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BOREHOLE POLICY 2023

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Acronyms and Abbreviations

1. DAWASCO - Dadaab Water and Sanitation Company
2. WASREB - Water Services Regulatory Board
3. NRW - Non-Revenue Water
4. DMA - District Metered Area
5. CM - Commercial Manager
6. TSM - Technical Services Manager

1. INTRODUCTION

1.1 Background

Dadaab Water and Sanitation Co. Ltd was incorporated on 29th February, 2020 under the provisions of the companies Act, 2015.

1.1.1 Mandate:

The company's broad mandate is to provide water and sewerage services within its Service Provision Area.

1.1.2 Vision:

To be the leading water and sanitation service provider in Kenya

1.1.3 Mission:

To offer our customers high-quality water and sanitation services most efficiently and cost-effectively”

1.1.4 Core Values:

- Customer focus
- Competence and professionalism
- Transparency and accountability
- Integrity
- Innovation and Creativity
- Environmental conscience

The water supply area is within Dadaab municipality and its environs
The Company acknowledges the importance of providing adequate and clean water to all its customers and has been mandated to provide these services within the areas mentioned above. The development of the Policy is informed by the provisions of the Water Act, prevailing water rules and regulations, and any other enabling legislation to create a reference manual for handling and processing applications for drilling of boreholes within the company's area of water supply in a consistent and harmonized way.

The policy guidelines have been developed with reference to water resources rules and regulations derived from the water act 2002.

1.2 Problem Statement

The company lacks clear and standard guidelines on standard procedure for granting *No objection* for drilling of boreholes by individuals/institutions for the purpose of providing

alternative source of water supply for domestic or industrial use in the company's designated area of water supply.

1.3 Objective

This Policy aims to provide a clear guideline on the process of granting *No objection* for borehole drilling within the Company's area of water supply.

1.4 Rules governing drilling of boreholes

The following Rules apply to all individuals and institutions who may intend to drill a borehole to extract groundwater in the DAWASCO'S area of water supply. Under the *Water Resources Management Rules 2006* quoted herein:

“no water works approval, authorization, and permit shall be issued or renewed to supply water for domestic, public, commercial, or industrial use within the limits of supply of a Water Service Provider without the applicant having received consent of the licensed water service provider for the area.”

The Water Resources Authority, the institution mandated to issue water use permits, is bound by this rule to deny issuance of borehole drilling permits in cases where a *No Objection* letter has not been availed from Dawasco. This applies to the entire Dawasco water supply area.(Supply area map attached herewith)

1.5 General rules

Subject to national legislation every application to the Water Resources Authority for the construction of a borehole within the area of supply of Dawasco shall be submitted for a “no-objection” to the Dawasco.

In considering an application for a “no-objection” Dawasco shall take account of its ability to provide the water services in respect to which the application for the borehole has been made and, if it reasonably believes that it can provide the required water services, it shall decline the request for a “no-objection.”

Where Dawasco wishes to take water from the borehole for supply to its customers it shall enter into a contract with the owner of the borehole for the purchase of water in bulk from the owner of the borehole at an agreed tariff.

Any dispute between the owner of the borehole and Dawasco over the use of the borehole by Dawasco for the provision of water to the water service provider's customers shall be submitted to the Water Appeal Board for determination.

1.6 Criteria for Issuing Consent for Borehole Drilling

In determining whether an applicant qualifies for the consent to drill a borehole within Dawasco area of water supply, the company shall follow the following guidelines:

- The company is to be formally notified by the sub-regional WRA office about the applicant's request for a *No Objection* letter.
- If the request is for drilling a borehole in rural areas, the following parameters shall be assessed, upon which the company reserves the right to issue a letter of no objection
 - Intended use-domestic, industrial or irrigation
 - The capacity of DAWASCO to supply water for the intended use in that particular area.

The following terms define what constitutes domestic, industrial, and irrigation water.

Domestic water

Water is used normally for residential purposes, including household use, personal hygiene, drinking, washing clothes and dishes, flushing toilets, watering domestic animals, and outside uses such as car washing, swimming pools, and for lawns, gardens, trees, and shrubs.

Industrial water

Water is used for industrial purposes such as fabricating, manufacturing, processing, washing, and cooling, and includes such industries as steel, chemical and allied products, paper and allied products, mining, and petroleum refining.

Irrigation water

Water used for farming purposes other than kitchen gardening and domestic livestock farming

1.7 Responsibilities

The applicant is to ensure that all rules and procedures as pertain drilling of boreholes are adhered to before sinking the borehole within DAWASCO'S area of water supply.

DAWASCO to keep surveillance to ensure that no unauthorized borehole is drilled within its area of water supply.

DAWASCO to follow the laid down rules in the case where an unauthorized borehole is drilled within its area of water supply.

2. Review of the policy

This policy will be subject to regular review and amendments when need arises.

3. Effective Date

This policy comes into effect on the Twenty Eighth day of June 2023

This policy was approved by the Board on the ninth day of February 2023 under minute number.....

Signed:

A.G MANAGING DIRECTOR

CHAIRMAN- BOARD OF DIRECTORS.....

