

WATSAN FOCUS

Heavy Rain and Landslides Cause Havoc for NYEWASCO

The month of May began with heavy rain being experienced in Nyeri and most parts of Kenya. This resulted to a massive landslide in the Aberdare forest which is the source of River Chania. Consequently, there was flooding and clogging at Ihwa intake in River Chania which supplies raw water to the Treatment Plant at Kamakwa. The water had high turbidity levels which exceeded the acceptable levels. This necessitated a temporary shutdown of the treatment plant to allow staff time to rectify the situation. The team burnt the midnight oil working round the clock to ensure reinstatement of normal operations.



Damage caused by floods at Ihwa Intake on 4th May 2020



Ihwa Intake after cleanup

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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The Aftermath of Heavy Rainfall in Nyeri



Fig1. Highly turbid water at the treatment plant



Fig2. Clogging at Ihwa intake

Heavy rainfall and landslides experienced in Nyeri at the beginning of May caused high turbidity levels of water at River Chania. The intake was clogged with pebbles, logs and vegetation which originated upstream.

Due to this, the company interrupted supply of raw water from the intake to the treatment plant. This was a mitigation measure to ensure that the highly turbid water did not reach the distribution system. The staff at the intake and the treatment works did a splendid job of monitoring and unclogging the entire system. Raw water supply to the treatment plant was restored after a few hours and the normal water treatment process reinstated.

Despite the unforeseen circumstances brought about by the heavy rainfall, the available water reserve in the clear water tank sustained a fairly steady supply to the customers. The company takes cognizance to the fact that water is an essential service especially during the COVID-19 Pandemic. As a result, emergency measures have been put in place to ensure no or minimal interruption to supply. Customers are constantly kept abreast of the developments every step of the way through different channels of communication.



Media briefing by Chief Water & Sanitation Engineer James Ngunjiri



YOU CAN NOW REACH US FREE OF CHARGE

TOLL FREE NO. 0800721095

Reach us on these other channels for quick response:

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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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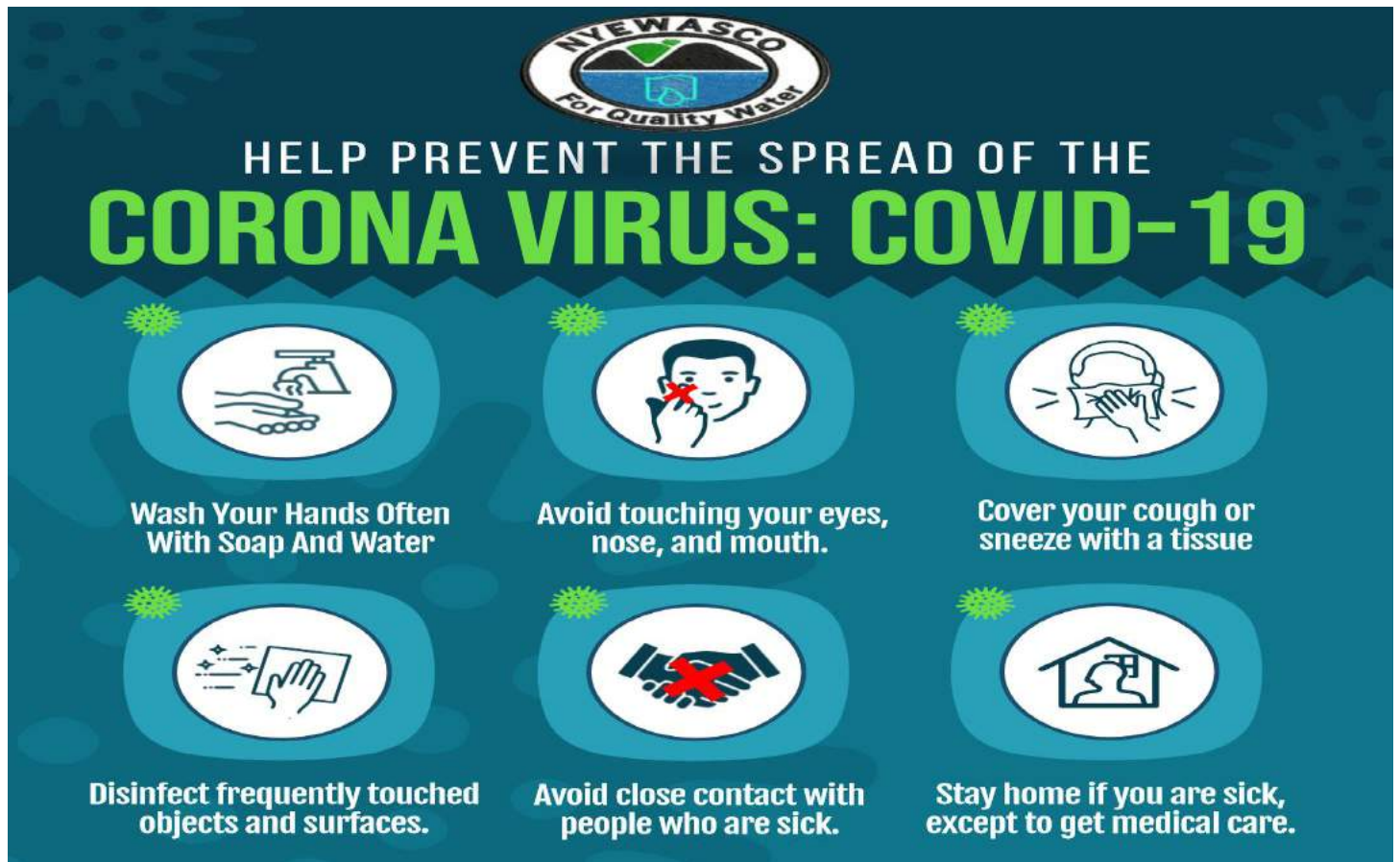




The newly constructed ablution block at Ihwa intake

NYEWASCO Steps Adapts to the New Normal

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.

