

WATSAN FOCUS

NYEWASCO Steps Up Measures Against COVID-19

As a responsible corporate citizen, NYEWASCO is playing an active role in the efforts of combating the spread of COVID-19 in the country. This has been achieved through provision of hand washing facilities as well as sanitizers for members of staff and customers visiting the premises. The company has established 65 free handwashing points within its service area.

These free handwashing stations are situated in strategic places which are easily accessible to the general public such as Matatu terminus, public parks and health facilities within Nyeri Central Sub-County. Further, the company is carrying out an online sensitization campaign on appropriate precautionary measures to take so as to curb the spread of Corona Virus. Other relevant topics such as effective hand washing techniques are covered.

The company is also ensuring a steady supply of water to the low income areas and the most vulnerable members of the society in a campaign dubbed "leave no one behind". This has enhanced hand washing for the residents and by extension contributed largely to the fight against possible spread of the virus.



A hand washing station at Mweiga Market

Off Kenyatta Road, Behind Nyeri County Fire Offices, P.O. Box 1520-10100 Nyeri Kenya Tel 061-2034548/4623/4622/4617/ 0722-461359/0734-732481: Fax 2032734 - Email info@nyewasco.co.ke - Website www.nyewasco.co.ke



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Hand Washing At Kihuyo Dispensary Gets a Boost



Handwashing station at Chaka Market and Kihuyo Dispensary respectively donated by NYEWASCO

In an effort to enhance handwashing as a preventive measure against the spread of COVID-19, the company donated a tank with a capacity of 1000 litres to Kihuyo Dispensary on 24th April 2020.

Receiving the tank which is fitted with four handwashing points, the hospital administration thanked Nyeri Water and Sanitation Company Ltd for their thoughtfulness citing that health care workers are the front-line soldiers in the war against the Corona virus. Other handwashing points have been established at Nyeri Town Dispensary and Nyeri Level 5 Referral Hospital.

The World Health Organization has established that handwashing with running water and soap is one of the most effective way of preventing the spread of COVID-19.

Other preventive ways are wearing of masks in the correct way, social distancing whereby it is recommended to keep a distance of one meter from one another, avoiding touch of the face and eyes, nose and mouth and sneezing into the elbow or using a tissue to cover your sneeze or cough. In addition, it is safer to stay at home with limited contact with people who are not family members and observing the guidelines if you have to leave the house.



Body Temperature monitoring for everyone accessing the premises



YOU CAN NOW REACH US FREE OF CHARGE

**TOLL FREE
NO.
0800721095**

Reach us on these other channels for quick response:

	0734732481		@water_nyeri
	*483*60#		info@nyewasco.co.ke customercare@nyewasco.co.ke
	@nyewasco		www.nyewasco.co.ke

Demystifying the Final Bill: What is a Final Bill?



NYEWASCO EXPLAINS

DEMYSTIFYING THE FINAL BILL



A final bill is the amount of money charged for consumption between the last meter reading date and the date of account termination. This is usually deducted from customer deposit. We thought you should know.

