

WATSAN FOCUS

NYEWASCO awarded as the top performing utility FY 2018/19 by the Water Services Regulatory Board

IMPACT 12: A performance Report of Kenya's Water Services Sector 2018/19

An award ceremony was held on 25/01/2021 at the White Rhino Hotel Nyeri County to recognize winners of the performance report of Kenya's Water Services Sector 2018/19 Impact Issue no 12 where NYEWASCO emerged top in the following categories;

- (1) Top performing utility overall number 1
- (2) Top in very large category
- (3) Top Tana region
- (4) Top in Non- Revenue Water

The sector regulator (WASREB) released the report on 6th July 2020. (continued on page 2)



The CEO Wasreb Eng. Robert Gakubia, Chairman NYEWASCO BOD Patrick K. Munuhe, A.g MD Eng. Peter Kahuthu, Chief Manager Commercial services and strategy Francis Kiura and Manager, Operations and Maintenance James Ngunjiri during the Wasreb awards ceremony at White rhino on 25/01/2021.

Off Kenyatta Road, Behind Nyeri County Fire Offices, P.O. Box 1520-10100 Nyeri Kenya Tel 061-2034548/4623/4622/4617/ 0722-461359/0734-732481: Fax 2032734 - Email info@nyewasco.co.ke - Website www.nyewasco.co.ke



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@Nyeri_water

NYEWASCO Feted

In the report dubbed Impact 12, the performance of the water services sector for the financial year 2018/19 was reviewed. The regulator continues to develop and roll out a number of guidelines that are geared towards streamlining service provision and ensure the protection of the rights of the consumer. Some of these include;

Business Planning, Water and Sanitation Services Provision in Rural and Underserved Areas, Water Safety Planning, Water Vending, Corporate Governance and Pro-Poor Water and Sanitation Services guidelines.

These guidelines serve as the yardstick with which WASREB uses to evaluate the performance of individual Water Services Providers (WSP's) within one financial year.

Nyeri Water and Sanitation Company scooped the first position overall with 177 points out the possible 200 points. This is an improvement from FY 2017/2018 where it scored 163 points. The company has held the number 1 position for the last 12 years in a row.

While receiving the trophies, the Ag. MD Eng. Peter Kahuthu thanked the entire staff and the board of directors for their stellar performance and dedication which has seen them achieve this success as well as the exemplary leadership of the late MD CPA Peter Gichaaga during whose tenure the report was conducted.

In addition, the chairman of the board of directors Mr. Patrick Munuhe thanked all staff, esteemed customers and all stakeholders for the exemplary performance. He also urged the NYEWASCO team to uphold the number one positions won and strive to improve on all other key performance indicators as the company strives to deliver quality services to her customers. He also expressed his gratitude to the County Government of Nyeri for its continued support under the leadership of H. E Governor Mutahi Kahiga.



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Have you moved houses? Need a new account?


Requirements for change of tenancy meter application;

1. Duly filled application form
(Blank forms available at our Customer Care Center)
2. Copy of pin certificate
3. Copy of identity card
4. Deposit of Ksh.2000.00 (refundable)
5. Application fee of Ksh.100 (nonrefundable)
6. Turn on fee of Ksh.200 (nonrefundable)

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TODAY**

Visit our offices for same day service.






Customer Education Materials



REQUIREMENTS FOR A NEW WATER CONNECTION

1. Copy of your KRA pin certificate.
2. Copy of your National ID
3. Copy of the land's Title deed or chief's/subchief's letter indicating applicant's land ownership.
4. Deposit of Ksh.2000 (refundable)
5. Application fee of Ksh.100 (non-refundable)
6. Turn on fee of Ksh.200 (non-refundable)
7. Labour cost of Ksh. **1000**
8. Additional cost of materials facilitating the connection

Kindly submit the above documents at the New Connection desk at our customer service center.

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YOU CAN NOW PAY YOUR WATER BILLS VIA M-PESA PAYBILL

PAYBILL NO. 968800


YOU CAN ALSO PAY YOUR BILL VIA



A/C NO 0110261003593



A/C NO 6652000567



A/C 055000043395

Customers want a good experience. A big part of that is exceptional customer service. At NYEWASCO, we always aim to exceed our customers' expectations by providing unrivalled service in provision of quality water, sewerage and allied services. Call us today for exceptional services.


What Do You Do When You Spot a Water or Sewer Leak?




