

WATSAN FOCUS

Public Participation for the Proposed Tariff Structure

Nyeri Water and Sanitation Company Limited held a Public and stakeholder consultation meeting on the proposed tariff for the tariff period 2020/21 to 2024/25 at YMCA, Nyeri town, Wa Riruta shopping center in Mathira, KCC grounds in Chaka and Mweiga at the chief's office on 9th October 2020 to engage her customers on the contents of the proposed tariff.

The meetings which were held consecutively witnessed an admirable number of participants as customers came out in large numbers to give their views.

The Water Services Regulatory Board (WASREB) who are the sector regulator classifies 67% of the company's customers as low income earners. These customers are set to be the biggest beneficiaries of the new tariff.



Customers following proceedings during the public consultative meeting on the proposed tariff at YMCA Nyeri Town

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Public Participation for the Proposed Tariff Structure

Nyeri Water and Sanitation Company embarked on a tariff review process under the guidance of the Water Services Regulatory Board(WASREB) in the year 2018. The process is supervised and directed by WASREB. The sector regulator requires that all water service providers revise their tariff every five years. Nyeri Water and Sanitation Company limited has been operating with a non-cost recovery tariff since 2012 when the tariff in place expired. After intensive research by the regulator, a proposed tariff structure was arrived at which is dubbed 'pro-poor'. The tariff is aimed at ensuring access to water and sanitation for all in tandem with the sustainable development goal six(SDG6) and the Water Act 2016 of the Constitution of Kenya which guarantees the right to safe and clean water for all.

Here are some of the benefits of the proposed Tariff:

- ✓ In case of no consumption, one will pay a small standing fees of Ksh. 50 only and not the current Ksh. 368.40 or Ksh. 686.80 equivalent of 10 units.
- ✓ The water tariff for water kiosks will remain the same i.e. Ksh. 1 for 10 litres.
- ✓ Sewer charges will be reduced for domestic users by charging 75% of the quantity of water consumed. This has been reduced from 100%.
- ✓ The current tariff charges the same price for sewer and water. The proposed tariff will charge a separate rate for sewer which is lower than that of water for all the categories. It is 20% lower on average for the domestic customers.
- ✓ Therefore, Sewer Charges for domestic customers will be reduced to an average 60% of water charges. (i.e. 75% of 80%)
- ✓ Minimum charges for low consumption of up to 6 units is Ksh. 332 for unsewered connections and Sh.534.50 for sewered connections down from the current Sh.368.40 and Sh.686.80 respectively.
- ✓ The proposed tariff will make it possible for the company to upgrade the pipeline to improve water supply to the residents of Kihuyo, Mweiga, Ikumari among others.



Nyeri town Member of Parliament following the discussions during the Public Consultative meeting on Tariff review at YMCA Nyeri town which was held on 9th October 2020.

Conquering the Odds (Public Participation in the wake of COVID-19)

The landscape has changed entirely for water utilities as a result of the impact of the COVID-19 pandemic. While industrial shutdowns and economic difficulties reduced income for water providers, laws prevented disconnections and mandated extra supply for housebound populations, meaning extra costs.

Meanwhile, lockdowns and enforced staff isolations interfered with infrastructure projects and essential maintenance works.

These challenges were experienced across the board but for Nyeri Water and Sanitation Company Limited, the stakes are high. The company's commitment to provide quality water, sewerage and allied services at commercially and environmentally sustainable levels through application of outstanding processes and technology to the delight of her customers and other stakeholders is not shaken.

The management with the blessings of the Board of Directors has gone out of the way to ensure uninterrupted supply of water and effective waste water management throughout the pandemic with limited resources. This is in congruence with the company's mission.

In addition, the sector regulator requirement for tariff review came face to face with COVID-19 pandemic. NYEWASCO stepped up and conducted a public/stakeholder consultative forum on October 9th 2020 at YMCA Nyeri town, Chaka, Mweiga and Wa-Riruta in Mathira consecutively.

This necessitated a hybrid meeting whereby the public and stakeholders were engaged through both zoom and physical meeting. This process required prior preparations whereby a link to the meeting was shared with interested parties. This enabled them to follow the proceedings of the meeting remotely.



On the other hand, Customers who were able to attend the meetings physically were assured of safety as all Ministry of Health protocols on the prevention of COVID-19 were strictly observed.

Nyewasco Celebrates Customer Service Week Amid COVID 19



NYERI WATER AND SANITATION COMPANY

HAPPY CUSTOMER SERVICE WEEK

Happy Customer Service Week 2020. Thank you for being our esteemed customer. We strive to deliver quality water, sanitation and allied services to you all year round.

**Your feedback is valued
Asante sana**

**Toll free number:
0800721095**



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. In the week first week of October, all organizations celebrate the Customer Service Week worldwide. This year, the CSW was marked from October 5th- 9th. On top of celebrating our customers who are the backbone of our business, we also celebrated our frontline customer representatives who toil all day to serve our customers in a most amazing manner. Our agents have demonstrated knowledge and expertise and they are always on call to answer customer questions and solve complaints on the spot.

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

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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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Preparing for Tree Planting Exercise as Rainy Season Kicks In

The short rains are here with us and NYEWASCO has been gearing up for a tree planting exercise. This year, we did things differently by seeking a strategic partnership with the Kenya Forestry Research Institute (KEFRI) who supplied us with high quality seedlings for both indigenous and exotic varieties of trees. The journey began last year by identifying a suitable area at Kangemi Treatment Works for seedbed preparation which was followed by a rigorous yet delicate process of growing the seeds into seedlings which are ready for transplanting as at now.

The seedlings have been earmarked for planting at Kiganjo Sewer Pumping Station on 4th November 2020 in conjunction with the Kenya Scout Association (Nyeri Chapter) and other Environmental enthusiasts.



Continual Improvement



Fig1. Backwashing the Humus Tank at Kangemi T Works

Fig2. Backwashing the sludge beds at Kangemi T Works

Fig3/4 Washroom construction at the Kangemi T Works near the fish ponds.

Fig5/6 Ongoing construction of an incinerator at the King'ong'o Sewer Pumping Station.



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.



HELP PREVENT THE SPREAD OF THE CORONA VIRUS: COVID-19

- Wash Your Hands Often With Soap And Water
- Avoid touching your eyes, nose, and mouth.
- Cover your cough or sneeze with a tissue
- Disinfect frequently touched objects and surfaces.
- Avoid close contact with people who are sick.
- Stay home if you are sick, except to get medical care.




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

GET IT ON Google Play

CONNECT WITH US

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



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



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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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



YOU CAN NOW REACH US FREE OF CHARGE

**TOLL FREE
NO.
0800721095**

You can get in touch with us through the following other channels for quick response:

 **0734732481**

 ***483*60#**

 **@nyewasco**

 **@water_nyeri**

 **info@nyewasco.co.ke**
customercare@nyewasco.co.ke

 **www.nyewasco.co.ke**

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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