

WATSAN FOCUS

NYEWASCO Board of Directors Embark on a Company Facilities Inspection Exercise

Nyeri Water and Sanitation Company Board of Directors led by the chairman Patrick Munuhe on September 13th 2021 embarked on an inspection exercise of all the company's facilities to ensure that they are operating optimally. The tour which saw them visit the catchment area in River Chania and Zaina also took them to Ihwa intake, Kamakwa treatment plant, Kangemi sewer treatment plant, Mathari twin tank, Tetu tank, among other many other facilities.

The members of the board who were accompanied by the senior management also visited Nyeri Hill where the company plans to construct a water tank to increase supply efficiency. They also visited the proposed Baraka- Chaka water extension project phase 1 which is intended to serve over 1,000 residents of Baraka estate in Kieni East Sub County. This proposed project is one of the flagship projects planned for in the Strategic Plan 2021/22-2025/26.

The directors were impressed by the status of the facilities and urged the company's management to maintain the high standards found in all of them. Speaking during the tour, chair Patrick Munuhe congratulated all staff, customers and all other stakeholders for maintaining position one in the 2019/20 Wasreb Performance Report a position the company has held for the last 13 years as well as Non-Revenue Water champions in the recently released report by the Ministry of Water and Sanitation on Non- Revenue Water Management with a NRW ratio of 14%, the lowest in the country.

He also challenged them to do even better in the subsequent evaluations. Nyeri County Executive Committee Member for the department of Water, Environment, Natural Resources and Sanitation Fredrick Kinyua who joined the team in inspection of the proposed Baraka- Chaka water extension in Kieni. The CECM reiterated Nyeri County Government's commitment in supporting the company as it delivers on its mandate of provision of clean and safe drinking water and sanitation services to the residents of Nyeri Central Sub County and its environs. He also commended the Board of Directors, management and all staff for excellent service delivery.



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Supply Upgrade in Game rock and Ciarini Areas

There were two major upgrade exercises in Gameraock and Ciriani done in phases by the company during the month of September. In Ciariani, PVC pipes (1inch/32mm) were upgraded to HDPE (50mm), thus increasing the diameter of the new supply network.

In Game rock, PVC (90mm) were upgraded to HDPE (90mm). The objective of the upgrade is to increase the volume of water supply to customers in both areas which has been informed by an increase in demand. The team is also working on customer meters re alignment, servicing and raising meter covers.

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 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.



New Water Connections in Nyaribo and Kihuyo Areas

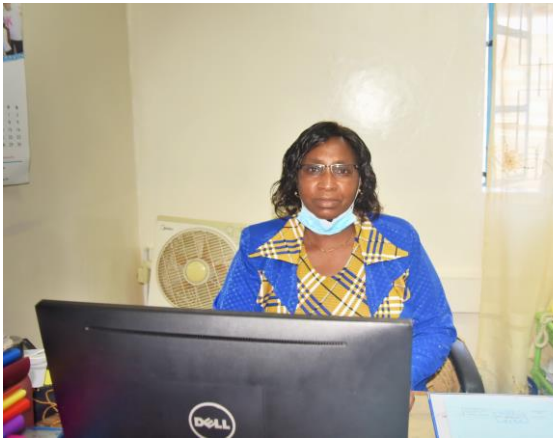
NYEWASCO has invested in a number of resources so as to fulfill her promise on being customer centric and allow access to safe and sustainable water and sanitation services to all residents in her service area. Access to responsive and reliable services provided in a professional manner is a strategic priority in the company's strategic plan for the panning period 2021-2016. To achieve this, NYEWASCO is expanding water distribution network and sewer connections and sustaining water quality standards.

New water connections have been achieved in various places in the service area during the month of September thus making access to potable water a reality to many more customers.

The company is committed to playing its role in attainment of the United Nations Sustainable Development Goals, Vision 2030 and the County Integrated Development Plan and her Strategic Objectives which are paramount to the success of the Company in the attainment of sustainable provision of water, sanitation and allied services.



