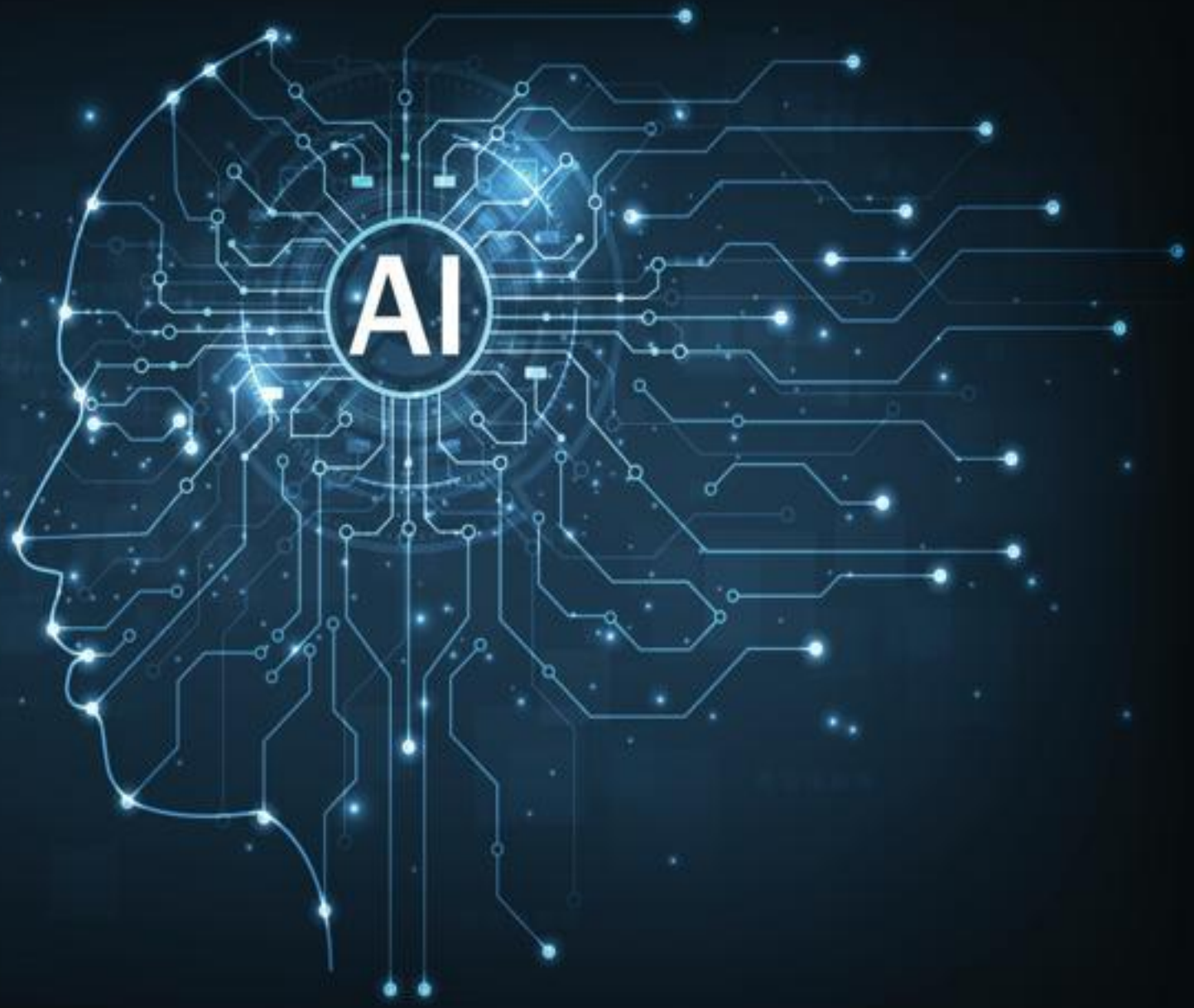
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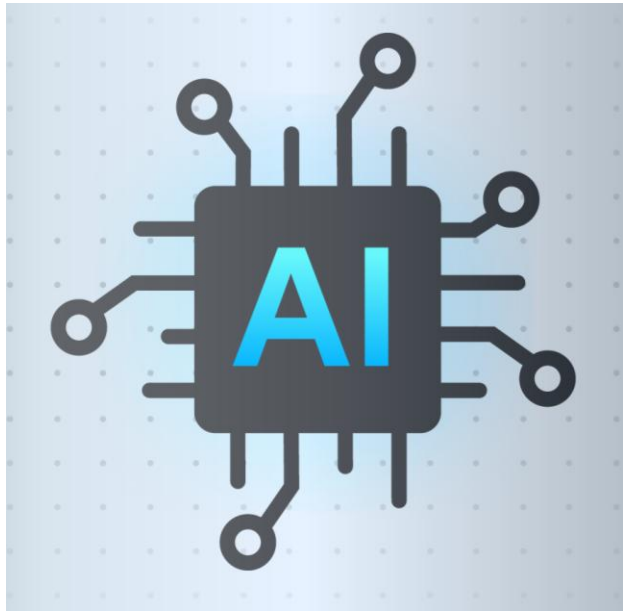
Status of Artificial Intelligence (AI) Readiness in Kenyan Utilities



