



MONTHLY NEWSLETTER

A publication by Nyeri Water and Sanitation Company

Congratulations to all our esteemed Customers, distinguished Board, able Management and extraordinary staff of NYEWASCO for bagging the number one position in Non-Revenue Water and Pro-Poor in the WASPA Annual Benchmark Awards which were presented during the Water Services Providers Association (WASPA) Water Loss Conference held at Green Hills Hotel, Nyeri. The conference was held from 19th November 2019 to 22nd November 2019. This year's theme was 'addressing Water Loss In The 21st Century Using Culture Change & Technology'. The awards are aimed at recognizing companies that are carrying out best practices at service levels. The company also emerged overall benchmarking winners a position also held by Kilifi/Mariakani and Naivasha.

During the event, the County Executive Committee Member in charge of the department of Water, Environment, Natural Resources and Sanitation Mr. Fredrick Kinyua who was representing the Chief Guest, H.E Hon. Mutahi Kahiga, governor Nyeri County reiterated that all individuals should be involved in the NRW management as the water sector is the base that the big 4 agenda stands on.

As such, we urge everyone in the community to help us conserve water by reporting cases of pipe bursts, illegal connections and any other suspected malpractices. This will aid in reducing water losses hence more water will be available for our customers. If you spot any of the activities mentioned above, kindly call us 0734732481 or inbox us on our facebook page@nyewasco. You can also tweet us on our handle@nyeri_water



Benchmark awards Green Hills



Benchmark awards waspa Green Hills



Launch of the good practices report at green hills hotel



NRW photo on testing

Water Services Providers Association (WASPA) Water Loss Conference

We are proud to have successfully hosted the Water Services Providers Association (WASPA) Water Loss Conference which was held from the 19th November 2019 to 22nd November at Green Hills hotel in Nyeri town. The theme of the conference was "Addressing Water Loss In The 21st Century Using Culture Change & Technology. We participated in highly interactive forum and we learnt a lot from our counterparts as well as other stakeholders in the water sector. We also shared our experiences with other water services providers who share the objective of reducing non-revenue water with us. Other activities included high level panel discussions, water loss field training and exhibition of equipment used in Non-Revenue Water Management among others.

#Waterloss

#NRW



Waspa Conference

Dr. Wahome Gakuru Half Marathon: Running for a Good Cause

Our team joined the County Government of Nyeri, residents, Marathon sponsors and other stakeholders in the second edition of Dr. Wahome Gakuru half marathon that was held on Sunday, 10th November 2019 in Nyeri town. The event is held annually in honour of Nyeri's 3rd Governor the late Dr. Wahome Gakuru who died in a road accident on 7th November 2017.

Nyeri County Governor H.E Mutahi Kahiga thanked everyone for turning out in large numbers to attend this important event.



Governor Gakuru Marathon

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 centre)
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)



Visit our offices today for a same day services

Sharing is Caring



kirandich benchmarking

The Director and top management of Kirandich Water Company, Baringo County visited us on 7/11/2019 for a bench-marking exercise aimed at learning best management practices in the sector. The team had a chance to learn on first hand basis. They were taken through the processes of installation of advanced technology in as far as production, metering, billing and other aspects of water and sewer treatment are concerned. They also had a chance to witness fish farming practiced in our treated sewer water ponds. They were impressed by the level of ingenuity the company had applied in reusing every drop of water received at the Kangemi sewer treatment plant. The team also visited Kamakwa water treatment plant to witness the high quality of water produced there. They had a chance to drink the water directly from the tap!! The team thanked the Nyeri Water and Sanitation Company Ltd Board of Directors, Senior Management and all staff for the hospitality they were accorded and for the willingness to share our business acumen with our peers in the sector.



Kirandich benchmarking

Sewer Connection Exercise on its Last Leg

The households' connection to the sewer line exercise under the OBA project is ongoing. On 6th November, the Project Management Committee conducted an inspection of the project to ascertain the progress. The project covers the following areas.

1. Gatende/ Garden estate
2. Ruring'u/ Skuta
3. Kamakwa/ Kandara
4. Classic/ Ngangarithi



We appeal for your support to achieve the set targets and improve our sanitation status in our estates. We implore all who are yet to register for connections to do so and take advantage of this incentive as the company is meeting the overall cost of the connection. You can achieve this in three simple steps;

1. Call us on 0720443117 for homestead mapping.
2. Fill an application form (found at our customer service center) attach copy of your ID and Pin certificate.
3. Pay Ksh 2100 using either Mpesa paybill no 968800,

Equity Bank and agents, Equitel Eazzypay, Family Bank or Eco Bank.

After that, leave the rest to us. We will save you the trouble of emptying your septic tank every now and then.



0.0K/s 7% 09:00

Nyewasco Mobile

3,579.31 KES

OUTSTANDING BALANCE

Pay via M-PESA

April 2018	Ksh 3,579.31
Actual consumption: 14	
Due on: 23-04-2018	
March 2018	Ksh 3,033.71
Actual consumption: 14	
Due on: 22-03-2018	
February 2018	Ksh 2,488.11
Actual consumption: 4	
Due on: 19-02-2018	
January 2018	Ksh 2,169.71
Actual consumption: 23	
Due on: 23-01-2018	
December 2017	Ksh 1,208.16

My Bills Statement SelfCare Tambua

DOWNLOAD OUR APP TODAY



Ministry of Water and Sanitation Workshop on Non- Revenue Water Management

Chairpersons and MDs of Water Services Providers at Sportsman & Arms Hotel, Nanyuki where they are attending a NRW Sensitization Workshop which has been organized by the Ministry of Water, Sanitation and Irrigation. Our Chair Patrick K. Munuhe flanked by MD Peter M. Gichaaga in attendance. During the workshop, the sector leaders deliberated on best practices on Non-Revenue Water Management.



