



WATSAN FOCUS

NYEWASCO Games Day held at Old Ruring'u Stadium on 21st January 2022

Nyeri Water and Sanitation Company held a sports day at Old Stadium in Ruring'u in a bid to encourage all members of staff to join different sports in preparation of Water Services Companies (WASCO) Games 2022 which will be hosted by Kisumu Water and Sanitation Company in Kisumu from 18th April - 22nd April 2022.

These WASCO games are used by the water services providers as a platform to meet, network and discuss ways of improving service delivery as well learn from each other away from the office. NYEWASCO has registered a high turnout in all disciplines and team training is ongoing under the close monitoring of team captains and the team manager and his deputy.

The sports day also offers members of staff an opportunity to exercise as a way of ensuring that they keep fit. This contributes to their overall health.



1. Staff members taking part in cardio exercises as a team

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



ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri_water

Supply network upgrade in Mweiga

The upgrade exercise of Mweiga service zone 40, which has been ongoing in phases, has been completed. The objective of the upgrade is to increase the volume of water supply to customers in Mweiga service line and the adjacent areas which has been informed by an increase in demand of water due to the growing population in the area. The exercise involves upgrade of old HDPE (110mm) with new larger High density polyethylene HDPE pipes (160mm). This has also improved the service line efficiency since the larger the diameter of the HDPE pipes, the more its ability to withstand water pressure. Customers in Mweiga, Embassy, Jutmar areas have reported a considerable improvement in supply. The Company is committed to improve customer experience in all its services.



2. Upgrade of the Mweiga distribution network

Other areas that benefitted from upgrades during the month of January



Re-alignment works in King'ong'o service area



Commissioning of main supply line at Ruring'u



NYEWASCO Customer Complaints Resolution Day

The company set aside Friday 28th January as a complaints resolution day as a Rapid Response Initiative to find lasting solutions to customer complaints. A large number of customers visited the company offices and they were served on the spot. The Customer Complaints Resolution day is held on every last Friday of the month to ensure that the company's services are easily accessible to all customers in the service area.



The NYEWASCO Bi-monthly Prayer Day / Staff Meeting Day



Staff members' attending the NYEWASCO's bi-monthly Staff meeting on 12th Jan 2022



NYEWASCO ANNUAL SPORTS DAY OFFICIAL LAUNCH

On: JANUARY 21 ST 2022

FUN and GAMES



Biblical Names - Word Search

There are thirty biblical name in this word search game. Spare some time and try to find them. The words in this word search are hidden across, down, and diagonally, with backwards.

H R C A L E B E N E S H S H S H O T P O
 T S I L T O D D Z P O E N U P A U L P O C
 H M E T T W T F O A M T F E I N M A P G
 N L M U E P E U S T M E K O A U H S O J
 A B R A H A M I A E F O E I T A E I O A
 K O D R I D E A S H I H N H O J S N G B S N
 P O L T U A E E I H S T N I G L O E A H O N
 A I A R A L O E T H I Y H T O M I T O N
 P H T C N S U R A S L J A A I I B D F
 D T E H D I N K M S E C O M Y S E A A D
 I A D F R M O S E S B T N N E O M R S A
 N F E T E M D S U O I H M M H P E T E R
 G G M L W E F S C N F S A U S M T H G T
 E S I R D I V A D C A J R I T I F O H M
 C R O Y S Y J E B E S W K E L H L L E G
 R I H S R S A R A E T A Y E U I O O R S
 O S N P E A N L N H L G E W A D L M N N
 I R G S S H M D T Y I O F T S A R E A E
 T O O J E R E M I A H S H E T E O W B S
 X E R T T N O M O L O S L C N E L L E D

ABEL
 ABRAHAM
 ANDREW
 BARTHOLOMEW
 CALEB
 DAVID

EVE
 GOLIATH
 ISAAC
 JACOB
 JAMES
 JEREMIAH

JESUS
 JOHN
 JOSHUA
 LUKE
 MARK
 MARY

MATHIAS
 MOSES
 NOAH
 PAUL
 PETER
 PHILIP

SAMSON
 SAUL
 SIMON
 SOLOMON
 THOMAS
 TIMOTHY

Food For Thought.....



