



# NYERI WATER AND SANITATION COMPANY

August 2019

## MONTHLY NEWSLETTER

A Publication by Nyeri Water and Sanitation Company



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

### Change of Guard at NYEWASCO

There has been a change of guard at NYEWASCO as Joseph M. Wachiuri retires 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 company is also the reigning Non Revenue Water Champions. The in-coming Chairman Mr. Munuhe promised to uphold the company's standards of excellence and work together with the management, staff and all stakeholders so as to achieve the Strategic Plan 2017/2021.

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

Good news to our customers in Gatende/ Garden Estate, Ruring'u/Skuta, Classic/Ngungarathi and Kamakwa/Kandara areas and the environs.

The process of connecting new customers to the sewer line is ongoing. 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 as no delays will be accepted. He further informed them that no extensions will be allowed and the October deadline has to be observed.

He also assured them that there will be no delays to their payment as long as their work meets the set standards. The connections are being done at a subsidized cost of ksh 2300.

Residents are urged to take advantage of the subsidy.



NYEWASCO'S Managing Director Peter Gichaaga signing the OBA contracts.

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ISO 9001:2015 Certified



ISO/IEC 17025:2005 Accredited



@nyewasco



@Nyeri\_water

## NYEWASCO at it Again!

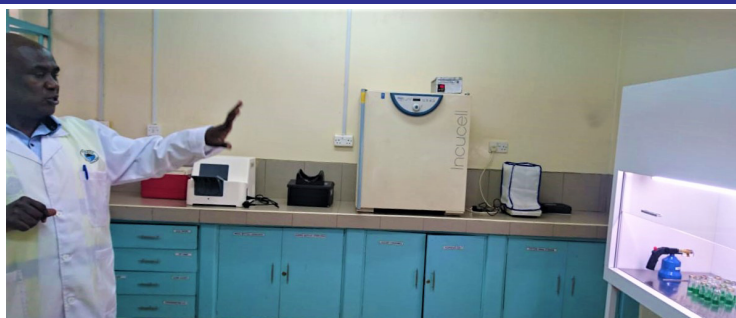
Nyewasco emerged the best Water Services Provider in the Country for the 11th year in a row as awarded by WASREB Kenya in the recently released Impact Report Issue no 11/2019. Congratulations team.

### DID YOU KNOW THAT

We have State of the art ISO 17025:2005 accredited Lab which doubles up as an approved NEMA reference Lab?

#### Services offered

1. Sampling of fresh water
  2. Sampling of waste water
- We sample for Physical, Chemical and Bacterial Parameters. Our staff members are highly trained and accurate results are guaranteed. Visit us for accurate and pocket friendly services today.



NYEWASCO'S ISO 17025:2005 accredited Lab

## Clear Water Tank Cleaning at Kamakwa Water Treatment Plant

The clear water tank at Kamakwa Water treatment plant was cleaned on July 2019 night as from 9.00 PM to 11.00 PM. During that time, normal water supply was interrupted.

However, it was restored immediately thereafter.



The Technical team burning the midnight oil to ensure supply resumes after cleaning the clear water tank

Table 3.6: Performance Over Time of Publicly-owned Utilities

Rank	WSP	Score 2016/17	Score 2017/18	Rank	WSP	Score 2016/17	Score 2017/18
1	Nyeri	183	183	44	Nakagawa	63	62
1	Ruvu-Juja	168	163	45	Gusii	56	60
3	Murang'a	89	154	46	Kikuyu	46	59
4	Rukanga	102	145	46	Kiamboi	100	57
5	Nanyuki	129	127	48	Githunguri	68	58
5	Embu	118	127	48	Imetha	28	58
5	Nakuru	132	125	50	Kirinyaga	68	67
8	Ngandori Nginda	120	119	50	Oloolaber	58	67
9	Nyahururu	81	118	52	Matungulu Kangundo	47	55
10	Kakamega	116	118	53	Kapsabet Nandi	55	54
11	Kisumu	88	114	54	Tilibel	20	53
11	Ngakaka	132	116	55	Machakos	27	50
13	Thika	137	114	55	Nyandarua	44	50
13	Tachasis	95	114	57	Kahuri	60	46
15	Meru	137	113	57	Migori	22	49
16	Nithi	109	110	59	Bomet	14	48
17	Isiolo	92	109	60	Kinandi	n/a	47
18	Eldoret	108	108	61	Kyeri	66	46
19	Karuri	114	108	61	Lodwar	25	46
20	Muthambi 4K	100	105	61	Tavevo	66	46
21	Embe	105	102	64	Busia	75	45
22	Murugi Mugumango	87	99	65	Narok	34	43
23	Naromoru	95	98	65	Gatamathi	41	43
24	Nairobi	101	94	67	Nakuru Rural	34	42
25	Kenicho	45	92	68	Gatanga	42	41
25	Lamu	99	93	69	Wote	54	39
27	Murang'a South	92	91	70	Yatta	54	38
28	Nyasare	30	88	71	Olkejuado	0	37
29	Kiambere Mwingi	66	85	72	Tururu	39	34
30	Namanga	82	83	73	Mwala	35	33
30	Limuru	75	83	73	Amatiti	43	33
30	Nalivasha	70	83	73	Kilifi Mariakani	60	33
33	Othaya Mukurweni	105	82	73	Iten Tambach	43	33
34	Mathira	75	81	77	Silbo	30	29
35	Malindi	118	79	78	Mombasa	27	28
36	Kilju	15	75	79	Eldama Ravine	0	24
37	Kathika Kirua	85	74	80	Mbooni	30	18
37	Kibwezi Makindu	58	74	81	Nai Turesh Laitokitok	49	17
39	Gatundu	86	72	82	Gatissa	7	16
40	Kathiani	58	69	82	Kwale	18	14
41	Mavoko	73	65	84	Homabay	30	18
42	Tetu Abandare	91	65	85	Kapenguria	n/a	12
43	Nzola	80	60	86	Samburu	46	5

