

WATSAN FOCUS

Global Recognition: NYEWASCO Bags the Water Leaders Award

Nyeri Water and Sanitation Company Limited has been recognized internationally by the Global Water Intelligence, an international body in the water sector for the exemplary work accomplished by the company.

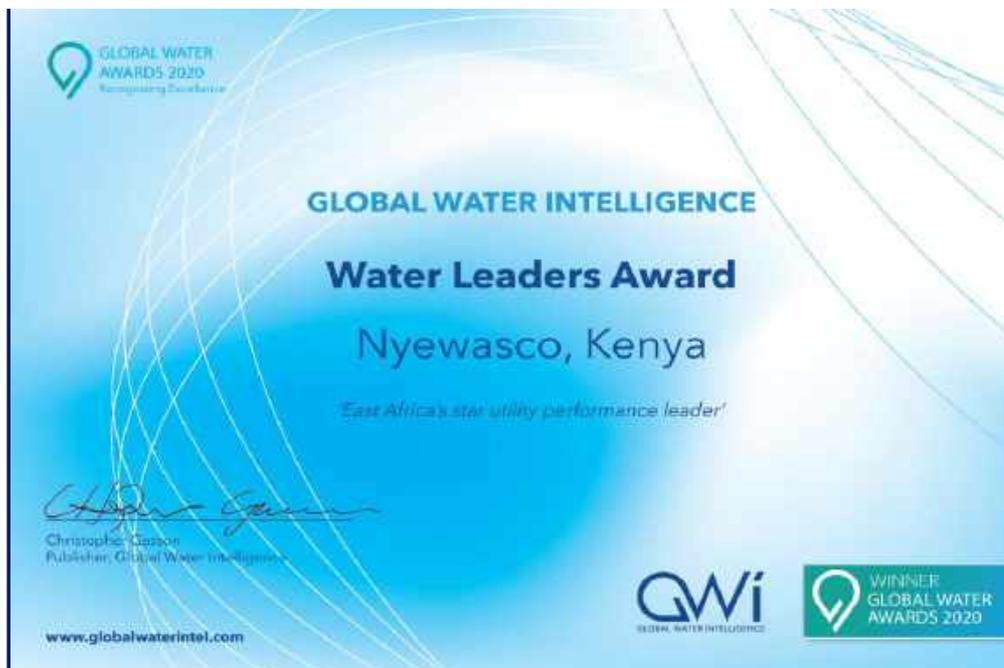
This follows another milestone whereby the company took the first position in the country in the recently released Impact issue 12 which is an evaluation of the performance of water service providers in the financial year 2018/19.

The Global Water Awards was established in 2006 by Global Water Intelligence, the coveted awards recognize the most important achievements in the international water industry within several categories and reward those initiatives in the water, wastewater and desalination sectors that are moving the industry forward through improved operating performance, innovative technology adoption and sustainable financial models.

NYEWASCO as a family is humbled to have been considered for this award and we are pleased to receive the Water Leaders Award 2020.

This achievement is an honour not only to the company but most importantly to the people of Nyeri County who have given us an opportunity to serve them and therefore granting us an opportunity to continually exploit our potential, add value and make a positive impact to their livelihoods.

Our promise to our esteemed customers and stakeholders is that we shall not let them down. We will continue to strive not only to meet but also to exceed their expectations by offering excellent services towards the attainment of our vision- "A World Class Water and Sanitation Service Provider".



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ISO 9001:2015 Certified



ISO/IEC 17025:2005 Accredited



@nyewasco



@Nyeri_water



www.nyewasco.co.ke

Testing and Calibration Laboratories ISO/IEC 17025:2017 Accreditation



Nyeri Water and Sanitation Company testing and calibration laboratories are among the first laboratories to have undergone the stringent assessment and successfully transited to the new ISO/IEC 17025: 2017 Standard accreditation in Kenya. This gives increased confidence on the accuracy and reliability of the results issued from the laboratories.



