



# WATSAN FOCUS

ISSUE NO 1



**An overview of NYEWASCO's activities for the financial year 2019/2020**  
Published in June 2020

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# WATSAN FOCUS

An overview of NYEWASCO's activities for  
the financial year 2019/2020

**ISSUE NO.1**  
Published June 2020



Nyeri Water and Sanitation Company Limited

## Foreword



I must acknowledge the role and dedication of the management team in ensuring that our Company continually adds value to our customers and the stakeholders.

For the last 18 years, we have seen the Company grow in leaps and bounds. We have secured a strategic position with our Water Service provision level earning high recognition and being ranked as the best managed Water Services Provider in Kenya for the last 11 years in a row.

In my opinion, the Company is stronger and has the momentum to grow now than at any other time in our history.

It is the responsibility of everyone connected to the Company to ensure it remains futuristic through research, innovation and thought leadership. Emphasis on regulation will ensure that the Company continues to uphold public interest. I wish you a wonderful time as you engage with us in this Edition of the WATSAN FOCUS.

**Patrick K. Munuhe**  
Chairman, NYEWASCO



The WATSAN FOCUS is a brief summary of the activities that the company engages on a day to day basis as it delivers on its mandate of providing water and sanitation services within its surface area of Nyeri Central Sub County.

The NYEWASCO family is made up of dedicated men and women who endeavor 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 as our mission statement reiterates.

The company had its name changed from Nyeri Water and Sewerage Company LTD to Nyeri Water and Sanitation Company LTD during the financial year 2019/2020, a move that was necessitated by the need to widen our services as far as sanitation is concerned. I wish you an enjoyable time as you read through and get a feel of how a day at NYEWASCO feels like.

**Mr. Peter Gichaaga**  
Managing Director, NYEWASCO

# Corporate Management Team



**Peter M. Gichaaga**  
**Managing Director**



**Eng. Peter G. Kahuthu**  
**Head of Technical Services**



**David N. Ndumo**  
**Head of Corporate Services**



**Francis K. Kiura**  
**Head of Commercial Services and Strategy**



**James N. Ngunjiri**  
**Chief Water and Sanitation Engineer**



**Reuben G. Gitau**  
**Manager, Internal Audit**



**Keziah N. Nyambura,**  
**Manager, Legal Services/ Secretary**

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## IMPACT 2020: A performance Report of Kenya's Water Services Sector 2018/19

### We Did It Again! Nyeri Water and Sanitation Company Bags First Position

Nyeri Water and Sanitation Company Limited emerged first in the performance report by the Water Services Regulatory Board (WASREB). The sector regulator (WASREB) released the report on 6<sup>th</sup> July 2020.

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 with 177 points out the possible 200 points. This is an improvement from 2017/2018 where it scored 163 points. The company has held the number one position for the last 12 years in a row.

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- 2018/2019 which was unveiled on 07/07 2020.

Nyeri Water and Sanitation Company Limited has recorded stellar performance since the inception of the IMPACT Report. 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.

We also implore our Customers to be our eyes and ears on the ground. Kindly report any pipe bursts, sewer blockages, meter vandalism and theft and any other matter that requires our attention through the following communication channels:

1. Facebook @nyewasco
2. Twitter @ water\_nyeri
3. Toll free phone number 0800721095
4. Phone number 0734732481
5. Email info@nyewasco.co.ke

We are committed to delivery of 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.

TOP TEN UTILITIES 2018/19		
Rank	Utility	Score (Max 200)
1	Nyeri	177
2	Eldoret	145
3	Nakuru	144
4	Meru	142
5	Murang'a	137
6	Ruiru-Juja	134
6	Embu	134
8	Nanyuki	131
9	Thika	126
10	Ngandori Nginda	122



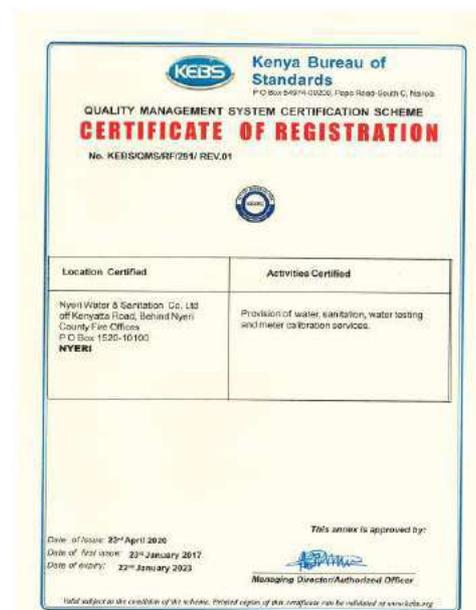
## In Pursuit of Excellence: ISO 9001:2015 Re-certification

An effective Quality Management System ensures that companies offer products and services of consistently good quality through efficient processes and helps them to adapt to a fast changing world. Nyeri Water and Sanitation Company Limited appetite to engage in continual improvement of its products, services and processes led it to pursue recertification after the lapse of its previous ISO 9001:2015 certification period.

The Journey began with a detailed audit process by the Kenya Bureau of Standards which found the Quality Management System(QMS) implemented by NYEWASCO to be compliant with the Standard. The certification covers the Core business of the Company including:

- 1.Provision of water and sanitation services
2. Water testing
3. Meter calibration services

The company endeavours to continue offering quality services to all customers and stakeholders.



## The Journey to ISO 9001:2015 Re-Certification Begins

The journey to ISO 9001:2015 re-certification kicked off on 21<sup>st</sup>Feb 2020 with the arrival of the audit team at the company's premises. An opening meeting was conducted to brief the auditees of the objectives of the audit which commenced thereafter.

The audit was successfully completed on 22<sup>nd</sup> February 2020 and a closing meeting was held between NYEWASCO and KEBS. KEBS thanked the management for proper facilitation which saw the objectives of the audit being met on time.

The company was first ISO 9001:2008 certified in January 2017 and later transitioned to ISO 9001:2015 in 2018.



## The Aftermath of Heavy Rainfall in Nyeri



**Fig1. Highly turbid water at the treatment plant**



**Fig2. Clogging at Ihwa intake**

Heavy rainfall and landslides experienced in Nyeri at the beginning of May 2020 caused high turbidity levels of water at River Chania. The Company's only intake was clogged with pebbles, logs and vegetation which originated upstream.

Due to this, the company interrupted supply of raw water from the intake to the treatment plant. This was a mitigation measure to ensure that the highly turbid water did not reach the distribution system. The staff at the intake and the treatment works did a splendid job of monitoring and unclogging the entire system. Raw water supply to the treatment plant was restored after a few hours and the normal water treatment process reinstated.

