

WATSAN FOCUS

Pro poor Board Representative Induction exercise

The director representing pro-poor interventions in the Nyeri Water and Sanitation Company board of directors and staff members drawn from the pro-poor section undertook an inspection exercise of all pro-poor projects of the company on 9th November 2021. This was in a bid to familiarize with all pro-poor interventions as well as ensure that the projects are operating optimally to the benefit of people living in low income areas within the service area of the company.

NYEWASCO has made investments in these areas so as to ensure that access to water and sanitation is increased. This is achieved through undertaking NRW management, expanding water connection, expanding sanitation access, sensitization programs, reviewing customer experiences, expanding linkages and partnerships with pro-poor areas focus, and enhancing the management of information systems for pro-poor. In addition, deliberate effort is made to enhance business process for pro-poor, implementing the company's social connection policy, and monitoring service provision levels in low income areas.



Some of the projects visited during the induction exercise include;

Water Kiosk- Mweiga

Water Kiosk- Majengo

Upscaling Basic Sanitation for the Urban Poor (UBSUP) toilets in Witemere

Water ATM in Witemere

The board member was impressed by the efforts that the company has put in increasing access to water and sanitation services in low income areas within her service area and reiterated the board's support for the projects so as to improve the quality of life for the residents. The Chief Manager, Commercial Services and Strategy Francis Kiura led the exercise.

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ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri_water

NYEWASCO Staff gets training on the use of an Enterprise Resource Planning System Soft Ware

Enterprise resource planning (ERP) is a process used by companies to manage and integrate the important parts of their businesses. Many ERP software applications are important to companies because they help them implement resource planning by integrating all of the processes needed to run their companies with a single system. An ERP software system can also integrate planning, purchasing inventory, finance, human resources, customer relations management among other processes.

Nyeri Water and Sanitation Company is tapping into the benefits of an ERP system in her quest to improve service delivery to her customers. The system will also improve the productivity of staff.



Supply Network Upgrade in King'ong'o and the environs

The upgrade exercise of King'ong'o water distribution network which has been ongoing in phases, has been completed. The technical team has been working on the section along Dedan Kimathi Area in the month of November. The objective of the upgrade is to increase the volume of water supply to customers in Dedan Kimathi area and the adjacent areas, which has been informed by an increase in demand, due to the growing population of students in the area. The upgrade has also been necessitated by the regular pipe bursts experienced in this section caused by the poor state of the PVC pipes. The exercise involves replacement of old dilapidated PVC pipes (1 inch) in measurement with larger High Density Polyethylene (HDPE) pipes (63mm/2inch). 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 also known as non-revenue water. Customers in Kabiruini show ground, Bomas and Afco military camp in the Dedan Kimathi service line are expected to notice a considerable improvement in supply. The Company is committed to improve customer experience in all its service area.





Fun Facts about GEORGE

Gender : MALE
Work Status : MANAGER
 (KANGEMI STATION)
Department: TECHNICAL
 (SANITATION)
County : NYERI
Favorite Meal: WHITEMEAT
Hobby : JOGGING
Talent: SWIMMING
Passion: WASTE WATER
 MANAGEMENT

CHOOSE ONE:

