



STRATEGIC PLAN 2020- 2022

Theme: Setting Ground for Regulation of Water Supply in Ekiti State

EKITI STATE REGULATORY UNIT
MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES
Water for our benefit
Its sustainability
Our collective responsibility

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Hon. Engr Bamidele Faparusi. (PhD)
Commissioner

Commissioner's Statement

To any serious minded establishment like ours, this strategic plan is critical, as it identifies key objectives and outcomes over a period of two years' timeframe and it will act as a roadmap for the regulatory unit.

The goals and strategies set by this plan will determine priorities for the regulatory unit initiatives and activities as well as provide guidance for the Ministry and the unit. This strategic plan has been carefully developed to support the unit in regulating and operating at the highest level of excellence to reshape the water sector in Ekiti State.

Our 2020 – 2022 Strategic Plan is anchored on the mandate, vision, mission and guiding principle of Ekiti State Water Sector Regulatory Unit which sets priority goals, and outlines the strategic initiatives through which the Regulatory Unit will make progress over the next two years.

I am proud to associate with the Unit and have confidence in the ability of the members to deliver the objectives of setting up the unit through the implementation of the Strategic Plan.

Engr. Bamidele Faparusi
Commissioner, Ekiti State MIPU

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Engr. Ajayi Olumide
Permanent Secretary, Ekiti State MIPU

Statement from the Permanent Secretary

The creation of Regulation Unit in the Ministry of Infrastructure and Public Utilities is to ensure fairness and balance interaction of stakeholders in the water supply sector of Ekiti State. Further to this, the state government granted a degree of autonomy for Ekiti State Water Corporation to re-position the corporation for better services to the customers.

The regulatory unit had since creation received support for capacity building and technical assistant from EU-Water Supply and Sanitation Reform Project and World Bank supported Water Operator Programme under the 3rd National Urban Water Sector Reform Project.

Remarkable is the support of National Water Supply and Sanitation Council (NWASCO), Zambia on technical assistant for development of the strategic plan 2020 – 2022 for the Regulatory Unit. The strategic plan provides a medium term perspective for the evolvement of regulatory functions in the Water Supply Sector of Ekiti State, Nigeria.

The salient feature of the strategic plan is the possibility of a government controlled unit to exercise regulatory authority on private and government owned water supply service providers in Ekiti State.

Finally, I wish to particularly appreciate Ekiti State Government for the determination to revitalize the reform process of the water sector in the state and restoration of piped water to the citizens in a sustainable manner.



Head, Regulatory Unit's Statement

Ekiti State Water Sector Regulatory Unit was established in March, 2018 following the approval of the Executive Governor of the State based on the submission of the stakeholders and our development partners on the need to run the water sector sustainably through checks and balances.

We have resolved to develop a culture of being an open and transparent regulator and ready to tackle any challenges that may arise. We will direct our focus on appropriate regulation that will guide the service providers/ investor, customer/consumer protection, and protect government interest to guarantee return on investment.

At this stage of our development as a state especially in the quest of the government at reducing her influence in the operation of the government own water service provider without necessarily shy away from her responsibility to provide safe water to the people at an avoidable and sustainable manner, the regulatory unit will be in the gap.

As we move forward to our mandate at regulating the water sector, this strategic plan has been developed and structured in such a way as to serve as guide to the operation and activities of the Regulatory Unit between now and the next two years (2020-2022). We will be guided by our mission, vision and principles to achieve the strategic objectives.

Our team is ready to implement the Strategic Plan for the improvement of the sector.

Abbreviations and Acronyms

CSO-	Community Based Organizations
EKSWC-	Ekiti State Water Corporation
ESAWAS-	Eastern and Southern Africa Water and Sanitation
EU-	European Union
LWSC-	Lusaka Water and Sewerage Company
MIPU-	Ministry of Infrastructure and Public Utilities
NGOs-	Non –Governmental Organisations
NWASCO-	National Water Supply and Sanitation Council
PIU-	Project implementation Unit
PMC-	Project Management Committee
PS-	Permanent Secretary
RA-	Regulatory Agency
RU-	Regulatory Unit
WOP-	Water Operators Partnership
WSS-	Water Supply and Sanitation

Executive Summary

The Ekiti State Regulatory Unit has been in existence for one year. The Regulatory unit was created by the State to perform regulatory functions in the interim before the establishment of the Water and Sanitation Regulatory Authority.