Performance Over Time for publicly-owned Utilities (source: Impact A performance Report of Kenya's Water Services Sector-2017/18)



## 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.



Senior Management planting trees



Young Professionals planting trees



MD Peter Gichaaga planting a tree during the tree planting exercise

**"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.**





NYEWASCO Directors  
at KSG Embu.

### Sharpening the Saw

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 focussed 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).



Director Jackson G. Kanyingi receiving  
his certificate of merit



Managing Director Mr. Peter Gichaaga  
receiving his certificate of merit.



Director Angela W.  
Kimaru receiving her  
certificate of merit.



Outgoing Chair Mr.  
Wachiuri receiving his  
certificate of merit.



## Inspection Exercise

Nyeri Water and Sanitation Company Board of Directors led by 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, 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



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.

This year's Wasco games theme was Reduction of non-revenue water through community participation and sports.

Nyeri Water and Sanitation Company is the reigning NRW champions according to the recently released Ministry of Water and Sanitation Non-Revenue Water Management Annual Report 2017/2018 having the least NRW ratio in the country.



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

## Official opening of Wasco Games 2019

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 his Water and Sanitation counterpart Simon Chelugui 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.

Nyeri Water and Sanitation Company is the reigning NRW Champions in the country. This is according to the Ministry of Water and Sanitation report on Non-Revenue Water Management 2017/2018.



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

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

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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)
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6. Turn on fee of Ksh 200 (non refundable)

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## 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.

The company is the reigning Non-Revenue Water champions according to the recently released Ministry of Water and Sanitation Non-Revenue Water Management Annual Report 2017/2018 having the least NRW ratio in the country.

### 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 light moment with 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



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**For Quality Water**

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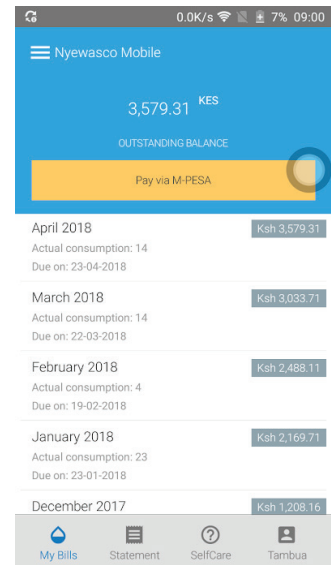


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## Automation is the way to go. Witemere Water ATM

Witemere pilot ATM water kiosk is ready and vending water to the residents of Witemere low cost housing area in Majengo Sub Location, Nyeri town. Today, a team from Nyewasco led by the Head of Corporate Services David Ndumo who was representing the Managing Director visited the area residents for a handover and training exercise on how the water ATM will be operated. He urged the residents to embrace the program and own it as it will assist them to combat water borne diseases as well as save them time which they use to acquire water for domestic use.

He was accompanied by Eng. Peter Kahuthu, Head of Technical Services who is also the project manager. The engineer reiterated that the water ATM would help the residents and improve water accessibility in the area.

In his remarks, Head of Commercial and Strategy Francis Kiura urged the residents to guard the Water dispenser with a passion for sustainability of the project.

Further, Martha Gitonga who is the pro-poor coordinator, the docket that seeks to ensure that clean and safe drinking water and

sanitation services are made available in low income areas, reminded the residents that they were the first to receive such a water ATM in Nyeri and therefore they should embrace it.

The residents were then taken through a user training which was conducted by madam Vina Arasa, a consultant from Maji Milele and Steven Kibaki, Customer Relations officer at NYEWASCO. The area Sub Chief Mary Gitonga who was also present assured the company of public administration's support of the project.

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 official launch of the project will be held soon after completion of works.



Witemere Water ATM



## PICTORIALS



1



2



3



4



5



6



7

### Captions

1.OBA phase 2 is here!!

2. HE. Mutahi Kahiga addressing directors during the board tour

3. Cheers!! To quality water

4. We drink from the tap: safe drinking water

5. Tennis men & women showing off their trophies

6. NYEWASCO team during the opening ceremony of WASCO games 2019

7.Pomp and colour during the opening ceremony of WASCO 2019

8.We run too!!



8

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.**



## **NYERI WATER AND SANITATION COMPANY**

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ISO 9001:2015 Certified



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