

**DETERMINANTS OF NON REVENUE WATER AMONG URBAN WATER SERVICE PROVIDERS IN KENYA**

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## **ABSTRACT**

Kenya is classified as a water scarce country, however it losses about 47% of its piped clean water. If this water that goes to loss can be saved then almost an equal population to that already connected to piped water would be connected this can also be a cheaper way to realize more connections unlike other ways like dam constructions, borehole and funding new water system that the government has invested in year after year. The study therefore sought to establish the determinants of non-revenue water among water service providers in Kenya. The study specifically focused on state of water meter, unauthorized consumption of water, water infrastructure and leakages. A descriptive research design was used for this study. The study focused on 65 WSP in the urban centers. A census approach was used hence the size was 65. Each company had one operation manager participate in the study.

The study used SPSS version 21 to establish the descriptive and inferential results regarding the mean, frequencies, standard deviation, regression and correlation. The results were presented in form of charts, graphs and Table. Inferential results indicated that State of Water Meter, Unauthorized Consumption of Water, Water Infrastructure, Leakages have a positive and significant effect on non-revenue among urban water service providers in Kenya. The study concluded that the state of water meters, unauthorized consumption of water, water infrastructure and leakages positively and significantly affect non-revenue water. The study recommends urban water service providers to ensure that their company water meters always. The study also recommends urban WSPs to ensure that there are no cases of illegal connection of water meters by penalizing customers who have illegal connections. In addition, the study recommends urban WSPs to ensure there are high quality water system assets in their company so as to minimize non-revenue water. The study further recommends the WSPs to replace old meter and water systems (aged). There is also need for WSPs to ensure that their old main service lines are in good status. Moreover,

the study recommends urban WSPs to completely shut down their systems so as to repair their entire water system. There is also need to minimize the cost of repairing leakages.

**Key Words:** *Non-Revenue Water, Water meter, Unauthorized consumption, Water infrastructure, Leakages, WSP*

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