Former US President Barack Obama (2008, 12)

Failure is one of life’s major impediment that we cannot avoid. It happens every time and it can happen in the most unexpected occasions that is, even when we are very prepared for a win. In this dire moments, we have an option of either to give up or to look at the brighter side and keep moving forward.” Life is not about how hard you are hit but how hard you can get hit and keep moving forward”.

Barrack Obama is the first African American President in the United States where he became president for two terms. (2008 and 2012) He came from a humble background and spent most of his life being raised by a single mum sometimes even relying on food stamps from the US government. In His early years, he spent time in rural Kenya in Kogelo. Through all the circumstances he underwent He never ceased believing in Himself with His famous slogan “Yes we can” ... He viewed failures as opportunities to grow. In a forum in the United states, he once said “YOU Can’t LET YOUR FAILURES DEFINE YOU, BUT TEACH YOU...”

INTERVISTA/

Interview:



Fun Facts About Gitonga

Gender : MALE

County: NYERI

Talent: PLAYING FOOTBALL

Department: NRW

DEPARTMENT

Hobby: LISTENING TO GOSPEL MUSIC

Favourite meal: TRADITIONAL FOODS e.g. arrow roots, yams,

Favourite Pet: Cat

Dream: Getting my own homestead which I already achieved

CHOOSE ONE:

FACEBOOK OR TWITTER

(Preference): TWITTER

EXTROVERT OR INTROVERT

(Personality): EXTROVERT

OUTGOING OR CONSERVATIVE

FRIEND {Preference} : OUTGOING FRIEND

WHISKY OR JUICE: JUICE

- ⌘ How long have you worked in Nyewasco and how many more years are you planning to stay? **“I have worked here for 16 years. (moment of silence as he thinks hard) I think I’ll be around for 13 years or so”**
- ⌘ Give me a brief history about Nyewasco from the first day you joined the company... **“mmmhh (takes a deep breath) I was originally in Specon K. Ltd which was the forefather company of Nyewasco, it was a water company owned by a Whiteman that offered contracts to Nyewasco for water supply back then. When Specon was dissolved, some of us who were casual workers at the time, were absorbed by Nyewasco. I have worked in the NRW department from 2006 to date, and in the beginning, the UFW (original name of NRW) was making 65 water loss and through our hard work, we are currently making minimal to no water loss at all....”**
- ⌘ What is the happiest moment you have experienced in NYEWASCO? **“When NYEWASCO gave me my first 2-year contract as a skilled worker, I had a lot of hope on the contract and I am glad that NYEWASCO did not forget about us, I also enjoy the benefits we have today that were not there long ago e.g. uniform, working attire, gumboots etc.”**
- ⌘ What is your motivation and drive each day? **“I love this job...(pauses)...I started working in 1992 before joining Specon, and in the many jobs I have done, I found my passion in plumbing. I look forward to accomplishing tasks given to me by my supervisor each day.**
- ⌘ What are your closing remarks?” **As long as you never stop dreaming and working hard, you will achieve what you want, I never imagined I would have my own plot of land.....**

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



Examples of illegal water connections nabbed by the Security and Investigations section during the month of January 2022



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



Query and Pay NYEWASCO water bill

Dial

***873*019#**



- Query your NYEWASCO bill
- Pay your NYEWASCO bill
- Tambua NYEWASCO staff
- Report bursts/ interruptions and many more!


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

 www.nyewasco.co.ke

 @water_nyeri

 @nyewasco

 **0714 430 000/ 0734 732 481**

Download the NYEWASCO APP from Google Playstore



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



NYERI WATER AND SANITATION COMPANY

WATSAN FOCUS

JANUARY 2022 Issue No.28