Despite the unforeseen circumstances brought about by the heavy rainfall, the available water reserve in the clear water tank sustained a fairly steady supply to the customers. The company takes cognizance to the fact that water is an essential service especially during the Corona Virus (COVID-19) Pandemic. As a result, emergency measures have been put in place to ensure no or minimal interruption to supply. Customers are constantly kept abreast of the developments every step of the way through different channels of communication.



Media briefing by Chief Water & Sanitation Engineer James Ngunjiri



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 0734732481	 @water_nyeri
 *483*60#	 info@nyewasco.co.ke customercare@nyewasco.co.ke
 @nyewasco	 www.nyewasco.co.ke

## NYEWASCO Steps Up Measures Against COVID-19

As a responsible corporate citizen, NYEWASCO is playing an active role in the efforts of combating the spread of COVID-19 in the country. This has been achieved through provision of hand washing facilities as well as sanitizers for members of staff and customers visiting the premises. The company has established 65 free handwashing points within its service area.

These free handwashing stations are situated in strategic places which are easily accessible to the general public such as Matatu terminus, public parks and health facilities within Nyeri Central Sub-County.

Further, the company is carrying out an online sensitization campaign on appropriate precautionary measures to take so as to curb the spread of Corona Virus. Other relevant topics such as effective hand washing techniques are covered.

The company is also ensuring a steady supply of water to the low income areas and the most vulnerable members of the society in a campaign dubbed “leave no one behind”. This has enhanced hand washing for the residents and by extension contributed largely to the fight against possible spread of the virus.



A Hand Washing Point at Mweiga Market

## NYEWASCO Steps Adapts to the New Normal sensitization campaign

Nyeri Water and Sanitation Company Ltd is engaging in an online campaign to sensitize the public on precautionary measures to take to curb the spread of the Corona Virus. It 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.



**HELP PREVENT THE SPREAD OF THE CORONA VIRUS: COVID-19**

- Wash Your Hands Often With Soap And Water**
- Avoid touching your eyes, nose, and mouth.**
- Cover your cough or sneeze with a tissue**
- Disinfect frequently touched objects and surfaces.**
- Avoid close contact with people who are sick.**
- Stay home if you are sick, except to get medical care.**

## Hand Washing At Kihuyo Dispensary Gets a Boost

In an effort to enhance handwashing as a preventive measure against the spread of COVID-19, the company in conjunction with TAIFA SACCO donated a tank with a capacity of 1000 litres to Kihuyo Dispensary on 24th April 2020.

Receiving the tank which is fitted with four handwashing points, the hospital administration thanked Nyeri Water and Sanitation Company Ltd for their thoughtfulness citing that health care workers are the front-line soldiers in the war against the Corona virus. Other handwashing points have been established at Nyeri Town Dispensary and Nyeri Level 5 Referral Hospital.

The World Health Organization has established that handwashing with running water and soap is one way of preventing the spread of COVID-19.



Other preventive ways are:

- Wearing of masks in the correct way
- Social distancing
- Avoid touching your face and eyes
- Use a tissue to cover your mouth when coughing or sneezing
- Staying home as much as necessary



A hand washing point constructed by NYEWASCO at Nyeri Town Dispensary

## The OBA Project: Connecting Customers to Sewer Line at No Cost Project Overview

### Contract Signing



- The process of connecting new customers to the sewer line began in August 2019. This is after a successful signing of contracts between NYEWASCO and the contracted companies undertaking the work on 7th Aug 2019. During the signing, the Managing Director Peter Gichaaga urged the companies that had been awarded the tender to expedite on the works while observing quality. The connections were being done at a subsidized cost of ksh 2100 and residents were urged to take advantage of the subsidy. The project covered customers Gatende/ Garden Estate, Ruring'u/Skuta, Classic/Ngangarithi and Kamakwa/Kandara areas and the environs.

### Advantages of the Sewer Extension project



- Improved sanitation standards
- Preserving the Natural Environment
- Increase Revenue
- Capacity Building
- Creation of Employment

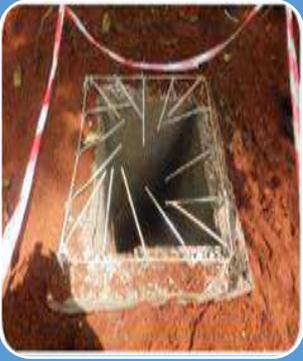
### New Sewer Connections Set to Improve Sanitation



- The company made it pretty easy to apply for a connection at an affordable subsidized rate of ksh 2100. The company covered all the other costs. This was in a bid to improve sanitation standards in Nyeri Central Sub- County. The company is committed to its vision of being a world class Water and Sanitation services provider.



Construction of infrastructure for household connections



## Manhole construction Process



## Inspection

The project management committee kept close tabs to the process of household connections by conducting an inspection tour of all sites fortnightly from the beginning to the end of the project.



## Connection to households

- The OBA II project is complete. There are a total of 2963 new sewer connections that have been successfully connected and are flowing. The project involved construction of uPVC gravity sewer pipes and the actual connection to individual Customer households. The project has increased sewer connections from 25%-30%.



King'ong'o Pumping Station constructed during OBA I to establish infrastructure for sewer extension (household connections) in OBA II.

## Sewer Connections in Nyeri Rise from 25% to 30% through the OBA Project

The Principal Secretary in the Ministry of Water, Sanitation and Irrigation presided over a cheque presentation ceremony of a subsidy worth Ksh.45 million to Nyeri Water and Sanitation Company Ltd on 31st January 2020 at the governor's office, Nyeri.

The company qualified for a subsidy after completion of phase 1 of Output Based Aid project which established infrastructure for sewer extension. The company was required to satisfy laid down requirements by Water Sector Trust Fund first before qualifying for the subsidy, a task it completed successfully. The Chief Executive Officer of WSTF Ismail Fahmy M. Shaiye commended the company for completing OBA 1 project in the recommended time and standards hence qualifying for the same. The project was financed through a commercial loan at a cost of Ksh 283 million. The second phase of the OBA project is complete. It involved physical connections of individual households to the sewer line which increased sewer coverage to individual households in Nyeri town from 25%-30%.