CALL us on 0800721095 for FREE

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Help us conserve water so that we have more for you




NYEWASCO EXPLAINS

DEMYSTIFYING THE FINAL BILL

A final bill is the amount of money charged for consumption between the last meter reading date and the date of account termination. This is usually deducted from customer deposit. We thought you should know.

Join the campaign



Save water now, it will save you later

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Kihuyo – Mweiga Supply Network Upgrade

The upgrade exercise of the Mweiga - Kihuyo corridor supply network which has been ongoing in phases is still ongoing. The technical team is working on the Kamwenja Teachers College stretch in Mweiga which is approximately 1.5 kilometers. The objective of the upgrade is to increase the volume of water supply to customers in Mweiga and the adjacent areas which has been informed by an increase in demand. The upgrade has also been necessitated by the regular pipe bursts experienced in this section as a result of the poor state of the PVC pipes.

The exercise involves replacement of old dilapidated PVC pipes with larger High-density polyethylene (HDPE) pipes. This will kill two birds with one stone in that apart from increasing the volume of water to customers, it will also decrease the amount of water lost through pipe bursts and leakages also known as non- revenue water.

Customers in Kihuyo, Njeng'u, Ikumari, Mweiga, Kamatongu and Mwireri are expected to notice an improvement in supply as soon as the upgrade of the section is completed. The company is committed to improving the customer experience in all its services.



Testing and Calibration Laboratories ISO/IEC 17025:2017 Accreditation



Nyeri Water and Sanitation Company testing and calibration laboratories are among the first laboratories to have undergone the stringent assessment and successfully transited to the new ISO/IEC 17025: 2017 Standard accreditation in Kenya. This gives increased confidence on the accuracy and reliability of the results issued from the laboratories for the period Jan 2020-November 2024.



NYEWASCO ISO/IEC 17025:2017 Accredited Lab

Our Services:

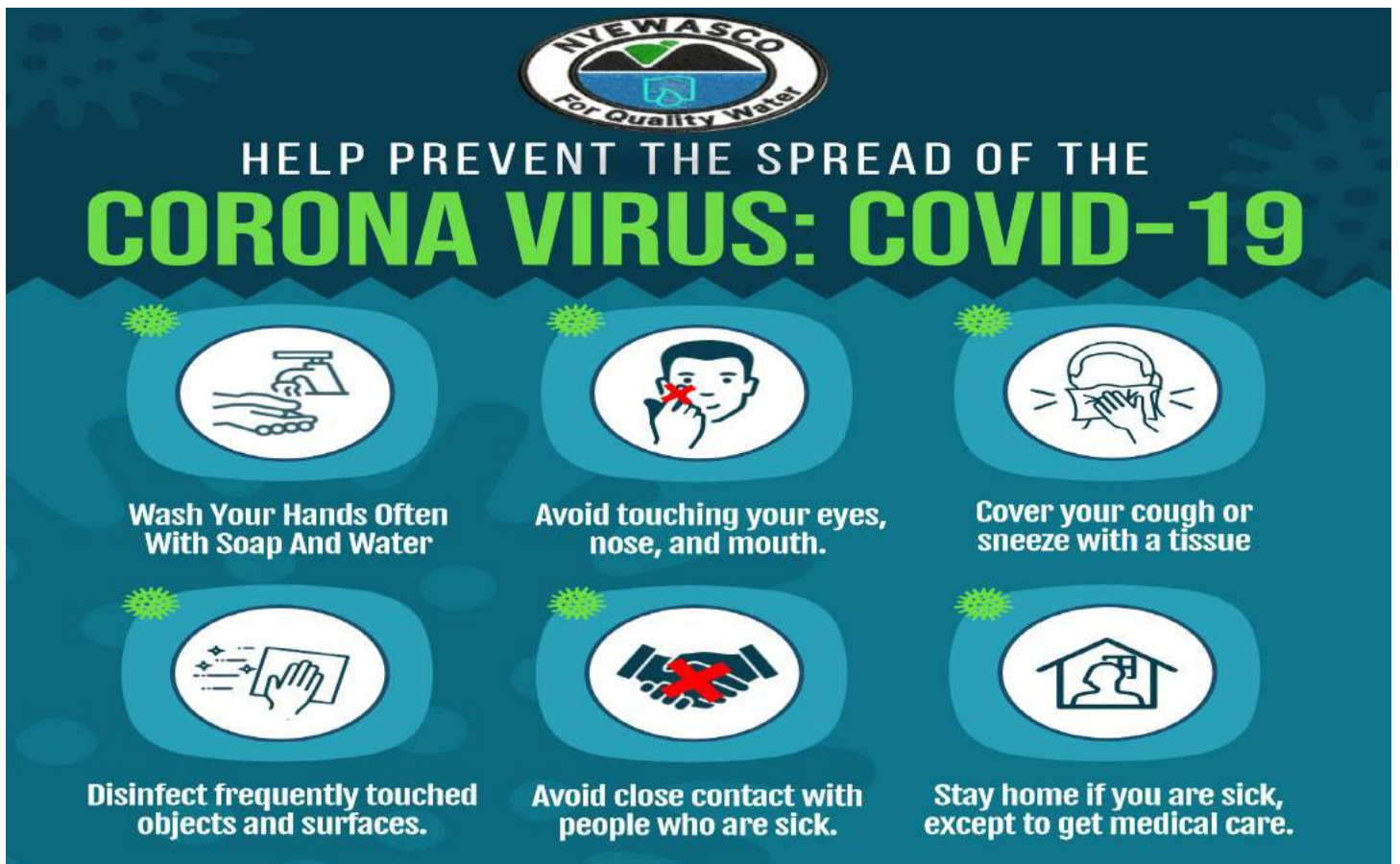
The laboratory offers sampling and testing services from various water sources as follows;

