



NYEWASCO

NEWS

A Quarterly Newsletter of Nyeri Water and Sewerage Company Ltd.



Nyewasco Launches ISO 9001:2008 QMS Documents for Implentation

Eng. Joseph Nguiguiti, Nyewasco MD relocates

MISSION

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

VISION

A world Class Water & Sewerage Service Provider

Editorial

From the Desk of Managing Director

FINALLY, Engineer Joseph Nguiguti, the long serving MD for NYEWASCO said goodbye to his home of 24 years on 25th June 2014. While saying goodbye to members of staff, Engineer Nguiguti quoted the following words from the bible “There is time for and a time to Uproot; A time to Kill and a time to Heal; A time to Tear down and a time to Build; A time to Weep and a time to Laugh; A time to Mourn and a time to Morn and a time to Dance; A Everything, and a season for every activity under heaven; A time to be Born and a time to Die, A time to Plant time to Scatter Stones and a time to Gather them; A time to Search and a time to Give Up; a time to Keep and a time to Throw Away; A time to Tear and a time to Mend; A time to be silent and a time to Speak.” Outgoing MD said that, “as we reflect the past, we should not stop and ponder on our success and more so our failures to take water up to other regions which still remain backwards and which is a shame to our County.” One of his best days to remember was when His Excellency President Mwai Kibaki while inaugurating Kamakwa Treatment Works, wanted to know whether NYEWASCO could supply water as far as Naro-Moru town.

As Engineer Nguiguti leaves NYEWASCO, he leaves behind a company's foyer, arrayed with shelf upon shelf of medals, cups and trophies that speak of the company success. Neat rows of flowers, green manicured lawns and modernist buildings at Kamakwa make NYEWASCO water treatment works look more like a treatment works somewhere in Europe than in a developing country in Kenya. To succeed, this was brought about by three key principles; vision, team work and leading with the heart. Every year, the MD has been tracking the performance

s of departments, units and employees from set targets for performance. The MD through department heads has sessions with employees to monitor and track company performances, that range from Non-Revenue water, corruption prevention, compliance to budget, levels of debt, collection efficiency and 100% billing.

VISION.

Eng. Nguiguti attributes his success at NYEWASCO to the vision he and his team held. “You have to ensure that people you are working with share your vision. I would state the direction I'd like the company to take and I would also give my team the opportunity to point out areas of weakness and suggest solutions.” Engineer Nguiguti believes that running an institution like NYEWASCO successfully necessarily involves keeping an eye on finances and believes on prudent financial management.

“NYEWASCO does not have all the money that it needs, but we manage finances well and plan.”

Engineer Joseph

Muchiri, current Head Of Technical services took up the role of acting Managing Director. Upon taking up the new position, Eng. Muchiri assured the outgoing MD that NYEWASCO will continue being the best water services provider in Kenya. “Being number one is easier, but maintaining position number one is not an easy task.” In his address to staff, Eng. Muchiri said that setting standards of discipline is a very key area. “Without disciplined staff you can't achieve anything.” “From the church where I attend Sunday service, we do a lot of guidance and counseling by the time couples reach a decision, just for the good of families that are about to fall apart. During counseling sessions, we provide an environment for someone to realize that they need to change behavior.”



Meet the Engineer who has laid over 450kms of water pipelines within Nyeri County who finally relocated from Nyewasco

The Engineer who led the founding of NYEWASCO came from a humble background and a track record of commercial success in the management of Non-Revenue Water in the City of Nairobi. But soon after this success, he would soon run in trouble in the now defunct, Nairobi City Council. This was way back in 1987. The Engineer soon parted ways with Nairobi City Council & found himself posted to Kitale & thereafter finding way to Nyeri Municipality way back in December 1989. At the Nyeri Municipality, sometime around 1997, the Engineer found himself crafting the Memorandum

due to interference by Politicians.

After commercialization of NYEWASCO & as the company was growing, so too did it need experienced Board of Directors to help manage its expansion. Keeping away politics has not been an easy task, but

Engineer Nguiguti was determined to spend most of his life piping & supplying drinking water to change the lives of the



people of NYERI. While working at the now defunct Nairobi City Council, the Engineer was well aware of the plight of the City residents not having enough water supplies & agonizing moments when water was rationed. So, when he landed in NYERI MUNICIPALITY, the Engineer vowed to avoid the scenarios he had encountered in NAIROBI CITY of water inadequacy.



