs). The WASHNORM 2021 results indicate that about 81% of the population has access to basic water services. This is above the National figure of 67%. Furthermore, about 31.9% of the population has access to basic sanitation services which is below the national average of 45.5%. 41% of Households continue to practice open defecation. About 4% of household members have access to basic hygiene services, which is far below the National average of 17%. The state's current sanitation coverage is as low as 38% in urban areas and 32% in rural areas. The figures are lower than the national averages of 52% and 48%, respectively. Although the findings indicates that the overall situation of WASH services in the state remains far from achieving

the SDG targets, the results present a sobering reality that the state might miss the SDG 6.1 and 6.2 targets by 2030.

On health indices, the Water supply, Sanitation and Hygiene National Outcome Routine Mapping (WASHNORM) 2021 indicates that 4.0% of the population have diarrhoea 6 weeks before the survey while 63.8% of the Under 5 Children have diarrhoea 2 weeks before the survey. This shows a great correlation between WASH and health related diseases in the state.

1.2 WASH Policy

The Ekiti State Water, Sanitation and Hygiene (WASH) Policy (2020) is a review of the Water Supply and Sanitation Policy (2012) which intended to guide Ekiti State and her institutions on matters related water, sanitation and hygiene. It addresses Utility Reform, Sector Regulation, Institutional arrangement and Governance. The policy was developed as a strategic framework to address the persistence challenges in the provision of WASH services and to ensure sustainable, equitable, and affordable access to safe water, improved sanitation, and hygiene across the state. The Policy reflects Ekiti State's commitment to improving public health, fostering socio-economic development, and achieving the United Nations Sustainable Development Goal 6 (SDG 6), which focuses on clean water and sanitation for all. Ekiti State WASH Policy (2020) provides thirty three comprehensive policy statements and actions to deal with pertinent issues in the water sector. It also provides a coordination framework for various sub-sectors involved in WASH services management including planning and implementation.

And lastly, since WASH is a collective responsibility of both the public and private, the policy provides the strategy for collaboration and involvement of every stakeholder.

1.3 WASH Law

The WASH Law, No 2 of 2021 was enacted to provide the needed legislative backing for the smooth implementation of the policy. It spelt out the roles for all the relevant institutions at meeting their mandate with a view to deliver good services and increase access to WASH. The law provides for the setting up of committees at both state and local government levels for good water sector governance and management. It also has provisions for offences and fines for non-compliance. The Ekiti State WASH Law, enacted in 2021, serves as a pivotal legal framework aimed at improving access to sustainable and equitable WASH services in the state. The law was enacted to address longstanding challenges in the water supply, sanitation, and hygiene while ensuring the effective regulation, governance, and management of the sector. It aligns with the state's commitment to achieving the Sustainable Development Goal (SDG 6) of universal access to clean water and sanitation by 2030.

Overall, the Ministry of Infrastructure and Public Utilities (MIPU) is the sector lead for WASH and policy coordinator of the WASH sector in the State. The MIPU is led by an Honourable Commissioner who also serves on the State Executive Council. The State Executive Governor is the state's WASH Champion. There is also a State WASH Steering Committee comprising Honourable Commissioners drawn from WASH-related MDAs. This state steering committee advises and supports the development and implementation of the PIR plan, as well as the delivery of WASH services in the state. The state WASH steering

committee is chaired by the Honourable Commissioner of Infrastructure and Public Utilities. The State Water Supply, Sanitation, and Hygiene Law No 2 of 2021 transformed the Ekiti State Water Corporation into Ekiti Water and Sewerage Company Limited on 1st January 2021. The **Ekiti Water and Sewerage Company Limited (RC 1930930)** was registered with Corporate Affairs Commission, Abuja on May 17, 2022. The Water and Sewerage Company Limited (EKWSC) is in charge of the management, operation, and maintenance of urban water schemes and sewerage services for the urban sector in the State. The EKWSC is headed by a Managing Director as stipulated in the law, however, the current structure in Ekiti Water and Sewerage Company is still tailored towards civil service rules or structure of the State Government and it is yet to depict a Company structure.

The State Rural Water Supply and Sanitation Agency (EK-RUWASSA) and Small Towns Water Supply and Sanitation Unit (STWSSU) were merged to become Ekiti State Small Towns - Rural Water and Sanitation Agency (EK-STRUWASSA) in the year 2021 by the provision of the State Water Supply, Sanitation, and Hygiene Law No 2 of 2021. The EK-STRUWASSA is responsible for the management, operation, and maintenance of both small towns and rural water supply and sanitation in the State.

The Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) was established by the provision of section 56 of the State Water of the State Water Supply, Sanitation, and Hygiene Law No 2 of 2021. The Agency is empowered to; a) ensure that water, sanitation and hygiene functions are "*properly"* carried out in the State; b) ensure that Service Providers are able to earn reasonable revenues (return on investment) for effective and sustainable conduct of their service delivery functions; and c) protect the long-term interests of consumers with regard to price*, quality and reliability of services* in the sector.

There exist WASH Departments in the 16 Local Government Areas of the state created by the provision of Ekiti State Water of the State Water Supply, Sanitation, and Hygiene Law No 2 of 2021. The LGA WASH departments are responsible for water supply and basic sanitation programmes and projects at the Local Government level in the State.

1.4 WASH Institutional Arrangement

The Ekiti State WASH Law (2021) marks a significant milestone in the state's effort to provide sustainable and equitable WASH services. By establishing a robust legal and institutional framework, the law lays the foundation for improved water supply, enhances sanitation, and better hygiene practices across the state. Its successful implementation depends on the collective efforts of government agencies, development partners, private sector actors, and communities to ensure a healthier and more prosperous Ekiti State.

According to the WASH law governing the sector, the following institutions are recognized;

- Ekiti State Ministry of Infrastructure and Public Utilities
- Ekiti State Water and Sewerage Company
- Ekiti State Small Towns and Rural Water, Sanitation and Hygiene Agency
- Ekiti State Water and Sanitation Regulatory Agency
- Public and Private Water and Sanitation service providers

The institutional arrangement with their respective roles and responsibilities in the WASH sector of Ekiti State are as indicated in the Table 1.

S/N	INSTITUTIONS	ROLES AND RESPONSIBILITIES
1	State WASH Steering Committee	Approving authority for WASH sector plans and activities
2	Ministry of Infrastructure and Public Utilities (MIPU)	Overall water and sanitation sector policy guidance Overall supervision and coordination of the water and sanitation sector
3	Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA)	Issue license to SP for water supply and Sanitation Monitor the issuance of permits and MOUs to SPs Issue permits for abstraction of surface raw water and groundwater Performance monitoring, reporting and development regulations
4	Ekiti State Water and Sewerage Ltd	Overall responsibility for sustainability of water service chain (urban and peri-urban areas)
5	Ekiti State Small Towns-Rural Water Supply and Sanitation Agency	Overall responsibility for sustainability of water and sanitation service chain (small towns and rural)
6	Local Government Authority	Overall water and sanitation sector policy guidance at the LGA level
7	Water Consumers Association (WCA)	Overall responsibility for sustainability of water and sanitation service chain (small towns)
8	Water, Sanitation and Hygiene Committees (WASHCOM)	Overall responsibility for sustainability of water and sanitation service chain (rural communities)
9	Water and Sanitation Service Providers (Private)	Provide water and sanitation services through private initiatives

Chapter Two

2.0 WASH SECTOR PERFORMANCE

The Water, Sanitation, and Hygiene (WASH) sector in Ekiti State has faced persistent challenges over the years, particularly in providing adequate access to safe water supply across urban, small towns, and rural areas. A review of the sector's performance highlights critical gaps in access to water through public infrastructure, ongoing improvements in specific areas, and the increasing reliance on private sector interventions and individual efforts to meet water needs.

One of the most notable challenges in the Ekiti State WASH sector is the inadequate or non-access to pipe-borne water services in urban areas. Despite being a key component of modern water supply systems, the infrastructure for delivering pipe-borne water has remained underdeveloped and poorly maintained. Many urban residents experience irregular or non-existent supply, forcing them to seek alternative sources. This failure has been linked to factors such as aging infrastructure, poor management of investment in water utilities, and inadequate governance mechanisms.

Although progress in Water Supply for Small Towns and Rural Areas has been limited, there have been modest improvements in the provision of water supply to small towns and rural areas in Ekiti State. Various state-led and donor-supported initiatives have focused on rehabilitating boreholes, constructing small-scale water schemes, and promoting community-based management models. However, these efforts have not been sufficient to meet the growing demand for safe and reliable water supply. The challenges of funding, technical capacity, and long-term sustainability continue to hinder the effectiveness of these interventions.

The inadequacies in the public water supply have driven citizens to adopt self-help solutions. Private sector involvement has become a significant component of the water supply landscape in Ekiti State. Entrepreneurs have established water vending services, drilled boreholes, and supplied water through tanker services to meet urban and peri-urban needs. Similarly, individuals and households have resorted to constructing private boreholes, wells, and rainwater harvesting systems to address their water supply challenges.

While these efforts have provided a stopgap solution, they also raise concerns about the equity, affordability, and quality of water supplied. By addressing some of the critical areas affecting the sector, Ekiti State can improve the performance of its WASH sector and ensure equitable access to safe and reliable water supply for its citizens, thereby reducing the reliance on self-help and unregulated private sector involvement.

2.1 Sector Performance Overview

The current situation in Ekiti State in term of access to safe water supply and good sanitation has been improved due to the commitment of the EKSG through donor supported interventions such as World Bank supported Third National Urban Water Sector Reform Project, European Union / UNICEF supported Water and Sanitation Sector Reform Programme Phase Three, and WaterAid COVID Emergency Programme and currently the ongoing SURWASH programme.

Water supply in Ekiti State is being managed at three (3) operational levels designated as Urban, Small Towns and Rural while sanitation is still handled by different Ministries, Departments and Agencies. Such MDAs are Ministry of Infrastructure and Public Utilities (MIPU), Ministry of Environment, Ekiti State Small Towns and Rural Water, Sanitation and Hygiene Agency (EKSTRUWASHA). Again, other private WASH service providers are in the sector without proper regulation. The MIPU has been repositioned to perform the coordination and supervisory role of the WASH institutions with the focus on improved performance and good service delivery.

The Urban water supply and Sewerage is to be managed by EKWSC, Small Town and Rural water supply and sanitation is to be managed by EKSTRUWASHA. Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) established to regulate the activities of all water and sanitation service providers (Public and Private) in the state.

2.2 Public and Private Institutions Brief Assessment in Ekiti WASH

Consumer satisfaction and protection with regards to price, quality and reliability of services is at the center of our regulatory mandate both with public and private service providers. This is without ignoring the protection of government investment and also ensuring that the service providers earn revenue for effective and sustainability of their services.

Considering that water and sanitation service provision is a monopoly, EK-WASRA as regulator use performance assessment in reporting the EKWSC over this given period (January – December, 2024). In implementing the mandate of EK-WASRA at regulating the sector, for urban utilities, performance indicators were developed which include; Water coverage, drinking water quality, Hours of Supply, Revenue Collection Efficiency, Non-Revenue Water, Staff per connection ratio and Metering Ratio among others.

On the other hand, the private sector was not left behind in regulating the water sector towards ensuring quality service delivery. Some guidelines were developed while some of the developed regulations were approved and printed to guide the operation of service providers such as EKWSC, Water Resources users, water well (boreholes) drillers, water vendors etc.

The guidelines and regulations guiding both the private and institution in Ekiti WASH includes;

a. Development of Guidelines on tariff setting 2024
b. Involvement in the review of Ekiti State WASH Law 2021
c. Printing of Drilling (Boreholes) Licence and Groundwater Regulations, 2021
d. Printing of Water Supply and Sanitation (Licensing of Utilities and Service Providers) Regulations, 2021 and
e. Ekiti State Quality of Service Regulation, 2021
f. Development of 2024 - 2026 Strategic Plan

These regulations and the WASH Law, 2021 provides the necessary legal framework for the regulation of the sector. Chief among the regulatory instruments is the licensing of the service providers which the regulations established.

2.2.1 Development of Guidelines on Tariff Setting and other Regulations

A well-designed tariff setting template and guideline is crucial in achieving these objectives while promoting transparency, efficiency, and equity in water and sanitation services.

This document proposes a comprehensive tariff setting template that takes into account the operational costs, environmental factors, and socio-economic conditions of Ekiti State, with a focus on the need to balance financial sustainability and social inclusion. Details on 42 of the report.

2.2.2 Water Well (Boreholes) Drillers

The agency (EK-WASRA) had been in charge of the activities of the borehole drillers in Ekiti State since 2021 to date in line with the provisions in the WASH Law, 2021. In other to put the control of the borehole activities in proper perspective, a drilling (borehole) licence and groundwater management regulations was developed.

Water well (boreholes) drillers in Ekiti State being one of the critical stakeholders in the sector comprising of three (3) major Associations namely;

a) Borehole Driller Association of Nigeria, Ekiti chapter (BODAN),

b) Association of Water well Drilling Rig Owner Practitioners (AWDROP)

c) Association of Groundwater Explorationist (AGE)

They had been fully engaged alongside with the Geo-scientists in the state for sensitization workshop on the development of the regulation for the sector as it affects their drilling activities. In line with the provisions of the WASH law, that before any drilling activities could take place anywhere in the state, such driller, rig and the geoscientists must be duly registered, licensed, ready to obtain drilling Permit before carrying out such drilling activities. In implementing the mandate of the agency (EK -WASRA) at regulating the water well (borehole) drillers, the driller, rig managers and the Geo-scientist were licensed as well as registering the available Rigs with tags in the State in accordance with the licensing conditions attached.

In accomplishing this task, Drilling (Boreholes) Licence and Groundwater Regulations, 2021 was developed to monitor and regulate the activities of the borehole drillers in Ekiti State.

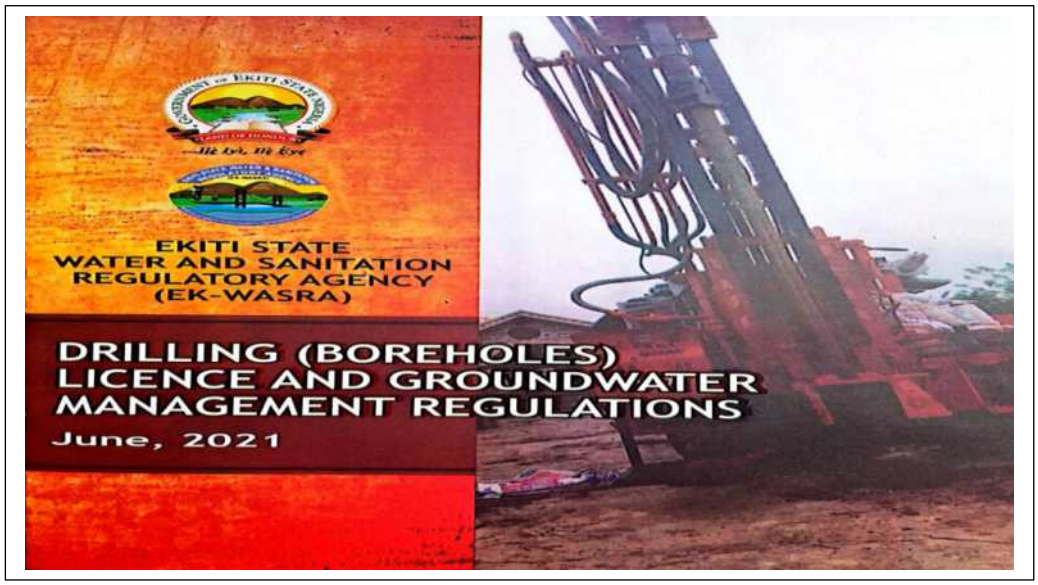


Figure 1: *Drilling (Borehole) Licence and Groundwater Management Regulations, 2021*

Currently, seventy-nine (79) Borehole drillers (contractors) and twelve (12) Borehole drillers (individuals) have been registered and operating in Ekiti State.

The list of licensed drillers (contractors) and Individuals drillers, are shown in Table 10 and table 11 on page 61 and 62 of the report.

2.2.3 Registered Rig Machines and Geoscientist in Ekiti State

The agency is committed to ensuring improved service delivery by providers in accordance with international standards. To achieve this, it strictly upholds professional competence, refusing to accommodate unqualified drillers or geoscientists, thereby enhancing the Association's reputation.

Furthermore, the agency aims to regulate the influx of rigs into the state by requiring their affiliation with recognized associations. This initiative creates greater opportunities for indigenous service providers.

Currently, six (6) registered rig machines and eleven (11) geoscientists are operating in Ekiti State. The details of these registered rigs and geoscientists are provided in Table 12 and Table 13. Additionally, a comprehensive list can be found in Table 12 and Table 13 on pages 51 and 52 of the report.

2.2.4 Table and Sachet Water Producers in Ekiti State

As at August 2024, the Ekiti State Government, through the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA), has issued certificate of registration to 53 producers of table water in the state. This initiative aims to monitor and ensure the provision of safe drinking water to the public.

According to the Water, Sanitation, and Hygiene (WASH) Law of 2021, it is mandatory for all water service providers, including table and sachet water producers, to register with EK-WASRA. Operating without such registration is considered a serious offence.

The agency had visited the Association of Table and Sachet water during her monthly meeting to interact and sensitise the association on the need to carry out water quality test on their products as well as registration of water producers with the aim of identifying those that are in the business and those that producing but not qualified in the sector as well as monitoring the source water. Details of the registered members are shown in Table 14 on page 52 of the report.

Plate 1: Presentation of registration certificates to ATWAP members

The identification and registration of private drinking water supply tankers and small water supply schemes (borehole operators) in Ekiti State is a crucial step toward ensuring the provision of safe and potable water to residents. This initiative, spearheaded by the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA), is in line with the Water, Sanitation, and Hygiene (WASH) Law of 2021, which mandates all water service providers to be duly registered and regulated. Private water suppliers, including tanker operators and borehole scheme owners, play a significant role in bridging the gap in water supply, especially in areas where public water services are limited. However, unregulated water supply poses serious public health risks, including contamination and poor water quality. The registration process aims to address these concerns by establishing a database of verified suppliers, ensuring compliance with water safety standards, and promoting accountability within the sector.

A procedures, requirements, and benefits of the registration exercise. It also emphasizes the responsibilities of private water providers in maintaining hygienic and sustainable water distribution practices. By participating in this initiative, operators contribute to the state's goal of achieving universal access to clean and safe drinking water for all residents.

Details of the registered members Private Drinking Water Supply Tanker and Small Water supply (borehole) scheme in Ekiti State are shown in Table 14 on page 63 of the report.

2.2.6 Quality of Service Regulation, 2021

The objective of these Regulations is to ensure the provision of the highest quality of water / sanitation services to consumers by WSPs.

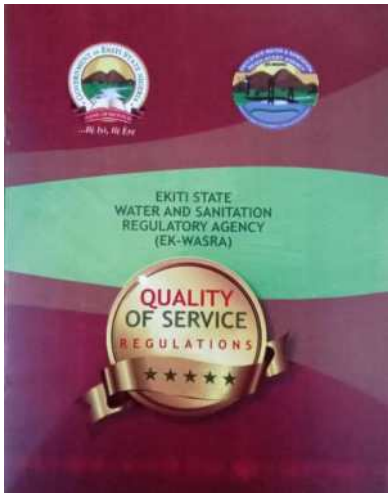


Figure 2: *Quality of Service Regulation, 2021*

2.2.7 Development of 2024 - 2026 Strategic Plan

In its quest to institute effective and efficient regulation of the water sector capable of meeting the aspirations of the various stakeholders and international best practices, the Regulatory Agency has developed the second Strategic Plan for a period of two (2) years

from 2024 – 2026. The Strategic Plan has been validated by the key stakeholders for full implementation. This Strategic Plan is to provide guide for regulation to improve water supply and sanitation services in Ekiti State.