INTERVISTA/ Interview:



Rev. Gladys Wamuyu Kabiri

Fun Facts about Gladys:

Gender : **FEMALE**
 Department : **FINANCE**
 County : **NYERI**
 Favorite meal : **"GITHERI"**
 Hobby : **TRAVELLING AND MEETING FRIENDS**

CHOOSE ONE:

INSTAGRAM OR TWITTER: **None of the above**

OUTDOOR OR INDOOR : **Outdoor (Person)**

RICH OR LOYAL FRIEND : **Loyal Friend (Preference)**

SODA OR WATER : **H₂O**

- ⊛ How many years have you worked in Nyewasco : **24 years**
- ⊛ What has been the best experience you've had in the 24 years you've worked in the company: **"mmhh I remember doing work with no hassles, that has been my best experience"**
- ⊛ What is your view on the COVID-19 Pandemic and how has it affected you individually: **"I think it is so traumatizing, I have lost friends, lost relatives to this coath, which is so grieving. Taking care of a COVID-19 patient is so expensive. We have no option but to just trust God that things will get better.**
- ⊛ What excites you most about the company : **"It is a place where I as an individual feels at home together with the teamwork spirit with my colleagues makes it a tranquil environment to work in"**
- ⊛ What is your motivation each day when you wake up: **"...Apparently it's my family, each day I have to call them in the morning before coming to work. My other motivation is serving God. I really enjoy it"**
- ⊛ Stress and Depression is a major problem worldwide, what is your take on this: **"protect your heart with all diligence, we shouldn't hold things in our hearts let go and be free of negative thoughts and you will succeed in managing this"**
- ⊛ What is your best advice to the young generation generally: **"To have determination, be focused, and not to despair in whatever they are doing as far as they are doing the right thing. The future is built by today; everything you do today will manifest to the future....."**

Customer Sensitization Exercise in Low Income Areas of Kiawara and Majengo

The Customer Care section conducted a customer sensitization exercise during the month of September with an emphasis on the low income areas of Kiawara and Majengo in Nyeri Town. The team also covered Gatitu and Chaka areas. This was conducted under the customer sensitization exercise which seeks to educate them on services rendered, how to access them as well as resolving customer complaints. The multi departmental team was hailed by the customers for taking services closer to them. The exercise is one of the Company's interventions in Low Income Areas aimed at increasing access to clean water and sanitation services.

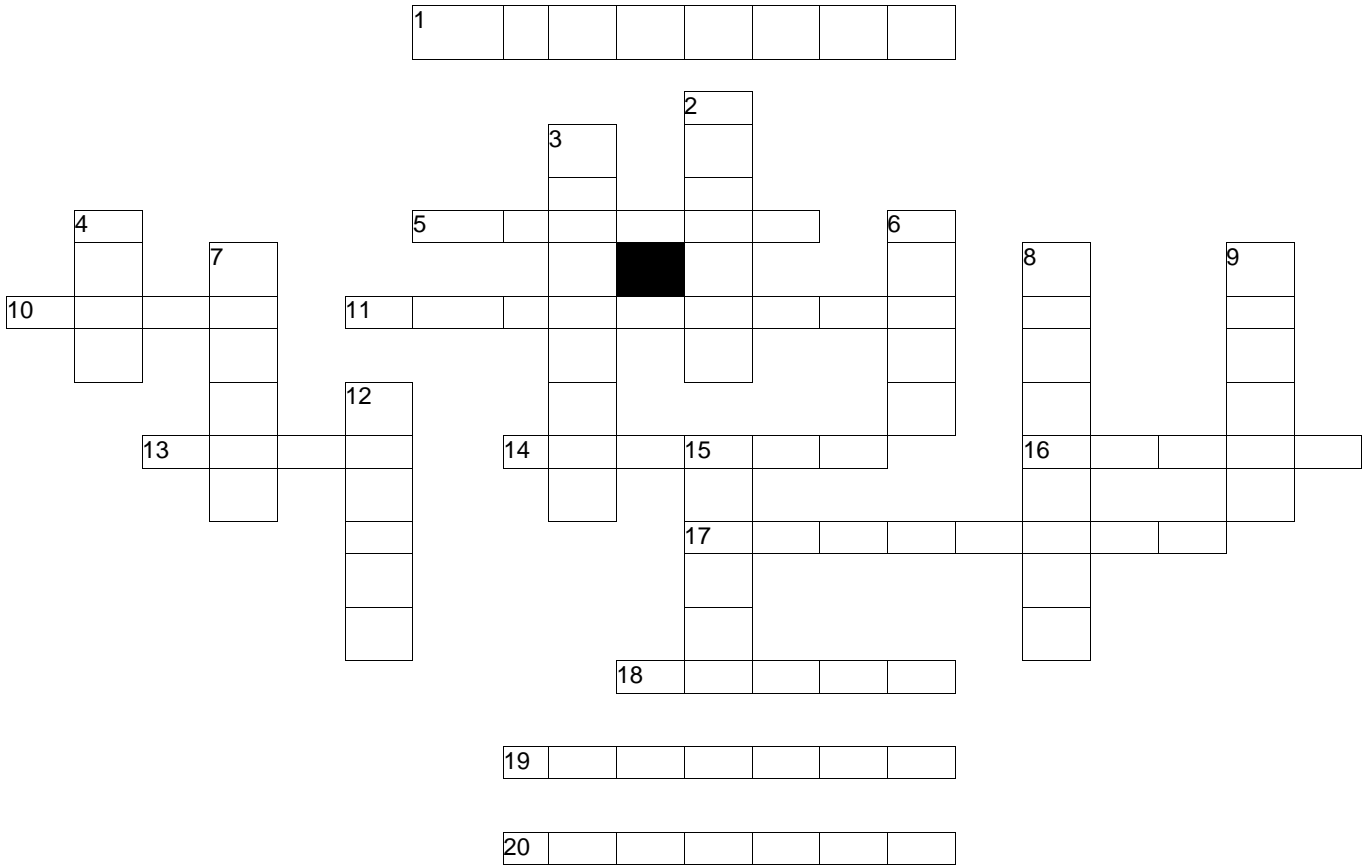
Nyeri Water and Sanitation Company is committed to the realization of the set target by the government of Kenya of making potable water and safe sanitation accessible to all by the year 2030 and United Nations SDG 6 which promotes the accessibility of clean water and sanitation for all. The exercise was conducted in strict observance of the Ministry of Health guidelines on curbing the spread of the Corona Virus Disease. Customers were sanitized on arrival and each one of them was provided with a mask.