Equipment at the Lab



NYEWASCO WATER TESTING LABORATORY

1. Introduction

NYEWASCO is committed to ensure that the water it supplies to its customers is clean and safe consistent with the prevailing drinking water standards set by the WHO and Kenya Standards. In order to achieve this, it has established and maintains a modern water testing laboratory to regularly monitor the quality of the water. This has led to its continued compliance with statutory and regulatory requirements in regard to both drinking water and effluent discharge qualities. This has contributed to its being ranked the best run water utility in Kenya 12 times in a row by WASREB, the state agency in charge of water services provision. It scooped the highest possible marks awarded in Drinking Water Quality criteria in the just released 2018/2019 Impact Report which is an annual report evaluating the performance of Water Service Providers in the country.

2. Services

The laboratory offers sampling and testing services from various water sources as follows;

- Drinking Water e.g. treated piped water, bottled water etc.
- Surface Water e.g. Rivers, streams, dams, etc.
- Ground Water e.g. Boreholes, wells, springs etc.
- Mineral Water e.g. Bottled water etc.
- Deionize Water
- Effluent Water e.g. Raw sewage and final effluents

3. Clientele

Our customer base includes the following;

- Water Service Providers
- Water Services Boards
- Water Projects
- Educational Institutions e.g. Universities, Colleges, Schools
- Water bottling Companies
- Private customers
- Industries and factories
- Other effluent discharging facilities e.g. slaughter houses, petrol stations among others
- County Governments

NYEWASCO WATER TESTING LABORATORY

1. Equipment

The laboratory has invested in modern state of the art equipment which is annually calibrated by KEBS and undergoes regular intermediate checks including maintenance to ensure accuracy and precision. The inventory includes;

- Spectrophotometer
- Colorimeter
- Turbidity meter
- PH meter
- TDS/Conductivity meter
- Incubators
- Autoclaves
- Water bath
- Laboratory Oven
- Water Distiller
- Water Deionizer
- Analytical Weighing Balances
- Refrigerators
- Digital Burettes
- COD Digesters
- BOD Oxitop

1. Tests

The laboratory undertakes analysis of the following tests;

- Ph
- Temperature
- Electrical Conductivity
- Total dissolved Solids
- Chloride
- Fluoride
- Turbidity
- Calcium
- Magnesium
- Total Hardness
- Total Alkalinity
- Sulphate
- Iron
- Manganese
- Nitrate
- Nitrite
- Ammonia
- Free Residual Chlorine
- Colour
- Biological Oxygen Demand (BOD)
- Chemical Oxygen Demand (COD)
- Total Coliforms
- Faecal Coliforms
- E. Coli

2. Personnel

The laboratory is manned by competent and experienced personnel who have undergone training in the implementation of the ISO/IEC 17025:2017 Standard (General requirements for the competence of testing and calibration laboratories).

3. Formal Recognition

The laboratory undergoes periodic stringent assessment by relevant regulatory bodies and has been awarded the following prestigious status;

- Accreditation to ISO/IEC 17025:2017 Standard (General requirements for the competence of testing and calibration laboratories) by Kenya Accreditation Service (KENAS) which is the sole accreditation body in the country.
- Certification to ISO 9001:2015 Standard (Quality management systems — Requirements) by Kenya bureau of Standards (KEBS).
- NEMA referral testing laboratory after satisfying the conditions of the NEMA Testing Laboratory Designation Scheme.
- WASREB license certificate to provide water services under the provisions of the water act 2016.

The certificates of analysis released from the laboratory are accepted by the above government regulatory agencies when assessing compliance to their set conditions.

4. Charges

Subsidized government rates.

5. Turnaround Time

- 7(seven) working days.
- Payment in advance or LPO from approved institutions.
- Chemical analysis samples collected in 2 litres plastic containers.
- Bacteriological samples collected in sterilized glass/plastic 100ml containers.
- Samples can be submitted by the customer or request for the service from the laboratory but will incur facilitation cost.



Sewer Blockages. A Nightmare for the Environment

Problems in the sewerage system generally occur within the pipes, stopping the flow of sewage away from your home. In the month of August, the company has witnessed an increase in sewer blockages on its sewer system.