Since its establishment, Ekiti State Regulatory Unit has endeavored to undertake some activities that border on raising awareness of their existence among the various stakeholders. In an effort to have a much more systematic and effective approach and ensure concerted effort in implementing water regulation in Ekiti State, the Regulatory Unit has developed the first Strategic Plan that focuses on setting ground for regulation of water supply in Ekiti State.

The development of the Strategic Plan was done by the staff of the Regulatory Unit following an intense training conducted by Zambian Water Supply and Sanitation Council NWASCO. This was done as part of the activities undertaken during the water Operators Partnership (WOP) programme supported by the World Bank.

The RU benefited from the vast experience and expertise of NWASCO having been one of the longest serving regulators in the region and beyond, operating for over 19 years.

The development of the Strategic Plan was inspired by the quest to improve water supply services provided the Ekiti State Water Corporation (EKSWC) and enhance sustainability of the water sector in Ekiti amid challenges of inadequate and dilapidated infrastructure, lack of a tariff setting system, inability and lack of willingness to pay for water services, low water coverage, high NRW and lack of a water quality monitoring mechanism among others.

The Strategic Plan has three main objectives that are fundamental to setting up a sound base for regulatory substance. Thus the main activities to be undertaken during the two years period include the development and/or implementation of key tools for regulation

such as tariff setting and water quality monitoring guideline for effective monitoring of the EKSWC. Additionally, activities around raising awareness about the functions of the regulator and also setting up a customer complaints redress and feedback mechanism would be pursued. These activities will be undertaken at a total estimate of **N44.5 Million** which the regulatory unit hopes will be financed mainly using internal resources. However, given the inadequacy of financial resources, the regulatory unit will engage development partners for technical and financial support in ensuring successful implementation of the Strategic Plan. The critical outcomes of the successful implementation of this Strategic Plan will be to produce a performance report of EKSWC on key indicators and also to review that tariff structure for the corporation for affordability and financial viability.

The performance of the RU in implementing this Strategic Plan will be monitored by NWASCO during the period of the WOP. However the unit shall also implement a self-monitoring and evaluation system. Capacity on how this will be done will be built during the course of implementation of the plan.

1. Introduction

Ekiti State has embarked on a mission to implement regulation of the water supply sector for improved service delivery and financial sustainability. The Ekiti State Regulatory Unit which was created to regulate the sector has been in existence for 1 year. During this period, the Regulatory Unit has endeavoured to introduced regulation to the sector that has until now operated without a regulator. The Sector has not only been characterised by poor service delivery but also non-payment of water bills, unclear responsibilities of service providers and other stakeholders and limited by the state government.

In its quest to institute effective and efficient regulation of the water sector, that will meet the aspirations of the various stakeholders, the Regulatory Unit has developed the first Strategic Plan for a period of 2 year from 2020 to 2022. This Strategic Plan sets ground for regulation of the water sector in Ekiti State.

2. Background

Ekiti is a state in south western Nigeria, with an estimated population of 3.3 million people in 2016. It is one of the smallest Nigerian States, being the 31st most populous state and the 33rd largest state by surface area.

The water sector in Ekiti State is divided into three (3) sub-sector namely; urban, Small Towns and rural water supply and sanitation.

2.1 Sector Overview

The State Government is responsible for setting State policy and co-ordinating State-wide planning for water sector matters in accordance with all applicable National Water Laws and Policies and State Water Laws and Policies, and the Federal Constitution, including approving changes to the structure of the water supply sector in the State.

