

# WATSAN FOCUS

## Strategic Planning for the period 2021/22- 2025/26 process kicks off

Nyeri Water and Sanitation Company Limited embarked on the process of preparing a Strategic Plan covering the next 5 years under the consultancy of Dedan Kimathi University of Technology. A workshop was held on 09/12/2020 to 11/12/2020 between the strategic planning committee members drawn from different departments of the Company and the consultant to discuss pertinent issues to be included in the new strategic plan for the planning period 2021/22- 2025/26. This strategy was adopted by the management to enable full participation by the NYEWASCO staff who are the major implementers of the strategic plan. The members of staff applauded the move saying that it created ownership of the Strategic Plan in that everyone feels that their view of the direction that the company should take in the next five years was put into consideration. This will in turn enhance proper execution of the strategic plan.

The current strategic plan ends in June 2021 paving way for the new one. Amid term review was conducted in the financial year 2019/20. In the review, a number of achievements were identified. A few activities which could not be implemented in time were postponed to the next planning period.



Strategic Planning Committee during workshop held on 9/12/2020 at Sportsman's Arms Nanyuki

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](mailto:info@nyewasco.co.ke) - Website [www.nyewasco.co.ke](http://www.nyewasco.co.ke)



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## Water Supply Extension to Mhasibu Estate in Nyeri town

Nyeri Water and Sanitation Company has completed a water extension project to the Mhasibu Estate in Nyeri town. The residents of Mhasibu which is an upcoming estate were in dire need for water supply since water is a basic need. Mrs. Charity Nderitu, who was the first customer to have flowing water in her compound on 31<sup>st</sup> of December 2020 when the project was completed was beside herself with joy and expressed gratitude to the company for delivering on its promise that she would have an active water connection by the end of the year 2020. The estate has a huge potential and the company is targeting to have about 50 new connections in the month of January 2021.



### 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.*

## Management Day Out

The Nyeri Water and Sanitation Management had a Management Day Out (MDO) on 2<sup>nd</sup> December held by the Technical department to familiarize with the key plans the technical division has for the current Financial year 2019/2020. Some of the targeted sites were as follows;

1. Upgrading works for Mathari/ Mweiga water transmission line from Murohaini to Kibaki's- 900M
2. Mweiga Kiosks/ LIAs
3. King'ong'o sewer pumping station incinerator
4. Proposed Kiamwathi/Ruring'u/Skuta sewer project
5. Proposed sewer upgrade on Beavers – Quarry pipeline.
6. Tetu Tank- Elevated steel tank site, Automatic level monitoring
7. Kamakwa T. works – Re-commissioned old Treatment works, Pipes store site, extension of the chemical dosing room.

All the earmarked sites were successfully visited.

## Tender Advert



### NYERI WATER AND SANITATION CO. LTD.

P. O. BOX 1520-10100, NYERI, TEL.: 061 - 2034548/2034623/2034622/2034617  
Mobile: 0722-461359/0734-732481 email: info@nyewasco.co.ke website: www.nyewasco.co.ke

### OPEN TENDER ADVERTISEMENT

Nyeri Water and Sanitation Co. Ltd. invites tenders from interested eligible tenderers for the Construction of Proposed 250m<sup>3</sup> Elevated Pressed Steel Water Tank and a 15m High Steel Tower in Tetu, Nyeri County.

Tender No.	Tender Name	Eligibility	Pre-bid site visit	Closing/ Opening Date
NWSC/ OT/20/2020/2021	Construction of Proposed 250m <sup>3</sup> Elevated Pressed Steel Water Tank and a 15m High Steel Tower in Tetu, Nyeri County	Open	4 <sup>th</sup> - 8 <sup>th</sup> January 2021	Friday, 11.00am 15 <sup>th</sup> January 2021

Tender documents containing detailed instructions and requirements may be downloaded from the Nyeri Water and Sanitation Co. Ltd. website [www.nyewasco.co.ke](http://www.nyewasco.co.ke) free of charge. Applicants who download the tender documents shall email their names, contacts details and tender number to [info@nyewasco.co.ke](mailto:info@nyewasco.co.ke). Interested tenderers shall request for site inspection which shall be arranged in smaller groups of not more than 3 bidders at a time at their own expense by first e-mailing ([info@nyewasco.co.ke](mailto:info@nyewasco.co.ke)) from 4<sup>th</sup>-8<sup>th</sup> January 2021 during official working hours.

