

WATSAN FOCUS

His Excellency Governor Mutahi Kahiga Officiates The 11th Edition of WASCO Games Trophy Presentation Ceremony at NYEWASCO Offices

The 11th Edition of WASCO games trophy presentation event for the Nyeri Water & Sanitation Company Ltd (NYEWASCO) was officiated by Nyeri Governor His Excellency Mutahi Kahiga at NYEWASCO headquarters in Nyeri town on 11th May 2022.

Nyeri County's flag was flown high after the company clinched second place nationally at the recently held Water Companies Sports Organization (WASCO) games in Kisumu City.

NYEWASCO won first place in three of the 15 disciplines it competed in: men's volleyball, folk dance, and table tennis (Ladies). It came in second place in Folk Song and Squash (Men), and third place in Table Tennis (Men) and Golf. The team put a spirited fight for the trophies in the highly competitive sports event which had more than 50 water companies participating.

Speaking at the event, MD Eng. Peter Kahuthu lauded the County Government of Nyeri for supporting the company noting that this has led to many achievements including the Company being awarded for being the best water company nationally for 13 consecutive years in provision of high quality water to its customers. The company also holds several international water awards. He reiterated the company's commitment to continue delivering exemplary services to her customers in Nyeri Central Sub County and its environs.



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ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri_water



Sights and Sounds of the WASCO 11th edition games trophy Presentation event.

NYEWASCO Tree growing day at Gatei Sewerage Treatment



In line with the Company's theme for the tree-planting season, 'save the environment today and it will save you tomorrow', and in an effort to contribute towards the Government's target of achieving 10% forest cover by the end of 2022, Nyeri Water and Sanitation Company organised a tree-planting event in Gatei Sewerage Treatment Plant on 20th May 2022 to create awareness on the challenges of land degradation and the need for land restoration initiatives. The initiative which was led by the Company's Managing Director Eng. Peter Kahuthu involved all members of staff who took to the field to plant and water the trees. Nyeri County is the leading County in forest cover having attained the Country's target of 10%. Speaking during the exercise, the MD urged all members of staff to engage in tree planting activities even in their own homes. The Company has a target of planting 1 million trees every quarter and nurturing them to maturity. During the event, over 5,000 fruit trees were planted.

Tree Growing day events at Gatei sewage treatment plant.

Bull feasting courtesy of H.E Governor Mutahi Kahiga

NYEWASCO registered stellar performance in the recently held WASCO games in Kisumu County. The company emerged second runners up in the highly competitive sporting activities. The team brought home 8 trophies. Nyeri County Governor who received the trophies from the team on 11th May 2022 gifted the team a bull as a token of appreciation for the exemplary performance. The management hit the ground running and organized a party for all members of staff. NYEWASCO staff has exhibited commitment and hard work both at work and in the field. The company is the sector leader having held the position 1 trophy for 13 years in a row in a performance evaluation of Kenya's water services sector which is carried out by the Water Sector Regulatory Board (WASREB) every financial year.



Bull eating ceremony graced by the NYEWASCO Management and Staff.

New Connection Projects in Mathari

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 planning 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 including Mathari in the month of May 2022 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.



NYEWASCO staff working on a new water connection at Mathari area.

Meter separation exercise at Kiganjo Police College



Meter separation at Kiganjo police college to enable individual connections to police quarters.

INTERVISTA/

Interview:



Fun Facts About Stephen Kibaki

Gender : MALE

County: NYERI

Talent: Singing though I have not exploited it...hehe

Department: CUSTOMER RELATIONS

Hobby: Watching football

Favorite meal: 'Gojamatu'

CHOOSE ONE:

FACEBOOK OR WHATSAPP

(Preference): Whatsapp

OUTGOING OR RESERVED

(Personality): Reserved

RICH OR LOYAL FRIEND

{Preference} Loyal

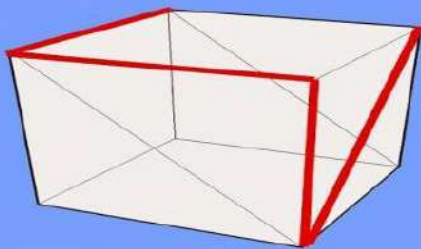
MONEY OR FAME: Just what is satisfactory for me

