



NYERI WATER AND SANITATION COMPANY

October 2019

MONTHLY NEWSLETTER

A Publication by Nyeri Water and Sanitation Company

SANITATION FOR ALL: KENYA SANITATION CONFERENCE 2019

The Kenya Sanitation Conference 2019 kicked off on 28th to 31st October at the Kenyatta International Conventional Centre in Nairobi. The Conference aims 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 is "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 is shifting attention to the Sanitation sub-sector which needs a substantial amount of resources and effort so as to catch up with Water sub-sector. We are targeting to increase sanitation coverage from 28% to 38% by close of 2019 through OBA and UBSUB projects.



NYEWASCO MD Peter Gichaaga contributing to the discussion at KICC during the Kenya Sanitation Conference 2019

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SANITATION STANDARDS IN NYERI TOWN GET A BOOST

The OBA phase 1 project which involved the construction of sewer extension infrastructure is complete. The company has embarked on OBA phase 2 project which involves the physical connections of customer's households to the sewer line. This is in a bid to increase the sewerage coverage from the current 25% to 35%. The company is committed to improving the sanitation standards of residents of Nyeri-Central Sub County and its environs.

Advantages of the OBA project

a) Upgrading the quality of life

The quality of life and the hygienic conditions where the sewer system operates have already improved. The operation of the sewer system has relieved residents to a great extent from the previous problems of emptying septic tanks every now and then. It has also presented the much needed relief from having to maintain the septic tanks and has provided a much healthier and appropriate way to manage liquid wastes.

b) Preserving the Natural Environment

Previously, sewage waste was discharged into septic tanks which might have caused pollution of the ground water of the areas where such waste was discharged. With the operation of the sewerage system, the waste water is directed to the waste water treatment plant in Kangemi where it is treated and discharged back to the eco system. The company also produces treated sludge which is used as manure by farmers. This has contributed to environmental conservation and promoted the culture of recycling.

c) Increase Revenue

The project targets approximately 3000 households in new sewer connections. In addition to improving the sanitation standards of these households, these new sewer connections will increase the revenue of the company by an estimated Ksh 3 million per month when fully completed.

d) Capacity Building

The staff members who have been working hand in hand with the contractor in the implementation of the project have gained meaningful experience which is helping them in the maintenance of the sewer system.

e) Creation of Employment

One of the conditions given to the contractor undertaking the works of constructing the sewer infrastructure and connecting individual customers to the sewer line was to involve the community in provision of unskilled labour. This has provided a source of income to many young people hence increasing good will from the surrounding community.



Trenching for the on-going customer connection under the OBA II Project



Construction of a manhole under OBAII



Trenching for the on-going customer connection under the OBA II Project

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f) Capacity Utilization

The utilization of Kangemi treatment plant was at 50% prior to the implementation of OBA1 and 2 projects. It is projected to increase up to 70% upon the completion of the project. This will contribute greatly in improving the efficiency of the treatment plant.

The company has also constructed an ablution block at Whispers Public Park in Nyeri town which was completed in 2014. This has contributed largely to improving the sanitation standards of the park and the neighbouring area which comprises of the main market. The surrounding area also has a high density population and construction of the ablution block was a welcome relief. It has greatly contributed in the decrease of open defecation and improved the hygienic conditions of the area.

The company is also involved in various pro-poor projects in the region. Currently, it has applied for funding from the Water Sector Trust Fund to implement an Upscaling of Basic Sanitation for the Urban Poor programme in Witemere, an informal settlement in Nyeri town. The Constitution of Kenya 2010 states that every Kenyan has a right of access to basic sanitation. Kenya is also a signatory to the Sustainable Development Goals (SDGs) which requires everyone to have access to sanitation by the year 2030. It is in this regard that the company is putting a lot of effort to ensure that sanitation in low income areas is improved to acceptable standards. The objective of the UBSUP programme is to move from using pit latrines to using flush toilets that are connected to the sewer system. The programme provides a post-construction incentive or subsidy for the toilets at a cost of KSh 20,000 for a new toilet and KSh 15,000 for a rehabilitated toilet. The subsidy can only be paid after the landlords and house owners have completed the toilets which meet the specified given standards.