When Duty Calls

Chania Sewer Pump Station is located in Nyeri town. Its main function is to collect waste water which undergoes a cleaning process. It is then pumped to Kangemi Sewer Treatment Plant for further treatment and recycling via gravity. On 20th May 2020, a major blockage occurred bringing operations to a standstill. The team responded fast to unblock and clean the system. Normal operations resumed after a few hours. The blockage did not have adverse effects on the sewer treatment process.



Progress on Ngangarithi Supply System Network

The upgrade exercise of Ngangarithi supply network which commenced on 27/04/2020 is on course. 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 has greatly increased the volume of water to customers where the works have been completed. It has also decreased the amount of water lost through pipe bursts and leakages. Customers have reported improved pressures and a steadier supply since the upgrade. The company is committed to improving the customer experience in all its services.


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.


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Customer Satisfaction Survey: Let us know How We Are Doing!

We embarked on a customer satisfaction survey on Monday 11th May 2020 through a strategic partnership between Nyeri Water and Sanitation Company Ltd and Dedan Kimathi University of Technology.

The survey covered a representative sample and measures were taken to protect both the surveyor and the respondents against possible exposure to the Corona Virus.

Such measures included donation of a mask to all the respondents, use of sanitizers and observing social distance between the pollster and the respondent.

The data collection process was executed seamlessly up to 15th May 2020.

NYEWASCO is committed to delivering the best services to its customers and continual improvement in tandem with emerging technologies and customer needs.

This informed the decision in selection of DeKut a leading public University in Technological innovation.



Data Collection for the Customer Satisfaction Survey

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 in Witemere which has been successfully met. The completed toilets have transformed the lives of Witemere residents. Mr. Maina, one of the beneficiaries says that his family can now enjoy the call of nature without worries of contracting water borne diseases. “My children now jokingly tell me that our toilet looks better than our house” said Maina.

New toilets attract a subsidy of Ksh 20,000 while a rehabilitated one gets Ksh 15,000. The project comes to an end in mid -June. So far, 61 people have received their subsidy to a tune of Ksh 1,165,000. The remaining 139 toilets have been appraised and are awaiting payment. The area has potential for construction of more Safisan toilets.



Before UBSUP Project



Newly constructed toilet under UBSUP

Changing Fortunes for Witemere Children as Basic Sanitation Improves

The lives of children living in Witemere will never be the same as far as sanitation is concerned. Whereas in the past they had to brace themselves while using dirty and unsafe toilets, the picture is different now. Walking from one part of the estate to the other, you would be forgiven for wondering why the whole area is dotted with blue and red coloured modern toilets.

The toilets are part of the Water Sector Trust Fund's effort to improve sanitation for the urban poor.

The project is being implemented through participating Water Services Providers which provide technical assistance to the beneficiaries to ensure that they meet the standards required by the Water Sector Trust Fund who are the financiers of the project.

The masons were taken through a training session to equip them with the dimensions and requirements of the Safisan toilets.

The project implementation team comprised of social animators who have been working closely with community health workers, public administration and the whole community to enroll residents into the project. It also comprised of a technical team drawn from NYEWASCO.



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

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WATER BILL

Instantly, Dial

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For Quality Water

You can also download our Nyewasco App from google play store 

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What a Labour Day for NYEWASCO!

The International Worker's Day or Labour Day is celebrated on May 1st every year. This year, Nyeri Water and Sanitation Company Limited staff woke up to a real Labour day literally. Heavy rain which had pounded the County the previous night had brought about unprecedented challenges to the water supply network. In Kiirumia, the pipe network had been carried away by floods leaving only tiny traces of the damaged pipes which necessitated a complete overhaul of the whole supply system.

In Kiawara, the landslides did not have mercy either. The company suffered pipe bursts and damage to the supply network. The pipe burst was repaired promptly and normal supply of water restored. The main pipe supplying Rwamba and parts of Pembe Tatu had to be relocated to a different location.

In a message of good will, the Board of Directors and Management of Nyeri Water and Sanitation Company Ltd celebrated the hardworking men and women whose exemplary service has made it what it is today. The management recognized NYEWASCO members of staff who work day and night to ensure a steady supply of water to customers especially during the COVID-19 Pandemic.

"You have been called upon way past curfew hours and like the water frontline soldiers you are, you have always heeded the call. Your courage and sense of duty to serve the people of Nyeri Central Sub County does not go unnoticed" read part of the statement which was signed by the managing director. We sincerely thank our loyal customers who despite the challenges occasioned by the current pandemic have stood firm to support the company by paying water bills. It is because of your undeterred sacrifice

Fig: 1 Pipe burst repair in Kiawara Fig: 2 Pipe burst repair at Tetu Boys Fig3: Pipe damage at Pembe Tatu Fig4: Pipe damage in Witemere



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

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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

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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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