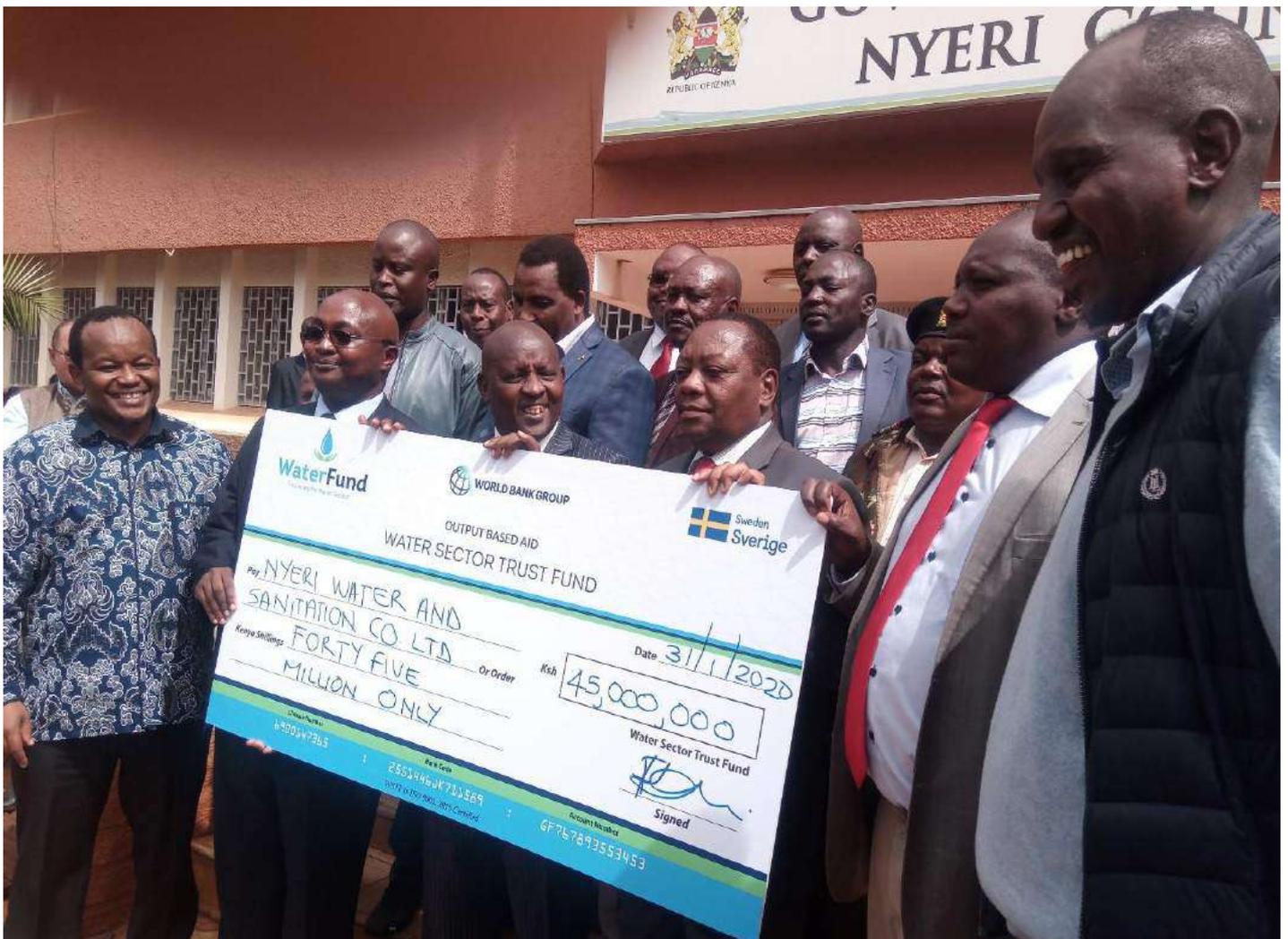


## Output Based Aid

The Nyeri County Governor H.E Hon. Mutahi Kahiga commended the management of NYEWASCO for exemplary leadership exhibited which has seen it maintain the number 1 position for 11 consecutive years according to Water Sector Regulatory Board performance impact report which is published annually. The company's Non-Revenue Water stood at 14% by the lowest in the Country. He said this during the subsidy cheque handing over ceremony held at the Governor's office on 31<sup>st</sup> January 2020.

On his part, the principal secretary Joseph W. Irungu applauded the company for work well done terming it lightly as a 'miracle in the water sector'. He urged the management and the entire staff to continue in the same spirit and strive to achieve more as there is always room for improvement.

Also present were members of parliament for Kieni and Nyeri town constituency Hon. Kanini Kega and Hon. Ngunjiri Wambugu respectively, the chairman board of directors Wasreb Hon. Joshua Irungu, CEO WASREB Eng Robert Gakubia, CEO WRA Mohammed M. shurie, chair and CEO NWAHA, CEO NIA, Chairman BOD Patrick Munuhe, MD Peter Gichaaga and senior management staff NYEWASCO, CEC Water, Environment, Natural Resources & Sanitation Nyeri county Fred Kinyua and other senior managers from different departments of the ministry of Water, Sanitation and Irrigation.



## When Duty Calls

Chania Sewer Pump Station is located in Nyeri town. Its main function is to collect waste water which undergoes a cleaning process. It is then pumped to Kangemi Sewer Treatment Plant for further treatment and recycling via gravity. On 20th May 2020, a major blockage occurred bringing operations to a standstill. The team responded fast to unblock and clean the system. Normal operations resumed after a few hours. The blockage did not have adverse effects on the sewer treatment process.



### 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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### 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.800
8. Additional cost of materials facilitating the connection

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



051 9081300/5 Gendered 051/9081300/5 Accredited

@nyewasaco @Nyeri\_Water

## Nyeri Water and Sanitation Company

### Customer Satisfaction Survey: Let us know How We Are Doing!

A customer satisfaction survey began on Monday 11th May 2020 through a strategic partnership between Nyeri Water and Sanitation Company Ltd and Dedan Kimathi University of Technology. The survey covered a representative sample and measures were taken to protect both the surveyor and the respondents against possible exposure to the Corona Virus.

Such measures included donation of a mask to all the respondents, use of sanitizers and observing social distance between the pollster and the respondent.

The data collection process was executed seamlessly up to 15th May 2020. The results of the survey will contribute to improvement of customer service.

NYEWASCO is committed to delivering the best services to its customers and continual improvement in tandem with emerging technologies and customer needs.

This informed the decision in selection of DeKut a leading public University in Technological innovation.