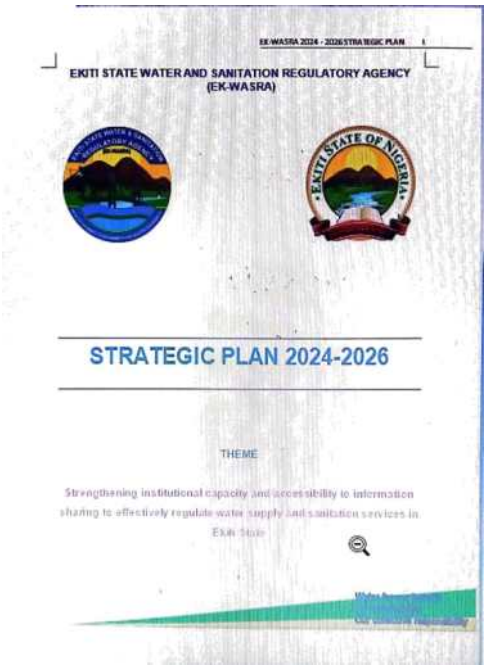


Figure 3: *Development of 2024 - 2026 Strategic Plan*

2.3 NGOs Brief Assessment in Ekiti WASH

Non-Governmental Organizations (NGOs) and Community Based Organizations (CBOs) are indispensable partners in the Ekiti State WASH sector, bridging critical service gaps and driving community-focused solutions. Their contributions have significantly improved access to water, sanitation, and hygiene services, particularly in underserved areas. However, to maximize their impact, there is a need for enhanced collaboration, sustainable funding mechanisms, and stronger alignment with state policies and regulations. By addressing these challenges, NGOs can continue to play a transformative role in ensuring universal access to safe and sustainable WASH services in Ekiti State.

The various NGOs and CBOs in Ekiti State such as: Network for Water and Sanitation (NEWSAN), Environmental Development and Family Health Organisation (EDHFO), Gender Relevant Initiative Program (GRIP) etc are in the vanguard of providing support for the improvement of water, sanitation and hygiene. Listed among the achievement are sensitization of the general public on the WASH related issues, water safety advocacy and awareness campaign, provision of sanitary and hygiene materials, construction of public toilets and public water facilities. These organizations have been instrumental in addressing critical gaps in service delivery, particularly in rural and underserved areas, by leveraging their resources, expertise, and community-focused approaches.

2.3.1 Contributions of NGOs in the Ekiti State WASH Sector

NGOs have supported the construction and rehabilitation of water supply infrastructure such as boreholes, hand-dug wells, and small-town water schemes. These projects have been critical in addressing the persistent lack of access to safe water in rural areas and small towns. Many NGOs actively engage in community-led total sanitation (CLTS) programs, promoting behavioural change to eliminate open defecation and improve hygiene practices. Through hygiene education campaigns, they have increased awareness about hand washing, menstrual hygiene management, and the use of improved sanitation facilities.

NGOs contribute to building the technical and operational capacity of local government councils, community-based organizations (CBOs), and water user associations. Training programs focus on governance, maintenance of water infrastructure, and sustainable WASH service delivery. They have been strong advocates for improved WASH services, engaging with government stakeholders to influence policy development and resource allocation. They have also facilitated dialogue between communities and the government to ensure inclusive decision-making processes. During emergencies such as floods or disease outbreaks, NGOs provide essential WASH services, including water purification kits, mobile sanitation facilities, and awareness campaigns to prevent waterborne diseases.

Despite their significant contributions, NGOs in Ekiti State WASH sector face challenges that limit the scale and sustainability of their impact such as funding, mobility, and acceptability in the local communities in carrying out their functions. The positive impacts include contribution to improved access to water supply and sanitation facilities in remote communities, increased awareness and adoption of hygiene practices, contributing to better public health outcomes and strengthened community participation in WASH service delivery through training and capacity building.

Chapter Three

3.0. PUBLIC SECTOR WASH INSTITUTIONS PERFORMANCE

The Ekiti State Water, Sanitation, and Hygiene (WASH) sector remains pivotal to public health and socio-economic development. Despite ongoing reforms and interventions, the sector faces critical challenges, particularly in water supply and service delivery across urban, rural, and small-town areas.

3.1 Public Sector Institutions Performance Overview

The performance of public sector institutions in the Ekiti State Water, Sanitation, and Hygiene (WASH) sector highlights the persistent challenges and evolving strategies aimed at improving access to water and sanitation services. In the 2024 annual performance review, the report underscores the roles, activities, achievements, and challenges of key public sector institutions, including the Ekiti Water and Sewerage Company Ltd (EKSWC), the Ekiti State Small Town and Rural Water Supply and Sanitation Agency (EKSTRUWASSA), and the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA).

Limited resources for infrastructure rehabilitation, expansion, and maintenance hinder the performance of public institutions. The major public sector institutions recognized in the state before the implementation of reforms till now were challenged and therefore performed below expectation in term of good service delivery.

Some of the challenges highlighted were;

- Lack of skilled personnel
- Aged equipment and facilities
- Poor funding and
- Lack of good understanding among the sector players

However, with the rounding off of various interventions in the sector which had led to the rehabilitation of some of the major water schemes and outright replacement of aged facilities with modern one, the coast is cleared for better service delivery. EK-WASRA which had been equipped with the right capacity and instrument to henceforth be on the lookout for improved performance and recommend for possible action appropriately on any non performing sector institutions as evidence in the preceding pages.

3.2 The performance of Urban Utility- Ekiti State Water and Sewerage Company (EKWSC) Limited

The Ekiti Water and Sewerage Company Limited (EKWSC), established in April 2020, is supposed to be instrumental in enhancing water supply and sanitation services across Ekiti State. Transitioning from the former Ekiti State Water Corporation, EKWSC is expected to have adopted a more business-oriented approach, aiming for financial viability and improved service delivery. The persistent issues and non-performance of the Ekiti Water and Sewerage Company Ltd have resulted in a significant decline in service delivery across the state. This situation has caused widespread hardship among residents who rely on the corporation for access to clean and potable water.

Ekiti Water and Sewerage Company Ltd (EKSWC) which is tasked with providing pipe-borne water services to urban areas has performed below expectation over time. However, the performance of this utility has been hindered by several structural and operational constraints which include: aging infrastructure, inconsistent power supply, and limited investment in the expansion of treatment plants and distribution networks which significantly affected the EKSWC's ability to meet urban water demand. The utility continues to grapple with challenges such as: high levels of non-revenue water, inadequate maintenance of facilities, and insufficient funding for capital-intensive projects. Limited service delivery has eroded public confidence in EKSWC, leading to increased reliance on self-help solutions, including private boreholes and water vendors.

3.3 Developing Key Performance Indicators for WASH Institutions (urban, small towns)

For urban and small towns utility, the Key Performance Indicators (KPIs) have been developed to include; water coverage, drinking water quality, hours of supply, revenue collection efficiency, non-revenue water, staff per connection ratio and metering ratio. EK-WASRA carried out monitoring and Performance Reporting of the state water utility by applying the performance indicators. The template for the indicator as shown in the table 2.

Table 2: WATER UTILITY PERFORMANCE INDICATORS AND MEASURES

S/N	KPI	DEFINATION	MEASUREMENT	INDUSTRY STD (AFRICA REGION)	BASELINE as at August, 2023	PROJECTIONS		
						2024	2025	2026
1	Water Service Coverage	% of population served with drinking water	(1) No of HH connections (*8persons) and PT connections (*250persons) (2) Total population	80%	3.3%	60%	70%	80%
2	Drinking Water Quality	Total number of tests carried out over number of planned test according to standard	(1) No of test carried out (2) No of test result within the standard	98%	85.83	86%	91%	96%
3	Non-Revenue Water (NRW)	Unaccounted for water	(1) Total volume of water produced (2)Total volume of water supplied (Metered and Unmetered customers	25%	98.2 %	40%	30%	25%
4	Operation and Maintenance (O & M) and Cost recovery	Water fees collected as percent of the cost of operation and maintenance	(1)Total revenue collected (2)Total cost of operation and maintenance	100%	3.71%	80%	90%	100%
5	Revenue Collection Efficiency	The ratio of total revenue realized to the total revenue billed during the same financial year	(1)Total revenue collected (2)Total amount billed	85%	52%	60%	70%	80%
6	Metering Ratio	This is the ratio of metered connection to total connection	(1)No of metered connections (2)Total number of connections	100%	65%	80%	90%	100%
7	Average Hour of Supply	Total number of supply per month over thirty (30) days	Total number of hours in a month	18hrs	1.5hrs	8hrs	10hrs	15hrs

PERFORMANCE EVALUATION CRITERIA, WEIGHTS AND RATES

S/N	KEY PERFORMANCE INDICATORS (KPIs)	WEIGHT IN PERCENTAGE	RATE 1-5 SCALE
1	Service Coverage	25	1.25
2	Operation & Maintenance	15	0.75
3	Non- Revenue Water	30	1.50
4	Economics and Financial Efficiency	25	1.25
5	Quality of Service	5	0.25
	Total	**100%**	**5.0**

Table 3: Performance evaluation criteria, weights and rates

Despite the critical role of the EKWSC in providing essential services to the public, there is a growing concern that the current management and board of the company have not been able to meet their mandate effectively. Several indicators of this non-performance include, but are not limited to:

1) ***Irregular and Inadequate Water Supply***: Many communities in the state experience inconsistent water supply, with some areas going without water for weeks, months or even years.

2) ***Lack of Maintenance and Infrastructure Decay:*** There is a visible lack of maintenance of existing water infrastructure, leading to frequent breakdowns and leakage of water pipes.

3) ***Poor Management Practices:*** The Company's leadership has failed to implement strategic and operational plans to ensure efficient service delivery. This has further led to a lack of accountability and transparency in its operations.

4) ***Inadequate or Ineffective Fund Utilization:*** The available resources allocated for water projects appear not to be effectively utilized, as the results on the ground do not correspond with the expenditures reported.

5) ***Public Complaints and Dissatisfaction:*** The complaints from residents have been numerous, indicating a loss of public confidence in the ability of the Water Corporation to fulfill its core responsibilities.

Ekiti Water and Sewerage Company Ltd's current state of low service delivery is not only detrimental to public welfare but also poses serious health risks to the population. Details of the inspection carried out by EK-WASRA to the company are shown in Annexure I. Given the importance of clean water to human health and the socio-economic development of the state, Table 4 depicts the list of schemes under the control of the Urban and Sanitation Service.

Table 4: Urban Water Service Providers – Water schemes facilities

S/N	Name of Scheme	LGA of Location	Name of LGA (Towns/Communities) Served	Installed Plant Capacity(M3/day)	Current status of utilization
1	Ureje Old	Ado	Ado	5,000	51%
2	Ureje New	Ado	Ado	5,000	2%
3	Ero	Moba	Moba, Ilejemeje, Ijero, Ido/Osi, Oye, Ekiti West, Ekiti South west, Ado	104,500	3%
4	Egbe	Aiyekire	Aiyekire, Emure, Ise/Orun, Ekiti East, Ado	66,000	0%
5	Ikere	Ikere	Ikere	225	20%
6	Alaye-New	Efon	Efon Alaye	6,000	0%
7	Alaye Old	Efon	Efon Alaye	675	28%
8	Itapaji	Ikole	Ikole and Ekiti East	5,175	0%

Table 5a: Water produced (m^3) per scheme, 2024 (Jan - June, 2024)

	JAN		FEB		MARCH		APRIL		MAY		JUNE	
SCHEME	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMITED**
Ado	90,420	60,230	51,612	33,642	34,100	25,010	71,500	60,745	89,150	74,010	**94,160**	67,322
Ero	142,199	137,438	69,292	64,385	89899.24	78,476	31,100	29,351	110,880	93,544	98800	66413.79
Egbe		-	-	-	-	-	-	-	-	-	-	-
Efon	-	-									696	696
Ikere	-	-	-	-	-	-	-	-	7,540	7,540	-	-
okemesi	-	-	-	-	-	-	-	-	-	-	-	-
Ido ile	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	232,619	197,668	120,904	98,027	123,999	103,486	**102,600**	**90,096**	**207,570**	**175,094**	**193,656**	**134,432**

Table 5b: Water produced (m^3) per scheme, 2024 *(July - Dec 2024)*

	JULY		AUGUST		SEPTEMBER		OCTOMBER		NOVEMBER		DECEMBER	
SCHEME	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMMITED**	VOL. WATER EXTRACTED	**VOL. WATER TREATED AND TRANSMMITED**
Ado	80,900	59,950	80,290	76,580	117,200	81,260	84,260	51,780	92,340	56,090	129,580	**51,780**
Ero	-	-	-	-	-	-	-	-	-	-	32,600	**23,940**
Egbe	-	-	-	-	-	-	-	-	-	-	-	-
Efon	250	250	188	188	-	-	-	-	375	357	1625	**1,625**
Ikere	2,340	2,340	-	-	-	-	-	-	-	-	-	-
okemesi	-	-	-	-	-	-	-	-	-	-	-	-
Ido ile	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	**83,490**	**62,540**	**80,478**	**76,768**	**117,200**	**81,260**	**84,260**	**51,780**	**92,715**	**56,447**	**163,805**	**77,345**

3.4 The performance of Ekiti State Small Town and Rural Water Supply and Sanitation Agency (EKSTRUWASSA)

The EKRUWASSA is responsible for improving water supply and sanitation services in rural areas and small towns. While some progress has been recorded, the agency faces significant challenges in scaling up service delivery. The agency has implemented various borehole and small-scale water schemes to improve access in rural areas. However, these efforts have been insufficient to address the needs of a growing population. Many projects lack adequate maintenance, resulting in frequent breakdowns and service interruptions. Limited community ownership and funding constraints exacerbate this problem. Progress in sanitation has been slow, with many communities still practising open defecation despite ongoing campaigns and interventions.

3.4.1 Summary of Achievement of Ekiti State Small Town and Rural Water Supply and Sanitation Agency (EKSTRUWASSA)

Under the on-going SURWASH program, EKSTRUWASSA has been able to achieve the following in a bid to increase assess to sustainable water supply and safely managed sanitation.

- ✓ Rehabilitation of 121 nos hand pump boreholes (2023/2024)
- ✓ Construction of new 22 nos hand pump boreholes (2024)
- ✓ Construction/upgrading/rehabilitation of WASH facilities in schools (2023)
- ✓ Awarded the construction/upgrading/rehabilitation of 110 nos of WASH facilities in Health Institutions and schools (2024)

Table 6: List of Small Town Schemes under EKSTRUWASSA

S/N	Name of Scheme	LGA Located In	Name of LGA (Towns/ Communities) Served	Installed Plant Capacity (M3/day)
1	Okemesi	Ekiti West	Ekiti West	225
2	Igbara Odo	Ekiti South West	Ekiti South West	6,000
3	Emure Ekiti	Emure	Emure	225
4	Ogotun	Ekiti South West	Ekiti South West	300
5	Ido-Ile	Ido-Osin	Ekiti West	200
6	Ilasa-Ikun Araromi-Ekiti (Solar powered)	Ekiti East	Ekiti East (Ilasa, Ikun, Araromi)	100
7	Afao-Kajola	Ikere	Ikere (Afao, Kajola)	400
8	Ipao-Ekiti	Ikole	Ikole (Ipao)	100
9	Erijiyan Old (MDG)	Ekiti West	Ekiti West (Ikogosi, Erijinyan)	1,200
10	Erijiyan-New	Ekiti West	Ekiti West (Erijiyan, Aramoko proposed)	225
11	Ipole-Iloro	Ekiti West	Ekiti West	4,000
12	Oye-Ire	Oye	Oye (Oye , Ire)	300
13	Iyin	Irepodun/Ifelodun	Irepodun/Ifelodun (Iyin)	300

3.5 Regulatory Agency Performance: Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA)

EK-WASRA was established on March 24, 2021 through the approval of State Executive Governor for the upgrading of the Ekiti State Water Sector Regulatory Unit in the Ministry of Infrastructure and Public Utilities to a full fledge agency. In line with the provisions in section 67 of the WASH Law, 2021 is empowered in summary to:

- ✓ To ensure that water, sanitation and hygiene functions are "***properly"*** carried out in the State;
- ✓ To ensure that **Service Providers are able to earn** reasonable revenues (return on investment) for effective and sustainable conduct of their service delivery functions.
- ✓ To protect the long-term **interests of consumers** with regard to price***, quality and reliability of services*** in the sector.

Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) is responsible for regulating WASH service delivery, ensuring compliance with standards, and promoting accountability. As a relatively new institution, its activities are still evolving. EK-WASRA has made progress in developing a regulatory framework to oversee service providers, but enforcement remains a challenge due to limited capacity and resources. The agency is gradually improving its oversight of private sector activities in water provision. However, the longtime unregulated proliferation of boreholes and water vendors underscores the need for stricter enforcement. EK-WASRA has initiated public sensitization campaigns to educate citizens about water quality and sanitation standards, but these efforts need to be scaled up for broader impact.

Meanwhile, in response to gaps in public sector service delivery, citizens have increasingly resorted to self-help solutions, with significant involvement of the private sector. Entrepreneurs have stepped in to fill the gap, providing services such as borehole drilling, tanker water supply, and packaged water sales. While these initiatives address immediate needs, they often lack regulation, raising concerns about water quality and affordability hence the need for EK-WASRA to intensify efforts in ensuring compliance with standard. Households have invested in private boreholes, rainwater harvesting systems, and alternative water sources, reflecting a shift toward self-reliance in water supply.

EK-WASRA as a new agency had begun to show her feasibility in the sector through the implementation of the approved Regulatory Unit Strategic Plan 2020 – 2021 with the logo, mission, guiding principle and slogan developed. However, under the 2024 activities, a new Water Sector Regulatory Strategic Plan 2024 - 2026 was developed in line with the Policy, Institution and Regulatory Plan (PIRP) provisions under the World Bank supported Sustainable Urban and Rural Water, Sanitation and Hygiene (SURWASH) program currently being implemented in Ekiti State

3.5.1 Summary Achievement of EK-WASRA

The achievements of the agency are as summarised in the table 7;

Table 7: Achievement of the Agency (EK-WASRA)

S/N	ACTIVITIES	DATE	STATUS	REMARKS
1	Implementation of Water Sector Regulatory Strategic Plan 2024 - 2026 .		Continuous exercise	On-going
2	Issuance of certificate of Registration to the Association of Table Water Producers, (ATWAP) Ekiti State chapter	Monthly	Achieved	August, 2024
3	Establishment of functional Smart Water Quality and Monitoring Laboratory	December 2024	Achieved	
4	Participation in the review of Ekiti State WASH Law 2021	2024	Achieved	Review at the HOA for consideration
5	Registered member of Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association	October 2024	Achieved	2025 Annual subscription paid
6	Participation in 3rd Africa Water Supply and Sanitation (ESAWAS) Regulators Conference at Sunbird Mount Soche, Blantyre, Malawi	September 2024	Achieved	Attended by 2 staff of the agency
7	Participation in the training on water supply and sanitation regulation services, Mombasa, Kenya	April 2024	Achieved	Attended by 1 staff
8	Conduct of water safety advocacy and awareness campaign in three different communities across the 3-senetoral district of Ekiti State (Ode Ekiti, Eda Oniyo and Ido Ile)	July, 2024	Achieved	To be carried out in other communities in 2025
9	Development and printing of Guidelines on tariff setting (Water quality monitory guideline, Report guideline, customers complaint register, etc).	2024	Achieved	Stakeholder's engagement and dissemination workshop conducted.
10	Engagement with water sector stakeholders including Water and sanitation service providers	2024	Achieved	CSO, Table and sachet water producers, WCAs etc attended
11	Establishment of Customer's Service Desk with dedicated Telephone line – **09153333332**	2024	Achieved	
12	Development of water sector performance indicators for Utilities	2023/2024	Achieved	Sanitation indicator included in 2024
13	Engagement with Service Provider (Ekiti State Water and Sewerage	Monthly and quarterly	Achieved	

	Company) on the developed performance indicators and performance contract document as well as quarterly inspection exercise			
14	Capacity building of staff on water quality testing and monitoring (Collaboration with Federal Ministry of Water Resources (FMWR) and other relevant external stakeholders)	2024	Achieved	
15	Continuous issuance of licence to Water and Sanitation Service Provider and practitioners: ✓ Issuance of licence to 134 nos. borehole service providers and practitioners (drillers, geoscientist and contractors) ✓ Registration of 6 nos Rigs in Ekiti State ✓ Issuance of licence to 14 nos small water supply schemes. Details on chapter 5	2024	Achieved	
16	a. Printing of Drilling (Boreholes) Licence and Groundwater Regulations, 2021 b. Printing of Water Supply and Sanitation (Licensing of Utilities and Service Providers) Regulations, 2021 c. Printing of Quality of Service Regulations, 2021.	2024	Achieved	
17	Conduct of water quality advocacy and on-the-spot water quality test for various individuals	2024	Achieved	

3.5.2 Water Quality Test of Drinking Water Sources in Ekiti State

In 2024, the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) conducted sampled water quality assessment across various drinking water sources in Ekiti State to evaluate the safety and sustainability of water for public consumption. The test focused on key parameters that influence water quality, such as microbiological, physical, and chemical properties, to ensure compliance with national and international drinking water standards. The findings are summarized below:

The study sampled water from diverse sources, including:

1. Boreholes

2. Protected and unprotected wells

3. Surface water (rivers and streams)

4. Public piped water systems

A total of fifty (50) water samples were collected across four (4) Local Government Areas (LGAs) in Ekiti State, ensuring adequate representation of rural, peri-urban, and urban communities.