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Purpose & Respondents



These findings are based on a survey administered to water and sanitation utilities in Kenya to gauge their current knowledge of Artificial Intelligence and its application.

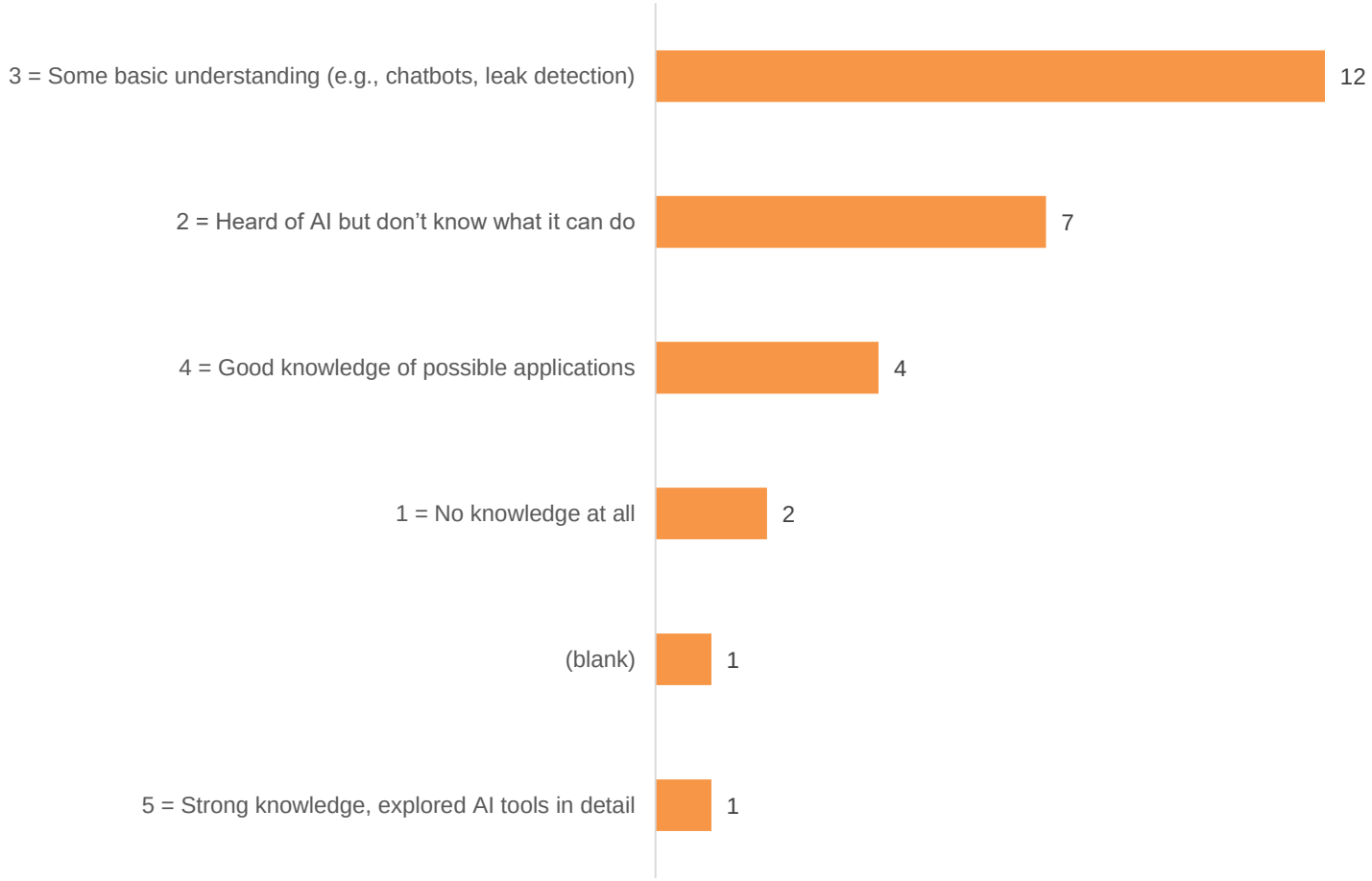
The respondents for this survey were the **Managing Directors**, providing institutional-level insights into their knowledge of Artificial Intelligence and its potential application.