This is a result of deposits of large non-biodegradable objects into the system which in turn cause sewer blockage. Some of this waste may be hazardous and could pose a public health danger and to the environment.

If you are experiencing problems with your sewer system such as gurgling noises, sinks and toilets are slow to drain or effluent is overflowing from your internal floor wastes (in your bathroom/toilet or laundry area) or from your external gully, please follow the steps below and then contact us if required.

1. CHECK YOUR SEWER SHAFT

This is a pipe that leads to the sewer main. This will be located in either your front or back yard usually at the lowest point of the block.

2. CHECK IF THE SEWER SHAFT IS OVERFLOWING

You may need to unscrew or lift the lid of the shaft to check. If you feel any pressure when you are trying to unscrew or remove the lid, stop immediately. If your shaft is full or overflowing, please contact us.

3. IF IT'S CLEAR, YOU MAY NEED A PLUMBER

If the sewer shaft is clear and your internal drains are still blocked or slow to drain, it may be likely that there is a blockage within your privately owned internal house drainage system.

You may require the assistance of an experienced plumber to attend and clear the blockage.

4. IT MAY BE A BLOCKAGE IN OUR PIPES

If the blockage is suspected to be within our wastewater system, call us on Toll free number 0800721095. We will then attend to carry out the appropriate work.

We urge our customers to be extra vigilant in sewer disposal to avoid unnecessary blockages. This will ensure that our sewer line and sewer treatment plant operates optimally.



Hazardous waste retrieved from the waste water system during an unblocking exercise in the month of August

Repairs at Chania River sewer crossing completed

The Chania River Sewer crossing which was affected by the heavy rains experienced in April and May was successfully repaired by the Sanitation team. The team observed adherence to environmental safety by ensuring that no sewer spillages occurred during repair works.