(a) The microbiological analysis tested for the presence of coliform bacteria, Escherichia coli (E. coli), and other harmful pathogens.

Key Findings:

- 45% of the sampled sources, particularly shallow wells and surface water, tested positive for E. coli, indicating faecal contamination and also because of dirty storage tank or water filter.
- Boreholes generally had better results, with 80% meeting microbiological safety standards.

The presence of pathogens in drinking water poses significant health risks, including waterborne diseases such as cholera, diarrhoea, and typhoid. Communities relying on unprotected water sources are at higher risk.

(b) The physical quality of the water was analyzed based on pH, turbidity, colour, and odour etc.

Key Findings:

- Turbidity levels exceeded the recommended threshold in 30% of the samples, particularly in surface water sources during the rainy season.
- 10% of borehole water samples exhibited discoloration, likely due to high iron content.

Poor physical quality affects consumer confidence and indicates possible contamination pathways.

(c) The chemical analysis focused on, nitrate, fluoride, and heavy metals such as copper, lead and Zinc etc.

Key Findings:

- Nitrate concentrations were elevated in 20% of samples from agricultural zones, exceeding the WHO-recommended limit of 50 mg/L.
- Trace amounts of Iron were detected in 5% of water samples, raising concerns about potential long-term health effects.
- Fluoride levels were within safe limits across all tested sources.

Agricultural runoff is a major contributor to chemical contamination, emphasizing the need for integrated water resource management.

The 2024 water quality assessment highlights significant challenges in the safety of drinking

water sources in Ekiti State. While some progress has been made, particularly in the use of boreholes, persistent microbiological and chemical contamination threatens public health and undermines WASH sector goals. Addressing these challenges requires a coordinated effort between the government, communities, and development partners to ensure sustainable access to safe drinking water for all residents.

Table 8: Sampled Water Quality Test results

WATER QUALITY MAPPING OF EKITI STATE																														
NAME	GPS	LOCATION	SOURCE (S)	DATE	WATER QUALITY ANALYSIS																									
					pH	Temp	Odour	TDS	Conductivity	Colour	Turbidity	Alum	Free Chlorine	Copper	Nitrate	Magnesium Hadness	Magnesium	Nitrite	Flouride	Sulphate	Chloride	Calcium hardness	Calcium	Chromium	Total Hardness	Iron	Total Coliform	E.Coli
		NIS 554:2007 NSDWQ			6.5-8.5	Ambient		500	1000	15	5	0.093	0.25	2	50	20	20	0.2	1.5	100	250			0.05	150	0.3	10	0
Mrs Peju Babafemi		3rd Extension, GRA Ado Ekiti	Borehole	13/01/2025	6.41	26.1		40	84	5	0.5	ND	ND	BDL	2.3	31		0.01	BDL	20	28.9	34				0.07	present	0
Engr. Ajayi Olumide		3rd Extension, GRA Ado Ekiti	Borehole	20/01/2025	6.6	26.8		27	54	3.1	0.7	0	0	BDL	BDL	14	3.16	0.02	BDL	3	99.97	42	336.68	ND	56	0.05		
Mr. Ologunmoye compound		Oke Ila, Ado Ekiti	Well	17/04/2024	7.09	30.8		317	153		4.3	-	0	0	0	0					3.4	200	0	0		0.09	0	0
Arowa, Igbeyin street Ado		Igbeyin street Ado	Well	14/02/2024	7.3	30.5		915	1831									1								0.05		0
Obatedo Street		Ado EKiti	Well	14/02/2024	7.24	30.5		553	1106									0								0.04	present	
Ijoka Street		Ijoka street Ado	Well	14/02/2024	6.93	30.1		826	1653									0								0	0	
Ojido Market		Ado EKiti	Borehole	14/02/2024	7.07	30.4		1050	2000																	0.02	0	
Igbehin Street		Igbehin Street Ado	Well	14/02/2024	7	30.4		946	1893																	0	0	0
Mrs Osakuade Compound		Bamgboye Street Ado	Well	14/02/2024	6.65	30.1	present	461	223									3								1.19	0	0
Oguna street,Ido Ile Ekiti	N 07° 48.005, E004°57.415	Ido Ile, Ekiti West LGA	Borehole	10/07/2024	5.5	31.7		144	288		1.4			0.02	7.4	10.1		0.01	0.09	8	37				46		0	0
Ogunwa street, Ido Ile Ekiti	N070 48.005,E 0040 57.474	Ido Ile, Ekiti West LGA	Borehole	10/07/2024	6.5	30.5		95	191		9.6			0.04	12	19.76		0.01	BDL	2	21.84				10	0.33	present	0
Prof. Egunjobi street, Ido Ile Ekiti	N 07° 47.975,E 0040 57.366	Ido Ile, Ekiti West LGA	Borehole	10/07/2024	5.3	28.9		16	33		1.9			0.3	0.9	0.48		0.003	0.04	2	7.94				2	0.07	0	0
Kajola Street, Ode Ekiti	N 070 38.883,E 0050 32.973	Ode, Aiyekire LGA	Borehole	08/07/2024	6.8	28.5		281	562		2			0.03	3.5	24.25		0.001	BDL	9	72.46				166	0.14	NIL	NIL
Palace, Ode Ekiti	N 070 38.836, E 0050 32.968	Ode, Aiyekire LGA	Borehole	08/07/2024	6.4	30		230	460		BDL			0.3	6.8	24.94		0.01	BDL	13	34.74				114	0.26	present	NIL
Methodist, Ode Ekiti	N07°38.445, E0050 32.854	Ode, Aiyekire LGA	Borehole	08/07/2024	6.9	30		86	172		BDL			0.08	1.4	4.08		0.01	BDL	1.1	14.89				40	0.45	present	NIL
Ole Eko street, Ode Ekiti	N07°38.912,E00 50 33.038	Ode, Aiyekire LGA	Borehole	08/07/2024	6.3	29.7		225	450		BDL			0.02	3.6	27.67		BDL	0.01	6	70.48				126	0.21	NIL	NIL
Palace Eda Oniyo	N07° 57.555, E0050 15.399	Eda Oniyo, Ilejemeje LGA	Borehole	09/07/2024	6.3	27		55	110		BDL			0.06	15	3.07		0.01	0.02	2	34.74				14	0.04	present	NIL
St. James Anglican Church, Eda Oniyo	N07° 57.491, E0050 15.315	Eda Oniyo, Ilejemeje LGA	Borehole	09/07/2024	6.8	27		68	136		44			0.08	0.7	6.59		0.01	0.04	4	2.58				30	0.65	NIL	NIL
Beside Palace, Eda Oniyo	N07° 57.543, E0050 15.389	Eda Oniyo, Ilejemeje LGA	Borehole	09/07/2024	7.0	28		57	114		32			1.5	15	527		0.01	0.03	2	11.91				24	0.09	present	NIL
Ilemoso, street, Eda Oniyo	N07° 57.666, E0050 15.406	Eda Oniyo, Ilejemeje LGA	Borehole	09/07/2024	6.9	28		107	214	Brownish with particles	102			0.04	3.6	8.34		0.01	BDL	6	13.9				38	0.45	NIL	NIL

3.5.3 Water Quality Advocacy and Sensitization Campaign

In order to avoid the cause of cholera outbreak, which is the current pandemic that is sweeping the country, as well as other water-borne diseases. His Excellency, Biodun Abayomi Oyebanji graciously approved that EK-WASRA should carry out water quality advocacy in the three senatorial districts of Ekiti State.

The three senatorial district (SD) and the LGAs visited are listed below:

(1) Aiyekire LGA (Ode-Ekiti) in Ekiti South, SD
(2) Ilejemeje LGA (Eda Oniyo) in Ekiti North, SD
(3) Ido-Ile LGA (Ido-Ile) in Ekiti Central, SD

The objectives of this exercise were:

- ***Water Quality Testing***: To evaluate the chemical, physical, and microbiological parameters of water sources.
- ***Advocacy Campaign***: To promote awareness about the importance of clean water, waterborne diseases, and preventive measures.
- ***Stakeholder Engagement***: To engage with local authorities, community leaders, and residents to ensure sustainability.

In carrying out this task, EK-WASRA team visited the selected locations in each of the senatorial district of the state to meet with the identified stakeholders and took samples of the various drinking water sources for the purpose of performing on-the-spot assessment of the parameters in accordance with the best global practice and standards. Water samples were collected from boreholes, wells, rivers, and public water facilities across all senatorial districts with the testing conducted according to the World Health Organization (WHO) and Nigerian Standards for Drinking Water Quality (NSDWQ) guidelines. Community town hall meetings and interactive sessions were done with distribution of educational materials, including posters and flyers while the team carried out demonstration of simple water treatment methods (e.g., chlorination, boiling, and filtration). Opportunities were opened during the engagement with Water Consumers Associations (WCAs) and school students to learn more on water hygiene practices.

The following findings were recorded at the locations:

a) Ekiti Central Senatorial District:

- 60% of water sources tested were free from microbiological contamination.
- Elevated nitrate levels were found in some boreholes.

b) Ekiti North Senatorial District:

- 45% of water sources showed evidence of coliform bacteria contamination.
- Wells were found to be most vulnerable to contamination.

c) Ekiti South Senatorial District:

- 70% of tested water sources met acceptable quality standards.
- Turbidity levels were higher in river sources due to erosion.

The water quality testing and advocacy campaign conducted by EK-WASRA has laid a solid

foundation for improving water safety in Ekiti State. Continued efforts, sustained advocacy, and infrastructural improvements are essential to achieve universal access to clean and safe water across the state.

The results of the tests are indicated in table 2 while the pictures of the engagement at different locations as shown in plate 1

Plate 2: Conduct of water safety advocacy and awareness campaign in three different communities across the 3-senetoral district of Ekiti State Ode Ekiti, Eda Oniyo and Ido Ile)

@Ode Ekiti

@Ode Ekiti

@Eda Oniyo

@ Ode Ekiti

@ Eda Oniyo

3.5.4 Stakeholders Engagements (Tariff Setting Guideline and other Regulations)

The tariff setting guidelines provide a clear basis and framework for Ekiti Water and Sewerage Company Ltd, and other water and sanitation service providers to achieve cost recovery and general sustainability of the water supply and sanitation sector. The development of the tariff setting guidelines provides the process to be followed by the service provider in applying for a tariff adjustment, the pricing mechanism, tariff structure, the assessment criteria for tariff applications and other considerations in line with the tariff setting principles and objectives outlined in this guideline. A well-designed tariff setting template and guideline is crucial to achieving these objectives while promoting transparency, efficiency, and equity in water and sanitation services.

This document proposes a comprehensive tariff setting template that takes into account the operational costs, environmental factors, and socio-economic conditions of Ekiti State, with a focus on the need to balance financial sustainability and social inclusion.

3.5.5 Key Principles for Tariff Setting

1. ***Cost Recovery and Financial Sustainability***: Tariffs must be structured in a way that allows for the full recovery of operational and maintenance costs, as well as reasonable returns on investment. This ensures that service providers can continue to deliver quality services without relying on unsustainable subsidies.
2. ***Affordability:*** While cost recovery is important, tariffs must be set at levels that are affordable for the average household in Ekiti State, especially for vulnerable populations. Consideration should be given to household income levels and regional variations in socio-economic status.

3. ***Equity and Social Inclusion:*** The tariff structure should ensure that all segments of the population, including low-income households, are not disproportionately affected by water and sanitation costs. A tiered or subsidized approach may be appropriate to reduce the financial burden on the poor.

4. ***Environmental Sustainability:*** Tariffs should also incentivize water conservation and responsible waste management. This may include pricing mechanisms that encourage the reduction of water usage and proper sanitation practices.

5. ***Transparency and Public Engagement:*** The process of setting tariffs should be transparent, with input from stakeholders, including consumers, local communities, and other relevant authorities. Regular consultations will help build trust and ensure that the tariffs reflect the needs and concerns of the public.

3.5.6 Elements of the Tariff Setting Template

a) Cost Structure Analysis:

- ***Operational Costs:*** This includes the costs of water production, treatment, transportation, and distribution, as well as sanitation services, waste collection, and treatment.
- ***Capital Expenditure:*** Investments in infrastructure, including new pipelines, treatment plants, and sanitation facilities.
- ***Maintenance and Upkeep:*** Ongoing maintenance of the water supply and sanitation infrastructure, including repairs and upgrades.
- ***Staffing and Administration:*** Costs related to human resources, administrative functions, and management.

b) Tariff Design Options:

- ***Flat Rate Tariffs:*** A single price for all consumers, regardless of usage. While simple to administer, flat rates may not reflect the actual cost of service provision or incentivize water conservation.
- ***Volume-Based Tariffs:*** Tariffs based on the amount of water consumed, which encourages efficiency and conservation. A tiered structure may be introduced, with lower rates for basic consumption needs and higher rates for excessive usage.
- ***Fixed Monthly Fees:*** A fixed charge, often used in combination with volume-based tariffs, to cover fixed costs such as infrastructure maintenance.

c) Tariff Adjustments: Periodic reviews of the tariff structure should be made to reflect changes in inflation, energy costs, wages, and other factors. Tariffs should be adjusted regularly to ensure they continue to meet financial and operational needs.

d) Exemptions and Subsidies: Consideration may be given to specific exemptions for low-income households, vulnerable groups, and rural populations. Targeted subsidies or discounts could be introduced to ensure equitable access to water and sanitation services.

e) Public Consultation Process: Before finalizing the tariff structure, it is essential to engage with the community and relevant stakeholders. Public consultations, surveys, and feedback mechanisms can help determine the best approach to setting tariffs that balance cost recovery with affordability.

3.5.7 Implementation Strategy

i. ***Data Collection and Analysis:*** Gather comprehensive data on the cost of water production, treatment, distribution, and sanitation services, as well as socio-economic data on households in Ekiti State. This will help inform the tariff-setting process.

ii. ***Stakeholder Engagement:*** Organize public hearings and consultations with various stakeholders, including water consumers, local government representatives, non-governmental organizations, and private sector actors, to ensure that the final tariff structure is fair and widely accepted.

iii. ***Monitoring and Evaluation:*** Once tariffs are implemented, establish a system for ongoing monitoring and evaluation. Regular assessments will help identify any issues with affordability, sustainability, or service quality, and ensure that the tariff structure remains effective.

Developing an appropriate tariff setting template for water and sanitation services in Ekiti State is critical to achieving long-term service sustainability, promoting environmental responsibility, and ensuring equitable access to essential services. By balancing the need for financial sustainability with considerations of affordability, equity, and environmental conservation, Ekiti State can build a water and sanitation tariff system that meets the needs of its growing population while ensuring the efficient use of resources.

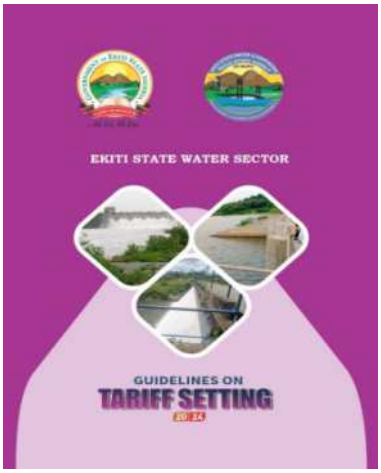


Figure 4: Ekiti State Water Sector Guideline on Tariff Setting

Input of every stakeholders were incorporated into the guideline. Presents are the stakeholders meeting are ATWAP members, WCAs representatives, CSOs, EKWSC staff, EKSTRUWASSA staff, MIPU WASH department staff etc.

Plate 3: Engagement with WASH sector stakeholders during validation meeting on Guidelines on Tariff Setting

Chapter 4

4.0 EK-WASRA AT NATIONAL AND INTERNATIONAL TRAINING AND ENGAGEMENT

To enhance the operational capacity of EK-WASRA, the agency in the course of the year 2024 invested in staff training and exposure to international best practices. The agency sponsored staff to various training programs and conferences, both within Nigeria and abroad.

4.1 Key training initiatives include:

(a) Participation in the African Water and Sanitation Regulators Conferences: EK-WASRA staff have actively participated in these conferences, gaining insights into global regulatory practices and innovations.

(b) Training Workshops on Water Quality and Sanitation: These workshops focus on the latest technologies and regulatory practices to ensure water safety and sanitation hygiene standards are met.

(c) Local Training and Capacity Building: EK-WASRA has also partnered with Nigerian institutions to provide in-house capacity building programs for staff, enhancing technical skills in water resource management, regulatory compliance, and environmental sustainability.

The list of the engagement includes but no limited to:

4.2 Training on Water Supply and Sanitation Services (WSS) for Regulators held on 19th to 22nd March, 2024 by Eastern and Southern African Water and Sanitation (ESAWAS) at Voyagers Beach Resort Mombasa, Kenya

Representatives from all African countries were in attendance with Ekiti State and Lagos State represented Nigeria. Engr. Ogunluyi, O. Peace represented Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA). The training started on the 19th of March, 2024 with welcome remarks by Water and Sanitation Regulatory Board (WASREB) followed by launching of the training with introduction of participants.

Focal points of the training is understanding economic regulations:

- Regulator must involve in Setting, monitoring and enforcing tariffs against minimum service standards
- Regulator must determine tariffs structures for water supply both urban and rural
- Regulator must respect Investment obligations relative to existing and new customers

In view of the discussion above, the participants were exposed to regulation types and regulatory approach.

Regulation Types: Pricing, Financing, Accounting reports and Engagement plan
Regulatory Approaches: The trainer stress that regulatory approach must have the

following: Command and control, Performance based regulation, Management Regulation and Risk based Regulation.

Models of WSS Regulation in Africa- Regulation Agency

Water regulatory bodies must have autonomy from the government and discretionary powers to regulate WSS or aspects of WSS. The regulatory agency can be mandated to perform a specific set of function.

The role of WSS regulation as a legal entity must have an institutional setup from government, to regulators and consumers.

Key Functions of WSS Regulators: Issue Licenses, Advice Government, Establish standard for quality of services, Determine/Approve Tariffs, establish procedures for handling complaints, develop rules, regulations and guidelines, report information on the performance of the sector, monitor compliance with standards, maintain information of WSS services, carry out inspection, set fines and sanctions, Request for information or documents and set orders for compliance

Regulatory and National Information System

- Must be able to invest in data infrastructure
- Must be responsible for data collation
- Must verify data
- Must have reporting requirement
- Ability to build capacity
- Data accuracy and reliability is important

Rules and Restrictions aimed at Preventing Market Failure

- Economic Regulation is needed to kill competition
- To reduce poor quality of service e.g low hours of supply
- To maximize profit

In Understanding Economic Regulation, the following must be in place.

- Setting, monitoring, and enforcing of tariffs against minimized service standards
- To determine tariffs structure
- Investment obligations relative to existing and new customers

What Happens When Economic Regulation Fails?

- Low Tariffs and low collections
- Consumer use water inefficiently
- Service deterioration
- Regulator monitors legal and contractual compliance in all phases or utility, with or without binding power.