Completed tender documents should be deposited in the Tender Box situated at the **Company's Reception** and be addressed to:-

**MANAGING DIRECTOR,  
Nyeri Water & Sanitation Company Ltd,  
Off Kenyatta Road, Behind Nyeri County Fire Offices  
P.O BOX 1520-10100,  
NYERI.**

So as to be received on or before **Friday, 15<sup>th</sup> January 2021 at 11.00am**. Tender documents will be opened immediately thereafter at Nyewasco's Conference Hall in the presence of tenderers or their representatives who wish to be present.

**Nyewasco is committed to the Covid-19 fight. All bidders must comply with all MOH preventive measures and regulations by PPRA on Covid-19.**




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## Customer Education Materials



### 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. **1000**
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 17025:2005 Accredited @nyewasco @Nyeri\_water



YOU CAN NOW PAY YOUR WATER BILLS VIA M-PESA PAYBILL

## PAYBILL NO. 968800

YOU CAN ALSO PAY YOUR BILL VIA



A/C NO 0110261003593



A/C NO 6652000567



A/C 055000043395

Customers want a good experience. A big part of that is exceptional customer service. At NYEWASCO, we always aim to exceed our customers' expectations by providing unrivalled service in provision of quality water, sewerage and allied services. Call us today for exceptional services.

### What Do You Do When You Spot a Water or Sewer Leak?




**CALL us on 0800721095 for FREE**

 @nyewasco  @Nyeri\_water

Help us conserve water so that we have more for you




Media and Marketing: nyewasco.co.ke



### 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.

**CONNECT WITH US:**  [www.nyewasco.co.ke](http://www.nyewasco.co.ke)  @nyewasco  @Nyeri\_water



## NYEWASCO Retirees Farewell

A short ceremony to honour staff who were retiring on 31<sup>st</sup> December 2020 was held on 23<sup>rd</sup> December in observance of all Ministry of Health Protocols on mitigation of the Corona Virus at the conference hall.

During the ceremony, the chairman of the board of directors Mr. Patrick K. Munuhe expressed his gratitude on behalf of all the directors, management and staff of NYEWASCO to the retirees for having offered long standing service to the company.

Speaking during the same ceremony, the Acting Managing Director Eng. Peter Kahuthu reminded the retirees of the important lessons learnt during a pre-retirement training held from 24/09/2020 to 18/09/2020 at Dedan Kimathi University of Technology.

The training was aimed at giving the employees confidence to make sound decisions around their needs and hence the quality of life at and during retirement. It covered critical areas of interest to the trainees which included but not limited to the following topics;

- The nature and scope of retirement.
- Existence, relatedness and growth adjustments at retirement.
- The potential odd-to retirement affecting quality of life.
- Retirement planning, considerations and possible options.
- Financial security.
- Health of senior citizens.
- The senescence and gerontology on retirees.
- Formal and informal engagements.
- Random walk to investments (do's and don'ts).
- Entrepreneurship options for retirees and actualization tenets.

The training also included counselling sessions where the participants were prepared for a seamless transition to retirement.

In addition, the Chief Manager, Corporate Services Mr. David Ndumo reiterated the importance of safe investments after retirement. The Chief Manager, Commercial Services and Strategy Mr. Francis Kiura reminded the retirees on the importance of regular exercise and wellness in their retirement which would ensure good health.



First row from left: Members of staff retiring on December 31<sup>st</sup> 2020; Peter Mariga, Philip Mamo, James Karigua, Benson Ogogo, Simon Kagiri and Joseph Ndiangui

Second row: Board Chair Partrick Munuhe, Ag. MD Peter Kahuthu, Chief Manager Commercial Services and Strategy Francis Kiura and Chief Manager Corporate Services, David Ndumo flanked by other members of staff



## Hoisting a High Pump Lift at Kamakwa

A high lift pump with a capacity of 200m<sup>3</sup> per hour at a 142m head was installed at the water treatment plant at Kamakwa on 20<sup>th</sup> December 2020 to improve supply to the Tetu tank which supplies Mweiga, Jeng'u, Gitero, Karia, Gathina, Muthuaini, Kahigaini, Kahuruko, Kiambura, Diara among other places.