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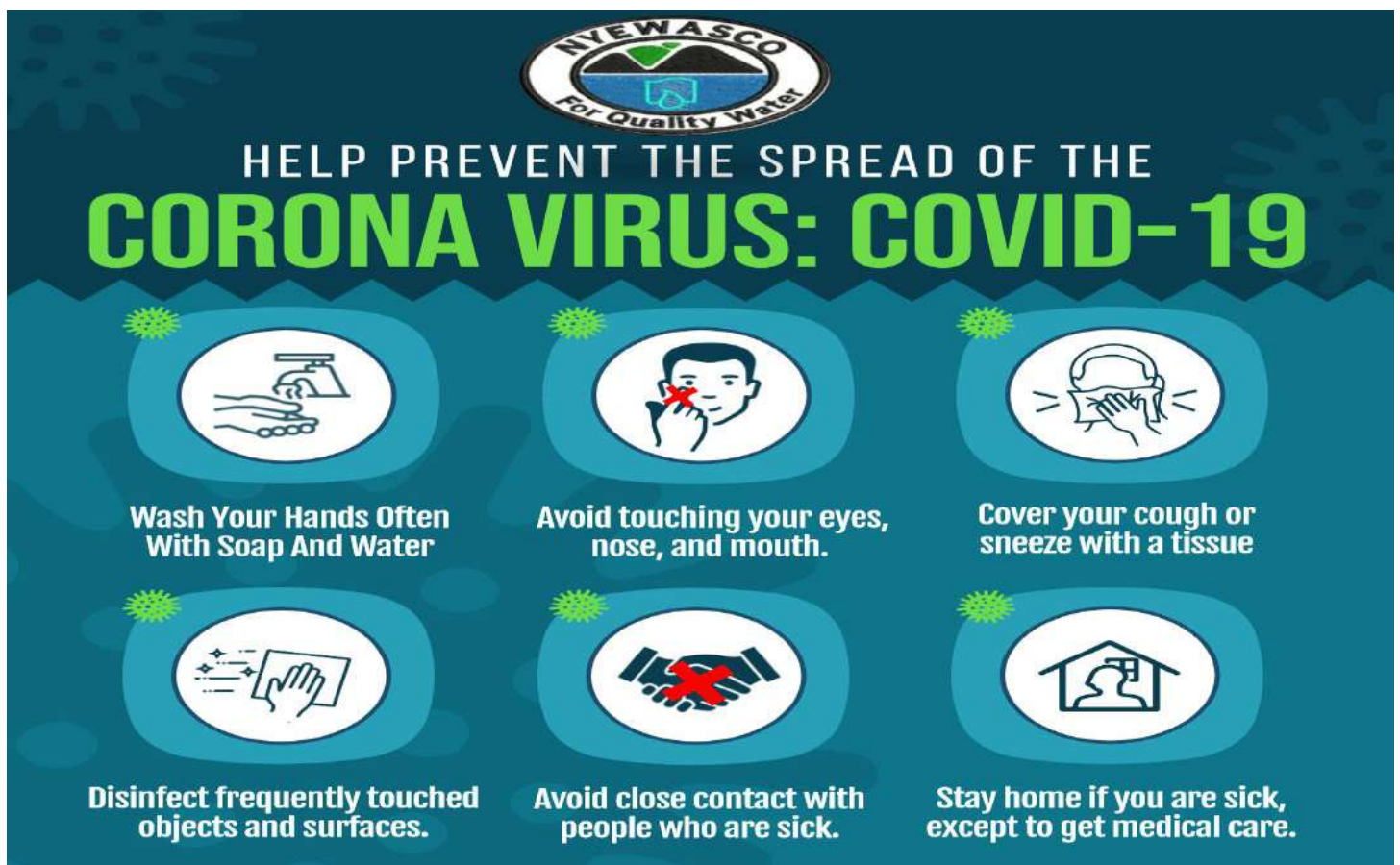
@Nyeri_water



Hand washing Point at Nyeri Health Centre

NYEWASCO Steps Up Measures Against COVID-19 cont...

Nyeri Water and Sanitation Company Ltd is engaging in an online sensitization exercise which involves dissemination of information on precautionary measures the publics need to take in this period of COVID-19 pandemic. The campaign involves creation of visual aids consisting of simple messages on different topics related to the pandemic. These visual aids are then shared on different platforms which include the official company Facebook page, Website and Twitter handle. The campaign is aimed at reaching a large number of viewers and the e-cards are sharable.



Message of Appreciation to Our Loyal Customers

We stay at work to ensure a steady supply of water to your taps. Kindly pay your bills to keep us going.



**SPREAD THE WORD;
CURB THE SPREAD**

#COVID-19

Wash your hands with soap and water, Stay home and wear a mask if you have to leave.

Avoid Cash. Pay with Mpesa Paybill 968800



The Board of Directors, the Management and staff would like to appreciate our esteemed customers for their continued support through payment of water bills. This has greatly assisted the company to sustain its operations hence ensuring continuous supply of clean quality water and effective waste water management during the COVID-19 pandemic.

The company recognizes and appreciates that even with the difficult season facing the country, our esteemed customers found it fit to include their water bill on their list of priority bills.

Water is an essential commodity and we are committed to ensure that our customers have sufficient supply especially during this time where washing our hands with clean running water could save our life.