## Use of ICT and Automation in Reduction of Operations and Maintenance Costs

### Meter Reading and Billing

The Company replaced manual meter reading and billing system with a software that is integrated with smart phone devices. Meter readings are automatically uploaded to the system in the office. This has ensured faster generation of bills which in turn prevents delays in billing to customers. This automation has also reduced the margin of error which was responsible for a large proportion of commercial losses significantly as the meter reader captures a physical photo of the meter. The system was upgraded in May 2020 to allow for;

- 1.Users can access it anywhere either in the field or at home without having to report to the office as it is web based.
- 2.Better report generation for all departments.
- 3.Simplified work flow such as sub-zone billing
- 4.Provision of a customer side mobile app that allows customers to view their bills, raise complaints and pay their water bill.
- 5.Provides a query mechanism for bills by using a short code.
- 6.Separation of user rights which simplifies the process of logs audit.
- 7.The sending of bills via email and SMS. It also has the provision of sending custom SMS.
8. Introduction of a single APP that allows for multiple tasks such as meter reading, disconnection, reconnection, installation and replacement.

The up- grade also integrated the system with the smart meters technology.



### Automated Biometric System

The automated biometric system replaced the manual clock in system. The biometric system has increased efficiency by eliminating time wastage and enhanced security as it restricts access to the back office. The clock in and clock out processes have been simplified and improved data recovery and tracking.

### Automated HR Management and Payroll

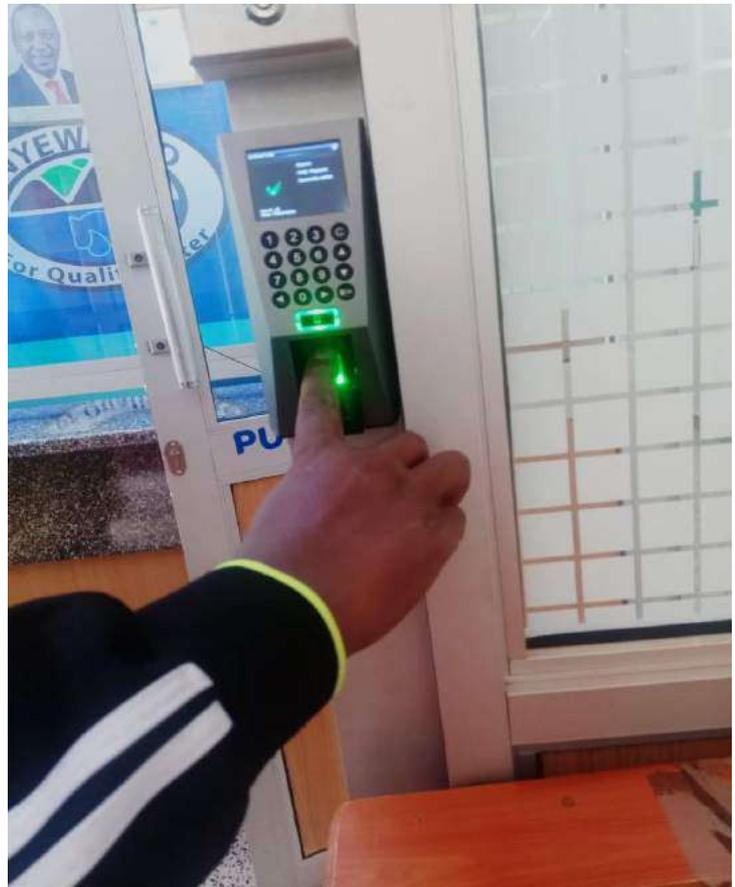
Employees can submit leave applications and print on line pay slips which has increased efficiency in the human resource management process.

### Customer Complaints Handling

Customer complaints are received, registered and assigned to specific customer care agents for resolution.

The system allows for tracking of how the complaint is handled which includes the number of days taken to resolve the complaint.

It also allows generation of reports which in turn increases efficiency in customer service.

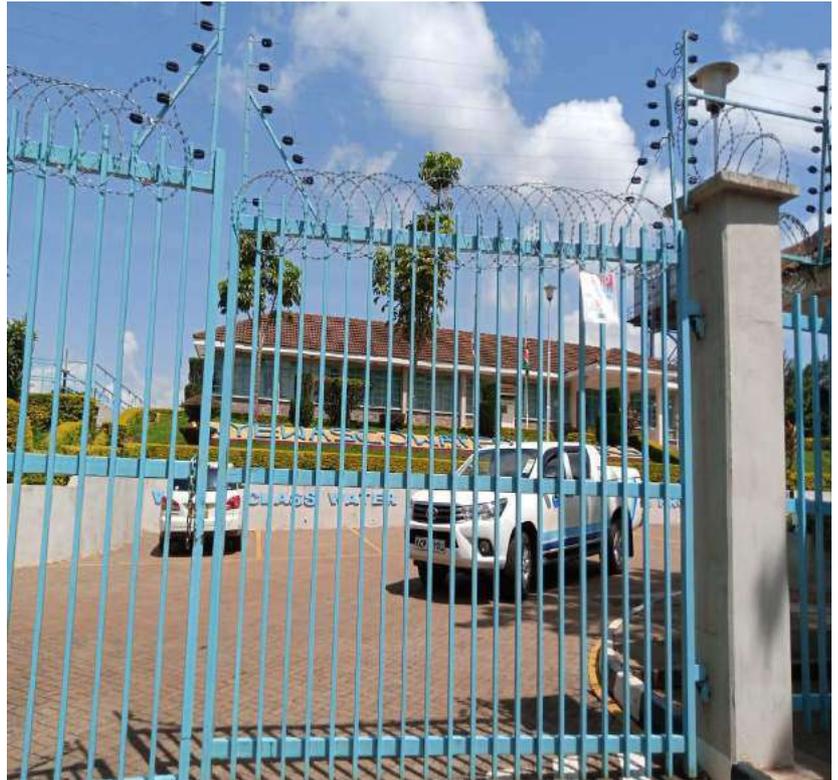


## Use of ICT and Automation in Reduction of Operations and Maintenance Costs

### CCTV and Electrical Perimeter Security Fence

The company has invested in a high voltage electrical perimeter fence to secure its premises and assets from potential intruders.

In addition, PTZ CCTV cameras have been installed inside and outside the premises to increase surveillance and enhance security. Due to their ability to rotate and zoom in, these cameras give real time images of ongoing activities in the premises.



## Innovation

### Block Mapping and Geographical Information System (GIS)

The company has mapped its service areas using GIS and established District Metered Areas (DMA's) and Sub- DMA's for ease of monitoring water flows to each of them. The data collected includes the type of infrastructure, material used for the pipeline and details per connection. This aids in rapid response to water losses.

