



# WATSAN FOCUS

## IMPACT 2020

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

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 6th 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.

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



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 17025:2005 Accredited



@nyewasco



@Nyeri\_water



www.nyewasco.co.ke

## UBSUP Project Monitoring Team in Nyeri County



The Upscaling of Basic Sanitation for the Urban Poor (UBSUP) project monitoring team from the Water Sector Trust Fund (WSTF) led by Eng. Charles Kanyugo, Fund trustee Ubah Abdi and Rose Muguchu visited Nyeri County to evaluate the progress of the UBSUP project to the beneficiary Water Services Providers (WSP's) in the County.

The team commenced their tour with a courtesy call to H.E Hon. Mutahi Kahiga, governor Nyeri County. The governor commended the close collaboration between WSTF and the WSP's in the County. The governor further said that the secret to success of the water companies in Nyeri County is accountability and transparency coupled with visionary leadership and zero political interference.

The team then visited Witemere slum in Nyeri town where 200 families benefitted from Safisan toilets constructed under the UBSUP programme. The beneficiaries thanked Nyeri Water and Sanitation Company for choosing Witemere which is a low income area for the implementation of the project which has greatly improved sanitation standards and impacted positively to the lives of the residents by eradicating diseases caused by poor sanitation.

Speaking at the meeting, NYEWASCO MD Peter Gichaaga reiterated the Company's commitment to improving the sanitation standards of all in its service area. He also thanked WSTF for their continued partnership in various projects implemented by the company.

The company recently completed a sewer extension project which involved the creation of sewer extension infrastructure and actual household connections to the sewer system. The project which was output based was completed at a cost of approximately Ksh 288,000,000.



The company has so far received a subsidy of Ksh 45,000,000 from WSTF. He added that the new sewer connections have increased sewer coverage from 25%-30% in Nyeri Central Sub County.





**Fig1: Registration of beneficiaries at Witemere slum by social animators**

**Fig2: Project implementation team deliberations at Witemere slum during a site visit**

**Fig3: Building materials for a Safisan toilet**

**Fig4: Inspection of a newly constructed Safisan toilet in Witemere slum**

**Fig5: UBSUP Project Monitoring team with H.E Mutahi Kahiga governor Nyeri County and Peter Gichaaga**



## Corona Virus Interventions: NYEWASCO Donates Water Tanks



The Nyeri Water and Sanitation Company (NYEWASCO) this morning donated 100 pieces of water tanks in support of the ongoing county government's campaign against Covid-19. This is in addition to a Ksh 50,000 donation to the Nyeri Covid -19 Emergency Kitty.

The Company's Managing Director Mr. Peter Gichaga said the tanks will be distributed to all parts of the county. This is in a bid to promote handwashing with clean water and soap as a way to mitigate the spread of the Corona Virus.

While receiving the tanks, H. E Hon. Mutahi Kahiga, Governor, Nyeri County thanked the company for being a responsible corporate citizen and called upon other willing donors to chip in as the fight against the virus gains momentum. He added that flattening the Covid-19 curve is a collaborative effort between government and private entities.

In addition, the governor congratulated the Company for the exemplary performance in the recently released Impact report issue number 12 by the Water Services Regulatory Board (WASREB) where it emerged the best water service provider in the country out the 81 assessed companies. NYEWASCO has held the number one position for 12 years in a row. The Impact report is a performance report of Kenya's Water Sector for a period of one financial year.