A time to say Good bye

& Articles of Association for the new NYERI WATER & SEWERAGE COMPANY (NYEWASCO). Upon taking over the baton, Engineer Nguiguti's leadership in NYERI Water Company focused on, among other things, improving the water infrastructure, managing non-revenue water, managing & improving the huge work force, etc. Under Engineer Nguiguti, NYEWASCO has had its ups & downs, but the Engineer has managed to get it right most of times. NYEWASCO was one of the three pilot water companies initially formed in 1997 to operate on commercial basis. The other two were however operationalized only two years after NYEWASCO



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Back to his Engineering background, Engineer Nguiguti has reinvented the company by taking advantage of new technologies & innovating focusing to provide better & improved services for its customers. Introduction of new technology & training has improved the management of water losses (Non-Revenue Water). Maintaining an infrastructure of about 580kms water pipeline for 24 hours daily without leakages is a tall order. More people are now connected to water supply (from less than 4,000 people in 1998 to over 140,000 people in December 2013). Therefore, company continues investing in the water network to improve services & also to renew the



old dilapidated infrastructure. According to the Engineer & keeping in line with the company's vision, ours is to provide the best water network & customer services. The terrain & topography of Nyeri is a difficult one when providing piped water and guaranteeing water supply to residents for 24hrs. Engineer Nguiguti has really fixed the long term direction of NYEWASCO, from being a pioneer in water commercialization. The Engineer took the risks, led & put NYEWASCO right on track.

On 25th June 2014, the long serving Managing Director, Engineer Joseph Nguiguti said goodbye to his home of 24½ years after expiry of his contract extension. He left NYEWASCO on a strong footing and as the best water



services provider company in Kenya. During his final speech to bid staff goodbye, Eng. Nguiguti promised that, "I am not retiring, but I have relocated. I will first take a breather before exploring several options."



Nyewasco launches ISO 9001:2015 QMS Documents for Implementation

The road map to ISO 9001:2008 certification process began in earnest in early 2013 with the signing of the contract with orient compliant solutions. This journey has been long & bumpy but with the support of top management & the entire staff. With the launching of QMS document, NYEWASCO has embarked on the process to attain the quality management system.

This journey started with a planning & inception meeting to strategize on the path to follow. This was followed by a rigorous training for the ISO: 9001 team on quality management system to build capacity to handle the certification process. During the capacity building process, participants went through documentation, development of

quality policy, quality manual & procedure manual. That is why the company Chairman, Mr. Nderitu Guandaru presided over the launch ceremony on February, 12, 2014 at 2.30pm for the QMS document for implementation. After this launch, the Management Representative will monitor & evaluate implementation of the quality management system, organize the training of internal quality auditors, conduct management review meetings all geared towards external quality certification. During this period, non-conformities & any observations raised will be addressed through corrective and preventive action plans. Thereafter, NYEWASCO will apply for certification to be conducted & evaluated by external assessors.

Technology Puts Nyewasco Ahead In The Management Of Non-revenue Water

Why are different water services providers experiencing wide different levels of success with the management of Non-Revenue water, despite years in existence?

Non-revenue water, it's all about extracting water from the source, which can be a river or a dam, & then losing plenty of water along the pipeline before it reaches the final water consumer. Reason this, it's also like going to the river to fetch water with a 20 litre Jerrican, but when you reach home & check your water, the Jerrican now contains about 8 litres of water, having lost about 12 litres of water along the way. To NYEWASCO, it has been a huge effort to contain a low



level of non-revenue water loss. NYEWASCO has succeeded in the management of non-revenue water because the Managing Director as the team leader well understands this monster called non-revenue water & his team of technicians has agreed to succeed.

NYEWASCO with its head offices at Nyeri Town, manages in total 39

Revenue Officer, Lydia Wambui Processing Customers M-pesa Payments For Water Bills



zones within Nyeri County & a pipeline of 862 KMS. The success of NYEWASCO in the management of non-revenue water has made other water services providers in the country as well as the Water Services Regulatory Board (WASREB), to support each other. Leading high tech equipment's acquired by NYEWASCO to detect non-revenue water losses are like: Ultra Sonic Flow Meter, Insertion Flow Meter, correlator, pressure logger, water meters calibration bench, pipe locators, leak sounding equipment's, training of personnel on modern technology, etc.

Over a period of time, the ratio of non-revenue water has been improving as follows:

2008/2009: 38.8% 2009/2010: 31.17%

2010/2011: 26.07% 2011/2012: 24.98%

2012/2013: 23.73% 2013/2014: For first 11 months – 19.3%

In the current financial year & within the NYERI CBD, NYEWASCO spent an estimated KSh.1.8M to renew the water infrastructure and save on water losses & improve on

long term efficiency.