The water sector in Ekiti State is governed by three main laws namely:

1. The Ekiti State Water Supply and Sanitation Law, 2013 (No. 8 of 2013), which sets out the institutional structures and responsibilities for water supply and sanitation in the state (“Ekiti Water Law”),
2. The Ekiti State Water Corporation Law, 2012, which is the current law governing EKSWC. This law amends and replaces the Ekiti State Water Corporation Edict of 1997, which went into force on 1 October 1996 (ESWC Law”); and.
3. The Ekiti State Law, No. 11 of 2011, which establishes EK-RUWASSA. This law covers rural water supply only.

The Ekiti Water Policy identifies objectives and approaches that are aligned with good practice. The Policy:

- ✚ Recognizes that water should be paid for. It requires Ekiti State Government to recover the cost of production, operation, and maintenance through a tariff structure
- ✚ Encourages private participation in water service provision.
- ✚ Specifies supply standards and access targets which are adequate
- ✚ Emphasizes the importance of operational autonomy for water service providers.

These Laws prescribe the Institutional and legal framework for Ekiti State. Key institutions in the Ekiti water sector. The Ekiti Water Sector is governed by a Policy whose centre-piece is provision of potable water and improved sanitation facilities to all residents of the state through participatory investment and management by all stakeholders with a view to guaranteeing available, accessible, affordable, reliable and sustainable service delivery.

The responsibility of the water sector at federal level rests with the Federal Ministry of Water Resources which is in charge of policy advice, contribution to funding of new schemes along the national cost sharing formula. It is also responsible for formulation,

data collection, resources and demand surveys, monitoring, evaluation and coordination of water supply development and management, studies, research and development.

At State level, the water supply function is the responsibility of the Ministry of Infrastructure and public utilities (MIPU). The Ministry is primarily responsible for implementing the Ekiti State Water Policy and also houses the State Water Regulatory Unit, (RU).

Water service provision in Ekiti State is done by the Ekiti State Water Corporation (EKSWC). The EKSWC is a government agency charged with the responsibility of running existing potable water production and distribution facilities and initiating new development as found necessary as well as making potable water available to the entire urban and small-town dwellers in the state. EKSWC also supplies water to some rural communities contiguous to its water supply facilities. The Corporation currently employs the Civil Service Rules and Regulation for various activities including Financial, Personnel and procurement Policies. For administrative convenience, there are 6 Zonal Offices. The offices namely, Ado, Ikere, Ikole, Ode, Ido and Aramoko comprises of Engineering, Commercial/ Account and Admin Staff, headed by Area Managers. There are also 10 Water Supply Schemes managed and run by the corporation categorized under High, Medium and Mini Water Supply Schemes. The high and the medium schemes are headed by a Production Managers while the Mini Schemes are under a Waterworks Superintendent.