We urge you to continue your partnership with us during and post the Corona Virus period.

As informed earlier, we have acquired a Toll free number 0800721095 which you can reach out to us for any complain or compliment. Kindly report any water or sewer bursts spotted. This will help us have more water to deliver to your household as well as maintain a clean environment for all through efficient waste water management.

Progress on OBAII

The OBA II project is in its final leg. There are a total of 2326 new sewer connections that have been successfully connected and are flowing. The project involves construction of UPVc gravity sewer pipes and the actual connection to individual Customer households. Upon completion, the project which is targeting approximately 3000 individual households will increase sewer connections from 25%-30%.



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 (nonrefundable)
6. Turn on fee of Ksh.200 (nonrefundable)



Visit our offices for same day service.



REQUIREMENTS FOR A NEW WATER CONNECTION

1. Copy of your KRA pin certificate.
2. Copy of your National ID
3. Copy of the land's Title deed or chief's/subchief's letter indicating applicant's land ownership.
4. Deposit of Ksh.2000 (refundable)
5. Application fee of Ksh.100 (non-refundable)
6. Turn on fee of Ksh.200 (non-refundable)
7. Labour cost of Ksh.800
8. Additional cost of materials facilitating the connection

Kindly submit the above documents at the New Connection desk at our customer service center.



ISO 9001:2015 Certified ISO/IEC 14001:2015 Accredited

@nyer1_wat



Toilet construction appraisal process

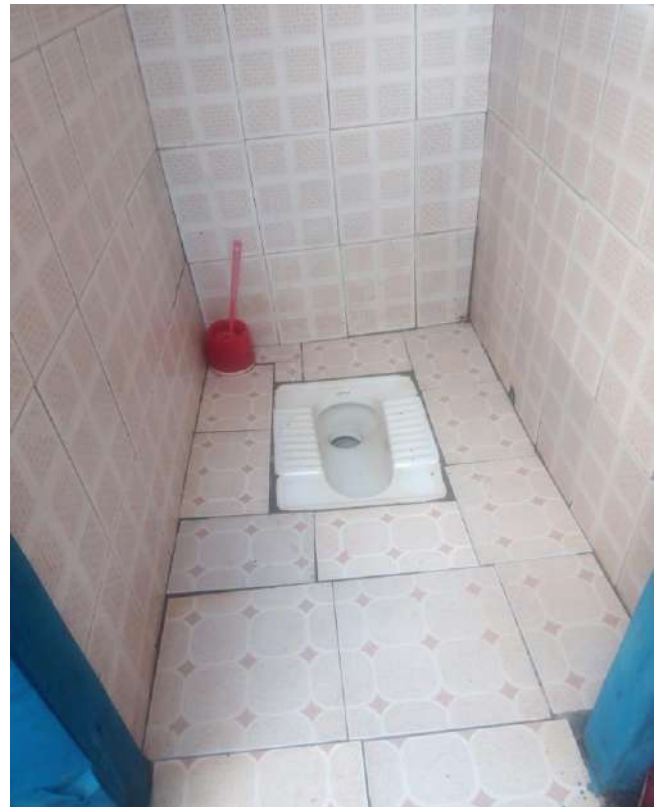
UBSUP On Course as More Toilets Are Successfully Completed

The Upscaling Basic Sanitation for the Urban Poor (UBSUP) programme is a proven solution for improving access to household sanitation in poor urban areas of Kenya, covering the entire sanitation chain from toilet to treatment. UBSUP is anchored at the Water Sector Trust Fund (WSTF), the financing institution responsible for developing water and sanitation services in marginalized and under-served areas of Kenya, and implemented through formal water service providers.

In Nyeri, the target of the project is to construct 200 Safisan toilets which meet the minimum standards set by WSTF. It is expected to serve approximately 2000 beneficiaries in the project area (Witemere).

As at April 30th 2020, 44 toilets have been appraised successfully. 42 of them have been paid out up to a sum of Ksh 800,000.00. Construction of another 17 toilets is on-going.

New toilets attract a reimbursement of Ksh 20,000 while a rehabilitated one gets Ksh 15,000. The programme is still running. The registered residents are in a rush to complete their constructions having witnessed their neighbours receiving the subsidy.