27 Number of respondents in this survey

Total Number of Utilities in Kenya are 92

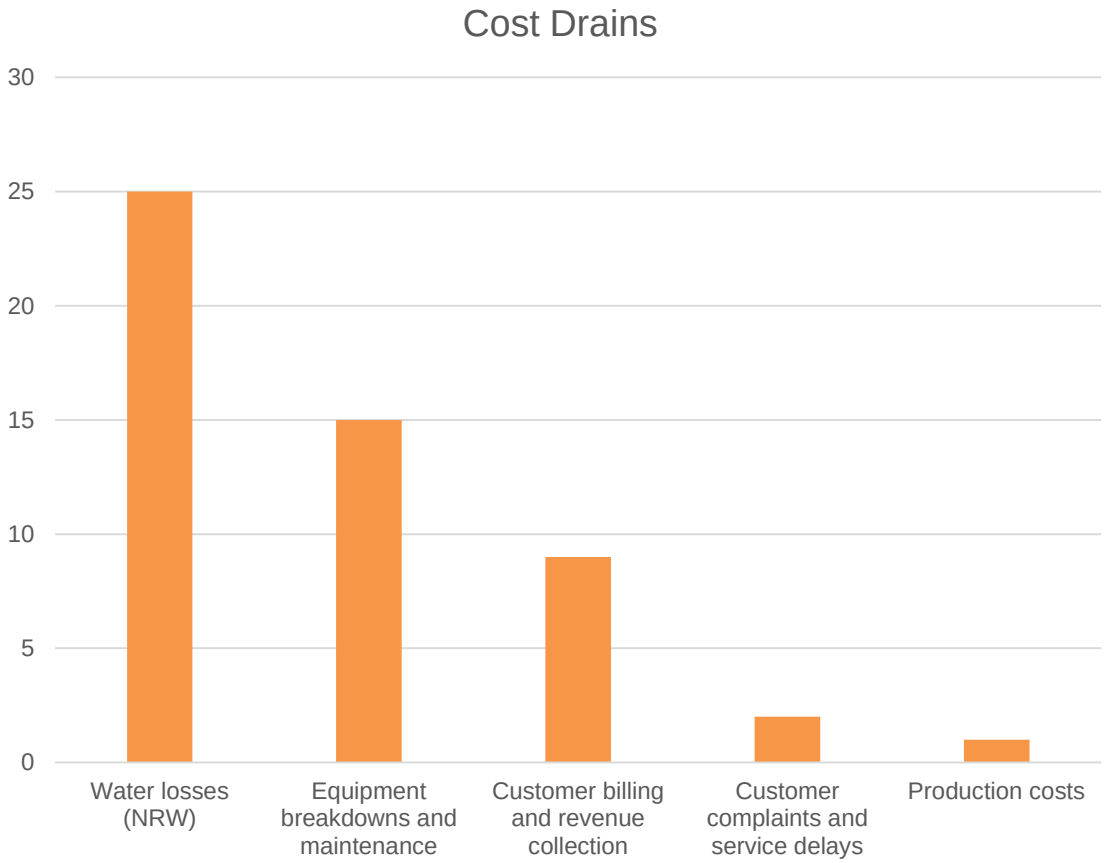