2.2 About the Ekiti State Regulatory Unit

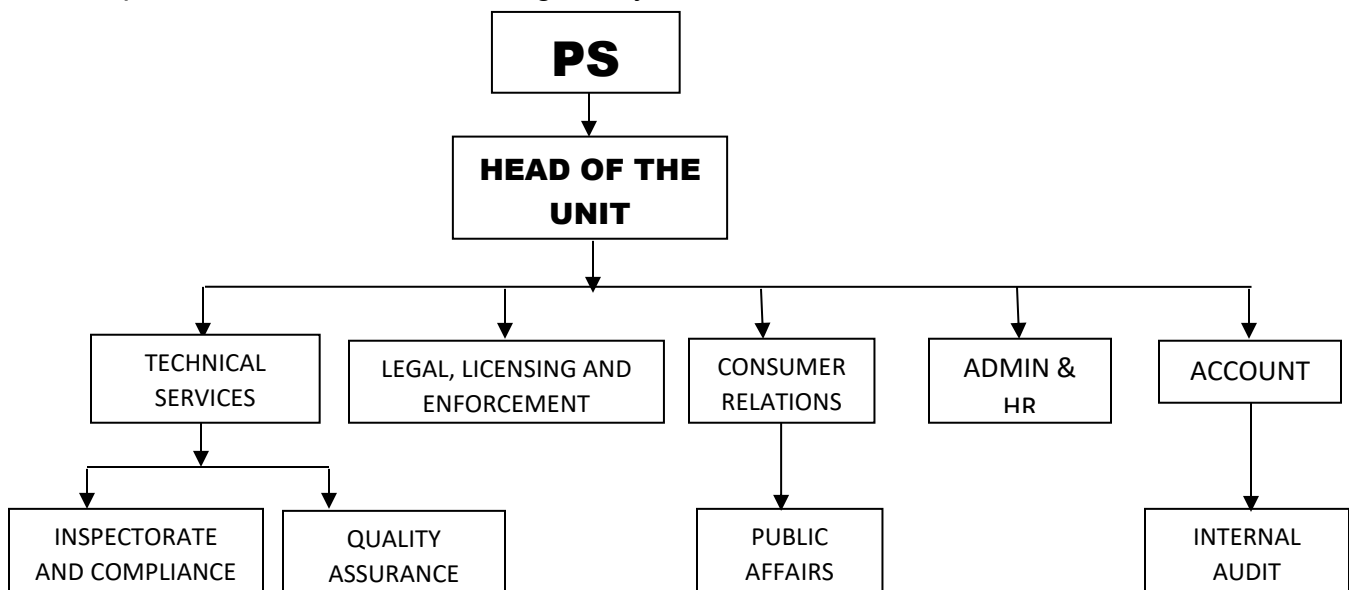
The Water Law provides for the creation of the Ekiti State Water Regulatory Agency. As a first step towards the establishment of a regulatory agency, Ekiti State created a regulatory unit under the Ministry of Infrastructure and Public Utilities. The regulatory Unit was established through the approval of the Executive Governor of Ekiti State and inaugurated on 15th March 2018. The Regulatory unit derives its functions from the WSS Policy (2012) and Law (2013).

The functions of the Regulatory Unit include among others to:

- ✚ Establish and enforce standards
- ✚ Develop guidelines for supervision of sector institutions
- ✚ Disseminate information to the Public
- ✚ Advise government local authorities and utilities
- ✚ Mediate between service providers and consumers
- ✚ Conduct studies on tariffs, develop methodology of setting tariffs and regulate tariffs charged to consumers.

The Regulatory Unit is comprises five key staff drawn from the key ministries of MDAs such MOI, MOJ, MOF, MOH and MIPU. The unit is headed by the Director –Supervision and Customer Service Standards Compliance under the MIPU who is the Chairperson of the Unit. Other staff are the Water Quality Standards Compliance- MOH, the Accountant/Economist in charge of Financial and Economic Regulation- Accountant General Office, the Head of media in the MIPU or media and civil society relations officer-MOI, Contractual Compliance issues and agreement-MOJ and inspectorate.

The operational structure of the Regulatory Unit is as follows



3. Vision, Mission and Guiding Principles

Taking into consideration the core functions of the Regulatory Unit and the state of the water supply sector, the vision, mission and guiding principles of the Regulatory Unit are as follows:

Vision

Setting standard for efficient regulation, for sustainable water supply services

Mission

To carry out effective regulation through:

- ❖ Rigorous awareness campaign and advocacy
- ❖ Effective monitoring of the service provider
- ❖ Provision of customer feedback complaint platform

Guiding Principles

The Regulatory Unit shall be guided by the following principles in discharging its duties:

i. Transparency

All activities of the regulatory shall be carried out in a free and open manner so as to foster participation in all its undertakings, particularly those that boarder on decision making. The Regulatory Unit shall endeavor to provide full and truthful information to the decision makers to positively influence the decision making process. The Regulatory Unit shall also be coherent and consistent in its decisions.

ii. Fairness

All decision made by the regulator shall be done in a fair manner bearing in mind the interests of the various stakeholders. Hence, the regulatory tools, to the extent possible, shall be thorough, complete and unambiguous with regards to the rights, responsibilities, expectations and consequences that all stakeholders face.