Role of Regulatory Agencies in Contractual Regulation

- Monitoring the contract executioner to performance to tariffs
- Pronunciation on the draft contract
- Support to conflict resolution (of applicable)

Role of Regulator in Licensing a Service Provider

- Prepare license application and analyze the application
- Issue the licenses
- Monitoring the license execution (performance, tarrifs)
- Approve renewal
- Can also suspend or cancel license (when applicable)

License Conditions

a) In licensing service providers or utility the following conditions must be put in place

- Must provide access to water services to all consumers
- Must ensure drinking water quality standards
- Ensure that the performance targets are met
- Must have professional ethics, integrity, accountability, transparency and professionalism

b) While Collecting and Analyzing Data from Water Service Providers (WSP's) Or Utility, participants must ensure the Following:

- Data must be accurate and reliable
- Must review and validate collected data internally and externally
- Provides protection to collected and processed data
- Report generation must process, compile, and present data in an efficient way
- It must be accessible online

Methods of Ensuring Compliance

For regulators to ensure compliance the following conditions must be met

- One must ensure capacity building
- There should be incentives to encourage good practices

Inspection Planning

Under inspection planning participants were told to prepare:

- Annual inspection plan
- Communication to providers and other main stakeholders
- Action plan for on-site visit
- Instructions for carrying out inspection
- Opening meeting with service providers

Execution of Inspection

- Field Inspection
- Inspection of technical, commercial, financial and human resource aspect
- Evidence of photographic records, reports and other documents

The training exposed the participants to the numerous functions of regulator in licensing of utilities, monitoring and enforcement activities and above all, compliance.

Plate 4: Technical session during the training on Water Supply and Sanitation Services on 19th to 22nd March, 2024 at Voyagers Beach Resort Mombasa, Kenya

4.3 Training Technical Session for Regulators held on 24th to 26th September, 2024 at Sunbird Mount Soche in Blantyre, Malawi

Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) participated at the programme which have participants drawn from African countries and other nations of the world including Nigeria. Ekiti State was represented by Engr Osalade Ayodele and Engr. Alake Oluwagbenga.

Engr. Ayodele's presentation at the Malawi conference centered around "***Ekiti State Initiative: Delegating Rural and Small Towns Water Supply and Sanitation to WASH Committees***" He outlined how regulatory bodies can foster partnerships between the government, private sector, and communities to improve sanitation access, while also ensuring compliance with hygiene standards. Engr. Alake Samuel, the Director, Technical Services and Inspection was also at the conference for knowledge sharing and peer networking.

Technical Presentations

The way in which regulators are adapting to emerging issues were covered in various technical presentations as follows:

Sector financing and commercial (business) orientation

- **The role of the regulator in attracting / unlocking investments for WASH including private sector-** discussed the regulatory mechanisms to make the WSS service providers attractive for public and private financing with practical cases from EWURA, Tanzania;
- **Supporting commercial orientation in WSS services -** presented the FSM Business Model adopted by Lusaka Water Supply and Sanitation Company, Zambia to promote FSM services as a business enterprise;
- ***Panel and Plenary discussion–*** *practical approaches for the sector to attract sector financing and enhance business acumen*

Regulatory frameworks and service delivery models for rural WSS

- **Challenges in rural water service delivery –** presented the peculiarities of rural water supply and sanitation service provision particularly on the sector governance including regulation, skills and technology, cost recovery. Cases of existing regulatory frameworks for rural WSS were presented;
- Ideation exercise on the **challenges and priority focus areas for small water supply service delivery** based on WHO Guidelines for Drinking Water Quality;
- **From Community to Professional: Improving Rural Water Supply and Sanitation Service Delivery-** discussed different initiatives and regulatory approaches that are being undertaken regionally to professionalize the rural WSS management;
- **Establishing a framework for regulation of rural water supply-** Area service provider model – a professional model employed in Uganda for the management and maintenance of rural WSS facilities;
- **Rural WSS Regulation: A case study of Ekiti State, Nigeria –** presented the initiative of delegating rural water supply and sanitation to WASH Committees and how the regulatory guidance and strategy enhanced the implementation of the model.
- ***Plenary discussion*** *- workable approaches for regulating Rural WSS and small water supplies*

Off-grid/ Non-networked WSS solutions

- **Enhancing service delivery through sector reorganization and Unified ERP system –** presented the regulatory and service provision reforms undertaken by the National Water Supply and Sanitation Council, Zambia to advance CWIS and extend the services to low-income communities and the integrated systems for improved service delivery;
- **Regulation of alternative sanitation options in low-income urban settlements –** discussed regulatory changes underway to improve sanitation service delivery in

Zimbabwe, including the development of Minimum Service Delivery Standards and operationalization of Water and Wastewater Regulator;

- **A novel approach to grouped emptying services for on-site sanitation in informal settlements - Nairobi, Kenya** – a new emptying approach that aims to optimize faecal sludge transport efficiency by grouping requests of emptying and utilizing smaller emptying demand;
- **A roadmap for advancing sanitation regulation** – looked at the stepwise recommendations for inclusive sanitation regulation. The roadmap was developed by WHO based on practical experiences from countries with advanced progress in implementing sanitation regulation.
- ***Plenary discussion*** *- what countries are doing to regulate Off-grid/Non-networked WSS.*

Sector monitoring and data systems strengthening

- **Improving WSS regulatory framework through GIS** – highlighted the role of integrating GIS mapping in regulatory practices to enhance governance, accountability and better WSS services outcomes – practical case from Burundi;
- **Using data analytics and visualization to inform better WSS service decision making** – Data visualization dashboard developed by Athena Infonomics to address the issues related to data fragmentation and discrepancy using the practical case from Kampala Capital City Authority;
- **WSS Systems and Tools Dashboard** – Single reference repository of water and sanitation (WSS) data and operations management systems used for decision-making, service delivery, and performance management among utilities, regulators, and governments across sub-Saharan Africa and South Asia.
- ***Plenary discussion*** *– country efforts underway for data systems strengthening*

Strengthening WSS regulation and service provision within countries and institutions

The African Development Bank (AfDB) presented the Bank's initiatives as follows:

- **Optimising financing for the water and sanitation sector** - financing products for policy based, results based, investment program finance, technical assistance - Climate Action Window, AWF, etc
- **Awareness and understanding of the AUSII** - the new sanitation financing instrument to support urban sanitation in Africa
- **Sector reforms for financing of climate resilient WSS services** – Utility Reforms for improved service delivery.

Key Takeaways and Actions

The following are key takeaways and actions:

- ✓ Strengthen sector performance through reforms not only for the provision of essential WSS services, but also for regulation, operationalization of the legal and institutional frameworks. The reforms in WSS Sector are necessary for improved performance, however the reforms should consider the specific context of individual countries;
- ✓ Emergent issues are evident and impact WSS service provision. Stakeholder engagement and collaboration should be strengthened to devise appropriate strategies to address these. Increase mechanisms for collaboration and ensure policies are geared towards creating harmonization in the sector and working with other relevant sectors e.g. water resource, energy etc;

- ✓ Develop and implement regulatory frameworks that are adaptable to emerging challenges and changing conditions. Strengthen legal and regulatory frameworks to support efficient WSS service provision and improve the operationalization of institutions responsible.
- ✓ Enhancing service resilience of African WSS service providers needs to take into consideration water resources, supply augmentation, demand management, asset management, strengthening services, monitoring and learning and risk assessment and planning;
- ✓ The Governance Framework is a key determinant for sector financing. This requires Government to develop commensurate policies and strategies for an enabling environment. The existence of effective and credible regulation is given critical consideration while designing and providing financial support to the sector. This is based on the ground that regulation provides the assurance of sector governance, service quality standards, fairness and accountability in WSS service provision;
- ✓ Capacity strengthening for service providers needs to be prioritized to improve bankability, commercial orientation and attract investment to the sector. This entails creating balance a balance between the tariffs and the cost-of-service provision to ensure the sustainability of WSS service provision. The development of good business plans by service providers is critical. This is achieved through financial literacy, short term and long-term planning, building the institutional capacity, customer care focus, innovation and close monitoring of the progress;
- ✓ Improve project preparation to ensure well-designed and feasible projects. Increase funding for project preparation & increase upstream policy support;
- ✓ Tap more into climate financing. Increase investments in resilience to climate change and investments toward mitigating climate change
- ✓ Create a continent-level specialised group to address rural WSS service delivery to inform the most effective frameworks for implementation
- ✓ The informal service providers should be formalized to be able to benefit from the available financing programmes. The regulators should support the process;
- ✓ Support the realisation of scalable climate-resilient and inclusive sanitation solutions across Africa. Create an enabling environment in which sanitation solutions can thrive.
- ✓ Consider delegating the operation and management of faecal sludge treatment plants to private service providers that empty and transport faecal sludge. This will enhance cost effectiveness/economies of scale along the entire sanitation service chain.
- ✓ Increase focus on results. The WSS sector regulators should explore learnings from the power sector and unbundling of service components to improve performance and investments. Use finance to incentivize institutional performance and accountability.
- ✓ Invest in real-time monitoring systems to collect and analyse data, demand, and infrastructure performance. Both regulators and service providers should be supported technically and financially to set up and run adequate and sector integrated data management systems that can offer real-time data. Use data to inform policy decisions and identify emerging trends;
- ✓ Knowledge about trends in water sector finance and performance is limited. Regulators should improve monitoring and set-up platforms for sharing information

about sector trends. Undertake more collaborative and more regular "Sector reviews, peer to peer etc."

The EK-WASRA used the occasion to also signed the membership commitment to ESAWAS.

4.4 EK-WASRA Inducted as first West Africa Country member of ESAWAS

The Ekiti State Water and Sanitation Regulatory Agency (EKWASRA) was incorporated as an affiliated member of the Regional Association of Eastern and Southern Africa Water and Sanitation (ESAWAS) in June, 2024. Although Nigeria is in West Africa, being part of this Eastern/Southern Africa regional network of water supply and Sanitation WSS) Regulators would create a peer opportunity to build and enhance the capacity of members towards delivery of quality and effective regulations on water supply, in order to achieve public policy objectives through cooperation and mutual assistance.

EK-WASRA is an autonomous Regulatory Agency established by WASH Law in 2021 with

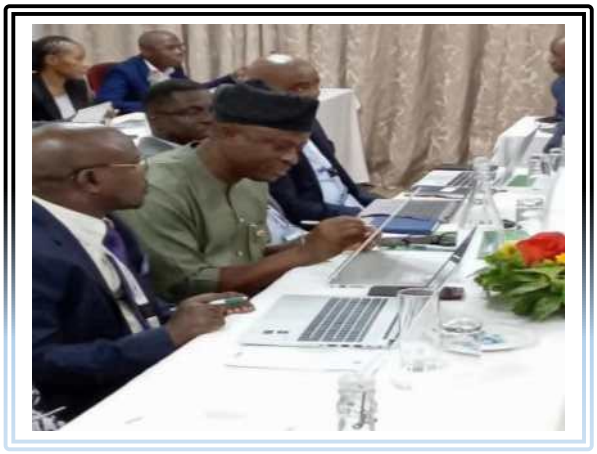
the objectives of regulating the activities of water supply and sanitation service providers with view at ensuring the provision of safe, reliable, and sustainable WASH services in Ekiti State.

Commenting on the development, the General Manager of the Ekiti Water Supply and Sanitation Regulatory Agency, Engr. Ayodele Osalade commended the State Government for the efforts put in place to ensure the development and the functionality of the Agency, which has been of help in achieving a number of goals, which include: procurement of water quality testing equipment, testing kits and reagents, implementation of water safety advocacy campaign, and development of regulatory documents.

Osalade assured that the EK-WASRA would continue to take the lead in positive reforms, adding that the being admitted into the Regional Water Supply and Sanitation Association as a welcome development that will provide the agency with access to invaluable resources, including capacity building programs, technical assistance, and a network of peers dedicated to improving water and sanitation services in our dear state.

He listed the 14 members of ESAWAS to include: NWASCO-Zambia, AURA-Mozambique, WASREB-Kenya, IRSEA-Angola, EWURA-Tanzania, WASAMA-Malawi, AREEN-Burundi, DWS-South Africa, RURA-Rwanda, ZURA-Zanzibar, LEWA- Lesotho, WURD-Uganda, DWS-Botswana, and Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA), Nigeria.

Plate 5: Induction and signing of EK-WASRA's ESAWAS membership certificate and presentation at 3rd African Water and Sanitation Regulators Conference in Blantyre, Malawi



4.5 1st Africa Service Providers - Regulators Engagement Platform held in Burundi

ESAWAS in collaboration with the African Water and Sanitation Association (AfWASA) and the Pan-African Association of Sanitation Actors (PASA) held the 1st Service Provider Regulator (SP+R) Engagement Platform convening 50 participants from across Africa in Bujumbura, Burundi from 23rd-24th July 2024. The SP+R Engagement Platform is born from the growing recognition of the need for regulators and regulated to have a stronger purposed dialogue on the sector's needs that will foster and facilitate improved performance in service provision. This means co-learning, consulting, and sharing successes, challenges, emerging issues, and good, innovative practices that impact sector performance.

It is in this regard that ESAWAS, AfWASA, and PASA came together under a collaboration framework to establish a common platform for service providers and regulators to interface and listen one from the other through structured dialogue on specific issues that impact service delivery across the continent. The first engagement comprising 11 regulators and 22 service providers from across Africa discussed the enablers for attaining and sustaining improved performance in access and quality of services. The main emphasis was on exploring the key requirements for accelerating progress towards and post the SDGS.

The SP+ R meeting was opened by the Chairperson of ESAWAS, Mr Balthazar Nganikiye who emphasized the importance of collectively devising practical and workable approaches for the African context in order to advance universal access to quality services. The Executive Secretary of ESAWAS, Ms Yvonne Magawa, the Executive Director of AfWASA, Mr Francois Gosso and the Secretary General of PASA, Mr Bakabulindi Shaka all agree that working and dialoguing together will foster uptake of practices and approaches that address challenges and enhance WSS service delivery at different levels.

"Follow those who know the way" The two-day meeting entailed a series of presentations and plenary discussions on key issues affecting service delivery; policy, legal, regulatory and

institutional design that facilitate well performing utilities, attaining efficiency and service resilience; unlocking funding for WSS and closing data gaps.

Some key considerations from the engagement were as follows:

- The beneficial role of regulation was recognised, however regulation need not be complex and there is need to **simplify with consideration for the cost of compliance.**
- Addressing high Non-Revenue Water remains a top priority for efficiency gains. This was tied to better approaches to metering with smart-metering and prepaid metering explored with varying experiences by countries. Novel technology for automatic leak detection and repair is under exploration in Tanzania. There is need to **share working approaches in managing NRW,** particularly with regards to commercial losses.
- The is need to attract increased financial investment into the sector with **better considerations for tariff modelling and setting**. Additionally, the sector needs strategic exploration of innovative financing models, with the example of green bonds by TANGAUWASA of Tanzania. Participants advocated for the **development of a water supply and sanitation tariff index** for Africa, as well as a **Creditworthiness Index for WSS Utilities in Africa**.
- The **need for credible and reliable data as a bedrock for decision-making** could not be overemphasised. Tanzania and Kenya presented digitalisation efforts and integrated systems working at both utility and regulatory levels that are supporting near real-time decision-making for services.
- Regulators and service providers appreciate the need for enhanced capacity building at all levels. The need for skilled workmanship was noted to be a key contributor to attaining improved staff efficiencies
- **Benchmarking practices, approaches and KPIs** was deemed a critical tool that will enhance the attainment of service provision and efficiency. This was noted from the presentations on practical approaches from across Africa where THIKA WSP CAMWATER and SODECI shared their strategies in addressing NRW, staff efficiencies, metering and collections.
- Service delivery has been highly impacted by climate change, surge in unpredictable economic patterns, migration and other effects. There is need to stay abreast with innovative technologies and data systems to support resilience.
- The inclusion of Policy Makers in the upcoming engagements is a critical voice to implementation of requisite support in country sector governance instruments.

The SP+R Engagement will continue using the digital platform ESAWAS Engage – Regulators Community as a dedicated space for engagement of all WSS professionals, regulators, utilities and youth. The next physical engagement will take place alongside the 22nd AfWASA Congress in Kampala, Uganda in February 2025 and is expected to present progress on actions agreed as well as share good practices under implementation.

The Permanent Secretary, Ministry of Infrastructure and Public Utilities, Engr Olumide Ajayi and Engr. Osalade Ayodele represented Ekiti State at the workshop.

Plate 6: MIPU and EK-WASRA represented by the Permanent Secretary, Engr Olumide Ajayi and General Manager, Engr Osalade Ayodele at the 1st Africa Service Providers - Regulators Engagement Platform in Bujumbura, Burundi.

4.6 EK-WASRA Local Engagement and Training

During the course of carrying out its regulatory functions, the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) participated in a number local engagements, and training with the Federal Ministry of Water Resources, Akure , Ondo State. This is in her efforts at exposing the member of staff of the agency to necessary training on water quality testing and analysis towards ensuring staff proficiency in the act of carrying our regulatory functions in line with the national standard and global best practices in regulation of water and sanitation services in Ekiti State.

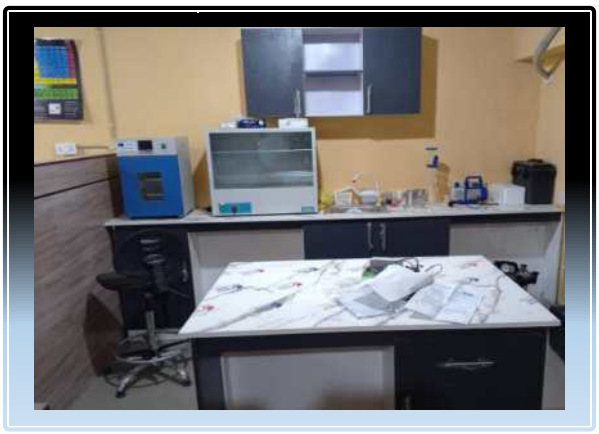
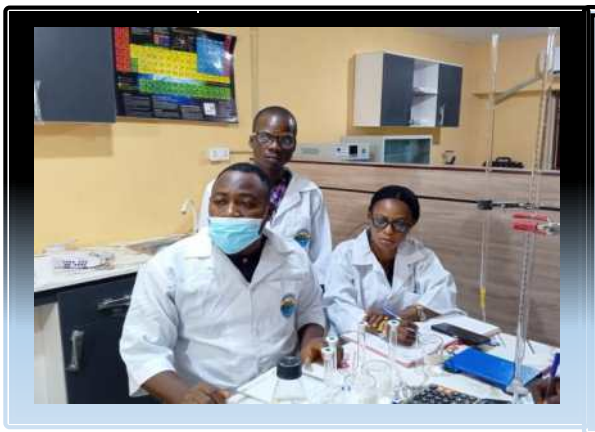
Plate 7: Water Quality Testing Training of EK-WASRA staff at Federal Ministry of Water Resources Lab in Akure, Ondo State

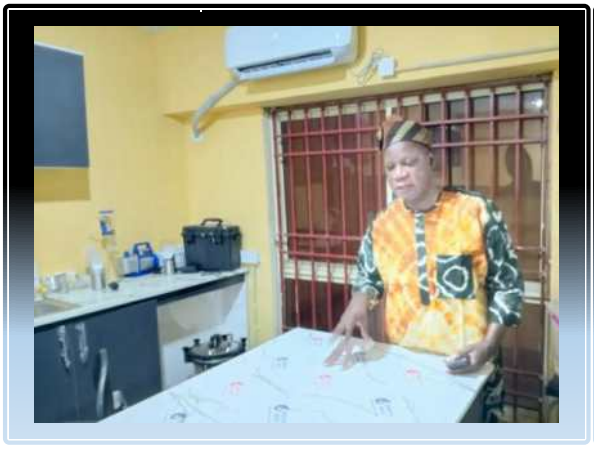
4.7 Establishment of Smart Water Quality Testing laboratory

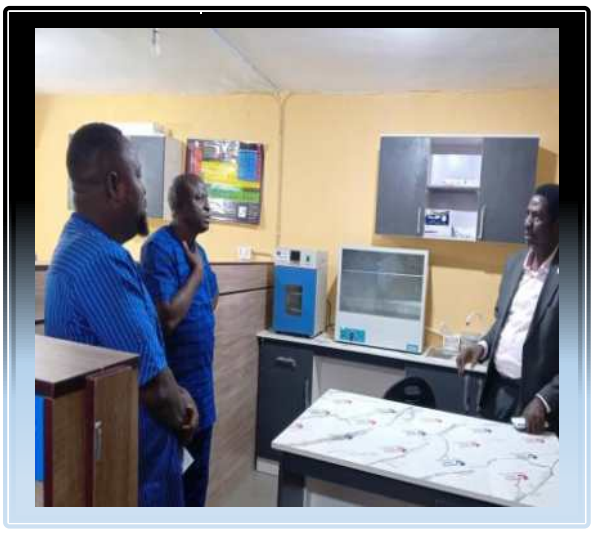
The principal recommendation in WHO's guidelines for drinking - water quality (GDWQ) (6) - "that is, providing access to safe and adequate drinking water services as one of the most effective means to promote health and commitment to ensure safe drinking-water in all setting". Water quality laboratory is the foundation of water quality monitoring and surveillance activities. The provision of safe drinking water demands the establishment of a robust, smart, and well-equipped laboratory for quality assessment within the state. The importance of establishing this laboratory cannot be over-emphasized, as it will not only ensure the quality of water provision to citizens through compliance monitoring, but will also serve as a source of revenue for EKSG by being available for patronage by both private and public water service providers.