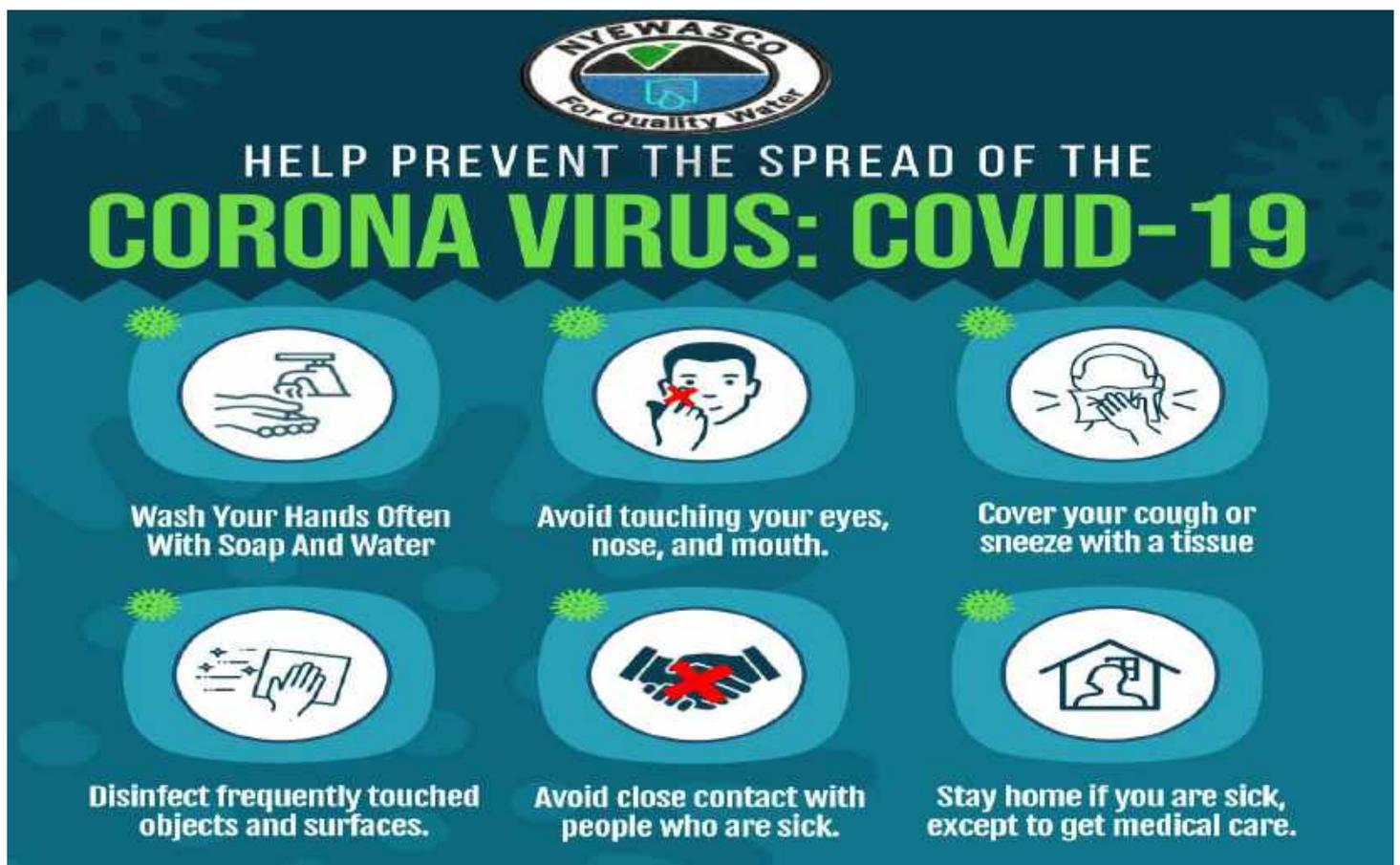
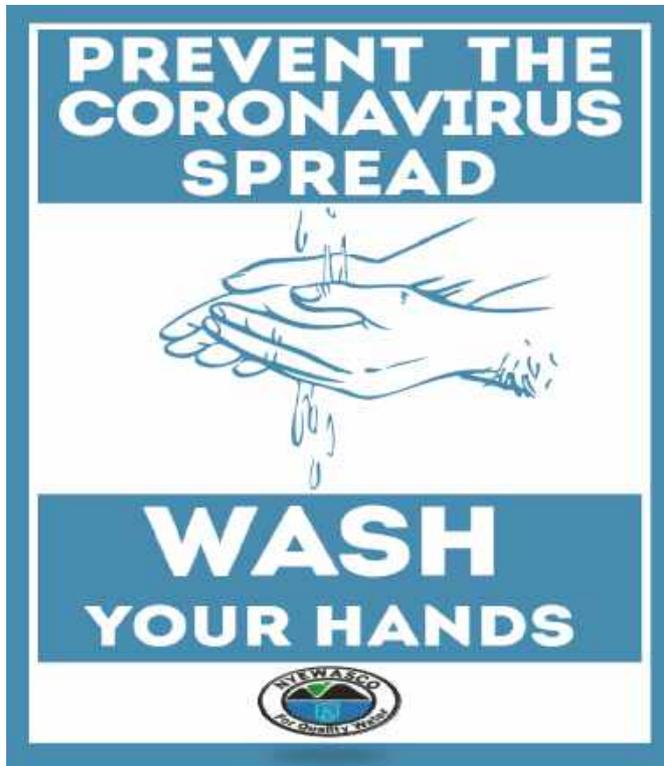
Speaking during the ceremony, the chairman of the board of directors Patrick Munuhe reiterated his commitment to steer the company towards the achievement of the fourth strategic plan through visionary leadership and teamwork.



NYEWASCO Team Led by Board Chair Patrick K. Munuhe Handing a Donation of Tanks to Nyeri County Governor H.E Mutahi Kahiga

## Materials from COVID-19 online sensitization campaign

Nyeri Water and Sanitation Company Ltd has engaged in an online sensitization exercise which involves dissemination of information on precautionary measures residents and our customers need to take in this period of COVID-19 pandemic. The campaign involves creation of visual aids consisting of simple messages on different topics related to the pandemic. These visual aids are then shared on different platforms which include the official company Facebook page, Website and Twitter handle. The campaign is aimed at reaching a large number of viewers and the e-cards are sharable.



## 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



### Have you moved houses? Need a new account?

Requirements for change of tenancy meter application;

1. Duly filled application form  
(Blank forms available at our Customer Care Center)
2. Copy of pin certificate
3. Copy of identity card
4. Deposit of Ksh.2000.00 (refundable)
5. Application fee of Ksh.100 (nonrefundable)
6. Turn on fee of Ksh.200 (nonrefundable)



Visit our offices for same day service.