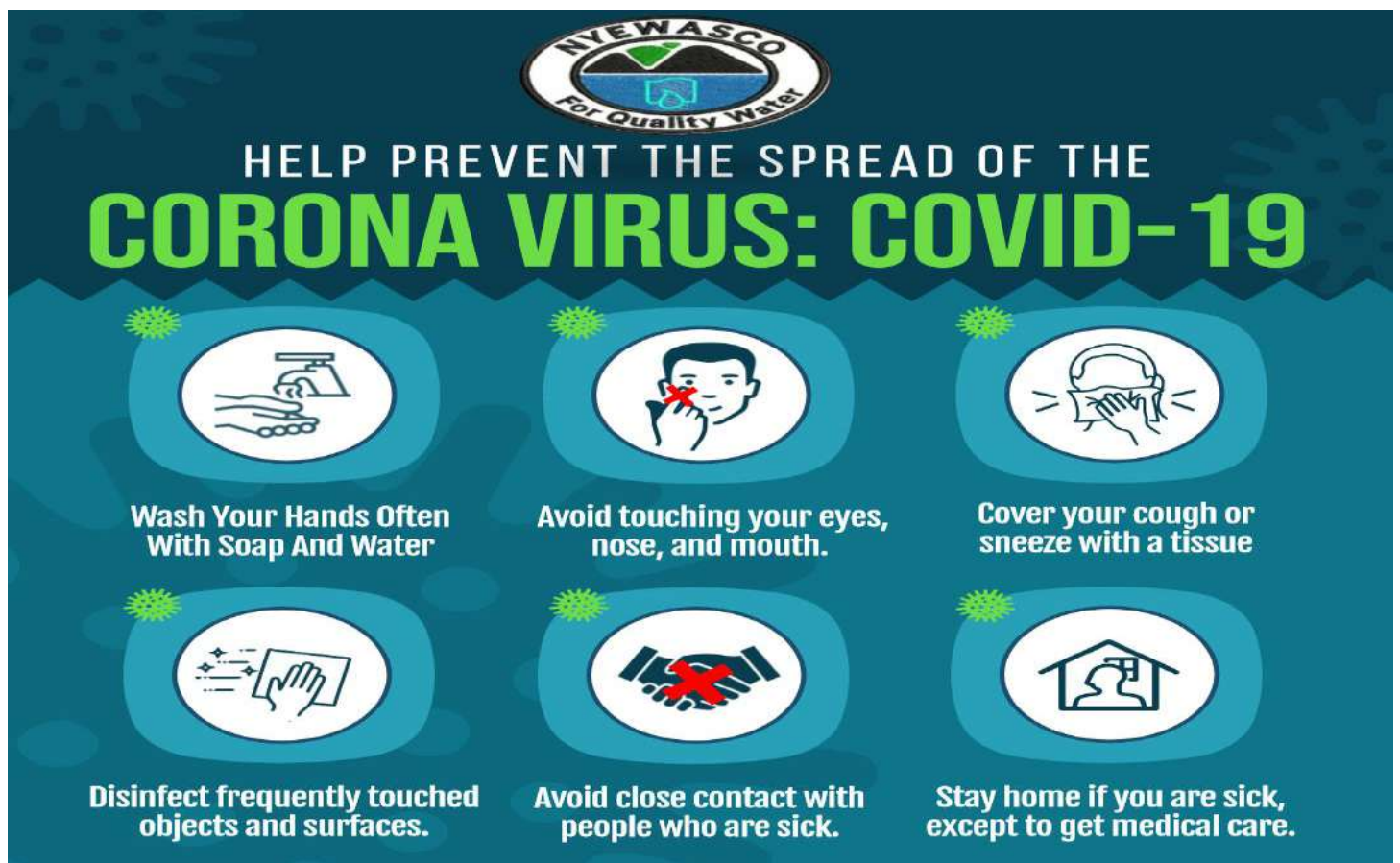
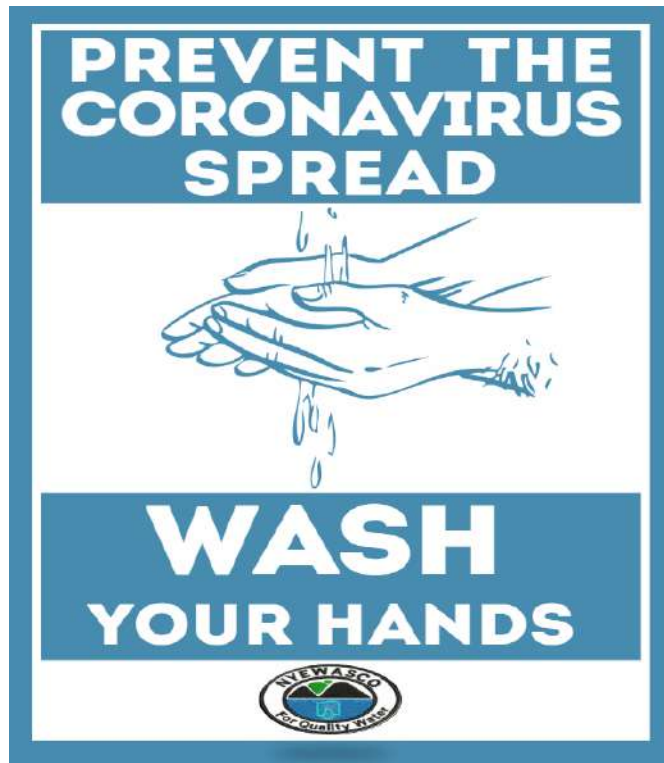
The Tetu tank has recorded consistent high levels of water since the installation of the high lift pump. This has in turn improved and stabilized water supply to the areas named above which was a welcome relief to the customers and company.

