YEAR 5
Plan for the Future

28. _____

27. _____

26. Creating a Financial Sustainability Action Plan

25. Initiate regular performance monitoring

24. Acquire knowledge and agreement on licensing requirements

23. Consider the possibility to acquire revenue from other sources

22. _____

21. _____

YEAR 4
Expand, If Possible

20. Review funds for potential needed investments

19. Employing more staff

18. _____

17. _____

YEAR 3
Plan and Collaborate

16. Plan and prepare for climate change

15. Consider alternative energy sources

14. Capacity building and training

13. _____

12. Revising Financial Sustainability Action Plan

11. Operationalization of the delivery option

10. Source for funds to acquire a billing software

YEAR 2
Focus on Finances and Water Quality

9. Monitoring the water quality and improving transparency with customers

8. Sensitizing parents in the schools

7. Applying for funds / loans if needed for extending the pipe network

6. _____

5. Identifying the business model and delivery option according to the WASREB Guidelines

4. Internal training

YEAR 1
Customer Sensitization and Relations

3. Disconnecting customers with high overdue bills

2. Penalizing those with illegal connections

1. Creating public awareness and sensitization

Five-Year Financial Sustainability Action Plan

Kimngoror Water User Association

WaterFund
Financing the Water Sector

Aalto-yliopisto
Aalto-universitetet
Aalto University