



MONTHLY NEWSLETTER

A Publication by Nyeri Water and Sanitation Company

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 12th 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 Njiiri 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.



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 at the ASK Show and Trade fair Central Region Edition.



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



Giakanja and Ithenguri areas

A major burst of the 6" main pipe that supplies water to Giakanja and Ithenguri areas occurred due to human activity on September 10th 2019. As a result, supply was interrupted. The emergency response team acted fast and repair works were completed in good time and normal supply restored.



Repairs ongoing

National ASK Show

All set for the National ASK Show, Central Region at Kabiruini grounds in Nyeri. September 11th 2019.

The theme of the show was **'Promoting Innovation and Technology in Agriculture and Trade'**



NYEWASCO stand at the National ASK Show, Central Region at Kabiruini grounds in Nyeri

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

**APPLY
TODAY**

Visit our offices today for a same day service.



Nyeri Water and Sanitation Company

Dear Customer, Do you want to connect to our sewer line but you are worried we will mess up your compound? Worry no more. We will reinstate it and leave it as we found it or even better! what's more, we care for your plants and flowers too!



OB sewer connections



“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”.

Integral Role of MajiVoice in Customer Engagement

A team from the Water Services Regulatory Board (WASREB) visited Nyeri Water and Sanitation Company (NYEWASCO) on September 4th 2019 to monitor the use of MajiVoice in consumer handling and complaint resolution.

While receiving the team, the Managing Director Peter Gichaaga reiterated his commitment in the implementation of MajiVoice which contributes to efficiency in communication between the customer and the company.

The WASREB team urged all staff members to engage in customer education to sensitize them on the use of MajiVoice so as to enhance customer engagement and complaints resolution.



Managing Director Peter Gichaaga with Kimotho from WASREB during the deliberations



MajiVoice to enhance customer engagement and complaints resolution.



An official from WASREB elaborates the use of MajiVoice to staff

Technical team at work repairing a pipe burst



Spot a water leak or pipe burst? Talk to us on 0734732481. Our emergency response team is always on call. #tuchungemajipamoja

We Got You Covered!

We are upgrading our pipeline in Christ the King Major Seminary area and adjacent areas so as to improve the water supply to our customers. We ask you to help us by reporting any water leaks detected.

Let us all remain vigilant to ensure smooth supply.

For any reports, inquiries, complains or compliments call us on **0734732481**.
You can also inbox us on FB @ Nyewasco or tweet us @Nyeri_water
#excellentservicedelivery



Excavation for laying new pipes

Paying Your Water Should Not Be a Hustle

Did you know that we do not accept cash payments for water bills? However, paying your water bill should not be hectic. Simply visit any of these outlets and you will be sorted out.

1. **Equity Bank and Agents**
2. **Family Bank and Agents**
3. **Eco bank**

You can also use **MPESA PAY BILL 968800**.



Did you know that there is a smarter way of talking to us? Log on

www.majivoice.com

and submit your complain/request. It is easy and convenient. Talk to us today.



Repairing a Pipe Burst at Misha Junction

We experienced a major burst on the 6 main line at Misha section on 20th September. The water supply was shut off interrupting supply to Misha and the adjacent customers. Repair works were done and normal supply resumed immediately. Our Customers were notified in good time.





Technical team at work repairing a pipe burst



Mapping of a Customer's compound for sewer connection

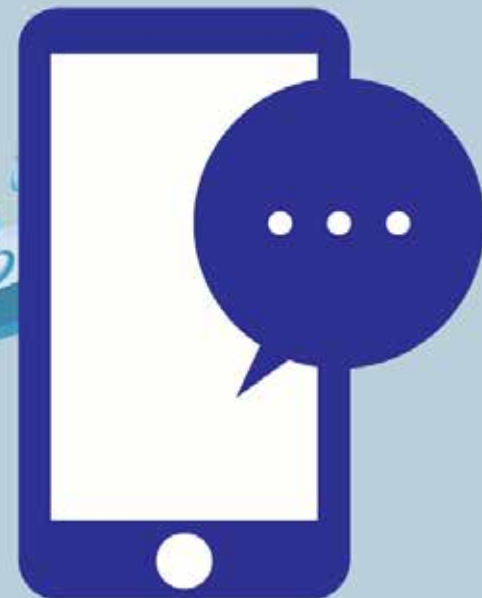


Nyeri Water & Sanitation Company Limited

INQUIRE YOUR

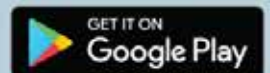
WATER BILL

**Instantly, Dial
*483*60#**



For Quality Water

You can also download our Nyewasco App from google play store



@nyewasco



@Nyeri_water



www.nyewasco.co.ke

Nyeri Water and Sanitation Company

The newly renovated Kangemi staff houses



Dear customers, kindly pay your outstanding water bill to avoid service disconnection.

For more information call 0734732481 or dial *483*60#.

Thank you for your continued support

#excellentservicedelivery



FOR QUALITY WATER



NYERI WATER AND SANITATION COMPANY

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