In addition, the implementation of approved activities under the World Bank - supported Sustainable Urban and Rural Water, Sanitation, and Hygiene (SURWASH) program in Ekiti State requires some specific prerequisite for site selection, project baseline data, as well as drinking water quality assurance and assessment. The drinking water quality assurance and assessment require SURWASH's implementing agencies to collect "Pre and post" completion water samples for testing otherwise the project will be ineligible for associated payment. To accomplish this task, the present administration of His Excellency, Mr Biodun Abayomi Oyebanji (BAO), has gracious approved huge amount of money for the setting up of smart Water Quality Testing laboratory in the agency.

Plate 8: Newly established smart Water Quality Testing laboratory



4.8 Highlights of EK-WASRA General Manager's activities at International fora.

The General Manager, Engr. Osalade Ayodele, has been actively promoting the Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA) to development partners, highlighting Ekiti State's leadership in water and sanitation regulation in Nigeria and, by extension, West Africa.

To reinforce this position, he has participated in and delivered presentations at various international conferences and meetings organized by the World Health Organization (WHO), the Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS), the African Water and Sanitation Association (AfWASA), and other global stakeholders.

These engagements have earned Ekiti State Government significant recognition for its efforts in enhancing water supply and sanitation (WSS) services, ultimately improving public health and the overall well-being of Ekiti State citizens.

Table 9 provides a summary of these key meetings and conferences.

Table 9: Summary of other key international meetings and conferences attended by EK-WASRA

S/N	Meeting/Conference Description	Objective	EK-WASRA contribution	Picture Speaks
1	Global meeting on strengthening water and sanitation regulatory systems and annual meeting of the WHO International Network of Drinking-Water and Sanitation Regulators (RegNet), Geneva, Switzerland - November, 2024	To mobilize stakeholders and promote greater alignment towards improvement of water and sanitation regulation; facilitate exchange and learning on accelerating improvement of regulatory frameworks for water and sanitation among existing and emerging regional regulators' associations.	Presentation on the how regulations can be used to accelerate open defecation free (ODF) status in our communities	
2	ESAWAS Consultative workshop for strengthen Regulatory Data and Information Management Systems, Victoria Falls, Zimbabwe - April, 2024	Io strengthen regulatory data and information systems towards improving WSS services provision.	Participated in the review and develepment of ESAWAS Strategic Plan 2025-2027. A learning plaform for development of bankable strategic Plan	
3	2nd Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS) Annual General Conference in Uganda - September, 2023	To highlight initiatives developed or adopted by institutions with regulatory mandate, to drive sector improvements at policy, regulatory and service provision levels	Effective Regulatory Framework in an Evolving Sub-National Water Sector - A case of Ekiti State Water and Sanitation Regulatory Agency in Nigeria	

4	Meeting of the WHO International Network of Drinking-water and Sanitation Regulators (RegNet) and International Water Association (IWA) Development Congress, Kigali, Rwanda - December, 2023	To critically reflect on key needs for strengthening regulation towards achievement of national and global targets for drinking-water and sanitation; seek input on the RegNet 2024 workplan	Participated in the updating Guidelines for Drinking-water Quality: Small Water Supplies; and share experience and good practices in addressing emerging regulatory challenges	
5	The Eastern and Southern Africa Water and Sanitation Regulators Association (ESAWAS) Annual General Conference in Zanzibar - November, 2022	To share knowledge, experiences and good practices, as well as, map out actions towards strengthening WSS regulation on the continent of Africa	Ree review of EK-WASRA establishment and activities	

Chapter 5

5.0 LIST OF LICENSED AND REGISTERED SERVICE PROVIDERS

Table 10: List of Licensed borehole drillers (contractors)

S/N	COMPANY NAME	*S/N*	COMPANY NAME
1	LADMATH CIVIL CONSRUCTION ENGINEERING LTD	43	BENZENE INTEGRATED RESOURCES
2	RAYTOL FINISHING WORKS LTD	44	REAL- GOKRAY CONSTRUCTION COMPANY
3	LAFIK NIGERIA ENTERPRISES	45	CALLENDER REALTY NIG. LTD
4	RAYTOL FINISHING WORKS LTD	46	HALLEKEM LTD
5	TOLIX GLOBAL RESOURCES	47	JONYETID NIG. LTD
6	ROFABERT RESOURCES NIG. LTD	48	EDSR UNIVERSAL CONSTRUCTION NIG. LTD
7	ELIZ FOL- PET VENTURES	49	ELIPOD INTER COMPANY LTD
8	MIC ADEBRIGHT MULTI GLOBAL COMPANY	50	HENRY J. GLOBAL VENTURE
9	REAL WORKMAN VENTURES INVESTMENT LTD	51	MATERAH CONSTRUCTION LTD
10	MEMESAMMY MULTI CONCEPT GLOBAL	52	ADIRIM LTD
11	DACITAS PIL	53	MIAYOH LTD
12	EARTHMIRROR GEOTECH NIG. LTD	54	ELLA 3 NIGERIA LTD
13	AJOSAM INVESTMENT COMPANY LTD	55	AQUIFER DRILL POINT RESOURCES
14	VITALS INTERGRATED AND GENERAL EXPERT LTD	56	FUMDEET GLOBAL VENTURES
15	FETOL INTERGRATED SERVICES	57	SAM-FASH MULTI- CONCEPT
16	GREENHOME DYNAMIC RESOURCES LTD	58	PRINCE ALFRED ADEYANJU COMPANY
17	PROTRADEC INTERGRATED SERVICES	59	R-SAMC INVESTMENT COMPANY NIG. LTD
18	IBUILD ENGINEERING CONSULTANCY SERVICES LTD	60	EDD GLOBAL INVESTMENT LTD
19	ISMA WATER GLOBAL VENTURE LTD	61	JIGATECH ENGINEERING SERVICES LTD
20	DANJONEST INTEGRATED RESOURCES LTD	62	JEDOM MULTIBIZ CONCEPT COMPANY
21	OLAM INTEGRATED MULTI-	63	MIDEMEMO RESOURCES LTD

	DYNAMIC LTD		
22	ALASI AYINKUNS INTEGRATED SERVICES	64	P.A ONI NIGERIA LTD
23	J&T JAKPADO NIGERIA LTD	65	BUMMY-DEE ROYAL NIG. ENTERPRISES
24	LATEMFA MULTINATIONAL CONCEPT LTD	66	BISOLAB VENTURES LTD
25	ST. HORGE GLOBAL COMPANY	67	PERFECT BUILDERS INTEGRATED SERVICES LTD
26	CHALIBOT GEOTECH COMPANY LTD	68	TAPCO GLOBAL RESOURCES
27	MAT-LAD TECH NIG. LTD	69	HARMONY PROJECTS LTD
28	TOMOL INVESTMENT COMPANY LTD	70	SUSCCHRIS BUILDING SERVICES
29	OLUJUMEX NIG LTD	71	FOREMAN ENGINEERING SERVICES LTD
30	BOAB ENGINEERING SERVICES LTD	72	SRB CONSTRUCTION
31	ADE-MED WORLD-WIDE ENTERPRISES	73	ONICON RESOURCES LTD
32	MERCULATE GLOBAL RESOUCES LTD	74	DUREMMAT NIG. LTD
33	HARIMATT INTEGRATED SERVICES NIG. LTD	75	BJEQ VENTURES NIG. LTD
34	IGABY LUSSY NIG. LTD	76	GLOBAL IMPACT ENVIRONMENTAL CONSULTING LTD
35	OCC AND ASSOCIATES LTD	77	FORTHWILL NIGERIA LTD
36	MIHAL CONSULTANCY LTD	78	SMASBOD GLOBAL RESOURCES LTD
37	ALE TEPP-VIC MULTINATIONAL BIZ CONCEPT	79	KOLADEB INTEGRATED SERVICES LTD
38	T.SET ENGINEERING COMPANY NIG. LTD		
39	PAPET LTD		
40	THOMAS CHASE LTD		
41	HAJO CONSTRUCTION LTD		
42	DELCO INT. COMPANY LTD		

5.1 List of Licensed borehole drillers (Individuals)

Table 11: List of Licensed borehole drillers (Individuals)

S/N	NAME	LICENSE NUMBER
1	Male Integrated Science Nig. Ltd	L.NO WASRA/BH/L/Y23/001
2	Oguntimehin Mayowa	L.NO WASRA/BH/L/Y23/002
3	Oba Adegoke Rapheal	L.NO WASRA/BH/L/Y23/003
4	Taiwo Olajide	L.NO WASRA/BH/L/Y23/004
5	Adesola Kehinde A.	L.NO WASRA/BH/L/Y23/005
6	Ehinmoro David	L.NO WASRA/BH/L/Y23/006
7	Olaoni Isaac	L.NO WASRA/BH/L/Y23/007
8	Akibon Temitope	L.NO WASRA/BH/L/Y23/008
9	Taraol Ventures	L.NO WASRA/BH/L/Y23/009
10	Divine Chemical Water	L.NO WASRA/BH/L/Y23/010
11	Aquiver Drill Point	L.NO WASRA/BH/L/Y23/011
12	Smith Rock Ventures	L.NO WASRA/BH/L/Y23/012

5.2 List of Rig Machines in Ekiti State

Table 12: List of Rig Machines in Ekiti State

S/N	NAME OF RIG OWNER
1	Aquifer
2	Sunshine
3	Tera Drill
4	High Drill
5	Vinayaka
6	VR Drilling

5.3 EK-WASRA Registered Geoscientist

Table 13: EK-WASRA Registered Geoscientist in Ekiti State

S/N	NAME	LICENSE NUMBER
1	BLB Geo-Electric Shore Com	L.NO WASRA/GEO/L/Y23/001
2	Shitto Geo-Exploration	L.NO WASRA/GEO/L/Y23/002
3	Jadeko Geo-sciences Nig.Ltd	L.NO WASRA/GEO/L/Y23/003
4	Amos Sesan Akilo	L.NO WASRA/GEO/L/Y23/004
5	Talabi Borehole	L.NO WASRA/GEO/L/Y23/005
6	Geotech Nigeria Limited	L.NO WASRA/GEO/L/Y23/006
7	SORHEBS GLOBAL VENTURES	L.NO WASRA/GEO/L/Y23/007
8	TOSCOFAKS & ASSOCIATE Nig Ltd	L.NO WASRA/GEO/L/Y23/008
9	ROD OF MOSES Geo-Consult Ltd	L.NO WASRA/GEO/L/Y23/009
10	Waterstone Geo-Servises Ltd	L.NO WASRA/GEO/L/Y23/010
11	Mono Concept	L.NO WASRA/GEO/L/Y23/011

5.4 List of Registered Table and Sachet Water Producers

Table 14: List of Registered Table and Sachet Water Producers in Ekiti State

S/N	COMPANY NAME	REGISTRATION
1	OMOMAG WATER	EK/R 24/001
2	HEZIK WATER	EK/R 24/002
3	ELDAN TABLE WATER	EK/R 24/003
4	SARUCH WATER	EK/R 24/004
5	MINE WATER	EK/R 24/005
6	NIRO WATER	EK/R 24/006
7	OLAJOHN WATER	EK/R 24/007
8	DEGLO WATER	EK/R 24/008
9	PATBRISTER WATER	EK/R 24/009
10	FALJOK TABLE WATER	EK/ R 24/010
11	LADE TABLE WATER	EK/R 24/011
12	FUNFEM WATER	EK/R 24/012

13	SOVICS WATER	EK/R24/013
14	LIFE DOMINION	EK/R24/014
15	SCHOLAR WATER	EK/R 24/015
16	ROYALWARD WATER	EK/R 24/016
17	ADUNBARIN TABLE WATER	EK/R24/017
18	OMOLAYO TABLE WATER	EK/R24/018
19	ADEB TABLE WATER	EK/R24/019
20	ADENCO TABLE WATER	EK/RA/020
21	OLA - BOLA TABLE WATER	EK/R 24/021
22	WALEOLA TABLE WATER	EK/R24/022
23	GRAMERCI TABLE WATER	EK/R24/023
24	OLAMIDE WATER	EK/R24/034
25	LUASON TABLE WATER	EK/RA/025
26	KOPAF WATER	EK/R 24/026
27	TOPMAN MULTIBIZ GLOBA COMPANY	EK/R24/027
28	IRENITEMI TABLE WATER	EK/R24/028
29	IMOLEAYO PRODUCT	EK/R24/029
30	FOBAT TABLE WATER	EK/RA/030
31	ADELAND WATER	EK/R 24/031
32	POODI TABLE WATER	EK/R24/032
33	TOMOLU WATER	EK/R24/033
34	DANSMITH WATER	EK/R24/034
35	PK WATER	EK/R 24/035
36	SPARKLEEN WATER	EK/R 24/036
37	OLAAYO TABLE WATER	EK/R 24/037
38	FESCOOP TABLE WATER	EK/R24/038
39	DONFEM TABLE WATER	EK/R 24/039
40	DONLESON WATER	EK/R 24/040
41	OLAJIDE WATER	EK/R 24/041
42	VINBA WATER	EK/R 24/042
43	BOLAMATT WATER	EK/R 24/043
44	FISAYEM WATER	EK/R 24/ 044
45	DARASAM WATER	EK/R 24/045
46	SEGUN WATER	EK/R 24/046
47	ALBEST WATER	EK/ R 24/ 047
48	KR TABLE WATER	EK/ R 24/ 048
49	MAMA DEBBY WATER	EK/R 24/049
50	AFOLABI TOLUSE WATERE	EK/R 24/050

5.5 List of Registered Private Water Supply tankers and Small Water Supply schemes

Table 15: List of Registered Private Water Supply tankers and Small Water Supply schemes in Ekiti State

S/N	NAME	REGISTRATION NUMBER
1	AKANMU FEMI	EK/R 24 /001
2	BAMIDELE DAVID OLUDARE	EK/R 24 /002
3	DADA BLESSING ABIODUN	EK/R 24 /003
4	BAMISILE CLEMENT OLUFEMI	EK/R 24 /004
5	OGUNDARE MICHEAL OMONIYI	EK/R 24 /005
6	OLUYEYE ONI OLUBINTAN	EK/R 24 /006
7	OMIDOYIN GBENGA TIMOTHY	EK/R 24 /007
8	AJAYI FALODUN MICHEAL	EK/R 24 /008
9	AMUPITAN SAMSON AFOLAYAN	EK/R 24 /009
10	OLORUNSOLA SAMSON OPEYEMI	EK/R 24 /010
11	OWOEYE TUNDE TALABI	EK/R 24 /011
12	JIMOH OLASUNKANMI BASORUN	EK/R 24 /012
13	OGUNMOSUNLE EZEKIEL SANMI	EK/R 24 /013
14	ADULOLA ANTHONY OLUFEMI	EK/R 24 /014

Chapter 6

6.0 RECOMMENDATIONS AND CONCLUSION

6.1 Recommendations

To revitalize the public utilities most especially, the Ekiti Water and Sewerage Company Limited, and restore public trust, we therefore recommend the following actions:

i. ***Immediate Audit and Assessment:*** Conduct a thorough audit of the company's financial and operational activities to identify areas of inefficiency.

ii. ***Management Restructuring:*** Review and possibly restructure the management team and board of Ekiti Water and Sewerage Company Ltd to include competent professionals with a proven track record in water resources management.

iii. ***Infrastructure Overhaul:*** Allocate resources towards repairing and upgrading the state's water infrastructure to improve supply and distribution. The government should prioritize funding for the rehabilitation and expansion of water supply infrastructure to enhance service delivery.

iv. ***Strategic Planning and Performance Monitoring:*** Establish a clear strategic plan with measurable targets for service delivery, and set up a performance monitoring system to ensure accountability.

v. ***Community Engagement and Communication:*** Develop a framework for regular engagement with community stakeholders to receive feedback and address concerns promptly. Increased public awareness and community participation in water governance to foster a sense of ownership and improve compliance.

vi. ***Enhanced Revenue Generation:*** Strengthening billing and collection mechanisms will help improve financial sustainability and reduce dependency on government subvention.

vii. **Public-Private Partnerships (PPPs):** Encouraging private sector participation in water supply operations can enhance efficiency and service quality.

viii. ***Capacity Building:*** Regular training and capacity development programs for staff will improve technical expertise and operational efficiency.

By taking this decisive action, the Ministry of Infrastructure and Public Utilities can restore the efficiency of the Ekiti Water and Sewerage Company Ltd (EKWSC) being the government owned urban utility that is supposed to provide access to greater number of citizens living the urban and peri-urban areas, and ensuring improved service delivery and sustainable water management practices for the benefit of the people of Ekiti State.

6.2 Conclusion

The Ekiti State water sector has faced significant challenges in meeting public expectations due to inadequate infrastructure, poor revenue generation, and operational inefficiencies. Despite efforts to improve service delivery, performance remains below acceptable standards, resulting in unreliable water supply across the state. To bridge this gap, a strategic approach involving infrastructure investment, financial reforms, policy enhancement, and stakeholder

collaboration is crucial. With strong political will, effective governance, and sustainable management practices, the sector can overcome its challenges and provide residents with reliable and affordable water services. Immediate action is necessary to prevent further decline and ensure long-term sustainability.

EK-WASRA plays a critical role in regulating and overseeing the delivery of water and sanitation services in Ekiti State. Through its regulatory approach, the agency aims to improve service quality, ensure sustainability, and expand access to these vital services. By learning from the successes of other African nations and continuing to invest in staff development and international collaborations, EK-WASRA can further its mission to ensure universal access to water and sanitation services for all residents of Ekiti State.

Moving forward, a concerted effort from all stakeholders - government, service providers, and the community - will be essential in achieving the goal of providing equitable and sustainable water and sanitation services in Ekiti State. The regulatory concept and approach are indeed a panacea for addressing the challenges faced in water supply and sanitation services in Ekiti State. By implementing effective regulation, the state can achieve greater efficiency, expand access to water and sanitation services, and promote environmental sustainability. However, success will require collaboration between the government, service providers, and the community. EK-WASRA, as the regulatory authority, must continue to strengthen its capacity, improve its monitoring and enforcement mechanisms, and promote transparency and accountability within the sector.

Ultimately, a well-regulated water and sanitation sector will significantly contribute to improving the quality of life for residents of Ekiti State, ensuring that every person, regardless of their location or socio-economic status, has access to clean water and safe sanitation.

ANNEXURE I

INSPECTION REPORTS ON EKITI WATER AND SEWERAGE COMPANY LTD (EKWSC)

Background of the Inspection Report

This section presents the findings of an inspection carried out on Ekiti Water and Sewerage Company Ltd to assess its operational efficiency, infrastructure condition, compliance with regulatory standards, and overall service delivery. The inspection aimed to evaluate the company's water treatment processes, distribution networks, wastewater management, and adherence to environmental and public health regulations. Ekiti Water and Sewerage Company Ltd plays a crucial role in providing potable water services for residents of Ekiti State especially the urban residents. As water supply and sanitation are essential for public health and economic development, regular inspections are necessary to ensure sustainable service delivery and infrastructure maintenance.

