**PROPOSED PROGRAM FOR PUBLIC CONSULTATIONS- WSPS 2024**

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| **TIME** | **ACTIVITY** | **INSTITUTION** |
| 10.00am -10.30am | Prayer  Introduction  Opening Address:   * Importance and Challenges of Regulation in the Water Services Sector * Remarks from WWDA * Remarks from County * Remarks from WSP | Volunteer  WSP/WASREB  WASREB CEO  WWDA Representative  CECM-Water/ Representative  BOD Chair of WSP |
| 10.30am – 11.00am | * What is a Licence? * Role of WSPs in public participation and consumer service standards and handling of complaints | WASREB |
| 11.00am -11.30am | WSP presentation on current state of consumer experience in service levels and improvements and way forward over the next five years:   * New areas of coverage in water and sewerage * Increase in Hours of Service * How to get sewerage connections-cost * Billing of Services * Response to complaints * Tariffs * Water theft * Accessibility | MD of WSP |
| 11.30am – 12.00pm | * Asset development impacting WSP from WWDA | WWDA |
| 12.00- 1.00 pm | Questions and Plenary | WASREB /WSP |
| 1.00- 1.15 pm | Way Forward | WASREB CEO |
| 1.15 pm | Closing remarks and Prayer | WSP |