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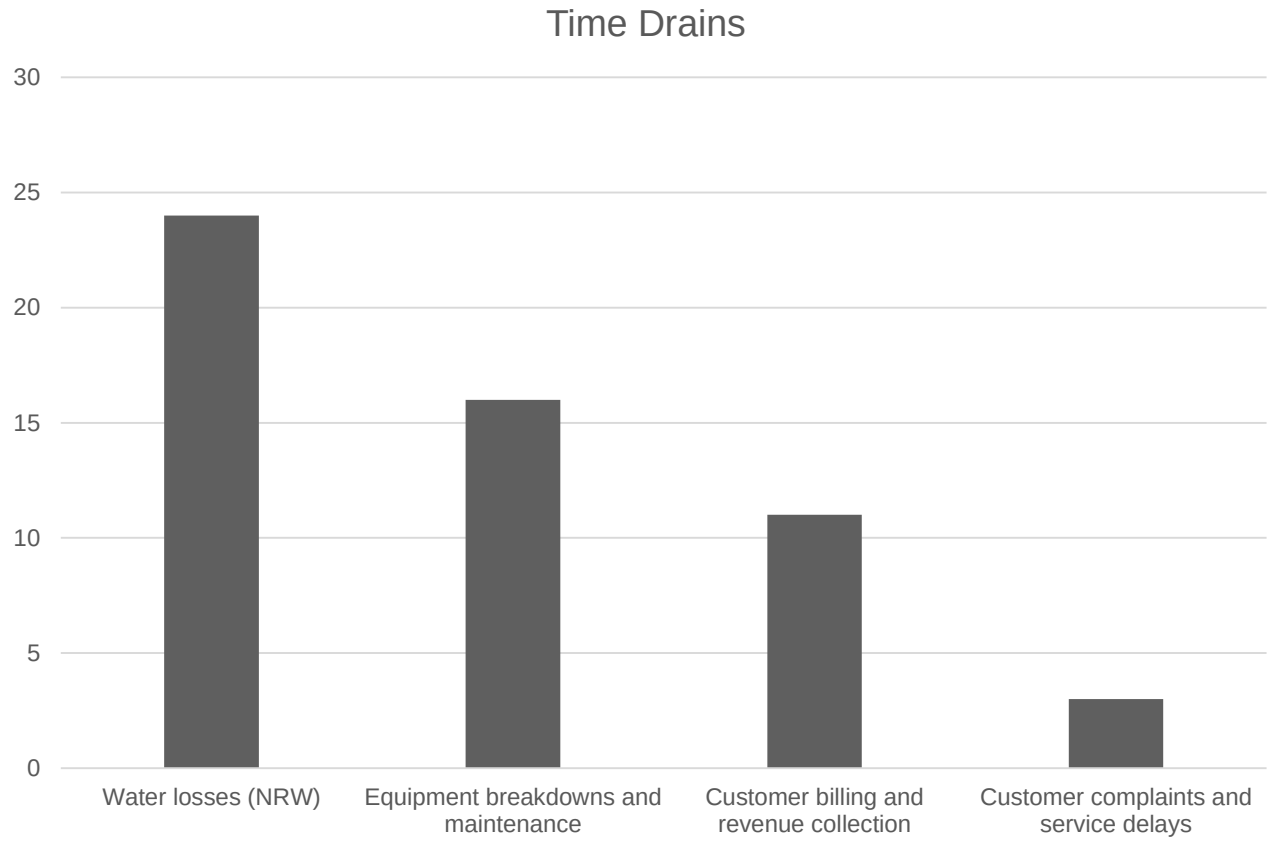
Knowledge of Artificial Intelligence (AI) and its potential uses in utilities