Nyeri Water and Sanitation Company Ltd recently witnessed a name change which emphasized on the role that it is playing in improving sanitation services in Nyeri town and its environs.

The company has also constructed an ablution block at Whispers Public Park in Nyeri town which was completed in 2014.

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)

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The new and operational King'ong'o Pumping Station

DEBUNKING THE SEWER MYTH

The King'ong'o Sewer Pumping Station was commissioned early October and it is fully operational. Contrary to the common belief that associates Sewer with filthy environments, the Pumping Station is nothing but picturesque. From the neatly manicured lawns, to the well-designed plant, you would be forgiven to think that you are in a five star hotel. The company is tackling Sanitation issues in its area of operations hands on. The ongoing OBAII Project has seen Good Shepherd School get a connection to the already operational King'ong'o Pumping Station offering a sigh of relief to the school management. Other Customers who will be connected to the pumping station are Gatende/ Garden Estate and Nyeri Inn. Other areas that are covered by the project are; Classic/ Ngangarithi, Kamakwa/ Kandara and Ruring'u/ Skuta. The project whose cycle ends late this month is at advanced stages of completion.



The new and operational King'ong'o Pumping Station



Piping at King'ong'o Pumping Station

FROM FAECAL SLUDGE TO CHARCOAL BRIQUETTES

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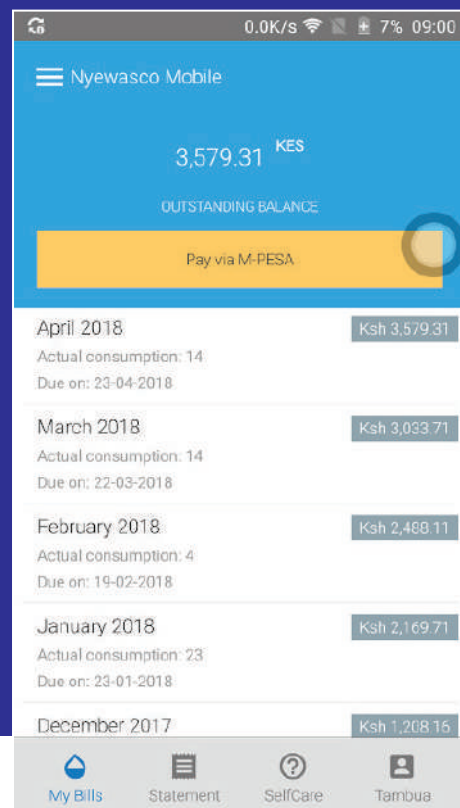
During the first day of the Conference, participants were taken to field visits to learn the innovative methods that companies are applying to ensure maximum reuse of their waste. One such visit took them to Naivasha Water and Sanitation Company. NAIWASS in conjunction with Sanivation, a Kenyan-based company are cost-effectively treating faecal sludge from pit latrines and septic tanks. The process involves treating the waste and reuses it to make biomass briquettes that serve as a substitute for firewood. The treatment plant uses two challenges; environmental pollution and deforestation to solve each other.



Charcoal Briquettes Factory at NAWASSCO

NAIWASS in conjunction with Sanivation, a Kenyan-based company are cost-effectively treating faecal sludge from pit latrines and septic tanks.

DOWNLOAD OUR APP TODAY



THE THEME OF THE KENYA SANITATION CONFERENCE 2019 IS "SANITATION FOR ALL".

Nyeri Water and Sanitation Company

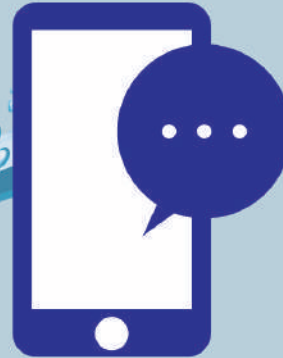


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For Quality Water & Sanitation Services...

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**. We took time on the last day of the week to celebrate our Customers and thank them for being an important part of us.

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 your 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.



CSW Cake



Head of Commercial Services & Strategy Francis Kiura leads the CSW celebration at the NYEWASCO Customer Service Center

PICTORIALS

HCSS shares a piece of cake with a Customer at NYEWASCO Customer Service Center



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.



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