The report highlights key observations, compliance levels, challenges, and recommendations for improvement. The assessment covers aspects such as water quality, plant maintenance, and pipeline integrity, reliability of service, service coverage, customer service efficiency, and financial sustainability.

This inspection serves as a strategic measure to support the company in maintaining high operational standards while ensuring that residents have access to safe and reliable water supply and sewerage services.

Inspection Reports on Ekiti Water and Sewerage Company Ltd (EKWSC) Business Area Offices

INSPECTION FINDINGS TO IKERE AND ADO BUSINESS AREA

Reference is made to the inspection that was carried out by our inspection team - Technical Services and Inspectorate during the period of 11th September, 2024 & 2nd October, 2024 respectively. The inspection team of EK-WASRA conducted a comprehensive on-the-spot inspection of the following utility's Business Areas;

i. Ikere Business Area

ii. Ado Business Area and;

iii. EKWSC headquarters

A. Inspection carried out at Ikere Business Area.

The inspection was carried out on 11th September, 2024 to both the waterworks department - Artisan borehole water supply under the supervision of Mrs Alo and Ikere Business Area office lead by Mrs. Adekalu R.A. As at the time of the exercise to the Artisan borehole waterworks and Ikere Business Area office the the following were observed;

i. There are four (4) staff present.
ii. No operation from April 2024 till the time of inspection was carried out due to damages caused to the pipelines by the contractor handling the Ado/Akure road construction.

iii. No functional power generator at the waterworks that can be used for pumping in case of convectional power failure
iv. Mode of water treatment does not meet the required standard - resulting to uncertainty of the quality of the water at the customer end.
v. Structurally, the storage tank made of galvanized metal were not in good shape as there were leakages on every side of the tank. As a result, the tank could not be accessed for regular washing as there are lots of sedimentation present.
vi. Area served include; Oke Osun, Anaye and part of Oke Ikere.
vii. No revenue generated since April, 2024 till the time of writing this report
viii. No record of water production from January to the time of this inspection exercise
ix. The present Total active number customers served is 50, out of which 41 customers were metered and 9 customers were unmetered as against 300 which was the previous number of customers in the area
x. No record or documentation of pipe break especially on distribution lines
xi. Bill was not distributed from January to June 2024 due to insufficient unit on the transformer to pump water

B. Inspection carried out at Ado Ekiti Business Area.

The inspection was carried out on 11th September, 2024 to Ado business area under the supervision of Engr. Ajibade Aruna. The following are the observations from the inspection;

i. Inability to provide the average population served by Ado Business area office
ii. There are 820 active customers served by the business area of Ado Ekiti out of which, 473 customers were metered, while 347 customer are on estimated bill.
iii. The business area were divided into 8 zone. Presently, only 4 zone were being served though not consistent namely; 1) Odo Ado/immigration (2) Oke Ila (3) Ajilosun and (4) Agric. Olope
iv. With reference to the above table, total number of installed meter cannot be ascertain as well as the actual number of active meter
v. Note that Odo Ado /immigration not served for almost a year and this resulted to no revenue generation
vi. Also, omisanjana and Oke Ila were not served since January to date (June 2024)
vii. No functional bulk meter
viii. No bill produced for January to April 2024 due to power outage
ix. Billing efficiency not consistent due to power failure
x. Service hour - average of 8 hours per day
xi. Categories of customers served; Institution =1, Commercial = nil, while the rest are residential customers
xii. There was no record of water production from January to March, 2024 except the supply to a dedicated line (government house)
xiii. Water production for April to June are 53,510; 74,010; and 67320 respectively. Meanwhile actual volume of water produced and value consumed cannot be ascertained due to absence of bulk meter in place. The calculation was only based on the use of flow rate (i.e speed of the pumb multiply by no of hours)
xiv. Revenue generation on tanker services are not captured by the Ado business area

xv. There was no maintenance carried out on Transmission line from January to June, while the 6 number of distribution pipe line were repaired from January to June which include; 100mm UPVC and 150mm UPVC with total cost of N352,000.00

Records of Zones that are metered are:

Table 16: Records of Zones in Ado Business Area with installed meters

Zones	Number of meter	Zones	Number of meter
Oke Ila	33	Bamigboye	13
Ajilosun	20	Moferere	54
Agric Olope	15	Olujoda	19
Ekute/Oniyo	182	Omisanjana	8
Isato	16	Oke ori omi	18
Water works	54	Falana	20
Ajebandele	18	Irona	30
Oke Bola	01	Odo Ado	12

C. Inspection carried out at the headquarters office.

The inspection was carried out at the company headquarters, Ado- Iworoko road on 9th October, 2024 under the Managing Director Mr. Oluwole of Ekiti State Water and Sewerage Company Ltd. The essence of the inspection to the company's headquarters was to justify the monthly report submitted by all the business areas under the company especially Ikere and Ado business areas with the report of the agency (EK-WASRA) during the inspection exercise.

As at the time of our inspection exercise to the waterworks area, the following observations were made;

i. There are five (5) major Dams presently under the company, it includes; Ureje in Ado, Itapaji, Egbe, Ero and Efon.
ii. There was no clear number of population served by each of the dams except Ero dam with population of 130,250 being served.
iii. **On number of active customers** , the report given by the headquarters for Ikere from January - June, 2024 was 66 (all metered) out of 109 customer base while at Ureje in Ado with total customer base of 9,498 (though, actual number of installed meter cannot be ascertained, there are 419 unmetered customers and 9,079 metered customers.
iv. **Bulk meter installed,** at Ikere it was not certain whether bulk meter was installed or not while in Ado, 22 number of bulk meters was declared being installed out of which 15 are active. *This figure is contrary to the previous information declared on the installed bulk meters (52)*
v. **Billing:** at Ikere business area, no bill was produced non responded from January to June, 2024. in the same manner, from the headquarters, no figure was declared on number of bill produced or number of bill responded from January to June 2024 as against what was declared by the Ado business area.
vi. **Customer categories;** there was no clear explanation or analysis of customer categorisation both at Ikere business area and Ado business area as at the point of inspection.

vii. **Meter recovery**; due to meter theft and meter installed in an unserved areas, some meters were recovered by the company, but as at the time of inspection, there was no inventory on number of meter recovered by the company. That is, the company cannot give exact number of meter recovered or where those meters were kept.

viii. Lack of adequate synergy between the business areas and company's headquarters in terms of data sharing and data management

ix. **Water production;** there was no production since January to June 2024 at Ikere except in May 2024 due to damages caused by the contractors handling various road construction projects. Likewise, there was production in Ado business area from January to June except in April 2024 due to power failure. Based on the given data, *the inspected figure does not match the earlier monthly report submitted by the company.*

x. **Network maintenance record;** there was no record for Ikere business area on network maintenance despite some maintenance works were carried out. At Ado business area, some maintenance works were carried out such as 150mm AC pipe in January without financial record, while in some cases, numbers of pipe repaired or replaced were not known. Summarily, it was observed that the data supplied during the inspection does not match the information in the earlier report submitted by the company.

Table 17: Summary sheet of Key Performance Indicators

PARAMETERS	IKERE B.A	ADO B.A
1. **Service/Network Coverage**	Oke Osun, Anaye and part of Oke Ikere.	8 zones in Ado. average population served were not certain
Number of customers connected **(customer base)**	Total active number customers served is 50, out of which 41 customers were metered and 9 customers were unmetered as against 300 which is the previous number of customers in the area	820
2. Quality of Service		
Continuity of service **per scheme** (Hours per day. Avg.)		8
Customer complaint resolved (%)		
Water quality Monitoring (% of Test that complied with National standard)	Mode of water treatment does not meet the required standard - resulting to uncertainty of the quality of the water at the customer end.	
3. **Economics and Financia**l		
New connection		
*No of new meter installed (Ikere) and served	41	
*No of new unmetered		

customer and served		
Cost recovery		
Revenue Collection Efficiency		
Billing Efficiency		Not consistent
No of bill produced/scheme	Bill was not distributed from January to June 2024 due to insufficient unit on the transformer to pump water	No bill produced for January to April 2024 due to power outage
*No of unmetered *connection/customer served		347, though not certain
*No of metered customers	66 customers, that is from the company headquarters at the meeting but does not correspond to the onsite inspection report.	473, though not certain
Metering penetration ratio (%) No of customer metered		
*Tanker Revenue/day		
Total Operational costs		
Average Revenue generation/day		
Total revenue generation (N)	No revenue generated since April, 2024	No record of revenue generated from January to June, 2024
Tariff /Avg. water charges		
Staff per 1000 connections		
4. Operation and Maintenance (O & M) and Cost recovery		
Water production	No operation from April 2024 till the time of inspection was carried out due to damages caused to the pipelines No record of water production from January to the time of this inspection exercise	no record of water production from January to March, 2024 except the supply to a dedicated line (government house). The inspected figure does not match the given report (monthly returns from the company)
Water consumption		
% consumed by the residential customer		819

*Metered	41	
*Un-metered	9	
% consumed by commercial consumers		0
*Metered		
*Un-metered		
*% consumed by institution		1
*Metered		
*Un-metered		
5. **Network performance**		
Average recovery cost of pipe breaks/km	No record or documentation of pipe break especially on distribution lines	
6. **Non-Revenue Water (NRW)**	No revenue	
Total volume of water produced		
Total volume of water supplied		
*Total Volume of NRW		
*% of NRW		

Note:

i. no record to show the numbers of meter recovered by the company.

ii. At Ikere, number of installed bulk meters were not certain

iii. *At Ado B.A, it was reported that out of 22 available bulk meters, only fifteen (15) were working as at the time of this report.*

Summary Inspection Report on Ekiti Water and Sewerage Company (EKWSC) Ltd

General Report of Inspection findings to Ikere and Ado Business Area Office from January to June 2024

Economics AND Financial Analysis

In accordance with the provision and implementation of the WASH Law 2021 and the mission of the agency to carry out effective regulation through rigorous awareness campaign and advocacy, effective monitoring of service providers and provision of customer feedback complaint platform. The agency has embarked on critical inspection on key performance indicators (KPIs) to **Ekiti State Water and Sewerage Company (EKWSC).**

The purpose of the inspection is to **monitor, access, evaluate, analyse and writing of reports stating,** area of commendation, issues of non - compliance, area of concern, advice/recommendation, on monthly returns as submitted by the company in terms of the performance indicators, such as Network coverage, Operation & Maintenance, Network Performance, Non - revenue water (NRW), Revenue generation among other indicators). The inspection findings were analysed per indicator for better clarification and understanding of any gaps between the submitted data and verified data by the agency and to also find out

causes and means of addressing such gap towards an improved service delivery. The analysis of the report of inspection findings based on the submitted returns by the Company for January to June 2024 while we have nil report from July to December 2024 are analysed as follows;

Service coverage and the consumption status

Arising from the reports, with no supporting evidence, it was observed that the company were unable to serve all the connected customers as indicated in the monthly returns submitted. However, there is a big gap between the volume of water produced and total volume consumed/supplied in relation with the customer base comprising metered and unmetered customers as shown in Table 18 and figure. 5 respectively;

Table 18: Number of water produced and total volume consumed

Month	Customer connected	Non active metered	Non active unmetered	Metered (Active)	Unmetered (active)	Water production	Water consumption		Total volume consumed	Comment
							Metered	Unmetered		
January, 24	13,142	-	-	9,365	3,777	232,618.80	5,995.60	6,296.40	12,292	Comparing volume of water consumed with the total volume produced indicate that, not all the connected customers were served and that it has great impact on the revenue generation compared with the cost of production
February, 24	13,142	-	-	9,387	3,755	120,904.00	5,267.10	9,259.20	14,526	
March, 24	13,143	-	-	9,376	3,766	123,999.00	3,238.10	3,312.00	6,550	
April, 24	13,162	-	-	9,379	3,783	102,600.00	1,960.00	4,942.80	6,903	
May, 24	13,165	-	-	9,380	3,785	206,570.00	2,707.50	2,934.00	5,642	
June, 24	13,165	-	-	9,373	3,792	193,656.00	1,815.00	1,792.80	3,608	
July,24	12,608	7,674	-	1,558	3,372	83,490.00	2,934.00	0	2,934	
August, 24	13,034	7,674	-	1,558	3,797	80,478.00	1,792.80	0	1792.8	
September,24	13,034	7,674	-	1,558	3,799	117,200.00	2,934.00	0	2934	
October,24	11,962	7,674	-	1,558	3,726	84,260.00	1,792.80	0	1792.8	
November,24	11,962	7,674	-	1,558	2,726	92,715.00	2,934.00	0	2934	
December,24	13,032	7,674	-	1,558	3,799	163,804.50	1,792.80	0	1792.8	
Total	154,551	46,044	-	65,608	43,877	1,602,295.30	35,163.70	28,537.20	63,701	

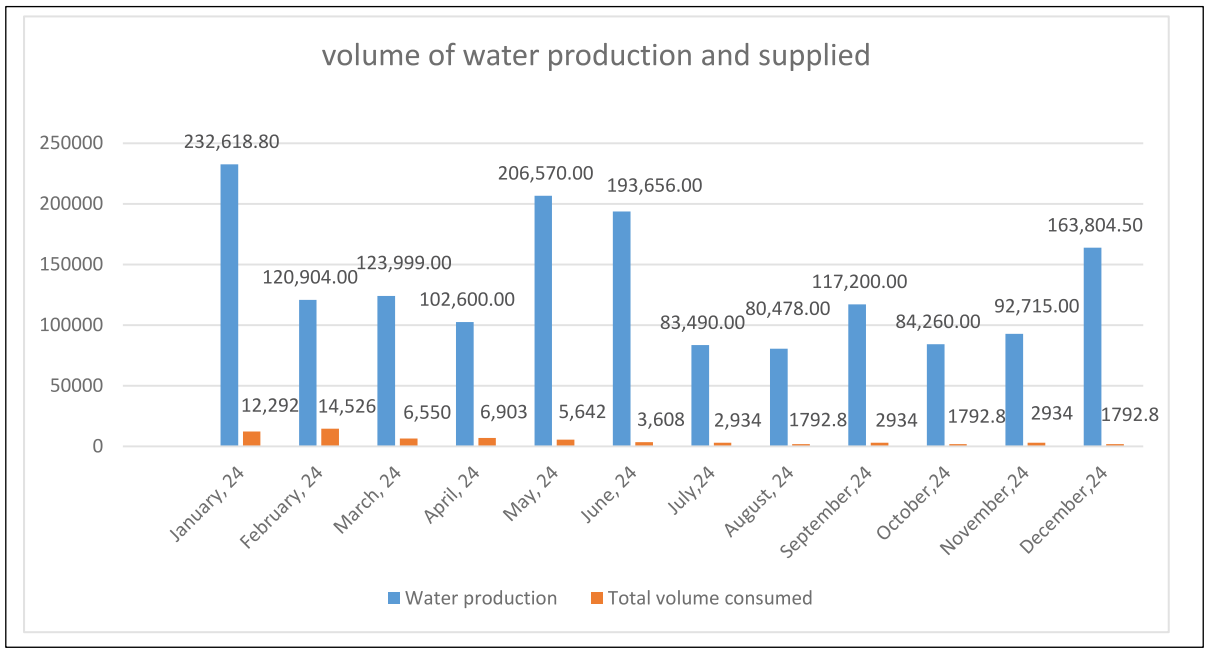


Figure 5: G*raphical representation between volume of water production and supplied*

Operation & Maintenance (O & M)

The operation and maintenance comprises of water production and water consumption (% consumed by the residential customers, commercial customers and Institutions). During the inspection process, it was discovered that, the exact number of bulk meters installed by the corporation/company could not be ascertained due to different figures declared by the concerned departments and by implication, getting accurate volume of water produced and volume of water consumed by the customers seems impossible which could result in an estimated figures. Thus, calculation is based on flow rate.(*observation based on report of inspection visit to Ado and Ikere Business Area*)

Inconsistency in bulk meter reading or non-availability of bulk meters is another pertinent and serious observation showing that correct volume of water produced at production and water supplied to the customers were based on assumption. The percentage of water consumed by the residential and commercial customers does not indicate actual number of metered and unmetered customers as well institutions in order to know actual revenue generated per categories.

Non - Revenue Water (NRW)

Non - Revenue Water (NRW) refers to high volume of water that is lost daily, monthly or annually through leaks, wastage and commercial losses and other means. In conforming to global practice, the level of NRW is an indicator of how well a Utility is managed. The reduction of NRW is a crucial step to improve the financial health of water utilities and save scarce water resources, comprises of analysis of total volume of water produced and total volume of water supplied. From the table and figure shown below, it was observed that:

i. On some occasion, total volume of water supplied is more than total volume of water produced

ii. Inconsistency in the figure given by the company

iii. The percentage of NRW is very high (96%)

Economics and Financial

Based on the analysis of returns submitted by the company, issues relating to Revenue Collection efficiency, billing efficiency, number of bill issued (distributed), number of unmetered connections, average revenue generation per day and other indicators were looked into critically.

Table 19: Number of bill produced and number of bill distributed/responded

Month	No of bill produced	No of bill distributed
January, 24	1054	527
February, 24	995	362
March, 24	1096	125
April, 24	731	169
May, 24	686	241
June, 24	741	179
July,24	141	57
August,24	0	88
September,24	141	202
October,24	117	147
November,24	117	121
December,24	58	193
Total	**5877**	**2411**

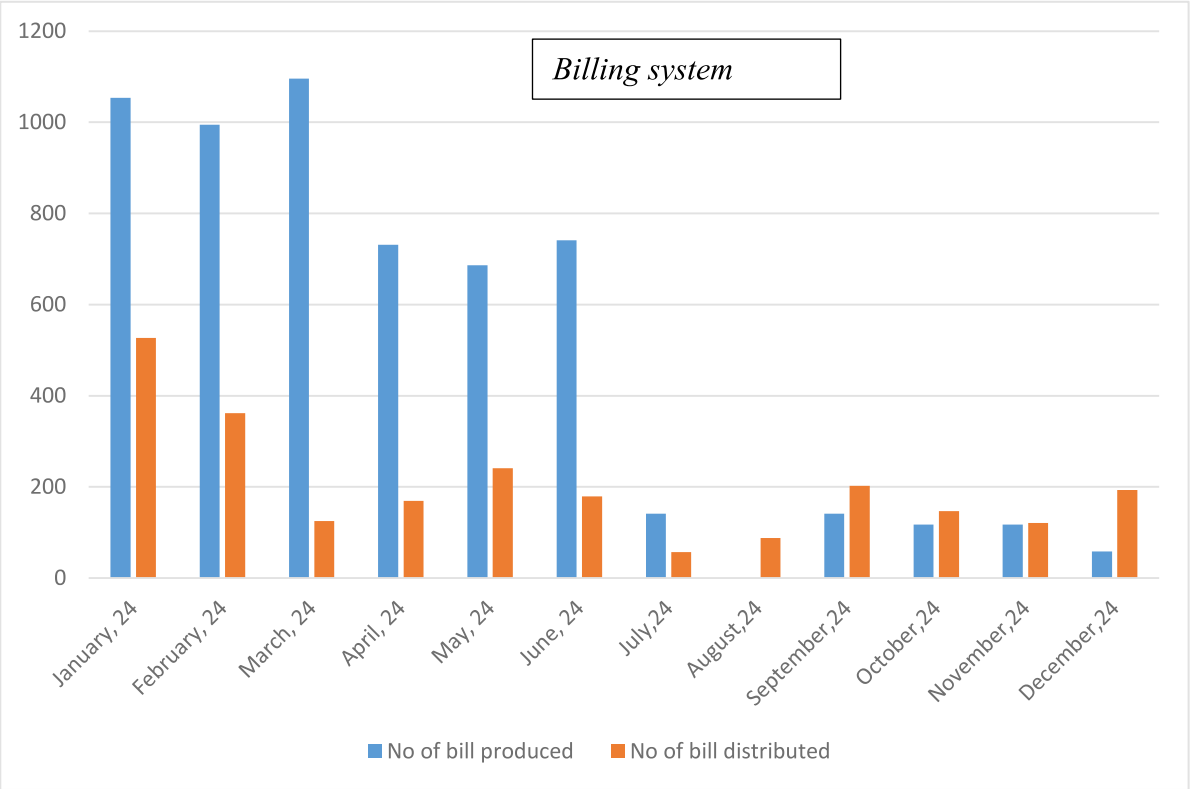


Figure 6: *Graphical representation of billing system*

Arising from the Table18 and figure 6 above, the following were critically observed;

i. The percentage of revenue collection is very low as well as the billing efficiency
ii. Comparing the number of bills produced and the total number of bills distributed/responded, it was observed;
    a. that not all the acclaimed customers connected received bills monthly apart from the metered customer.
    b. Based on the report of inspection findings, NRW was observed within the transmission and distribution network which has not been duly addressed by the company.
    c. It shows that most customers were not responding well to payment of their bill due to unsatisfactory nature of the company's service
    d. That the figure of number of bill responded is a cummulative of previous months and not the current bills

Analysis of government release against the total revenue generation

As part the government effort towards improvement of service delivery and standard as well as operational performance in the Corporation, government has been releasing funds in taking care of various inputs to include chemicals, fuelling among others to ensure that customers have regular access to safe and portable water.