Awareness of AI is generally low among utilities—most have heard of it or have only a basic understanding, with few aware of its potential applications in water and sanitation management

Key Operational Challenges AI Can Solve

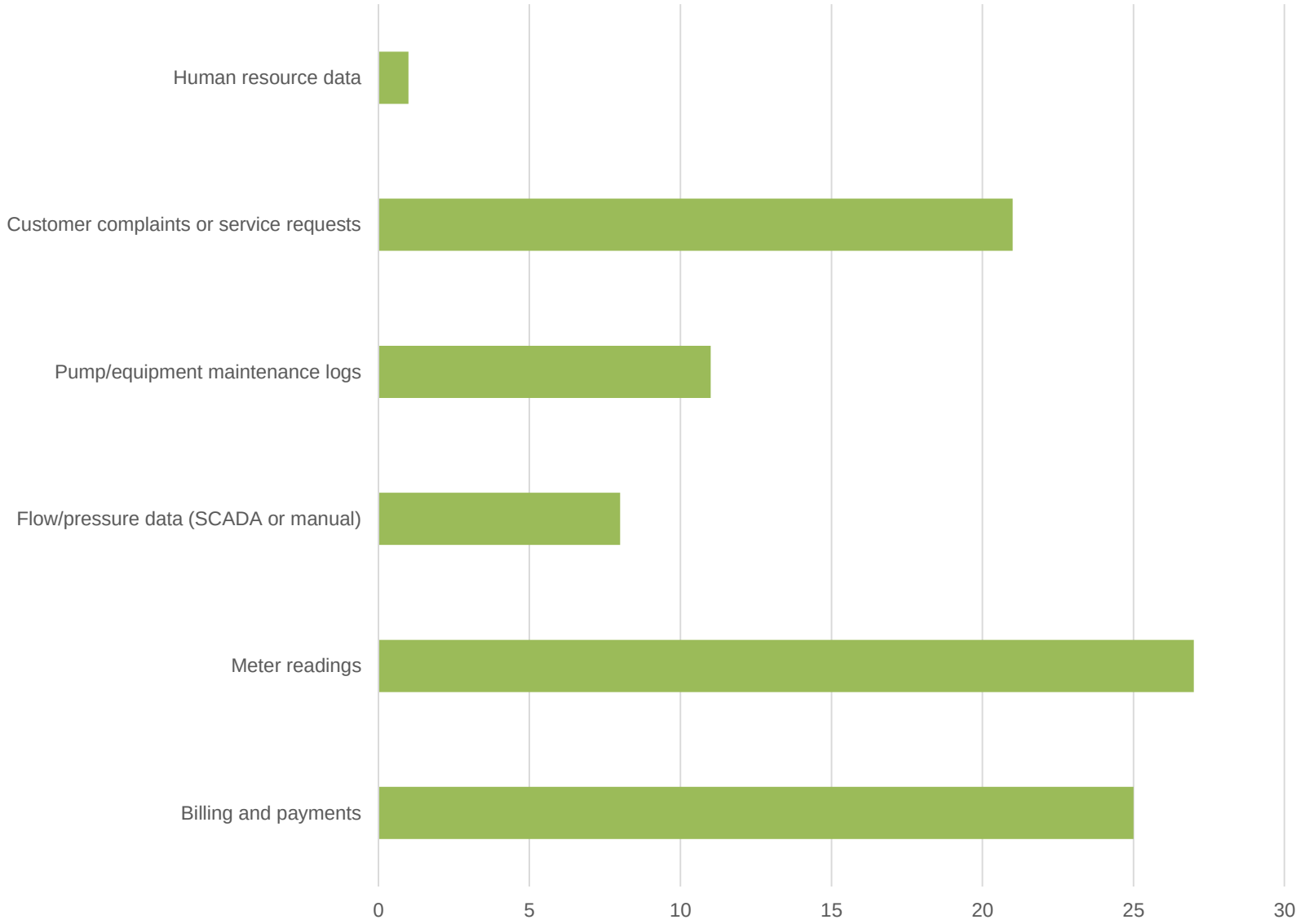




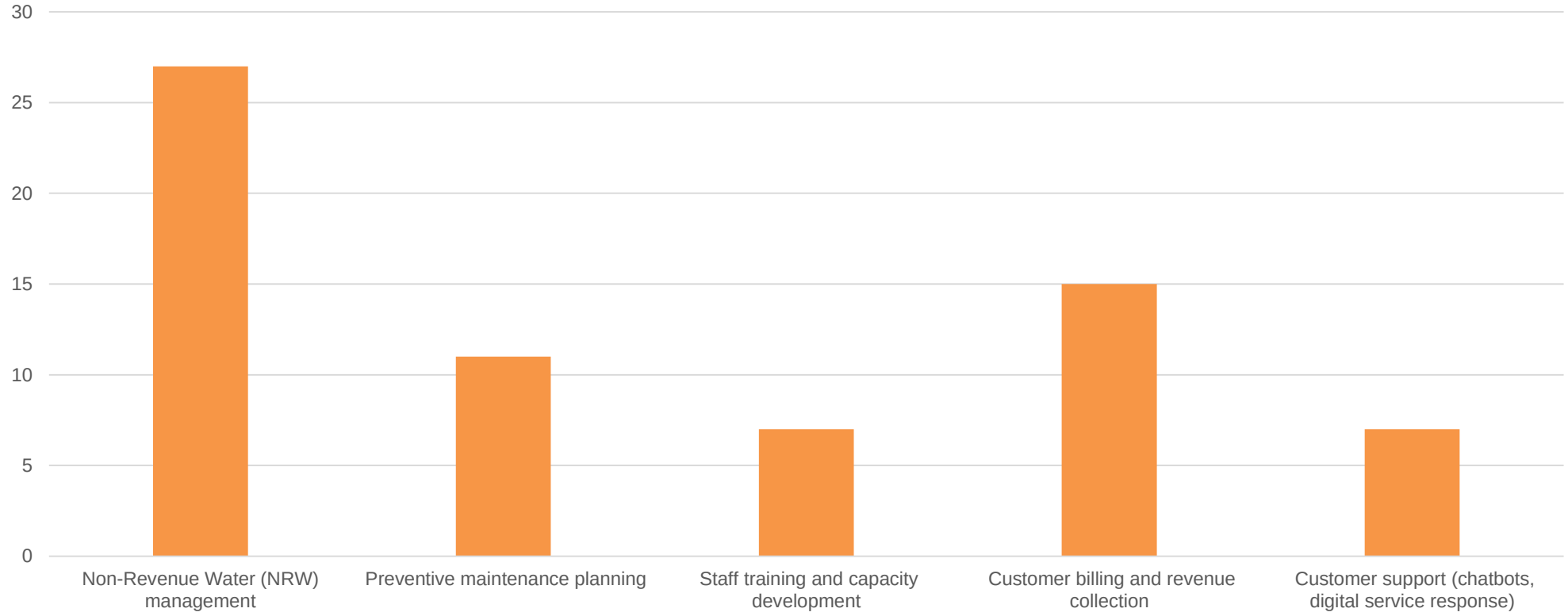
Water losses (NRW) and **equipment breakdowns** are the biggest time and financial drains for most utilities

Data Situation

Utilities are already collecting **useful operational data — but it remains largely under-utilized.**
Most have strong datasets for **billing, meter readings, customer complaints, and maintenance logs**, which provides a solid foundation for AI analytics.