Nyewasco Upgrades Ict System To Curb Server Outages & Handle Growing Water Customers Numbers& Data

NYEWASCO is on the process of upgrading its server that hosts MajiSoft customers data application system to accommodate rising customer numbers & minimize outages that disrupt its cash office, customer care services & billing operations. NYEWASCO currently has an estimated over 30,000 number of Customers that is likely to overload the current ICT system. Though currently NYEWASCO is not experiencing any hiccups, the ICT system is very stable. Nevertheless, NYEWASCO has had a rapid customer growth due to water being extended to other areas outside the previous NYERI Municipality boundaries upon funds being provided by the Water Services Trust Fund to fund the costs of water extensions. The current ICT system used by NYEWASCO was installed far back in 1998.

It is expected that the new server will enable customer's access their water accounts & query balances using mobile networks, handle customer's bill payments done via M-Pesa, initiate e-billing services, process customer's transactions of bill payments done through agency banking & improve bulk SMS messages to customers. This will go a long way to improve services to customers & removing the burden of transport costs as customers do not need to visit NYEWASCO offices.

Nyewasco Stays on the growth path **What Makes Nyewasco Stand Out In The Crowd**

Despite several economic setbacks being witnessed in the country, NYEWASCO went ahead in the water sector to register impressive performance by extending water to various areas that were unserved. One of the latest areas that benefitted is Mweiga town & some of its outskirts. In order for the company to sustain its efficiency, manage the level of increased costs with a regulated tariff structure, several cost cutting measures have been introduced by the Managing Director. When formulating budgets, the Managing Director keeps reminding his staff that “when you enter a hotel, you don't go eating a three course lunch, yet your budget is only enough for a plate of mukimo. So, you are better budgeting for what you can afford.” With this in mind, budgets in NYEWASCO are formulated on the basis of what you can afford. This tight budget has enabled NYEWASCO carryout improvements on its water infrastructure. For example, within NYERI TOWN CBD, almost all the GI PIPES & other ageing & dilapidated infrastructure has been replaced with modern HDPE pipes. Other areas where NYEWASCO has recently improved the infrastructure & extended water are the services to Mweiga town.

Whenever new people migrate to NYERI TOWN or its outskirts, this people need water. It then makes sense that these people will approach NYEWASCO for a water connection. For NYEWASCO, the new life of such people is made easy as a new water connection has to be effected as soon as possible so long as all necessary conditions are met. When this people migrate, they land at Nyeri with lots of water storing Jerri cans that immediately become of no use. This is a confession of many new customers. Winning customer's confidence is NYEWASCO greatest reward.

To get a new connection, a new customer is required to:

1. Fill an application form
2. Attach copies of ID, PIN (KRA), Title deed or lease or introduction letter from the Landlord.
3. The survey is done by our employees concerned
4. New Account given and new meter released from the stores.

Attend Company Open Days Meetings If You Want To Address Any Inefficiencies & Raise Complaints

NYEWASCO has several times in the past held & invited its customers for an open day. Customers, who attend such days, usually have a keen interest in the performance of the company & operations. Through such open days, observations have been that the company has taken the opportunity to improve services.

The greatest responsibility as a company is our customers. Even with a tight budget, the company prioritizes services improvements. Whenever company holds open days, there is usually a significant improvement customer opinion surveys.

PERFORMANCE INDICATORS HIGHLIGHTS 2012/13

- Total assets in 2012/2013 - 1,216,485,595
- Total new connections 2012/2013 - 24,208
- Treated water supplied was at 5,040,410m³ in 2011/12 compared to 5,179,462m³ in 2012/13.
- Loan repayment was KSh76,570,933. In 2011/12 compared to KSh75,310,293 in 2012/13



MESSAGE OF CONDOLENCE

The Nyeri Water & Sewerage Company (NYEWASCO) community is indeed saddened and shocked by passing on of one of our members of staff, the late James Muthee Ndirangu on that fateful morning of 30th October 2014.

The late Muthee started his working life at the Nyeri Municipal Council (Now Nyeri Town Sub-County) on 4th February 1982 in the Municipal Engineer's Department as a Labourer. In November 1983 he was re-designated as a Chemical Attendant. In September 1996 he was re-designated as a Plumber on trial basis. He proved himself through hard work, commitment and obedience and was confirmed as a plumber in 1996.

May his Soul rest in Peace. Amen

Report any suspected cases of vandalism to the Company through:

Tel. Nos. 0722461359 or 0734732481 or 2034622/23/17 or write to the MD.

****You should not offer a bribe to be served. Report any case of corruption****