### Smart Meters

The company is in the final stages of implementing Smart metering. Kiganjo Police Training School has been ear marked for the pilot deployment of smart meters. The smart meter technology will increase accuracy. It will also provide real time data which in turn will increase response time to any action required to be taken depending on the status of the meter.

### Base Station

The process of constructing a Base Station to support operations of the Smart Meters is in top gear.

A Base Station a high performance IoT gateway based on FPGA technology able to process up to 5000 channels in 2.5 MHz baseband simultaneously.

It will be installed on the rooftop with no special preparations with only AC power and internet connection.

The Base Station will be integrated into the existing system seamlessly and will cover the entire NYEWASCO service area.

## UBSUP Project Completed

The Upscaling Basic Sanitation for the Urban Poor (UBSUP) programme is a proven solution for improving access to household sanitation in poor urban areas of Kenya, covering the entire sanitation chain from toilet to treatment. UBSUP is anchored at the Water Sector Trust Fund (WSTF), the financing institution responsible for developing water and sanitation services in marginalized and under-served areas of Kenya, and implemented through formal water service providers.

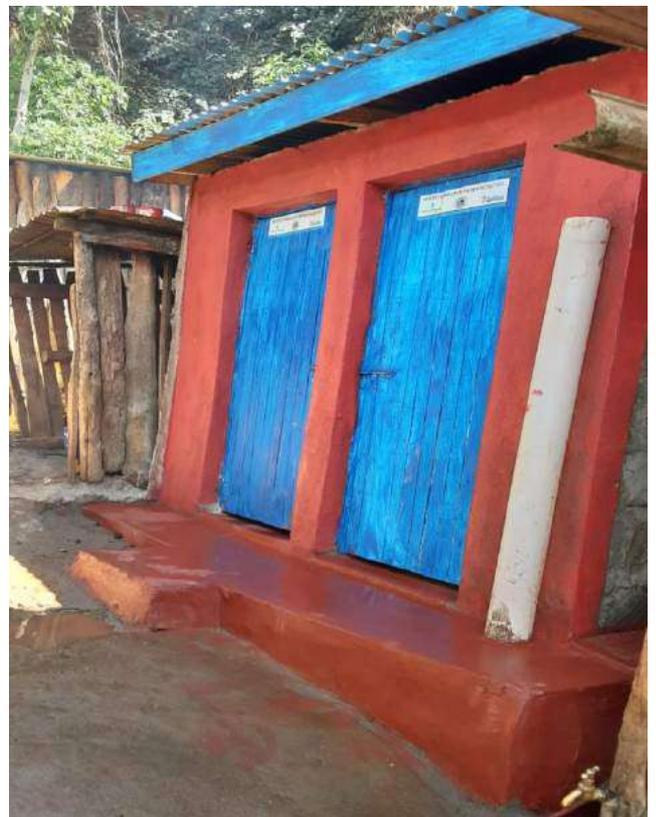
In Nyeri, the target of the project was to construct 200 Safisan Toilets in Witemere which was successfully met. The completed toilets have transformed the lives of Witemere residents. Mr. Maina, one of the beneficiaries says that his family can now enjoy the call of nature without worries of contracting water borne diseases. “My children now jokingly tell me that our toilet looks better than our house” said Maina.

New toilets attracted a subsidy of Ksh 20,000 while a rehabilitated one got Ksh 15,000. The project was completed in June 2020. All the 200 beneficiaries have been appraised and received the subsidy.

The area has potential for construction of more Safisan toilets.



Before UBSUB



Newly constructed Safisan toilet under UBSUB

## Changing Fortunes for Witemere Children as Basic Sanitation Improves

The lives of children living in Witemere will never be the same as far as sanitation is concerned. Whereas in the past they had to brace themselves while using dirty and unsafe toilets, the picture is different now. Walking from one part of the estate to the other, you would be forgiven for wondering why the whole area is dotted with blue and red coloured modern toilets.

The toilets are part of the Water Sector Trust Fund's effort to improve sanitation for the urban poor.

The project was implemented through participating Water Services Providers which provided technical assistance to the beneficiaries for quality assurance. Masons contracted by beneficiaries to build the toilets were taken through a training session to familiarize them with the requirements of the Safisan toilets.

The project implementation team comprised of social animators who worked closely with community health workers, public administration and the whole community to enroll residents into the project and a technical team drawn from NYEWASCO.



Did you know that we have a state of the art **ISO 17025:2017** accredited Lab which doubles up as an approved NEMA reference Lab?

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ISO accredited lab at Kamakwa



Equipment at the Lab



# Nyeri Water and Sanitation Company

Other Projects Completed in the Financial Year 2019/2020



Newly constructed ablution block at Ihwa intake



Newly renovated staff houses in Kangemi

# Nyeri Water and Sanitation Company

## What A Labour Day for NYEWASCO!

The International Worker's Day or Labour Day is celebrated on May 1<sup>st</sup> every year. This year, Nyeri Water and Sanitation Company Limited staff woke up to a real Labour day literally. Heavy rain which had pounded the County the previous night had brought about unprecedented challenges to the water supply network. In Kiirumia, the pipe network had been carried away by floods leaving only tiny traces of the damaged pipes which necessitated a complete overhaul of the whole supply system.

In Kiawara, the landslides did not have mercy either. The company suffered pipe bursts and damage to the supply network. The pipe burst was repaired promptly and normal supply of water restored. The main pipe supplying Rwamba and parts of Pembe Tatu had to be relocated to a different location.

In a message of good will, the Board of Directors and Management of Nyeri Water and Sanitation Company Ltd celebrated the hardworking men and women whose exemplary service has made it what it is today. The management recognized NYEWASCO members of staff who work day and night to ensure a steady supply of water to customers especially during the COVID-19 Pandemic.

"You have been called upon way past curfew hours and like the water frontline soldiers you are, you have always heeded the call. Your courage and sense of duty to serve the people of Nyeri Central Sub County does not go unnoticed" read part of the statement which was signed by the managing director.

We sincerely thank our loyal customers who despite the challenges occasioned by the current pandemic have stood firm to support the company by paying water bills. It is because of your undeterred sacrifice that we are able to maintain a steady supply of water especially during this pandemic.

Stay Safe. Wash your hands with soap and clean water, sanitize frequently touched surfaces, maintain social distance and stay home where applicable. If you have to leave the house wear a mask correctly.