- ⌘ How long have you worked in Nyewasco? **“I have worked here since 2008 years. (moment of silence). That is 14 years...”**
- ⌘ Tell us a brief history about your interest and passion in customer servicing. **“I joined NYEWASCO as a meter reader supervisor. This work had me hands on, in engaging with customers and here is where my passion to always see that customer desires are met was birthed. My notion has always been, ‘a happy customer translates to a general good brand image of the company’.....” (smiles....)**
- ⌘ There has been a big improvement in the customer care department of the company, in the recent past years. What are some of the strategies you brought to the table for the realization of this? **“Since 2008, we have had quite a number of customer servicing strategies. We have visited various water service providers with the best customer service management systems and benchmarked their strategies. We also improved the front office which was initially a cash office where we introduced customer service centre where customers could come and raise their complaints. We also introduced a customer resolution module in the system where customers can engage with the company through various social media platforms e.g USSD, Nyewasco WhatsApp group, Maji App, Facebook e.t.c”**
- ⌘ Share with us any childhood memory that you will never forget. **“hahahaha.... (brightens up) it was when my mum sent me to the poshomill when I was younger, ‘niliwekewa ile mahindi kwa chondo na kwasababu nilikuwa kijana sikuwa napenda kubebea mizigo kwa chondo, kwa hivyo niliittoa nikawacha pahali, only to come back and find it was stolen. When I got back home, my mom gave me a beating like nobody’s business”**
- ⌘ What is the best advice you have for the young generation? **“mmmh.....They should be focused. They should not always have the idea of working for money but in actually making the life of someone better....”**

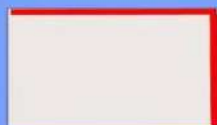
FUN and GAMES



The Transparent Cube Puzzles



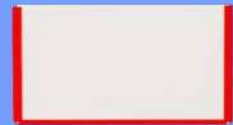
A transparent cube is wrapped in a single piece of thick wire, and three projections are shown:



front



side



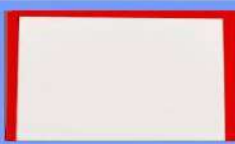
top

Sketch the cubes / wire shown in the projections below. Remember that each cube is wrapped in a single piece of wire, and no part of a cube is covered with a double-thickness of wire.

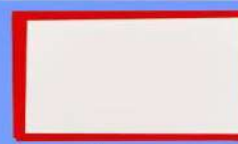
#1



front



side

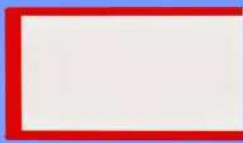


top

#2



front



side



top



Did You Know??



1. **Did you Know Kenyan's Second Late President Mwai Kibaki's funeral costed Ksh 260Million** making it the fourth most expensive funeral in the world ever done? It is closely followed by the famous late King of Pop Michael Jackson's Funeral.



3. **Did you know 3 US Presidents have won the Grammys award?** President Jimmy Carter won 3 awards, Bill Clinton won 2, while President Barrack Obama won 2 Grammy awards.



4. **Did you know there is a species of jellyfish that never dies?** Turrityopsis dohrnii aka The Immortal Jellyfish is known to be able to revert back into its adolescent state after going through adulthood—making it basically eternal!

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@water_nyeri
3. Toll free phone number 0800721095
4. Phone number 0734 732 481/ 0714 430 000

Email info@nyewasco.co.ke

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





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




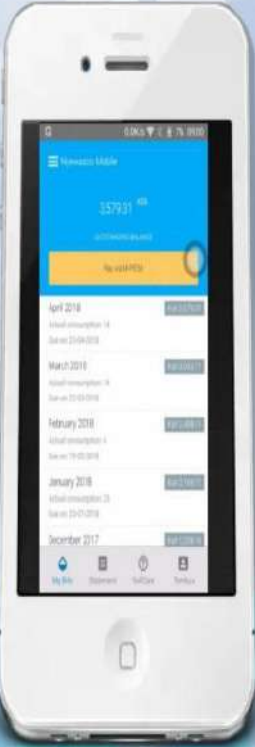
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A/C 055000043395

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



**DOWNLOAD OUR
NYEWASCO
APP**

TODAY!!!!

Pay water bill
Get a mini-statement
View your meter readings
(somee meter and many more!)

GET IT ON


CONNECT WITH US


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[@nyewasco](https://www.facebook.com/nyewasco)

[@nyeri_water](https://twitter.com/nyeri_water)

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 : 0734 732 481/ 0714 430 000

TOLL FREE NUMBER : 0800721095



NYERI WATER AND SANITATION COMPANY

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