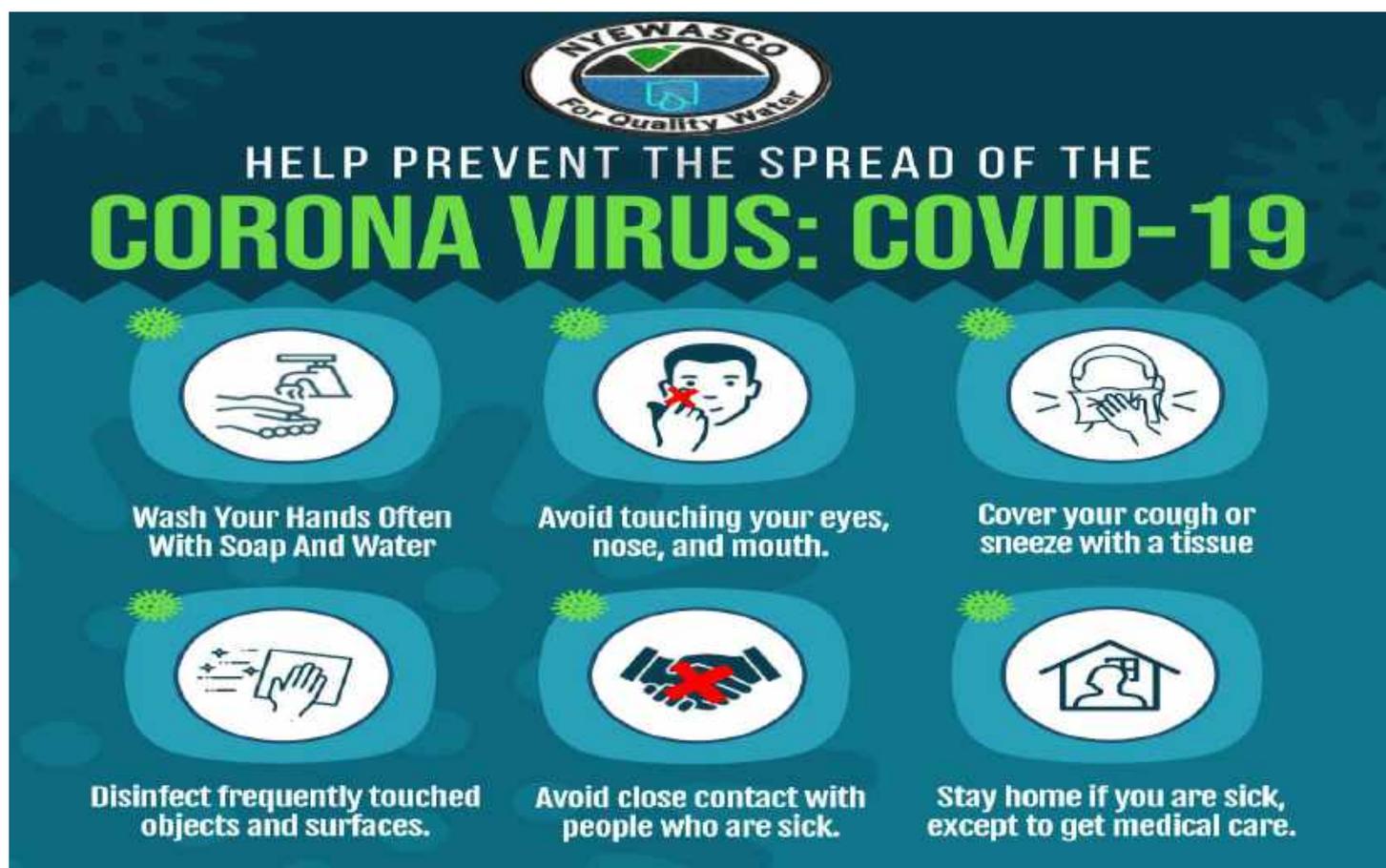
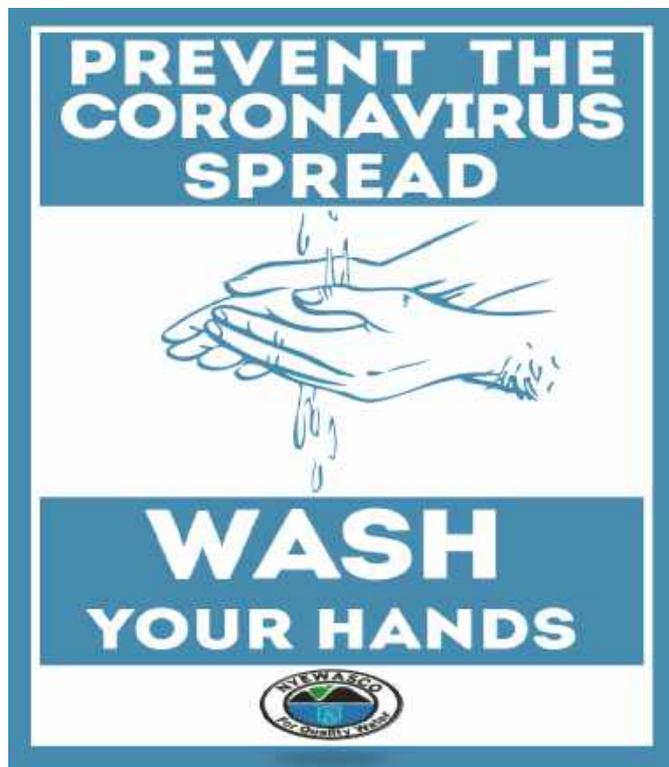
Fig1: Completed repair works at Chania River sewer crossing.

Fig 2,3,4: Repair works in progress.



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.



Water Supply Pipe Upgrade in King'ong'o and Wambugu Farm

A pipe upgrade exercise was conducted by the company in the month of August which was informed by the increase in demand of water. This was done in Wambugu Farm and in King'ong'o with the aim of increasing the amount of water supplied to the customers in these areas.



Trenches for laying pipes dug during the pipe upgrade in Kiganjo and Wambugu farm

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 WATER SUPPLY & SANITATION Authority

#nyasco @nyeri_water

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

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A Publication by Nyeri Water and Sanitation Company

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