Fig: 1 Pipe burst repair in Kiawara Fig: 2 Pipe burst repair at Tetu Boys Fig3: Pipe damage at Pembe Tatu Fig4: Pipe damage in Witemere



## WASREB Lauds NYEWASCO

Nyeri Governor HE. Hon. Mutahi Kahiga attributes the good performance of Nyeri Water and Sanitation Company Ltd to good corporate governance. He lauded the board of directors, senior management and the entire staff of NYEWASCO for the exemplary performance of the company for the last 11 years according to the Water Services Regulatory Board performance impact report. The evaluation is done annually. WASREB was in the county on 29<sup>th</sup> January 2020 on a utility turn around exercise during which they paid a courtesy call to H.E the Governor.

He reiterated his commitment to support all the companies providing clean, safe water to the residents of Nyeri County. He also urged the companies to put more emphasis on re- afforestation and conservation of water towers as a long term solution to water shortages.

The chairman of the board of directors of WASREB Hon. Joshua Irungu urged the company to maintain the admirable low levels of NRW and added that they recognize the effort put on the same. He also urged the County Government as well as all residents of Nyeri County to conserve the water towers found in the county. Nyeri is home to the Aberdares and Mt. Kenya water towers. Speaking at the meeting, the chairman of the board of directors Nyeri Water and Sanitation Company Ltd Mr. Patrick K. Munuhe said that the board is committed to the company's core mandate of providing clean and waste water services efficiently to its customers. He added that the company is on course in implementing the strategic plan 2017/2021.



WASREB BOD courtesy call to H.E Hon. Mutahi Kahiga

## Water Services Providers Association (WASPA) Water Loss Conference

Nyeri Water and Sanitation Company Limited emerged position one in Non-Revenue Water and Pro-Poor in the WASPA Annual Benchmark Awards which were presented during the Water Services Providers Association (WASPA) Water Loss Conference held at Green Hills Hotel, Nyeri. The conference was held from 19th November 2019 to 22nd November 2019. The theme was 'addressing Water Loss in The 21st Century Using Culture Change & Technology'. The awards are aimed at recognizing companies that are carrying out best practices at service levels. The company also emerged overall benchmarking winners a position also held by Kilifi/Mariakani and Naivasha.

During the event, the County Executive Committee Member in charge of the department of Water, Environment, Natural Resources and Sanitation Mr. Fredrick Kinyua who was representing the Chief Guest, H.E Hon. Mutahi Kahiga, governor Nyeri County reiterated that all individuals should be involved in the NRW management as the water sector is the base that the big 4 agenda stands on.



Launch of the Good Practices Report at Green Hills Hotel

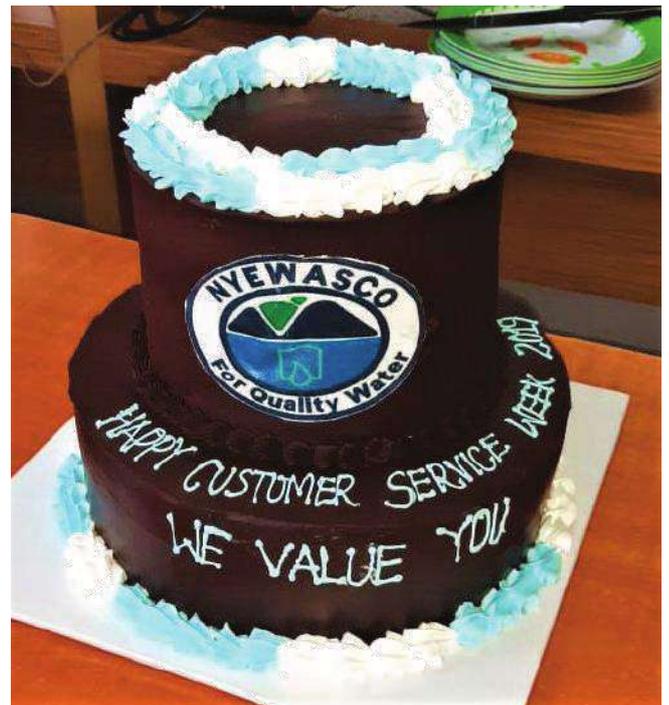
## NYEWASCO'S CUSTOMER SERVICE WEEK WAS CELEBRATED IN STYLE

Customer Service Week is celebrated annually during the first full week of October. This year's celebration was held on **October 7 - 11, 2019**. Members of staff took time on the last day of the week to celebrate our Customers and thank them for being an integral part of the company. Customer Service Week provides a unique opportunity for service and support professionals around the globe to join in a celebration of the important role that customer service plays in every organization.

### This exercise gave us an opportunity to;

- ✓ Boost morale, motivation, and teamwork among our internal customers. Reward frontline reps for the important work they do all year long.
- ✓ Raise companywide awareness of the importance of customer service. Thank other departments for their support.
- ✓ Remind customers of our commitment to customer satisfaction.
- ✓ Thank our Customers for giving us an opportunity to serve them.

Our Customers were thrilled to break bread with us. We are committed to excellence in service delivery.



## SANITATION FOR ALL: KENYA SANITATION CONFERENCE 2019

The Kenya Sanitation Conference 2019 kicked off on 28th to 31st October 2019 at the Kenyatta International Conventional Centre in Nairobi. The Conference aimed at providing practical and innovative solutions towards the containment, collection, conveyance, treatment, disposal and re-use of waste water and sludge in both rural and urban settings. The theme of the Kenya Sanitation Conference 2019 was “Sanitation for All”

NYEWASCO MD Peter Gichaaga presented the Company’s case as a panelist on Financing Sanitation Solutions for the underserved at the Kenya Sanitation Conference 2019 on 30/10/2019 attracting a lot of interest from the participants. The Conference shifted attention to the Sanitation sub-sector which needs a substantial amount of resources and effort so as to catch up with Water sub-sector.



NYEWASCO’s Managing Director participating at the Sanitation Conference as a Panelist



## 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.

**CONNECT WITH US:**




[www.nyewasco.co.ke](http://www.nyewasco.co.ke)    @nyewasco    @Nyeri\_water



## Change of Guard at NYEWASCO



Outgoing Chairman Joseph M. Wachiuri handing over the instruments of power to the incoming Chair Patrick k. Munuhe

The financial year 2019/2020 saw a change of guard at NYEWASCO as Joseph M. Wachiuri retired from the chairmanship after serving 2 consecutive terms successfully. During his tenure, Mr. Wachiuri steered the company to maintaining the number one position among all Water Service Provider in the country, a position it has held for a period of 11 years.

The current Chairman Mr. Munuhe has upheld the company's standards of excellence. He is working together with the management, staff and all stakeholders towards the achievement of the Strategic Plan 2017/2021.