iii. Efficiency

The functions of the regulatory unit shall be carried out in a cost effective manner to ensure that the costs of regulation does not outstrip its benefits.

iv. Effectiveness

The Regulatory Unit shall in all means possible discharge the duties for which is was established thereby creating create relevance for regulation.

v. Accessibility

The regulatory unit shall be accessible to all stakeholders in order to ensure that despite conflicting interests, public good is upheld.

vi. Professionalism

Staff of the Regulatory Unit shall be proficient in the discharge of their duties in order to command confidence and respect from the stakeholders. Professionalism is key as it influences attainment of objectives and also impacts on the reputation of the Regulatory Unit.

Our Commitment

Staffs of the Regulatory Unit individually and severally commit to be diligent in ensuring that this Strategic Plan is successfully implemented by upholding the guiding principles.

STAFF OF THE EKITI STATE REGULATORY UNIT



Engr. Alake, Samuel
Member



Engr. Osalade Ayodele
Head, RU



Mr Adeyemo Stephen
Member



Mrs Bakare Caroline
Member



Engr. Ajayi Olumide
Permanent Secretary



Barr. Fajuyi Adetoun
Member



Mr Oni Joseph
Member



Barr. Suleiman 'Lekan
Member



Mr Abosede Festus
Member

4. Situation Analysis

An analysis of the prevailing situation was conducted to ascertain the internal and external operating environment for the Regulatory Unit. PESTLE Analysis was used to analyse the external environment. PESTLE focuses on the political, economic, social-cultural, technological, legal and environmental aspects in which the Regulator operates. A farther analysis of the external and the internal environment was done using SWOT techniques. A SWOT technique is used to identify the Strengths, Weaknesses, Opportunities and Threats of an organisation. The PESTLE and SWOT analyses are shown in Tables 1 and 2.

Table 1: PESTLE Analysis

No.	Operating Aspect	Operating Conditions
1.	Political	The current political environment is very conducive and ripe for water regulation. Both the federal Government and the state have shown commitment and support of the water reforms to ensure improvement in water supply to Ekiti State and acknowledged that regulation can have a positive impact. The commitment can be noted from the Water Policies (federal and state) and the Legal instruments.
2.	Economic	The economic environment is generally stable although the GDP is quite low at 114.0billion USD in June 2019 and inflation double digit at 11.24% in September 2019. There is also generally low economic activity in Ekiti State. Production cost are high while consumers' ability to pay for water is very low. Further, water tariffs are not cost reflective.

3.	Social- Cultural	Generally water consumers in Ekiti state have a culture of assuming that water supply should be accessed free of charge as it is a gift from God. Hence the willingness to pay on the part of consumers is generally very low. Further, due to the perennial poor services, residents have resorted to drilling boreholes and shallow wells to access water, with the notion that water from underground is safe for consumption. Furthermore Acts of vandalism of water supply installations are prominent in the State.
4.	Technological	The technology currently being used for water supply is basic. However, there has been an advancement in water technology such as pre-paid meters which the regulatory unit is considering adopting to curb the challenge of low revenue collections. The sector is generally characterised by inadequate infrastructure and lack of expansion plans for water supply infrastructure and an absence of technological innovation.
5.	Legal	Ekiti State has a well-defined Policy and Legal framework. The State has a Water Law which provides for among others the creation of an independent Regulatory Agency with clearly stipulated powers, roles and responsibilities. A sound Law should be supported by a well-articulated Policy on water supply and sanitation that gives an overview of the desired state of water supply and sanitation and elaborates on the state's vision for the sector. Ekiti State has a Water Policy which

		articulates government's vision for the water supply sector. It is worth noting however that both the Policy and the Law are undergoing revision.
6.	Environmental	The world at large is experiencing the impact of climate variability such as dwindling water resources and increasing atmospheric temperatures and Ekiti State is not an exception to this. The threat of pollution of water resources through indiscriminate disposal of waste such as chemicals and faecal matter and undiscerning farming activities, especially that the majority of residents are on onsite sanitation are real. The Regulatory unit needs to take this into account to ensure that the impact is minimized.