Initially, there were two pumps in existence each with a pumping capacity of 108m<sup>3</sup> per hour at a head of 130m but the two could not operate simultaneously. This caused a lot of inefficiencies since the water pumped to Tetu tank was not sufficient to supply customers served by the tank effectively. As a result, the company had resulted to a water rationing program which has since become a thing of the past. Mr. Wachira, a customer from Gitero expressed gratitude on behalf of his neighbours when members of the management team visited his homestead to access the impact of the newly installed pump. "I would like to thank NYEWASCO for finding a long term solution to the perennial water shortage in our area. Mr. Wachira told the delegation which had visited his home shortly before the new year.



## Materials from COVID-19 online sensitization campaign

Nyeri Water and Sanitation Company Ltd has engaged in an online sensitization exercise which involves dissemination of information on precautionary measures residents and our customers 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.







The freedom to manage your water account from anywhere is finally here!

DOWNLOAD OUR  
**NYEWASCO  
APP**

TODAY!!!!

Pay water bill  
Get a mini-statement  
View your meter readings



## CONNECT WITH US



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@nyewasco



@Nyeri\_water

*Querying your bill, paying and talking to us has NEVER been this EASIER!*



### MERRY CHRISTMAS!!

*The Chairman, Board of Directors,  
Management and staff of  
NYEWASCO, wish you a merry  
christmas and a happy new year 2021!  
Our offices will remain closed on 25th Dec  
2020.*

*An emergency team will be on call to ensure  
reliable water supply during and after the festive  
season. Call us on toll free 0800721095/  
0734732481.*



### HAPPY NEW YEAR!!!

*The Chairman, Board of Directors,  
Management and staff of  
NYEWASCO, wish you a  
Prosperous 2021!*

*Our offices will remain closed tomorrow  
1st of Jan 2021. An emergency team will be  
on call to ensure reliable water supply during  
and after the festive season. Call us on toll free  
0800721095/ 0734732481.*



**NYEWASCO NEW PRICE LIST FOR PRODUCTS & SERVICES  
WITH EFFECT FROM 01/07/ 2020.**

SN	ITEM	UNIT	NEW CHARGES(Ksh.)
1	Educational visits (Colleges and Universities)	Per Visit	10,000.00
2	Educational visits (Primary Schools)	Per Visit	6,000.00
3	Photo Session	Per Visit	3,000.00
4	Music Video Shooting	Per Visit	3,000.00
5	Labour Charges for Plumbers	Per Plumber/ per day	1,000.00
6	Hire of NRW Management Equipment	Per Machine/ per Day	5,000.00
7	Leak Detection	Per Day	5,000.00
8	Bust Fusing of Pipes (Per Joint)	200mm	4,500.00
		110mm	4,000.00
		90mm	3,500.00
		75mm	3,000.00
		63mm	1,000.00
9	Fish	Kg	100.00
10	Eco-Friendly Manure	Tonne	500
11	Empty 45 kg Containers (Kamakwa Treatment Plant)	1	500

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**  
**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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