- Drinking Water e.g. treated piped water, bottled water etc.
- Surface Water e.g. Rivers, streams, dams, etc.
- Ground Water e.g. Boreholes, wells, springs etc.
- Mineral Water e.g. Bottled water etc.
- Deionize Water
- Effluent Water e.g. Raw sewage and final effluents

Our lab also serves as National Environment Management Authority (NEMA) reference lab

Materials from COVID-19 online sensitization campaign

Nyeri Water and Sanitation Company Ltd has engaged in an online sensitization exercise which involves dissemination of information on precautionary measures residents and our customers need to take in this period of COVID-19 pandemic. The campaign involves creation of visual aids consisting of simple messages on different topics related to the pandemic. These visual aids are then shared on different platforms which include the official company Facebook page, Website and Twitter handle. The campaign is aimed at reaching a large number of viewers and the e-cards are sharable.



Data Collection and Validation for the FY 2019/20 by the Water Services Regulatory Board

A data collection and validation exercise for Tana region Water Services Providers (WSP's) kicked off on 25th January 2020 at the White Rhino hotel and is expected to be completed on 29th January 2020.

The exercise is aimed at collecting and verifying data and the supporting documents submitted to the sector regulator by WSP's.

The data forms the basis which the Water Services Regulatory Board uses in ranking water services providers in the performance report dubbed The Impact which is released every financial year.



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For Quality Water

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Get a mini-statement
View your meter readings

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NYEWASCO NEW PRICE LIST FOR PRODUCTS & SERVICES WITH EFFECT FROM 01/07/ 2020.

SN	ITEM	UNIT	NEW CHARGES(Ksh.)
1	Educational visits (Colleges and Universities)	Per Visit	10,000.00
2	Educational visits (Primary Schools)	Per Visit	6,000.00
3	Photo Session	Per Visit	3,000.00
4	Music Video Shooting	Per Visit	3,000.00
5	Labour Charges for Plumbers	Per Plumber/ per day	1,000.00
6	Hire of NRW Management Equipment	Per Machine/ per Day	5,000.00
7	Leak Detection	Per Day	5,000.00
8	Bust Fusing of Pipes (Per Joint)	200mm	4,500.00
		110mm	4,000.00
		90mm	3,500.00
		75mm	3,000.00
		63mm	1,000.00
9	Fish	Kg	100.00
10	Eco-Friendly Manure	Tonne	500
11	Empty 45 kg Containers (Kamakwa Treatment Plant)	1	500

The Board of Directors, the Management team and all staff would like to appreciate our esteemed customers for their continued support in helping us achieve the lowest NRW ratio among all Water Services Providers in Kenya. (Impact issue 12 for the FY 2018/19. You are an amazing part of the NRW management Champions. We would like to urge all of you to continue reporting any water leakages promptly so as to enable us maintain constant supply of potable water to your households. This will also help in ensuring that you only pay for water that you have used.

REACH US ON OUR HOTLINE : 0734732481
TOLL FREE NUMBER : 0800721095



VISION

A World class Water and Sanitation Services Provider



MISSION

To provide quality water, sanitation and allied services at commercially and economically sustainable levels through application of outstanding processes and technology to the delight of our customers and other stakeholders

NYERI WATER AND SANITATION COMPANY

WATSAN FOCUS

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