- 1. Aerial view of Kiawara slum in Nyeri town
- 2&3 NYEWASCO Customers receiving service nearer home
- 4. NYEWASCO customer service team during the customer sensitization exercise



CROSSWORD PUZZLE



Across

- 1. A page orientation where the page is taller than it is wide.
- 5. Switching between two options using the keyboard.
- 10. Reverses recent actions.
- 11. An index format that separates the entry from the page number associated with it.
- 13. Reverses an undo action.
- 14. Graph that use lines, columns, and pie shapes to represent numbers and data.
- 16. A collection of formatting choices that can be applied throughout a document.
- 17. A method to mark locations within a document so that they can be easily returned to later.
- 18. An index listing.
- 19. A picture or a drawing object.
- 20. A location along the ruler that you use to align text

Down

- 2. A small bar that contains buttons for performing commands.
- 3. The easiest way to move text is to select it, position the pointer on the top of the selected text, and then drag the selected text to the new location.
- 4. A set of characters that all use basic design.
- 6. Printed or online documents.
- 7. Text or graphic that are printed on every page or section, usually at the bottom but can be anywhere on a page.
- 8. A term used to describe page orientation, where the page is wider than it is tall.
- 9. A location within a BVA project where a macro is stored.
- 12. The appearance of text.
- 15. Contains commands for working with the document, organized by tabs.



Create your own at Storyboard That

Tumulike Mwizi Pamoja Campaign

Nyeri Water and Sanitation Company has launched a *Tumulike Mwizi Pamoja Campaign* aimed at reducing commercial losses occasioned by water theft through illegal water and sewer connections and discharge of waste water at undesignated discharge points. The campaign is aimed at educating customers and the general public of the penalties that accrue from the vice and encouraging them to report such cases to the company or the police. The campaign which is being led by the Communications & Public Relations Office in conjunction with the Security & Investigations Office, Pro Poor and Planning Office, Customer Care Office, Customer Relations Office as well as the Business Development and Marketing Office covers the whole of NYEWASCO's service area with a concentration in the low income areas where this vice is commonly found.

Did you know that water theft through illegal connections or meter by-passes, self-connection after cut off for non-payment is a criminal offence punishable by law? The following penalties applies:

1. **ILLEGAL CONNECTION:** Commercial, Industry, Construction fraud- Sh. 100,000 plus estimated consumption during the period of illegality.
2. **ILLEGAL WATER CONNECTION FRAUD DOMESTIC-** Sh.30,000.
3. **SELF CONNECTION** after cut off for non-payment Sh. 5000 and billing backdated from date of cut off.

These penalties have been set by Water Services Regulatory Board (The Kenya Gazette No. 2188) to deter water theft and failure to pay may lead to a jail term.

