

# WATSAN FOCUS

## Upgrading the Water Supply Network to Mweiga Town and the adjacent areas.

The upgrade exercise of the Mweiga - Kihuyo corridor supply network which has been ongoing in phases is still continuing. The technical team has been working on the section between Sasini Estate and Ikumari junction in the month of March. 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 a considerable improvement in supply as soon as the upgrade of the whole section is completed. The works are projected to be complete by the end of April 2021. The company is committed to improving the customer experience in all its services.



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ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



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@Nyeri\_water

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## Marking the World Water Day amid the Corona Virus Pandemic

Nyeri Water and Sanitation Company Limited joined the rest of the world to celebrate the 28th edition of the WORLD WATER DAY on 22<sup>nd</sup> March 2021. The theme this year is Valuing Water. This is an annual UN observance day that advocates for the sustainable management and development of fresh water resources. During this period where the world is fighting a pandemic whose one way of prevention is through hand washing with clean water and soap, the value of water cannot be overemphasized. NYEWASCO marked this important day by planting trees in Kiganjo Sewer Pumping Station where 10,000 trees have already been planted. The company aims to establish an arboretum by planting over 100,000 trees this year. This will contribute largely to the conservation of the environment as well as our water catchment areas. The tree planting exercise was done in partnership with the General Conference of Akorino Faith Churches Assembly and the Young Water Professionals who promised to care for the trees planted to ensure a 100% survival rate. At NYEWASCO, we do not just plant trees, we grow them to maturity. Members from the Green Life Hub, a community based organization were also present.

Join us and plant a tree during this rainy season. One wise man said "When you cannot do anything else, plant a tree! How so true. Save water today. It will save you tomorrow.

Sights and sounds from the World Water Day Tree Planting Exercise: Valuing Water



# 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.




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**

[@nyewasco](#) [@Nyeri\\_water](#)

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

CONNECT WITH US: [www.nyewasco.co.ke](http://www.nyewasco.co.ke) [@nyewasco](#) [@nyeri\\_water](#)



King'ong'o Pumping Station

## Debunking the Sewer Myth

The King'ong'o Sewer Pumping Station was commissioned in October 2019 and it has been operating smoothly. Contrary to the common belief that associates Sewer with filthy environments, the Pumping Station is nothing but picturesque. From the neatly manicured lawns, to the well-designed plant, you would be forgiven to think that you are in a five-star hotel. The company is tackling Sanitation issues in its area of operations hands on. Customers from Gatende/ Garden Estate, Nyeri Inn and the surrounding areas are the main beneficiaries of the pumping station. The station acts as a collection point for waste water which is screened and then pumped to the company's main waste water treatment plant in Kangemi. Here, the sewer water undergoes a treatment process which converts it into effluent which is returned to the water cycle with acceptable impact on the environment. The effluent is regularly monitored through tests which are performed in the ISO/IEC17025:2017 accredited Laboratory. Nyeri Water and Sanitation has a laboratory which serves as a NEMA reference lab in the region. The company is committed to environmental conservation and encourages re- use of the treated waste water.



## 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:

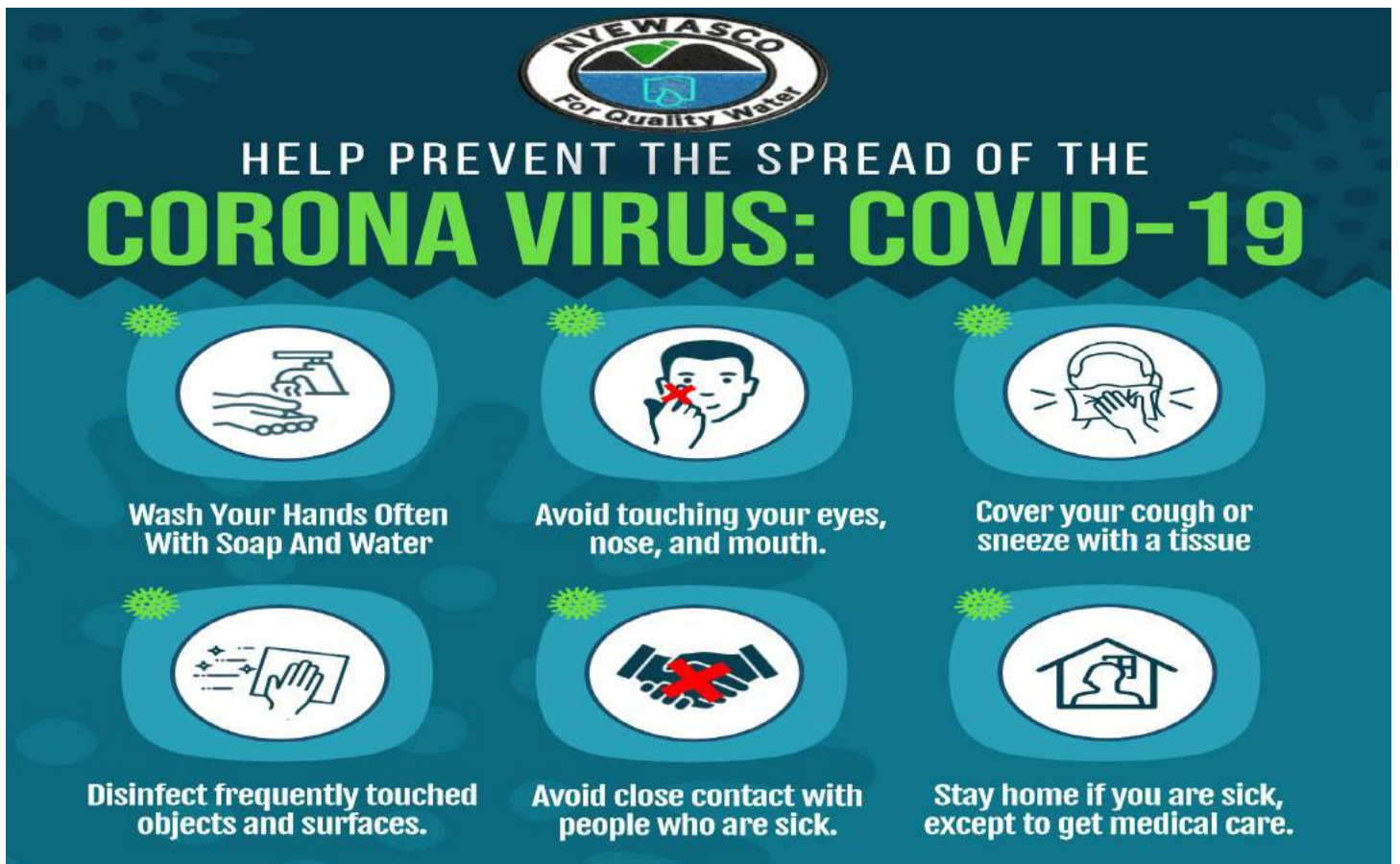
The laboratory offers sampling and testing services from various water sources as follows;

- 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.





# Happy Easter Holidays

The Chairman, Board of Directors, Management and staff of NYEWASCO wishes our esteemed Customers and Stakeholders a Happy Easter holiday. Our Offices will remain closed from 2/04/2021- 5/04/2021. Normal operations will resume on 6/04/2021. An emergency team will be on standby to ensure reliable water supply during Easter. Call us on 0734732481 or toll free on 0800721095. Mask up and stay safe.



ISO 9001:2015 Certified ISO/IEC 17025:2005 Accredited



@nyewasco



@Nyeri\_water

## 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)



*Visit our offices for same day service.*



**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

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