A newly Constructed Toilet Under the UBSUP



Cheque handing over ceremony at NYEWASCO Headquarters

Tips on How To Save Water During the COVID-19 Pandemic

The demand for water has gone up in the wake of the announcement of COVID-19 presence in Kenya. The company is continuously working to ensure steady supply of water to customers despite the stringent measures that staff have to observe in the line of duty.

In this regard, our customers are urged to use water sparingly and make use of water harvesting techniques so as to ensure that the available supply is enough for everyone.

One ingenious way of harvesting water is capturing run off from roof tops when it rains. The harvested water can also be stored for future use. Rain water which is harvested under hygienic conditions can also be used for drinking and other domestic uses. It can also be stored and used for irrigation during the dry season.

Rain water harvesting reduces storm water discharges which overload the sewer system. This results to sewer bursts and overflows which may affects our health negatively.

WATER HARVESTING

What is water harvesting?

It means capturing rain where it falls or capturing the run off in our own village or town and taking measures to keep that water clean by not allowing polluting activities to take place in the catchment. It is direct rainwater collection where collected water could be stored for later use and recharged into the ground water again.

Water harvesting means to understand the value of rain, and to make optimum use of the rainwater at the place where it falls.

About 60,000 gallons of water runoff from our roofs and goes into street, streams and then in sea water. Let us install a water harvesting system in our homes and use this runoff water.

How to harvest water:



- Capturing runoff from rooftops
- Capturing runoff from local catchments
- Capturing seasonal floodwaters from local streams
- Conserving water through watershed management



Benefits of harvesting water:



- Provides drinking water
- Provides irrigation water
- Increases groundwater recharge
- Reduces stormwater discharges, urban floods and overloading of sewage treatment plants
- Reduces seawater entrance in coastal areas.



Did you know that we have a state of the art **ISO 17025:2017** accredited Lab which doubles up as an approved NEMA reference Lab?

We offer the following services;

1. Sampling of fresh water
2. Sampling of waste water

We sample for Physical, Chemical and Bacterial Parameters.

Our staffs are highly trained and accurate results are guaranteed.

Visit us today and see for yourself!



ISO accredited lab at Kamakwa



Equipment at the Lab



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



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Ngangarithi Water Supply Network Up-grade

An upgrading exercise of Ngangarithi supply network commenced on 27/04/2020 at Wang'ombe main line and will cover the whole area. The objective of the upgrade is to increase the volume of water supply to customers in Ngangarithi which has been informed by an increase in demand.

The exercise involves replacement of old dilapidated PVC pipes with larger High-density polyethylene (HDPE) pipes. This will kill two birds with one stone in that apart from increasing the volume of water to customers, it will also decrease the amount of water lost through pipe bursts and leakages. This is because PVC pipes are prone to frequent bursts due to their brittle nature. HDPE pipes are stronger and longer which reduces the number of joints in a section. Loose joints result to loss of water through leakages which contributes to an increased Non Revenue Water (NRW). Non-Revenue Water is in general defined as the amount of water produced for distribution but which is not accounted for as revenue.

Nyeri Water and Sanitation Company Ltd currently has the lowest NRW ratio among all Water Services Providers in Kenya. (Non-Revenue Water Management Annual Report 2017/2018).

The company is committed to maintaining the lowest possible NRW ratio for the benefit of its customers. This has been achieved through a private public partnership between the company and her customers. The most notable endeavor towards this exercise is the toll free number 0800721095 which customers use to report pipe leaks and bursts.



Stay safe keep social distance, wash your hands often with soap and running water. Stay home and wear a mask correctly if you have to leave the house. Disinfect frequently touched objects and surfaces, cover your cough or sneeze with tissue. Stop the spread of Corona Virus. **WAJIBIKA!**
#utilitiesfightCOVID-19
#flattenthecurve

REACH US ON OUR HOTLINE : 0734732481.
TOLL FREE NUMBER : 0800721095



VISION

A World class Water and Sanitation
Services Provider



MISSION

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

NYERI WATER AND SANITATION COMPANY

WATSAN FOCUS

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