In realising this objective, the agency has been saddled with the responsibilities of ensuring that service providers are able to earn reasonable revenues (return on capital) for effective

and sustainable conduct of their services, regular supply of safe and portable drinking water to the customers among others.

Detail analysis of company revenue generation in relation to amount released by the government to the Company are shown in Table 20;

Table 20: Analysis of Total Operating Cost Vs Total Revenue Generation

Month	Total Operating Cost (N)	Total Revenue Generation
January, 2024	38,144,975.08	1,655,000.00
February, 2024	1,977,198,752.29*	2,040,800.00
March, 2024	28,421,807.95	7,825,000.00
April, 2024	30,111,742.21	1,078,500.00
May, 2024	38,949,471.17	971,100.00
June ,2024	33,049,902.53	633,000.00
July,2024	29,326,608.99	2,493,000.00
August, 2024	30,400,553.05	10,102,370.00
September ,2024	31,472,225.62	8,041,057.00
October, 2024	29,941,008.92	4,564,247.00
November, 2024	30,498,538.44	2,464,446.00
December, 2024	46,668,133.58	12,049,673.00
Total	**2,344,183,719.83**	**53,918,193.00**

* *Needed to be cleared by EKWSC*

SUMMARY:

ECONOMICS AND FINANCIAL ANALYSIS

The summary of the Economics and Financial analysis of funds received from the government (in terms of Operating Cost) and the total revenue generated (revenue from unmetered and metered customers) by the company from January to December 2024 are shown in the figure 7 and figure 8.

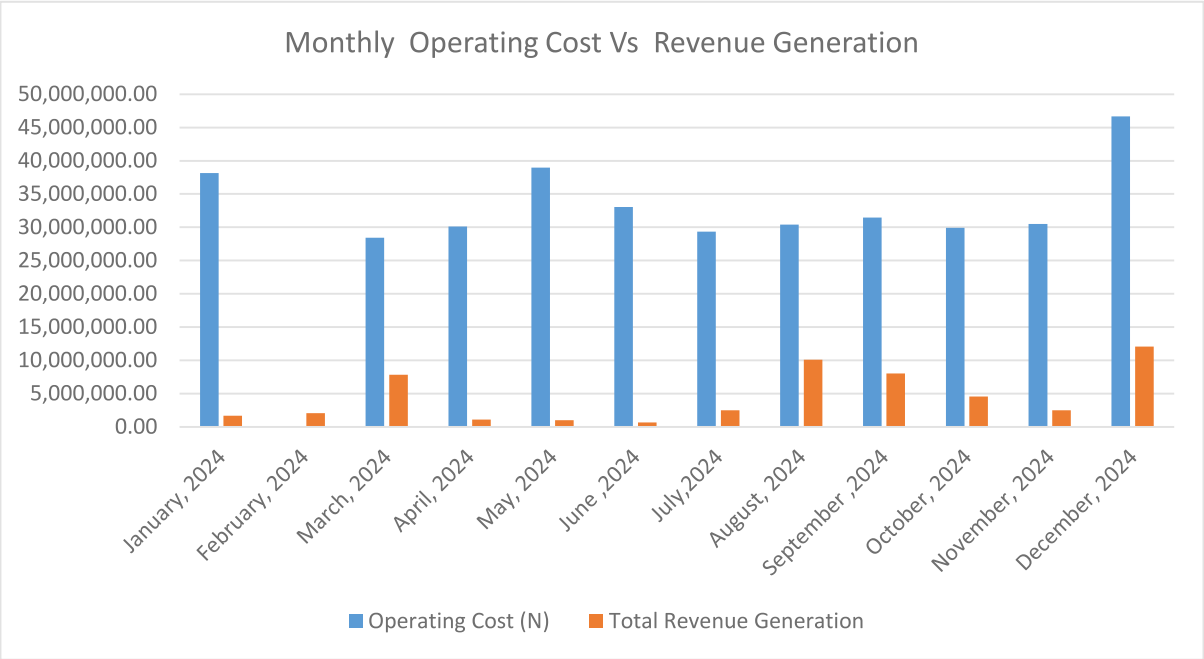


Figure 7: *Monthly Operating Cost Vs Revenue Generation*

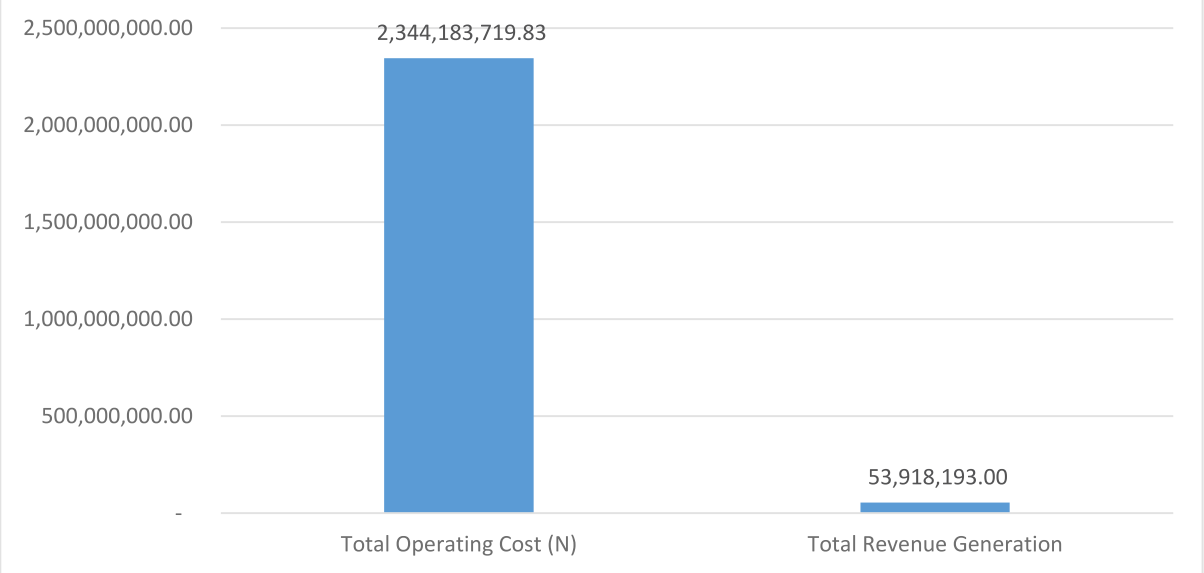


Figure 8: *Summary of Total Operating Cost Vs Total Revenue Generation by the Company*

As shown in **Table 20** and **figure 8**, the company should critically looked into what factors is responsible for low revenue generation and what measure should be put in place so as to give room for better improvement.

ANNEXURE II

Highlight of Engr. OSalade Ayodele, General Manager, Ekiti State Water & Sanitation Regulatory Agency (EK-WASRA) Presentation at Speke Resort Munyonyo, Uganda

ESAWAS REGULATORS ASSOCIATION

Effective Regulatory Framework in an Evolving Sub-National Water Sector

A case of Ekiti State Water and Sanitation Regulatory Agency in Nigeria

Engr. Osalade Ayodele,
Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA)

3rd - 5th October 2023 | Speke Resort Munyonyo, Uganda

Presentation Outline

- Introduction
- Institutional arrangement in WASH Sector of Ekiti State
- Ekiti State WASH Sector Governance
- Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA): Establishment of a sub-national water sector regulator
- Regulations developed by EK-WASRA
- Key components of Ekiti State Regulatory Framework
- Regulatory Framework Implementation Methodology in Ekiti State (sub-national) Water Sector
- Regulatory Framework Impact on sub-national water sector
- Challenges and way-forward

Introduction

Nigeria (National and Sub-national) WASH Sector

Nigeria, a country of:

- Population: 230,842,743 (2023 UN estimate); Area: 923,769 km²; density: 218/km²
- Federal System: Federal Government (National) & 36 State Governments (Sub-national)
- Water supply is the only utility that does not have national regulatory body
- 5 out of 36 states have dedicated Water and Sanitation Regulatory Commission / Agency: Lagos (2012), Kaduna, Osun, Delta, Ekiti (2021)

Ekiti State

- Population: 3,958,192 with 3.2% growth rate (National Bureau of Statistics, 2022); Area 6,353 km², density: 350/km²
- 4 major water supply dams with total production capacity of 204,000 m³/day
- 73% of the population drink water that is contaminated with E.coli from source, only 10% have access to safely managed water (WASHNORM report, 2021)

Map of Ekiti State in Nigeria

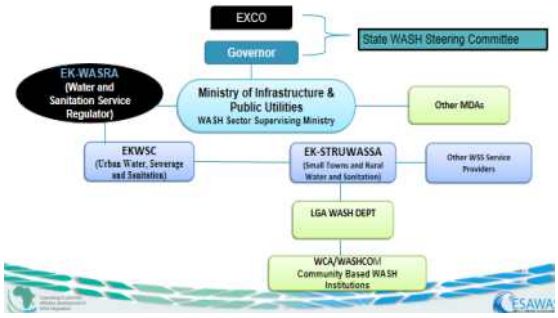
Ekiti State WASH Sector Reform

- WASH sector before the reform: (Policy direction, legal framework and utilities performance)
  - ✓ Policy with clear vision, objectives and principle
  - ✓ No policy alignment with national, regional or global WASH targets
  - ✓ Unclear institutional arrangements / overlap of mandates among WASH sector institutions
  - ✓ Poor mechanism for Monitoring and Evaluation / sectoral coordination
  - ✓ Inadequate capacity development principles and strategies
  - ✓ No regulatory framework
  - ✓ Climate change issues and mitigation mainstream in the WASH practise
  - ✓ No Environmental and Social Safeguard mechanisms
  - ✓ Poor funding for WASH sector with lack of budgetary provision
  - ✓ Non-performing utilities with aged infrastructure
- All these critical issues led to reform and intervention in the WASH sector of the state between 2014 - 2021
  - ✓ Development of Water Supply and Sanitation Policy (WSS Policy, 2012) and Law (WSS law, 2013);
  - ✓ Review of Policy and Law (WASH Policy, 2020; WASH Law, 2021), and
  - ✓ Establishment of EK-WASRA in the state

Institutional arrangement in WASH Sector of Ekiti State

S/N	INSTITUTIONS	ROLES AND RESPONSIBILITIES
1	State WASH Steering Committee	• Approving authority for WASH sector plans and activities
1	Ministry of Infrastructure and Public Utilities (MIPU)	• Overall water and sanitation sector policy guidance • Overall supervision and coordination of the water and sanitation sector
2	Ekiti State Water and Sanitation Regulatory Agency (EK-WASRA)	• Issue license to SP for water supply and Sanitation • Monitor the issuance of permits and MOUs to SPs • Issue permits for abstraction of surface raw water and groundwater • Performance monitoring, reporting and development regulations
3	Ekiti State Water and Sewerage Ltd	• Overall responsibility for sustainability of water service chain (urban and peri-urban areas)
4	Ekiti State Small Towns-Rural Water Supply and Sanitation Agency	• Overall responsibility for sustainability of water and sanitation service chain (small towns and rural)
5	Local Government Authority	• Overall water and sanitation sector policy guidance at the LGA level
6	Water Consumers Association (WCA)	• Overall responsibility for sustainability of water and sanitation service chain (small towns)
7	Water, Sanitation and Hygiene Committees (WASHCOM)	• Overall responsibility for sustainability of water and sanitation service chain (rural communities)

Ekiti State WASH Sector Governance: *Sector Organogram*



EK-WASRA establishment : *legal and policy framework*

- EK-WASRA was established in 2021 by the virtue of the provisions in Ekiti State Water, Sanitation and Hygiene (WASH) Policy 2020 and WASH Law No 2 of 2021.
- The agency started as a unit under the Ministry of Infrastructure and Public Utilities with 6 member of staff.
- It undergone a mentorship under WOP arrangement with NWASCO, Zambia (2019/21) and carried out a benchmark study of WASREB, Kenya (2021)
- A Strategic Plan (2020-2022) was developed with clear identity, logo, slogan, mission, vision, guiding principles, strategic activities, and funding for the regulatory outfit
- Three (3)Regulations were also developed for the sector

Mandate:

- ✓ To ensure that water, sanitation and hygiene functions are *"properly"* carried out in the State (Urban, Small towns and Rural areas);
- ✓ To ensure that Service Providers (Public or private) are able to earn reasonable revenues (return on capital) for effective and sustainable conduct of their service delivery functions.
- ✓ To protect the long-term interests of consumers with regard to *price, quality and reliability of services* in the WASH sector

Key regulatory tools currently been deployed are licenses, Permits, Performance monitoring and reporting, and Regulations

Key Components of Ekiti State Regulatory Framework: *Functions and Strategy*

Functions

- ❑ License WASH Services Providers.
- ❑ Approve water rates and charges including pro-poor tariff settings
- ❑ Monitor water quality and pollutions; and monitor water users' activities on the environment
- ❑ Develop minimum standards for borehole drilling for water supply
- ❑ Develop standard reporting tools.
- ❑ Ensure compliance with standards of acceptable service as established in the NIS Code of Conduct for water well construction
- ❑ Regulate the development of water resources.
- ❑ Regulate wastewater disposals and set benchmarking tools of sewerage management system
- ❑ Regulate urban public sewerage services

Strategy

For urban and small towns utility

- ✓ KEY PERFORMANCE INDICATORS (KPIs) has been developed which include; water coverage, drinking water quality, hours of supply, revenue collection efficiency, non-revenue water, staff per connection ratio and metering ratio.
- ✓ MONITORING AND PERFORMANCE REPORTING of the state water utility by applying the performance indicators
- ✓ REGULATIONS were developed and approved to guide the operation of service providers
- ✓ LICENSE AND PERMIT - To enforce compliance, data collection, quality of service and tracking for sustainability

Regulations developed by EK-WASRA

Water Supply and Sanitation (Licensing of Utilities and Service Providers) Regulations, 2021	Drilling (Boreholes) License and Groundwater Regulations, 2021	Ekiti State Quality of Servic Regulations, 2021
• To guide the process of granting permit to service providers to operate within a given coverage area • To provide guide for the regulation of authorisation given to water and sanitation service providers • To guide in the promotion of sustainable and efficient use of water	• Ensure sanity in the provision of borehole service in Ekiti State • Checkmate the activities of quackeries in the sector • monitor the quality of drinking water being provided through groundwater	• The objective of th Regulation is to ensure t provision of the highe quality of water / sanitati services to consumers b service providers • Protect the interest of wat and sanitation servic customers

Key Component of Ekiti State Regulatory Framework: *Regulated entities, coverage and linkages*

S/N	INSTITUTION / ENTITY	OPERATION AREA	REMARK
1	Ekiti State Water and Sewerage Company Ltd	Urban, Small Town and Rural	Consultation on-going for licensing
2	Ekiti State Small Towns-Rural Water Supply and Sanitation Agency	Small Towns and Rural	Yet to be Licensed
3	Water well service providers and drillers	Across the State	Licensed
4	Private water service providers/operators	Location specific	Consultation on-going for licensing
5	Private water users	Location specific	Ikun dairy farm (Licensed for the abstraction of raw water)
6	Private sanitation service provider	Across the State	Mr. Parker faecal sludge manager (Licensed
7	WCA	Small towns	Yet to be licensed
8	WASHCOM	Rural	Yet to be registered

Regulatory Framework Implementation Methodology

- ❖ Stakeholders engagement with
  - ✓ State Water Utilities, CSOs, WCAs, WASHCOMs, Private practitioners (borehole drillers and Geoscientist) and Customers
- ❖ Adaptive governance, flexibility and responsiveness of Ekiti State Water Sector Regulations
  - ✓ Involvement and distribution of certain duties, responsibilities and powers to identifie stakeholders for acceptance and ease accessibility by the practitioners to the Regulator Agency
- ❖ Data collection, analysis, reporting and decision making
  - ✓ Use of information data sheet, excel sheet, reporting templates
- ❖ Enforcement strategies to ensure adherence to regulations
  - ✓Task force constituted, Penalties, fines, Inspection (schedule and unscheduled), Auditing (books and records) and public awareness campaigns (Media (Radio, TV and Social media)

Regulatory Framework Impact on sub-national water sector

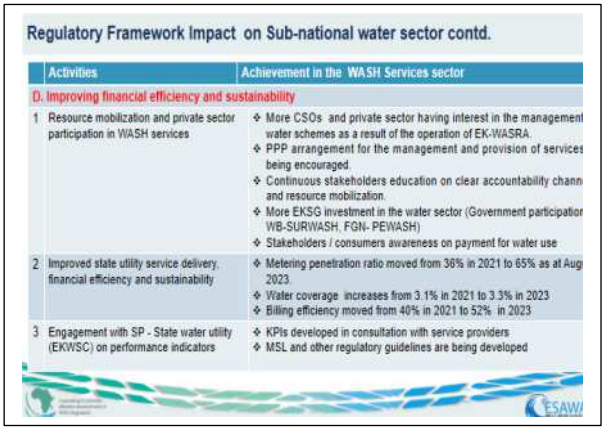
	Activities	Achievement in the WASH Services sector
A. Improving service standard setting		
1	Development of License procedure: Licensed 24 private borehole service providers, 1 no private sanitation service provider, 1 no. Industrial water user (Ikun Diary Farm)	❖ Implementation of quality of service regulation (Highlighting th responsibility of Service Providers and Customers) ❖ 50% of customers sampled confirmed their satisfaction of the servi rendered by the providers. ❖ Increase participation of the private sector in the urban and small tow sanitation provision services. ❖ More efficient and safely managed feacal sludge evacuatio transportation and disposal ❖ Increased willingness-to-pay for services ❖ Increased no. of proposals for PPP arrangement for water supply servic
2	Development of borehole drilling standard procedure	❖ Water quality monitoring standard template in place and being used service providers. ❖ Drilling permit being issued and reporting template adopted.
3	Registration of rigs and Issuance of permit for drilling of boreholes in the state	❖ 6 nos of private owned rig machines and managers registered. ❖ 125 borehole permits issued by the agency

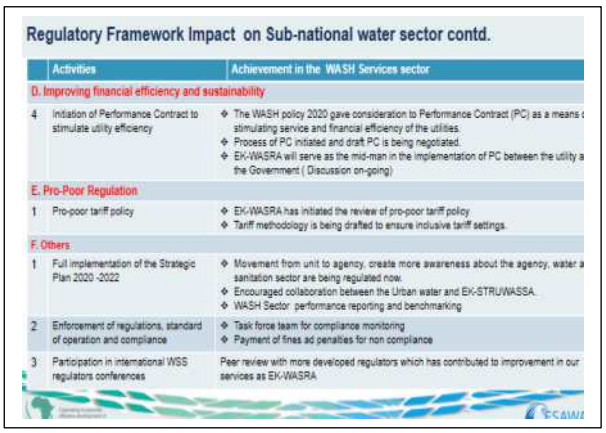
Regulatory Framework Impact on Sub-national water sector contd.