### 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.

**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



ISO 9001:2015



ISO 17025:2005

**NYERI WATER AND SANITATION CO. LTD.**

**P.O. BOX 1520-10100, NYERI, TEL.: 061 – 2034548/2034623/2034622/2034617**

**Mobile: 0722-461359/0734-732481 email: [info@nyewasco.co.ke](mailto:info@nyewasco.co.ke) website: [www.nyewasco.co.ke](http://www.nyewasco.co.ke)**

## OPEN TENDER AND REGISTRATION OF SUPPLIERS NOTICE

Tenders are invited from interested/eligible bidders for the supply of various goods, works and services for the Financial Year 2020/2021 and Registration of suppliers for the **Financial Year 2020/2022**.

Documents containing detailed instructions and requirements may be downloaded from the Nyeri Water and Sanitation Co. Ltd. website [www.nyewasco.co.ke](http://www.nyewasco.co.ke) free of charge. Applicants who download the tender and registration of suppliers' documents are required to email their names, contacts details and tender number to [info@nyewasco.co.ke](mailto:info@nyewasco.co.ke)

Completed tender and registration documents should be serialized and sealed in plain envelopes clearly marked with the **Category Number and Category Description** should be deposited in the Tender Box situated at the **Company's Reception** and be addressed to:-

**MANAGING DIRECTOR,  
Nyeri Water & Sanitation Company Ltd,  
Off Kenyatta Road, Behind Nyeri County Fire Offices  
P.O BOX 1520-10100,  
NYERI.**

So as to be received on or before **Monday, 10th August, 2020 at 11.00a.m**

Tender and registration documents will be opened immediately thereafter at NYEWASCO's Conference Hall. In compliance with applicable Covid-19 regulations, the Company shall use ICT/video recording for Tender Opening and provide a copy to interested bidders/tenderers.

**Nyewasco is committed to the Covid-19 fight. All bidders must comply with all MOH preventive measures and regulations by PPRA on Covid-19.**

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

## Tips on How to Save Water During the COVID-19 Pandemic

The demand for water has gone up in the wake of the announcement of COVID-19 presence in Kenya. The company is continuously working to ensure steady supply of water to customers despite the stringent measures that staff have to observe in the line of duty.

In this regard, our customers are urged to use water sparingly and make use of water harvesting techniques so as to ensure that the available supply is enough for everyone.

One ingenious way of harvesting water is capturing run off from roof tops when it rains. The harvested water can also be stored for future use. Rain water which is harvested under hygienic conditions can also be used for drinking and other domestic uses. It can also be stored and used for irrigation during the dry season.

Rain water harvesting reduces storm water discharges which overload the sewer system. This results to sewer bursts and overflows which may affect our health negatively.

### WATER HARVESTING

#### What is water harvesting?

It means capturing rain where it falls or capturing the run off in our own village or town and taking measures to keep that water clean by not allowing polluting activities to take place in the catchment. It is direct rainwater collection where collected water could be stored for later use and recharged into the ground water again.

Water harvesting means to understand the value of rain, and to make optimum use of the rainwater at the place where it falls.

About 60,000 gallons of water runoff from our roofs and goes into street, streams and then in sea water. Let us install a water harvesting system in our homes and use this runoff water.

#### How to harvest water:

- Capturing runoff from rooftops
- Capturing runoff from local catchments
- Capturing seasonal floodwaters from local streams
- Conserving water through watershed management

#### Benefits of harvesting water:

- Provides drinking water
- Provides irrigation water
- Increases groundwater recharge
- Reduces stormwater discharges, urban floods and overloading of sewage treatment plants
- Reduces seawater entrance in coastal areas.



RAIN WATER HARVESTING

For Quality Water

ISO 9001:2015 Certified

KENAS

ISO 17025:2017 Accredited

Facebook

Twitter

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?

We offer the following services;

1. Sampling and Testing of fresh water
2. Sampling and Testing of waste water

We sample and test for Physical, Chemical and Bacterial Parameters.

Our staffs are highly trained and accurate results are guaranteed.

*Visit us today and see for yourself!*



ISO accredited lab at Kamakwa



Equipment at the Lab

The Board of Directors, the Management team and all staff would like to appreciate our esteemed customers for their continued support in helping us achieve the lowest NRW ratio among all Water Services Providers in Kenya. (Non-Revenue Water Management Annual Report 2017/2018). You are an amazing part of the NRW management Champions. We would like to urge all of you to continue reporting any water leakages promptly so as to enable us maintain constant supply of potable water to your households. This will also help in ensuring that you only pay for water that you have used.

**REACH US ON OUR HOTLINE : 0734732481**  
**TOLL FREE NUMBER : 0800721095**



*VISION*

A World class Water and Sanitation  
Services Provider



*MISSION*

To provide quality water, sanitation and allied services at commercially and economically sustainable levels through application of outstanding processes and technology to the delight of our customers and other stakeholders

## NYERI WATER AND SANITATION COMPANY

# WATSAN FOCUS

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ISO 9001:2015 Certified



ISO/IEC 17025:2005 Accredited



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@Nyeri\_water



[www.nyewasco.co.ke](http://www.nyewasco.co.ke)