Table 2: SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> • Qualified and dedicated staff • Political will and commitment • Availability of Policy and Legal frameworks • Mandate for a regulatory agency provided for in the Law 	<ul style="list-style-type: none"> • Lack of transparency between the Ekiti State Water Corporation and the regulatory unit • No regulatory tools to effectively discharge functions i.e tariff setting, service levels, water quality monitoring, data collection and reporting • Lack of visibility • No permanent staff dedicated to the

	Regulatory Unit
Opportunities	Threats
<ul style="list-style-type: none"> • Ongoing revision of the Water Law • Mentoring programme between the Regulatory Unit and NWASCO and between the Ekiti State Water Corporation and LWSC • Commitment of the leadership at the MIPU to the reform process • Support of the World Bank towards the reform process 	<ul style="list-style-type: none"> • Lack of clarity on accountability channels from the decree or statute that created the Regulatory Unit. • Lack of Legal authority to discharge functions of the regulatory authority as provided for in the Law • No principles, objectives and a roadmap with milestones and timeframes to effectively support the reform process by the project implementation Unit. • Poor water service delivery • Inadequate infrastructure

Selective specific actions to be taken by RU in maximizing its strengths and capitalizing on the opportunities to address its weaknesses and respond to the threats are shown in Table 3:

Table 3: SWOT Analysis Matrix

	Opportunities	Threats
Strengths	<ul style="list-style-type: none"> • Clear mandate provided in the Policy and Law • Political will and commitment • Qualified and dedicated staff 	<ul style="list-style-type: none"> • Use in house counsel to make provisions in the Law to give RU powers of RA • Institute performance monitoring of EKSWC and report
Weaknesses	<ul style="list-style-type: none"> • Established stakeholder engagement platforms • Development of regulatory tools • Ongoing revision of the Water Law and Policy 	<ul style="list-style-type: none"> • Stakeholder consultation, Engagement and collaboration • Use Mentoring programme with NWASCO to adopt and adapt good practices

5. Objectives

The 1st Strategic Plan for the Ekiti State Regulatory Unit covers a two year period, 2020 to 2022. The Strategic Plan has two overarching goals as follows:

I. Establishing a firmly Grounded Regulatory Environment

This will focus on establishing a character for the regulator and ensuring that it is firmly grounded to set base for regulation. This will focus on the internal environment of the regulator ensuring that the developed identity, internal governing principles, policies and strategy are disseminated.

II. Facilitating for Smooth implementation of Regulation

This will focus on creating a conducive environment with the regulated to facilitate for smooth implementation of regulation. It will involve development of key regulatory tools such as licensing/ operating conditions, performance contracts and key guidelines in a stakeholder consultative and participatory manner.

Thus, the three main objectives to be pursued during this period will be as follows:

Table 4: Strategy Objectives

Objective 1:
To create awareness among the populace on the Regulatory Unit functions and activities
Awareness raising for a start-up regulator is key in ensuring that it is grounded and that its roles and functions are well understood by various stakeholders. This will not only assist the Regulator to begin to carry out its functions but will also ensure that the stakeholders demand for services of the regulator.
Objective 2:
To carry out effective monitoring of the Water Service Provider
The Regulatory Unit has been in existence for 1 year. Since its establishment, the regulator has not initiated any monitoring activities as the tools for regulation are yet to be developed. Development of regulatory tools will ensure that the Regulatory Unit carries out monitoring of the water service providers effectively.

Objective 3:

To develop a customers' feedback platform

Customer feedback is key ensuring that there is regulatory impact. A well-functioning regulator requires an efficient customer complaints redress mechanism.