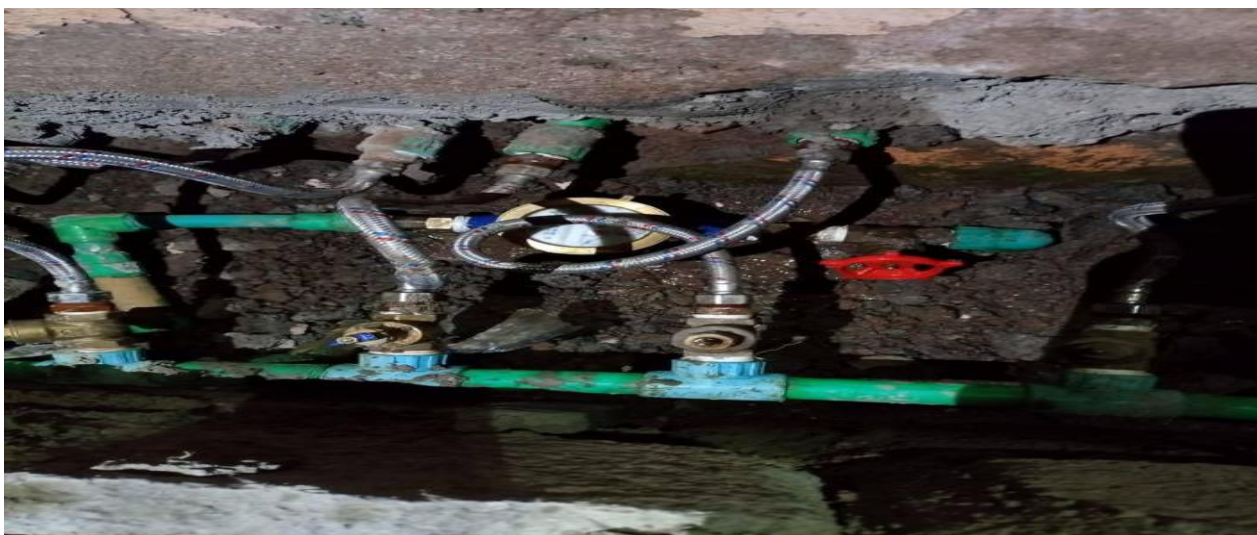
Currently, one person who was involved in water theft has been caught by our security & investigation department whose mandate is to weed out the vice. He was arrested and taken to Central Police Station where he was booked and is out on cash bail. He is required to pay for the penalty and billing backdated from the date of cut off. The total sum has escalated way above what he owed before the illegal connection and failure to pay will lead to criminal charges being brought against him. It is not worth the trouble. Get a legitimate water connection to avoid these penalties. Our team is on the ground verifying all water and sewer connections.

We urge our customers to report to us any case of water theft, illegal water and sewer connections, illegal discharge of waste water in un-designated points, meter vandalism and theft to the nearest police station or to us through the following communication channels:

1. Facebook@nyewasco
2. Twitter@watee_nyeri
3. Toll free phone number 0800721095
4. Phone number 0734732481

Email info@nyewasco.co.ke

Let's stop mwizi together. Help us serve you better.



An example of an illegal connection



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



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



The freedom to manage your water account from anywhere is finally here!

**DOWNLOAD OUR
NYEWASCO
APP
TODAY!!!!**



GET IT ON
Google Play



Download on the
App Store

CONNECT WITH US



www.nyewasco.co.ke



@nyewasco



@Nyeri_water



Requirements for a change Tenancy Water Connection

1. Copy of your KRA pin certificate
2. Copy of your ID
3. Copy of landlords ID or letter from lease agents.
4. Deposit of Sh. 2500 (Refundable)
5. Turn on fee of Sh. 200 (Non-refundable)
6. Application fee of Sh 100 (non-refundable)

Kindly submit the above documents to the New Connections Desk at our Customer Service Desk and leave the rest to us!



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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 and Top Management would like to thank Staff, esteemed Customers and all Stakeholders for the exemplary performance as exhibited in the IMPACT: A Performance Report of Kenya's Water Services Sector- 2019/2020. Nyeri Water and Sanitation Company Limited has recorded stellar performance for 13 years in a row. The Board of Directors takes pleasure in commending the whole team for their commitment and hard work. We urge you to continue with the same spirit as we strive to deliver exceptional services to all our customers.

REACH US ON OUR HOTLINE : 0734732481

TOLL FREE NUMBER : 0800721095



VISION

To be a World Class 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



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NYERI WATER AND SANITATION COMPANY

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