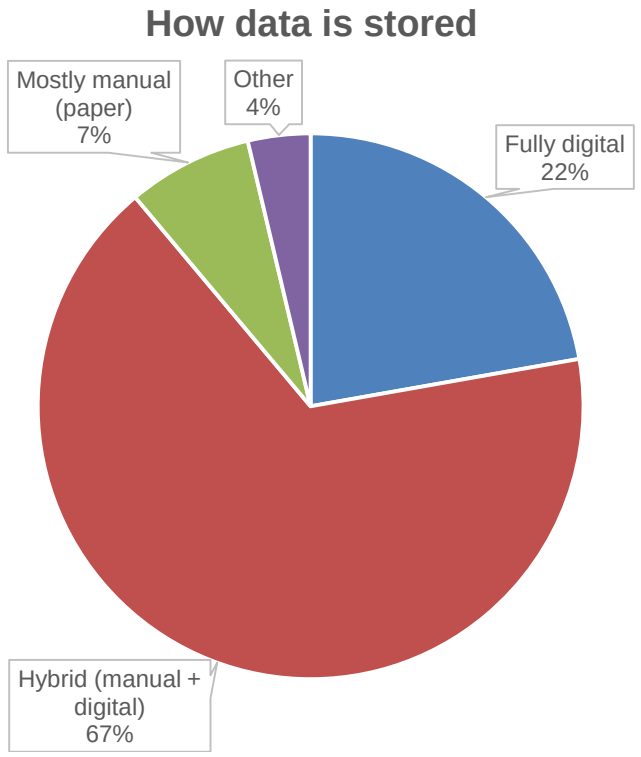
Priority Areas for AI application

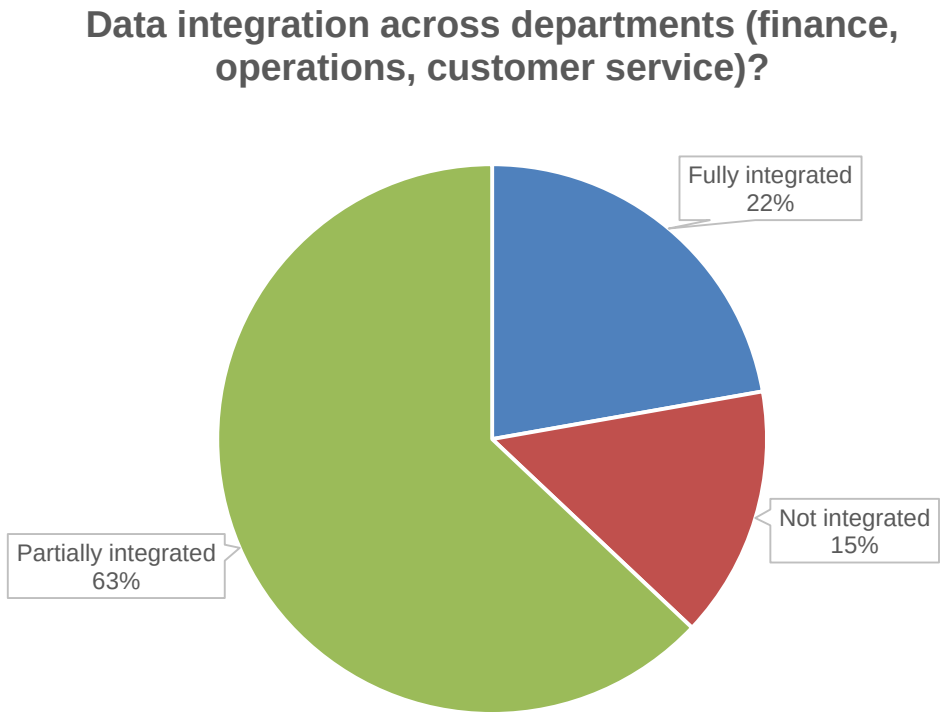


Utilities see the biggest opportunities for AI in the areas that currently drain the most time and money. Top priorities include:

- **Reducing NRW**, which has the highest operational and financial impact.
- **Customer billing and revenue collection**, where inefficiencies are common.
- **Predictive maintenance**, to prevent equipment breakdowns and service interruptions.