6. Risks and Critical Success Factors

Identification of inherent critical success factors and risks to implementation of the Strategic Plan is critical for successful execution. Key risks and critical success factors have been outlined in Table 5:

Table 5: Risks and Critical Success Factors

Main Objectives	To create awareness among the populace on the Regulatory Unit activities and functions	To carry out effective monitoring of the Water Service Provider	To develop customers feedback platform
Key Risks	<ul style="list-style-type: none"> ➤ Lack of acceptance of the Regulator by the various Stakeholders ➤ Awareness creation activities do not reach the intended audience 	<ul style="list-style-type: none"> ➤ Undermining of the Regulatory Unit by the Service Provider. ➤ Insufficient and/or ineffective regulatory tools ➤ Lack of finances to execute plan 	<ul style="list-style-type: none"> ➤ Inability to satisfy customers ➤ Loss of reputation

Critical Success Factors	Development and implementation of a Communication Strategy	Effective consultation and engagement of the service provider	Customer complaints resolved within stipulated timeframe

7. Priority Actions

Objective 1:

To create awareness among the populace on the Regulatory Unit activities and functions.

Priority Actions

1. Engagement with stakeholders by holding periodic meetings
2. Coordination of Quarterly stakeholders round table meetings
3. Carry out state-wide advocacy and sensitization
4. Preparation of briefs on the RU report for EXCO consideration

Objective 2:

To carry out effective monitoring of the Ekiti State Water Corporation

Priority Actions

1. Development of guidelines
2. Development of regulatory performance indicators
3. Development of reporting mechanism
4. Preparation of quarterly report on the RU and EKSWC activities

5. Initiate incentives for performance

Objective 3:

To develop customers' feedback platform

Priority Actions

1. Establishment of consumers complaint platform
2. Establishment of feedback mechanism
3. Strengthen of Water Consumers Associations (WCAs) to handle complaints

8. Detailed +Action Plans

Table 6: Detailed Action Plans

Objectives	Activities	Timeframe	Responsible
O1.	A1.1. Awareness Campaign <ul style="list-style-type: none"> • Make presentation on RU to EKSWC during Management meetings • Make presentation on RU at Stakeholders WASH clinic • Advertisement on Radio/TV • Hold road shows 	2020	PS / Head, RU
	A1.2. Stakeholders Engagement <ul style="list-style-type: none"> • Holding meeting with stakeholders at different fora • Printing of fliers • Hold Consultation meeting during development of guidelines 	2020-2021	All

	<ul style="list-style-type: none"> Dissemination of guidelines 		
O2.	A2.1. Development of Regulatory performance indicators <ul style="list-style-type: none"> Preparation of draft performance indicators Consultation with stakeholder on performance indicators Institute reporting by EKSWC on developed performance indicators 	2020	All
	A2.2. Water quality monitoring and advocacy <ul style="list-style-type: none"> Development of a water quality monitoring guideline Procurement of water quality testing kits Implementation of water quality monitoring guideline Conduct Water quality advocacy in communities 	2020	Head, RU / Inspectors
	A2.3. Preparation of Regulatory Unit Annual report writing <ul style="list-style-type: none"> Development of a reporting system/template Collection and Verification of data Preparation of 1st water supply performance report 	2020	Head, RU / Inspectors

	<ul style="list-style-type: none"> • Presentation of report to the Exco • Printing and dissemination of report 		
O3.	A3.1. Set up of customer complaints Desk <ul style="list-style-type: none"> • Procurement of desks • Branding of complaints Desk and Regulatory Unit premises • Marketing of Complaints Desk 	2020	PS / RU
	A3.2. Establishment of Complaints Feedback Mechanism <ul style="list-style-type: none"> • Development of customer care guideline • Stakeholder consultation • Dissemination of customer care guideline 	2020	Inspectors
	A3.2. Strengthen Water Consumers Associations (WCAs) to handle complaints <ul style="list-style-type: none"> • Training of WCA on complaints handling 	2020	Inspectors

9. Monitoring and Evaluation

Monitoring and evaluation of the Strategic Plan will be done internally by the Regulatory Unit. Monitoring will be done on a quarterly basis with performance reports prepared and submitted to the Permanent Secretary. However during the period of the WOP, NWASCO, as the mentor for RU will perform the M&E role in parallel with the RU.