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

**PAYBILL  
NO.  
968800**

You can get in touch with us through the following channels for quick response:

 0734732481	 @water_nyeri
 *483*60#	 info@nyewasco.co.ke customercare@nyewasco.co.ke
 @nyewasco	 www.nyewasco.co.ke

## The ASK Show and Trade Fair Central Region Edition.

Nyeri County Governor H.E Hon. Mutahi Kahiga visited the NYEWASCO stand at Kabiruini grounds September 12<sup>th</sup> 2019 during the **ASK Show and Trade Fair Central Region Edition.**

The Governor was impressed by the way the company has employed innovation and technology in water and sanitation service delivery. He further reiterated his commitment to support the company as it strives to provide water and sanitation services to residents of Nyeri Central Sub-County and its environs.

Kabaru Ward member of County Assembly Hon. Joseph Njiri Wanjira who doubles up as the chair of the select committee on Water, Environment and Natural Resources at the County Assembly of Nyeri commended the company for the good work it is doing in providing safe water to residents round the clock.

Staff members led by the chairman of the board of directors Mr. Patrick K. Munuhe, were on call to welcome the Governor.

The company won trophies in the following categories:

NO	CATEGORY	POSITION
1	Best Stand in Water & Sanitation	1
2	The Best Medium Trade Stand (Commercial & Industrial)	1
3	The Stand that Best Interprets Current Show Theme	2
4	The Best Stand Embracing Information Technology & Communication System	2
5	The Best Innovation and Invention Stand	2
6	The Best Stand Demonstrating the Application of Environmental Quality Standards	2
7	The Best County and County Department Stand	3



Nyeri County Governor H.E Hon. Mutahi Kahiga flagged by board chair Mr. Patrick K. Munuhe, at the ASK Show and Trade Fair Central Region Edition.



Nyeri County Governor H.E Hon. Mutahi Kahiga Inspects the NYEWASCO stand.

## Tree Planting Day

The Management team in conjunction with Young Water Professionals and the Chania River Users Association led by the Managing Director Mr. Peter Gichaaga on 24th July 2019 embarked on a tree planting exercise in Zaina Forest. This is in an ongoing effort to conserve our water catchment areas and mitigate the effects of climate change.

Speaking during the event, the MD reiterated the importance of planting trees so as to conserve the environment. He also appealed to the members of Chania River Users Association to continue encouraging the neighbouring community to plant and care for the seedlings until maturity. This will go a long way in ensuring the sustainability of the program.

It is our commitment to plant over a million seedlings annually as well as distribute another 1 million seedlings to other stakeholders in an effort to realize the recommended 10% cover.



MD Peter Gichaaga planting a tree during the tree planting exercise



Senior management planting trees

**"It is our commitment to plant over a million seedlings annually as well as distribute another 1 million seedlings to other stakeholders in an effort to realize the recommended 10% cover".**

## ISO 9001:2015 Training

Maintaining quality is at the heart of Nyeri Water and Sanitation Company. 14th Aug 2019 marked the end of a 3-day training workshop where a section of staff members led by the Managing Director underwent an ISO 9001:2015 Quality Management System Refresher Course. The training was aimed at equipping the staff with the requisite skills in implementation of the Quality Management System.

The members of staff drawn from different departments were brought up to date with the latest requirements of the Quality Management System with reference to the international standard which emphasizes on customer focus.

While giving his closing remarks, the Head of Corporate Services Division David Ndumo challenged the team to implement the QMS at their positions and cascade the same to the lowest level.



Staff undergoing ISO training

On the other hand, the Managing Director Peter Gichaaga reiterated the company's commitment towards delivering quality potable water to the customers consistently.

The team was upbeat on actualizing what they had learnt in their day to day activities as they strive to sustain the quality of water supplied to our customers.

**"There are no shortcuts to any place worth going." Beverly Sills.**

## Sharpening the Saw



NYEWASCO Directors at KSG Embu.

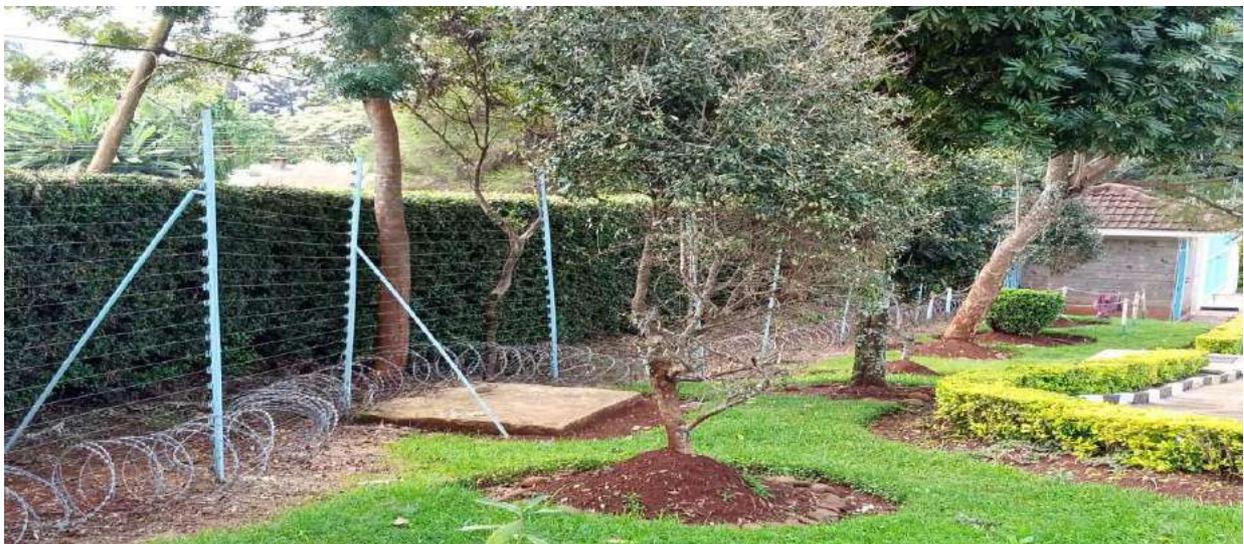
Nyewasco directors led by chair Joseph Wachiuri on 31st July 2019 joined their counterparts from other Water Services Providers in Nyeri County for an Induction and Corporate Governance workshop which was officially opened by HE Mutahi Kahiga, Governor Nyeri County.

The training equipped them with the requisite knowledge in the execution of their duties. The three-day workshop which was held at Kenya School of Government in Embu focused on Corporate Governance, Public Procurement and Financial Management. The course also covered legal frameworks and support for water and sanitation services at both the County and National levels as stipulated in the Water Act 2016. It also shed light on the role of Nyeri County government and Tana Water Works Development Agency.