Digital Foundation

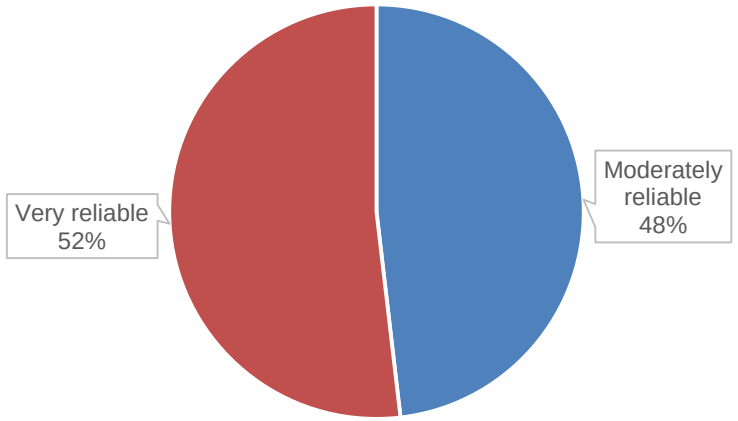




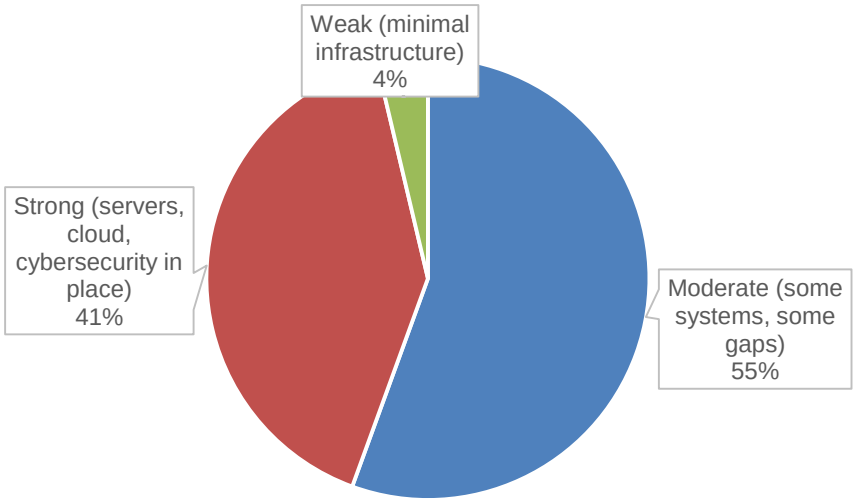
- Utilities have a **moderately strong digital foundation**, but it is still fragmented.
- Most data is stored in **hybrid formats (manual + digital)**, with only a small share fully digital.
- Across departments, **data integration is mostly partial**, meaning information exists but does not consistently flow between finance, operations, and customer service.

Infrastructure

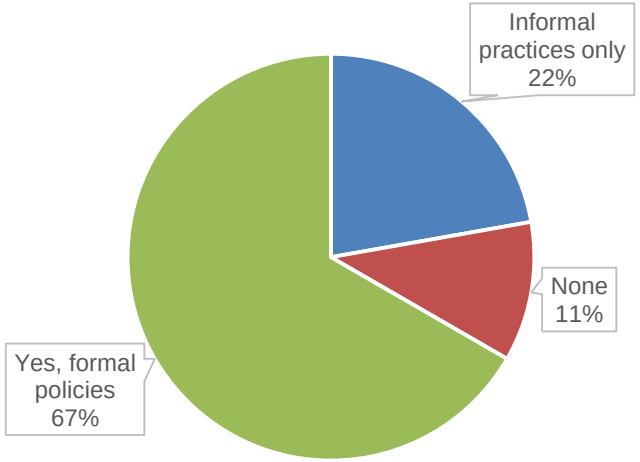
Internet connectivity and power supply reliability



Computing infrastructure



Policies on data governance, ownership, or sharing



Utilities have **reliable connectivity**, **moderate IT systems**, and **strong data governance**, creating a workable foundation for AI.

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Overall AI Readiness Summary

Knowledge Awareness:



Low

Data Quality :



Moderate

Willingness to try AI:



Very High

Infrastructure Availability:



Moderate

Contact Information

For questions or additional insights on this survey — please get in touch.

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