10. Financial Plan

The total budget required for successful execution of the Strategic Plan is **N44.5 Million**. The budget amount is broken down as shown in Table 7

Table 7: Budget Summary

S/N	ACTIVITIES	TIME FRAME	BUDGET
1	Awareness Campaigns	2020 – 2021	N16,000,000.00
2	Stakeholders Engagement	2020	N4,800,000.00
3	Regulatory performance indicators development	2020	N1,200,000.00
4	Water quality monitoring and advocacy	2020 – 2021	N5,000,000.00
5	Preparation of water supply performance report	2020 – 2021	N1,500,000.00
6	Set up of customers' complaints system	2020	N1,000,000.00
7	Strengthening of WCA	2020 – 2021	N5,000,000.00
8	Provision for utilities vehicle and	2020 - 2021	N10,000,000.00

	basic office equipment		
Total			N44,500,000.00

Table 8: Detailed Financial Plan

Objectives	Activities	Timeframe	Budget
O1.	A1.1. Awareness Campaign	2020 – 2021	N16,000,000.00
	Presentation at Service Provider to Management meeting		N5,000,000.00
	Presentation at Stakeholders WASH clinic		N7,200,000.00
	Advertisement on Radio/TV and road show		N3,800,000.00
	A1.2. Stakeholders Engagement	2020	N4,800,000.00
	Holding meeting with stakeholders at different for a		N1,800,000.00
	Printing of fliers		N2,000,000.00
	Development of guidelines		N5,000,000.00
	Dissemination of guidelines		N5,000,000.00
O2.	A2.1. Regulatory performance indicators development	2020	N1,200,000.00
	Preparation of draft performance indicators		N550,000.00
	Consultation with stakeholder		N400,000.00
	Circulation of the developed performance indicators		N250,000.00
	A2.2. Water quality test advocacy	2020 – 2021	N5,000,000.00
	Development of a water quality monitoring guideline		N800,000.00
	Procurement of water quality testing kits		N3,000,000.00
	Implementation of water quality monitoring guideline		N500,000.00

	Conduct Water quality advocacy in communities		N400,000.00
	Water advocacy in the communities		N300,000.00
	A2.3. Preparation of Regulatory Unit annual report writing	2020 – 2021	N1,500,000.00
	Development of a reporting system/template		N600,000.00
	Collection and verification of data		N500,000.00
	Preparation of 1 st water supply performance report		N150,000.00
	Presentation of report to the Exco		N100,000.00
	Printing and dissemination of report		N150,000.00
	A3.1. Set up of Customer Complaints Desk	2020	N500,000.00
	Procurement of desks		N200,000.00
	Branding of complaints Desk and Regulatory Unit premises		N150,000.00
	Marketing of Complaints Desk		N150,000.00
	A3.2. Establishment of Complaints Feedback Mechanism	2020	N500,000.00
	Develop Customer Care Guideline		N150,000.00
	Stakeholder consultation		N200,000.00
O3.	Dissemination of customer care guideline		N150,000.00
	A3.2. Strengthen of Water Consumers Associations (WCAs) to handle complaints	2020	N5,000,000.00
	Training of WCA on complaints handling		N5,000,000.00
	Provision of Utility vehicle and basic equipment		N10,000,000.00

Total for 2020	N33,250,000.00
Total for 2021	N11,250,000.00
Grand Total	N44,500,000.00

11. Financing Plan

- a) 10% of the amount will be sourced from Ekiti State Government budget
- b) Solicit fund from the development partners
- c) Charges from the licensing and other fees

12. Reporting System

The Regulatory Unit shall submit a quarterly report of the status and activities in the sector to the State Executive Council and the State Steering Committee (State Water Supply and Sanitation Steering Committee) as appropriate.



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