# Five-Year Financial Sustainability Action Plan

## Muthambi 4K Water User Association

WaterFund
Financing the Water Sector

Aalto-yliopisto
Aalto-universitetet
Aalto University

### YEAR 1
### Organize and Sensitize

1. Institutionalizing a business plan
2. Establish collaboration and associations with other similar utilities in the same county
3. Saving funds for conservation of water source
4. Acquiring an automated billing system / accounting software
5. Penalizing those with illegal connections
6. Creating public awareness and sensitization
7. Identifying the business model and delivery option according to the WASREB Guidelines
8. _____



### YEAR 2
### Increasing Service Efficiency

9. Air valves on main pipes
10. Enhancing good customer service
11. Line patrolling
12. Allocate resources to decrease NRW
13. Water supply systems
14. Enhancing good customer service and steady water supply
15. Operationalization of the delivery option
16. Revising Financial Sustainability Action Plan
17. _____
18. Capacity building and training of the staff and board members

### YEAR 3
### Environmental and Social Sustainability

19. Consider the need to employ qualified staff
20. Protecting the riparian land
21. Setting policies for management qualitications
22. Collaborating with other stakeholders
23. _____
24. Consider the possibility and need to extend and upgrade the network and equipment
25. Review tariff structure
26. _____

### YEAR 4
### Expand and Upgrade

27. _____
28. Consider the possibility to acquire revenue from other sources
29. Plan the construction of full water treatment plant
30. Creating a Financial Sustainability Action Plan
31. _____
32. _____



### YEAR 5
### Plan for the Future