	Activities	Achievement in the WASH Services sector
B. Improving service provider performance		
1	Increased number of productive boreholes in the state.	❖ 98 boreholes drilled by service providers and 170 rehabilitated functional. ❖ 50% of customers sampled confirmed their satisfaction of the serv rendered by the providers. ❖ Certified borehole completion report shared with both the customer EK-WASRA to ensure transparency and accountability.
2	Improvement in water quality test procedures.	❖ More water quality test conducted through standard procedures. ❖ EK-WASRA certified water quality test report before service provi handover the boreholes to the client. ❖ EK-WASRA continuously conducted independent water quality tests. E between January –August 2023, random test of 20 boreholes w conducted and all passed minimum NWQS. ❖ Water Quality monitoring (compliance with standard) moved from 80% 2021 to 95% in the urban utility as at August, 2023

Regulatory Framework Impact on Sub-national water sector contd.

	Activities	Achievement in the WASH Services sector
C. Increasing accountability, transparency, and consumer voice		
1	Established customer service desk at EK-WASRA	❖ Developed complaint categories and complaint register. ❖ Functional Customer's Service Desk with dedicated Telephone line
2	Engagement with CSO to improve customer awareness and awareness campaign on Radio (Voice FM, Progress FM, Ado Ekiti).	❖ Network of CSOs in Ekiti State continue to engage water utility and other servic providers on efficient services. ❖ Increase feedback platforms between the service providers and customers. ❖ Frequent reporting of water pipeline burst by consumers and reduction respons time has contributed to non revenue water (NRW) reduction by 2%. ❖ Educating stakeholders on clear accountability channels and resource mobiliza ❖ 80% of customers complaint resolved within timeframe. ❖ Increased customers awareness of their rights and obligations to service provid
3	Regular inspection visit to Urban utility, monitoring permits, and submission of 1st observatory sector report, 2022	❖ Data collection on Urban, Small towns and Rural water schemes and services through inspection & issuance of permit. ❖ The report provide useful information for policy decision maker.


Regulatory Framework Impact on Sub-national water sector contd.
Activities
Achievement in the WASH Services sector
D. Improving financial efficiency and sustainability
1 Resource mobilization and private sector participation in WASH services
More CSOs and private sector having interest in the management water schemes as a result of the operation of EK-WASRA.
PPP arrangement for the management and provision of services being encouraged.
Continuous stakeholders education on clear accountability chann and resource mobilization.
More EKSG investment in the water sector (Government participatior WB-SURWASH, FGN- PEWASH)
Stakeholders / consumers awareness on payment for water use
2 Improved state utility service delivery, financial efficiency and sustainability
Metering penetration ratio moved from 36% in 2021 to 65% as at Aug 2023.
Water coverage increases from 3.1% in 2021 to 3.3% in 2023
Billing efficiency moved from 40% in 2021 to 52% in 2023
3 Engagement with SP - State water utility (EKWSC) on performance indicators
KPIs developed in consultation with service providers
MSL and other regulatory guidelines are being developed

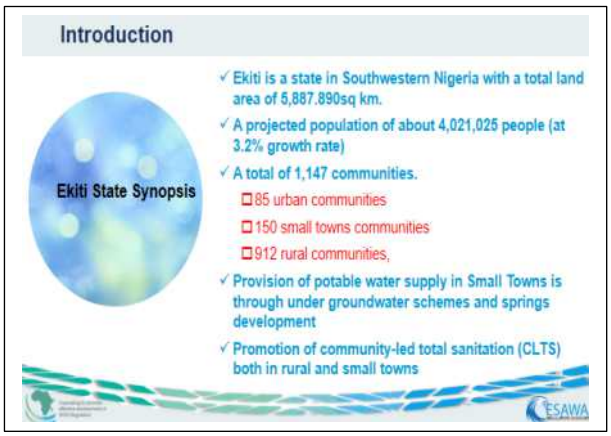

Regulatory Framework Impact on Sub-national water sector contd.
Activities
Achievement in the WASH Services sector
D. Improving financial efficiency and sustainability
4 Initiation of Performance Contract to stimulate utility efficiency
The WASH policy 2020 gave consideration to Performance Contract (PC) as a means stimulating service and financial efficiency of the utilities.
Process of PC initiated and draft PC is being negotiated.
EK-WASRA will serve as the mid-man in the implementation of PC between the utility a the Government (Discussion on-going)
E. Pro-Poor Regulation
1 Pro-poor tariff policy
EK-WASRA has initiated the review of pro-poor tariff policy
Tariff methodology is being drafted to ensure inclusive tariff settings.
F. Others
1 Full implementation of the Strategic Plan 2020 -2022
Movement from unit to agency, create more awareness about the agency, water a sanitation sector are being regulated now.
Encouraged collaboration between the Urban water and EK-STRUWASSA.
WASH Sector performance reporting and benchmarking
2 Enforcement of regulations, standard of operation and compliance
Task force team for compliance monitoring
Payment of fines ad penalties for non compliance
3 Participation in international WSS regulators conferences
Peer review with more developed regulators which has contributed to improvement in our services as EK-WASRA

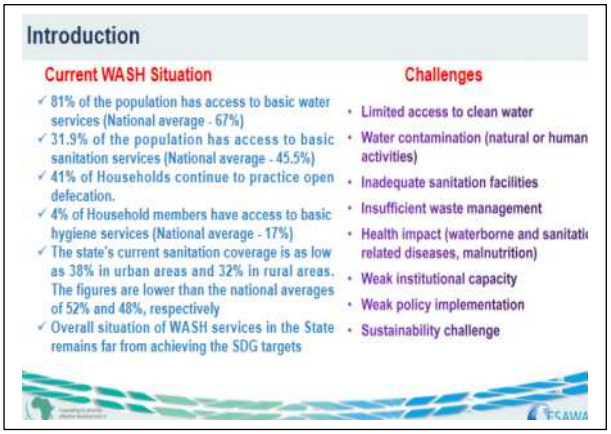

Challenges of EK-WASRA
Government interference (hinders effective regulation processes)
Inadequate staff and capacity of regulators
Inadequate office accommodation and working tools
Conflict between national and sub-national water and sanitation policy and laws
Non performing sub-national utilities (Sticking to the old faction and traditional system of managing water sector including lack of institutional memory)
Inadequate funding for regulation activities
Bureaucracy in government processes

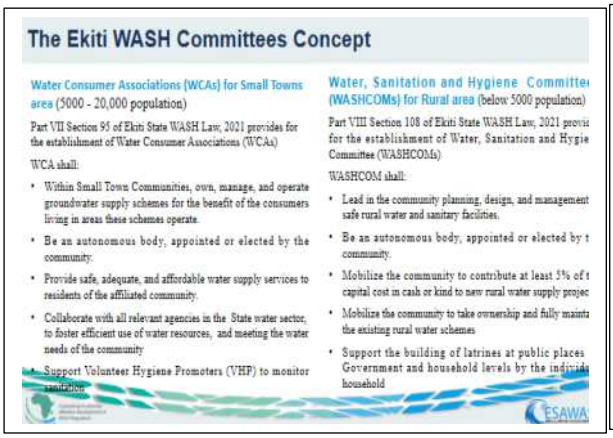

Proposed Way-Forward
Develop and implement 3 year (2024-2026) EK-WASRA strategic plan
Recruitment, training and retraining of staff.
Advocacy for increase in budgetary allocation for regulatory reforms and activities
Continuous engagement with relevant and responsible government MDAs and stakeholders
Alignment of Ekiti State WASH policy and law with best practises and that of the national policy
Enforcement of regulations
Regular advocacy and re-orientation of the sector players
Development of all relevant regulatory guideline and standards

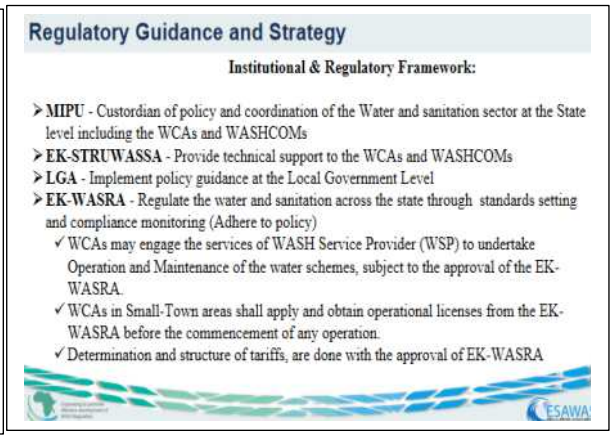

THANK YOU
WATER FOR ALL, ITS SUSTAINABILITY OUR COLLECTIVE RESPONSIBILITY

Highlight of Engr. OSalade Ayodele, Ekiti State Water & Sanitation Regulatory Agency (EK-WASRA) Presentation at 3rd Africa Water Supply and Sanitation Regulators Conference. Malawi

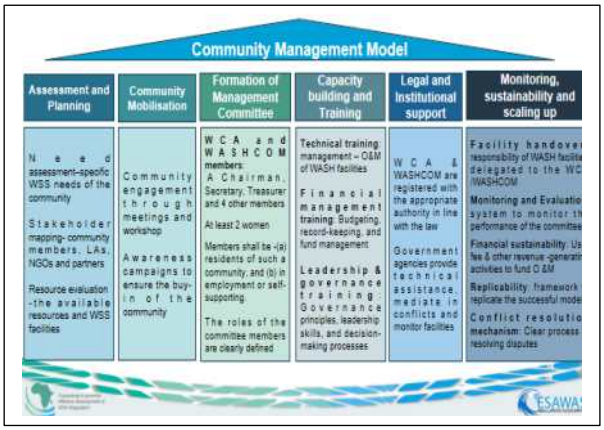


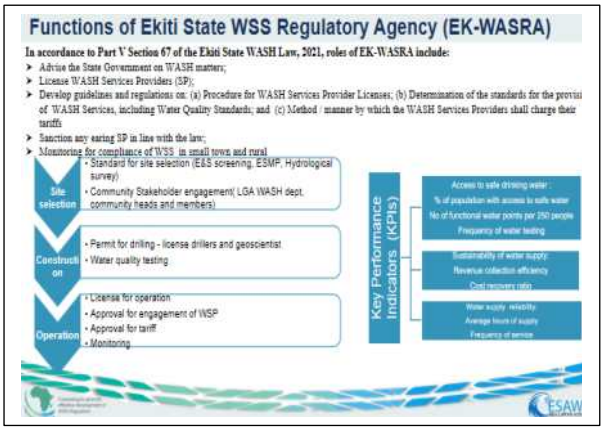




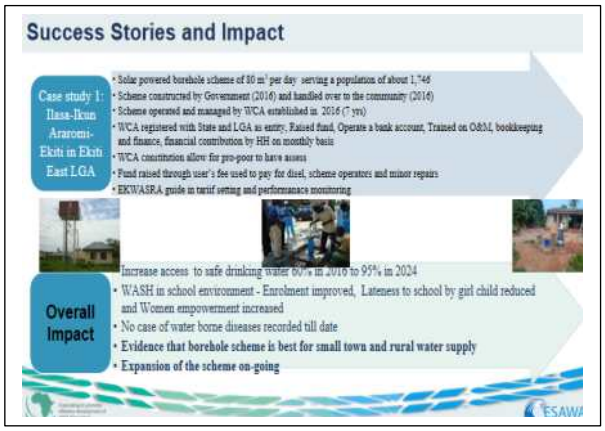


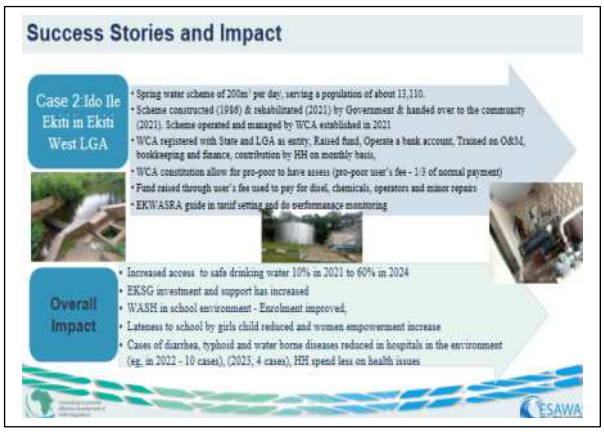

Regulatory Guidance and Strategy
Strategic Planning:
The Strategic goals of EKSG are:
Strategic plans
Increase access
Capacity buiding and training - Technical training, leadership and governance, financial management
Sustainable water management
Community engagement and awareness - partipatory approaches, behavoir change communication (BCC)
Infrastructure development and modernisation
Monitoring and Evaluation - Regular assessments, feedback mechanisms
Quality and safety standards
Resource mobilization- Fundraising and partnerships, material support
Institutional support & policy - Ensure WCAs/WASHCOMs are integrated into local governance
Regulatory support: Legal framework and compliance monitoring

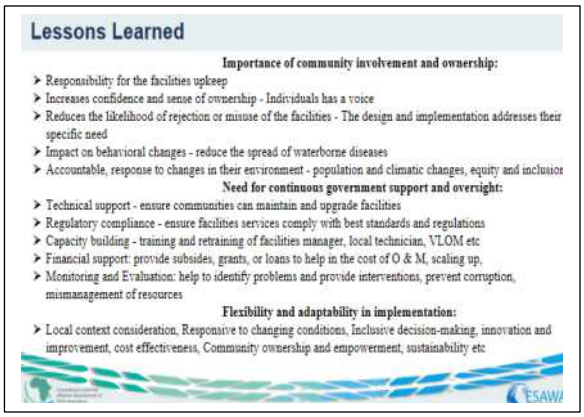

Community Management Model
Assessment and Planning
Community Mobilisation
Formation of Management Committee
Capacity building and Training
Legal and Institutional support
Monitoring, sustainability and scaling up
Need assessment-specific WSS needs of the community
Stakeholder mapping- community members, LAs, NGOs and partners
Resource evaluation -the available resources and WSS facilities
Community engagement through meetings and workshop
Awareness campaigns to ensure the buy-in of the community
WCA and WASHCOM members: A Chairman, Secretary, Treasurer and 4 other members
At least 2 women
Members shall be -(a) residents of such a community; and (b) in employment or self-supporting.
The roles of the committee members are clearly defined
Technical training: management – O&M of WASH facilities
Financial management training: Budgeting, record-keeping, and fund management
Leadership & governance training: Governance principles, leadership skills, and decision-making processes
WCA & WASHCOM are registered with the appropriate authority in line with the law
Government agencies provide technical assistance, mediate in conflicts and monitor facilities
Facility handover
responsibility of WASH facilit
delegated to the WC
/WASHCOM
Monitoring and Evaluatio
system to monitor th
performance of the committee
Financial sustainability: Us
fee & other revenue -generati
activities to fund O &M
Replicability: framework
replicate the successful mode
Conflict resolutio
mechanism: Clear process
resolving disputes


Functions of Ekiti State WSS Regulatory Agency (EK-WASRA)
In accordance to Part V Section 67 of the Ekiti State WASH Law, 2021, roles of EK-WASRA include:
Advise the State Government on WASH matters;
License WASH Services Providers (SP);
Develop guidelines and regulations on: (a) Procedure for WASH Services Provider Licenses; (b) Determination of the standards for the provisi
of WASH Services, including Water Quality Standards; and (c) Method / manner by which the WASH Services Providers shall charge their
tariffs
Sanction any earing SP in line with the law;
Monitoring for compliance of WSS in small town and rural
Site selection
Standard for site selection (E&S screening, ESMF, Hydrological survey)
Community Stakeholder engagement(LGA WASH dept, community heads and members)
Construction
Permit for drilling - license drillers and geoscientist
Water quality testing
Operation
License for operation
Approval for engagement of WSP
Approval for tariff
Monitoring
Key Performance Indicators (KPIs)
Access to safe drinking water :
% of population with access to safe water
No of functional water points per 250 people
Frequency of water testing
Sustainability of water supply:
Revenue collection efficiency
Cost recovery ratio
Water supply reliability
Average hours of supply
Frequency of service


Role of Regulatory Guidance in Enhancing Implementation
Ensuring Accountability through regulations:
Establish specfic guideline and standards - expectation in term of service delivery, infrastructure maintenance and community engagement
Ouline consequences of non-compliance - penality and loss of credibility
Ensure that WASH services are delivered consistently
Ensure WASH committee operate transparently - builds trust and aligned with community's needs
Ensure how resources are allocated and managed
Performance monitoring mechanism in place
Clear regulations create a framework within which WASH committee operate, ensure stanards are met for effective and sustainable WASH services
Support and Incentives:
Direct budget allocation by the State and LG
Grant and loans to communities, private sec and individuals on WASH projects
Public-Private Partnership for investment in infrastructure
Free drinking water quality test, advocacy a water safety awareness
Incentiviced communities for maintainanc and improvement in water and sanitation services provision
Example of such regulations in Ekiti State a
Quality of service regulations; Groundwate managemnet regulations; Utilities licensing regulations etc


Success Stories and Impact
Case study 1: Ilasa-Ikun Araromi-Ekiti in Ekiti East LGA
Solar powered borehole scheme of 80 m³ per day serving a population of about 1,746
Scheme constructed by Government (2016) and handled over to the community (2016)
Scheme operated and managed by WCA established in 2016 (7 yrs)
WCA registered with State and LGA as entity, Raised fund, Operate a bank account, Trained on O&M, bookkeeping and finance, financial contribution by HH on monthly basis
WCA constitution allow for pro-poor to have assess
Fund raised through user's fee used to pay for diesel, scheme operators and minor repairs
EKWASRA guide in tarif setting and performance monitoring
Increase access to safe drinking water 60% in 2016 to 95% in 2024
Overall Impact
WASH in school environment - Enrolment improved, Lateness to school by girl child reduced and Women empowerment increased
No case of water borne diseases recorded till date
Evidence that borehole scheme is best for small town and rural water supply
Expansion of the scheme on-going


Success Stories and Impact
Case 2:Ido Ile Ekiti in Ekiti West LGA
Spring water scheme of 200m³ per day, serving a population of about 13,110.
Scheme constructed (1986) & rehabilitated (2021) by Government & handed over to the community (2021). Scheme operated and managed by WCA established in 2021
WCA registered with State and LGA as entity, Raised fund, Operate a bank account, Trained on O&M, bookkeeping and finance, contribution by HH on monthly basis,
WCA constitution allow for pro-poor to have assess (pro-poor user's fee - 1/3 of normal payment)
Fund raised through user's fee used to pay for diesel, chemicals, operators and minor repairs
EKWASRA guide in tarif setting and do performance monitoring
Overall Impact
Increased access to safe drinking water 10% in 2021 to 60% in 2024
EKSG investment and support has increased
WASH in school environment - Enrolment improved,
Lateness to school by girls child reduced and women empowerment increase
Cases of diarrhea, typhoid and water borne diseases reduced in hospitals in the environment (eg. in 2022 - 10 cases), (2025, 4 cases), HH spend less on health issues


Lessons Learned
Importance of community involvement and ownership:
Responsibility for the facilities upkeep
Increases confidence and sense of ownership - Individuals has a voice
Reduces the likelihood of rejection or misuse of the facilities - The design and implementation addresses their specific need
Impact on behavioral changes - reduce the spread of waterborne diseases
Accountable, response to changes in their environment - population and climatic changes, equity and inclusion
Need for continuous government support and oversight:
Technical support - ensure communities can maintain and upgrade facilities
Regulatory compliance - ensure facilities services comply with best standards and regulations
Capacity building - training and retraining of facilities manager, local technician, VLOM etc
Financial support: provide subsides, grants, or loans to help in the cost of O & M, scaling up,
Monitoring and Evaluation: help to identify problems and provide interventions, prevent corruption, mismanagement of resources
Flexibility and adaptability in implementation:
Local context consideration, Responsive to changing conditions, Inclusive decision-making, innovation and improvement, cost effectiveness, Community ownership and empowerment, sustainability etc


Conclusion
The delegation of rural water supply and sanitation to WASH Committees in Ekiti State has been successful because of:
Community ownership.
Sustained engagement and leadership.
Institutional reforms.
Adequate training.
Sustained funding.
Effective policies.
Efficient planning and utilisation of resources.
Community based monitoring and evaluation.
Effective regulatory reforms.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Thank you for your attention