The governor urged them to dispense their duties with integrity.

Nyewasco Chairman applauded the Governor for his commitment in ensuring that the residents of Nyeri get sufficient clean and safe drinking water which has been demonstrated by his unwavering support to the water utilities.

Other Water Services Providers present were OMWASCO (Othaya Mukurweini Water and Sanitation, MAWASCO (Mathira Water and Sanitation Company), TEAWASCO (Tetu and Aberdare Water and Sanitation Company and NARUWASCO (Naro Moru Water and Sanitation Company).



Perimeter wall at the Water Treatment Plant in Kamakwa

## Inspection Exercise

Nyeri Water and Sanitation Company Board of Directors led by the then chair Joseph Wachiuri on August 15th 2019 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 reservoir, Hill farm, among other many other facilities.

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, former chair Joseph Wachiuri congratulated all staff, customers and all other stakeholders for maintaining position one in the 2017/2018 WASREB Performance Report a position the company has held for the last 11 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 Governor H.E Kahiga Mutahi made an impromptu visit to the team where he joined them in inspection of ongoing new water connections in Kieni. The governor reiterated his government's commitment in supporting the company in provision of clean and safe drinking water 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. He also urged them to continue supplying potable water to the residents and assured them of his full support.



Directors during the inspection tour of the company's facilities



H.E Mutahi Kahiga impromptu visit to the directors' tour.

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 reservoir, Hill farm, among other many other facilities.

## Flagging off Team Nyewasco

Team Nyewasco was flagged off on August 19th 2019 to participate in Wasco games which were hosted by Ewasco, Embu County. They were held from 20th-23rd August 2019.

The team was urged to observe a high level of discipline both in and out of the field. They were also asked to engage in healthy competition and take the time out of their usual duties to network and learn from their counterparts drawn from the water sector.

The theme of the Wasco games was “Reduction of non-revenue water through community participation and sports”.



The MD handing over the company's flag to the team commander during the flagging off ceremony

## Official opening of Wasco Games 2019



Interior and coordination Cabinet Secretary Fred Matiang'i at the official opening of the 10th Edition of Wasco games.

The official opening of the 10th edition of Wasco games 2019 was graced by the Interior and coordination Cabinet Secretary Fred Matiang'i who was accompanied by Simon Chelugui who was then the Water and Sanitation Cabinet Secretary on 21st August 2019 at Moi Stadium, Embu. Speaking while addressing teams drawn from over 40 Water Service Providers from all over the Country, the CS reiterated the importance of conserving our water towers as well as the environment in general.

The Water and Sanitation Cabinet Secretary also urged the teams drawn from the water sector to work together and learn from each other on ways of reducing Non -Revenue Water.

## WASCO games 2019

As the curtains fell on WASCO games 2019, NYEWASCO received numerous accolades for exemplary performance, discipline and commitment during their participation in the sector's games which were held in Embu County.

The company was ranked third best overall retaining its position but marked an increment of points in most disciplines.

The company scooped first position in the following disciplines;

**Golf  
Squash- Men  
Badminton**

Other teams on top 3 included;

**Volleyball- Men  
Table Tennis- Women  
Table Tennis- Men  
10,000 m - Men**



**Former Board Chair Joseph M. Wachiuri, golf champion WASCO 2019**

This year's theme was "Reduction of Non-Revenue Water through community participation and sports. Nyewasco came after Nairobi and Nakuru respectively.

**Best team of the decade**



**10000m second runners up**



**Cultural dancers share a light moment with members of the management team**



**MD Peter Gichaaga sharing a trophy Congratulating the golf champion**



**Gladys Wanjira Table Tennis captain receiving 3rd place trophy on behalf of the team**



**Volleyball men team. Position 3 overall at WASCO 2019**

## Automation is the way to go. Witemere Water ATM

The Witemere ATM water kiosk has proved to be an efficient way of vending water to the residents of Witemere low cost housing area in Majengo Sub Location, Nyeri town. The kiosk is part of the implementation of the company's pro-poor policy which seeks to provide clean water for domestic use to residents of low income areas.

The residents through their area chairman Patrick Maina thanked the company for the establishment of the Water ATM and pledged their support of the same. The water ATM dispenses water at a cost of Ksh 10 for a 10 litre jerrican. The company operates 16 other ordinary water kiosks within its service area to provide water in low income areas at an affordable price.



## Pipe Extensions and Upgrades done in the Financial Year 2019/2020

### Ngangarithi and Other Water Supply Network Upgrade

The upgrade exercise of Ngangarithi supply network which commenced on 27/04/2020 is complete. The objective of the upgrade is to increase the volume of water supply to customers in Ngangarithi which has been informed by an increase in demand.

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.

Customers have reported improved pressures and a steadier supply since the upgrade. The company is committed to improving the customer experience in all its services.

Other extensions done include areas like;

1. Mathari
2. Wakamata
3. Embassy
4. Nyaribo
5. Thunguma
6. Mt. Kenya
7. Kimathi
8. Kamakwa
9. Kihuyo
10. Kiganjo
11. Milimani
12. Major Seminary



We stay at work to ensure a steady supply of water to your taps. Kindly pay your bills to keep us going.



SPREAD THE WORD;  
CURB THE SPREAD

#COVID-19

**Wash your hands with soap and water. Stay home and wear a mask if you have to leave.**

**Avoid Cash. Pay with Mpesa Paybill 968800**



The Board of Directors, the Management and staff would like to appreciate our esteemed customers for their continued support through payment of water bills. This has greatly assisted the company to sustain its operations hence ensuring continuous supply of clean quality water and effective waste water management during the COVID-19 pandemic.

The company recognizes and appreciates that even with the difficult season facing the country, our esteemed customers found it fit to include their water bill on their list of priority bills.

Water is an essential commodity and we are committed to ensure that our customers have sufficient supply especially during this time where washing our hands with clean running water could save our life.

We urge you to continue your partnership with us during and post the Corona Virus period.

As informed earlier, we have acquired a Toll free number 0800721095 which you can reach out to us for any complain or compliment. Kindly report any water or sewer bursts spotted. This will help us have more water to deliver to your household as well as maintain a clean environment for all through efficient waste water management.

Stay safe keep social distance, wash your hands often with soap and running water. Stay home and wear a mask correctly if you have to leave the house. Disinfect frequently touched objects and surfaces, cover your cough or sneeze with tissue. Stop the spread of Corona Virus. **WAJIBIKA!**  
#utilitiesfightCOVID-19  
#flattenthecurve

**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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