Chair & MD at Sportsmsns arms for Regional NRW Workshop

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Tackling the Non- Revenue Water Menace

One of the major issues affecting Water Services Providers is the significant difference between the amount of water produced and directed into the distribution system and the amount of water billed to consumers (also called “non-revenue water” [NRW]). High levels of NRW reflect huge volumes of water being lost through leaks, not being invoiced to customers, or both. This poses two serious setbacks to the WSPs. 1. It affects the financial viability of water utilities 2. It leads to lost revenues and increased operational costs.

It is for this reason that Nyeri Water and Sanitation Company Limited puts emphasis on achieving and maintaining a low NRW all year round.

To achieve this, the company has put the following measures in place;

1. Invested in state of the art equipment for leak detection.
2. Ensuring the NRW staffs are well trained in the latest NRW technology.
3. Continuous Customer Education on ways to reduce NRW
4. Open channels of communication between the company and the publics which ensures prompt reports of any leaks and other malpractices.
5. Friendly relations between the company and the publics which enhance a good working relationship.

The Company is guided by the fact that the less NRW achieved, the more the water

becomes available for our customers.

Nyeri Water and Sanitation Company are the reigning NRW Champions according to

the NRW Annual Report 2017/2018. The challenge is on all of us to do more as far as reducing NRW levels is concerned.



Repairs

NYEWASCO
Paybill
968800

Acc. No.

First 5 digits of your
NYEWASCO account number

Officials from Central Region Water Board Benchmark at NYEWASCO on NRW Management

We were glad to host our counterparts from the Central Region Water Board; Malawi for twinning activities that will see the companies engaging in a variety of programs together. In this regard, the team from Malawi is here to learn best practices in Non- Revenue Water Management. On their first day, they were taken to Ihwa intake and Kamakwa Water Treatment Plant for a familiarization tour. During the subsequent days, the team was able to gain hands on experience by working hand in hand with our NRW team in the field. The training also covered the following thematic areas;

1. How to set up and equip an NRW unit
2. How to block map and Geographical Information System (GIS) mapping
3. How to develop a clear policy for metering customers
4. How to calculate water balancing using the IWA model
5. How to proactively detect leaks, malfunctioning meters and illegal connections
6. How to respond to leaks and bursts promptly
7. How to develop good quality infrastructure, material and workmanship
8. How to engage customers in NRW reduction
9. How to empower and motivate staff to work towards reduction of NRW

We hope that the lessons learnt in NYEWASCO will be replicated in the Malawi and look forward to more beneficial interactions between the two companies.



malawi team at kamakwa

Press Statement on Sewer Blockage in Pembe Tatu Area of Nyeri Town

Our attention has been drawn to a complaint about a blocked manhole resulting to sewer spillage in Pembe Tatu area. We would like to inform the public and the residents of Pembe Tatu that there is no cause for alarm. This is because the said blockage happened on 14 th November 2019. The same was reported to us and we acted promptly and executed the necessary corrective measures on the same day.

Our emergency response team was sent on the location yesterday night (19 th November 2019) after receiving the complaint to ascertain whether the sewer was flowing smoothly. Another team visited the same site this morning (20 th November 2019) and the findings were that the blockage was rectified last week and it has not recurred. However, the surrounding area has some degree of wetness that can be attributed to the consistent rainfall that we have experienced in the past days and it being a flat area, it has taken a longer time to dry up.

We urge the general public to work with us and report all cases that need our attention directly to us on our emergency phone number 0734732481 to facilitate quick action.

NYEWASCO has an open door policy and we encourage our Customers to communicate to us regularly whenever they spot a matter that needs our attention. This will help us serve you better and we appreciate feedback.



Modern Houses for Grabs!!

Do you want to live in a serene environment with well-manicured lawns, 24 hours security and in gated community set up? Nyeri Water and Sanitation Company Limited is letting newly renovated houses in Kangemi estate at affordable rates. The houses have the following features;

- a) Granite kitchen work tops
- b) Fully tiled
- c) All bedrooms have closets
- d) Installed overhead shower
- e) 24 hrs security
- f) Parking available

A 2 bedroom house is going for Ksh 13,000 and 1 bedroom is going for Ksh 9,000 To express interest, please write to the Managing Director's Office | Nyeri Water & Sanitation Co. Ltd Address : P.O. Box 1520 -10100 Off Kenyatta Road Behind Nyeri County Fire Offices Tel : +254 722 461 349, +254 6120 34548 or +254 2034617/225/23 Email :info@nyewasco.co.ke Web : www. Nyewasco.co.ke Few units remaining.



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). We also bagged the number one position in Non-Revenue Water and Pro-Poor in the WASPA Annual Benchmark Awards which were presented during the Water Services Providers Association (WASPA) Water Loss Conference held in Green Hills which was held on 19th- 22nd November 2019. 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: 0734 732 481



NYERI WATER AND SANITATION COMPANY

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