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

|  |  |  |
| --- | --- | --- |
| **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
 | VolunteerWSP/WASREB WASREB CEO WWDA RepresentativeCECM-Water/ RepresentativeBOD 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 |