FACEBOOK OR TWITTER

(Preference): FACEBOOK

EXTROVERT OR INTROVERT

(Personality): INTROVERTED

RICH OR LOYAL FRIEND

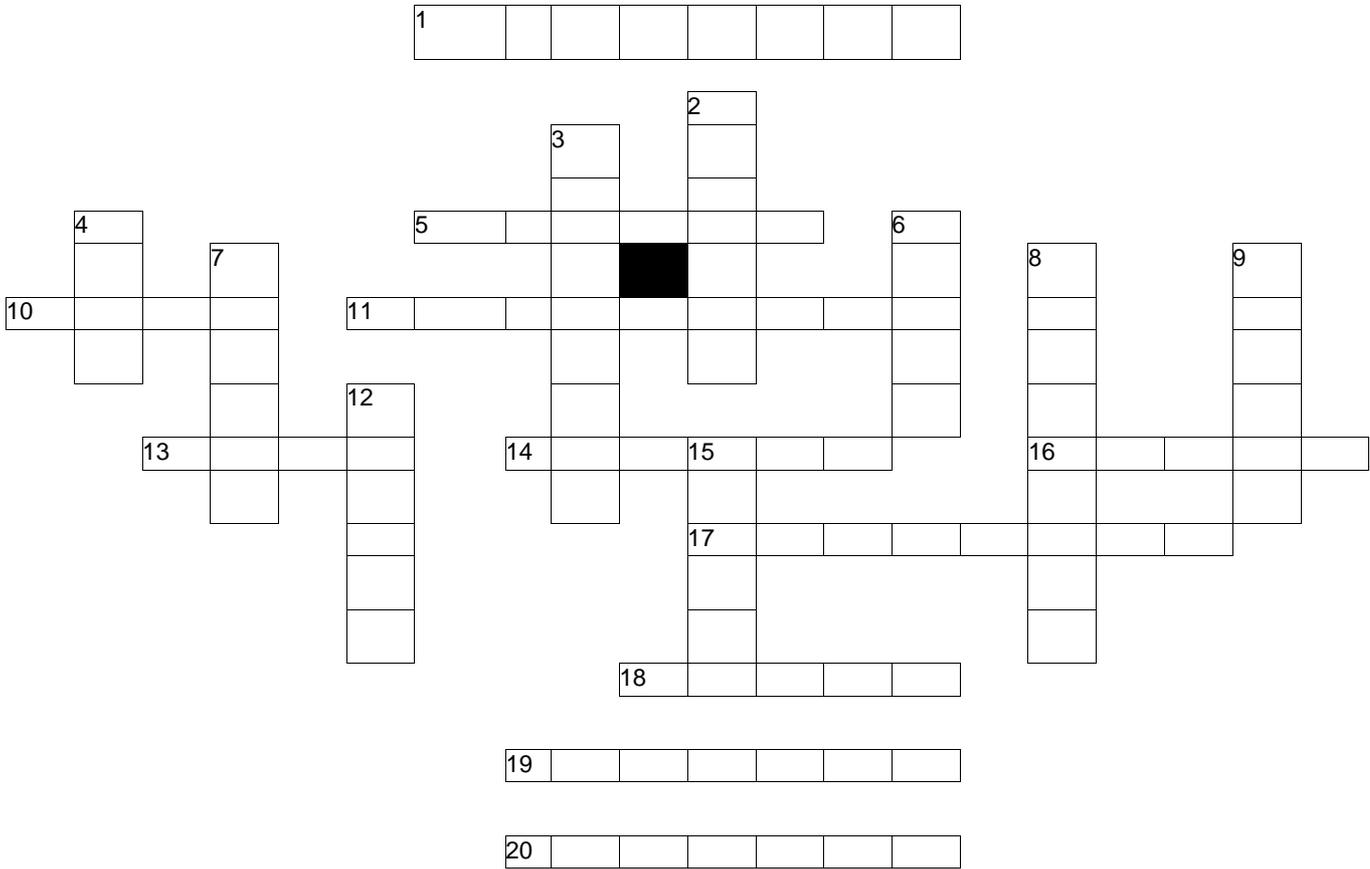
(Preference): LOYAL FRIEND

JUICE OR WHISKY (Preference):

JUICE

- ⌘ How long have you worked in Nyewasco?" **I have been here for 22 years"**
- ⌘ What is the best experience you have had in your 22 years stay in the company? **"My best experience has been participating in the water company games, where I normally represent the company in table tennis. (Pauses...), there is always a thrill each time I participate in those games...."**
- ⌘ What is your biggest excitement about the company?" **The way the company manages waste water and the environment as you know earlier that this is my passion."**
- ⌘ What is your motivation each day you wake up? **"My work is my biggest motivation. I always aim at managing my work at Kangemi station passionately and effectively every day and the thought of this fuels me each day"**
- ⌘ What is your view on the COVID-19 pandemic and how has it affected you personally?" **COVID 19 pandemic has been a big challenge to the whole world looking at the number of deaths and its effect on the economy. (Breathes deeply).....Personally, I have lost many friends to this pandemic."**
- ⌘ Stress and Depression is a major menace in the world especially in this technology generation. What do you think about this and how do you personally curb this **"Personally, I like to live in the moment, and keeping myself busy in games..."**
- ⌘ What is the best advice you could give to the young generation? **"To put more effort in their education since education is the key to success, and to always listen to positive advice given to them by their elders"**

CROSSWORD PUZZLE

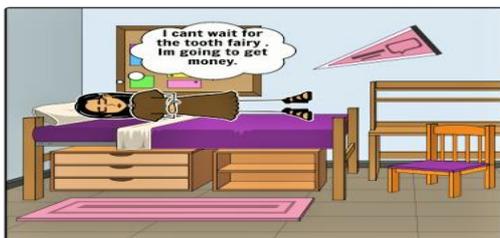


Across

- 1. A page orientation where the page is taller than it is wide.
- 5. Switching between two options using the keyboard.
- 10. Reverses recent actions.
- 11. An index format that separates the entry from the page number associated with it.
- 13. Reverses an undo action.
- 14. Graph that use lines, columns, and pie shapes to represent numbers and data.
- 16. A collection of formatting choices that can be applied throughout a document.
- 17. A method to mark locations within a document so that they can be easily returned to later.
- 18. An index listing.
- 19. A picture or a drawing object.
- 20. A location along the ruler that you use to align text

Down

- 2. A small bar that contains buttons for performing commands.
- 3. The easiest way to move text is to select it, position the pointer on the top of the selected text, and then drag the selected text to the new location.
- 4. A set of characters that all use basic design.
- 6. Printed or online documents.
- 7. Text or graphic that are printed on every page or section, usually at the bottom but can be anywhere on a page.
- 8. A term used to describe page orientation, where the page is wider than it is tall.
- 9. A location within a BVA project where a macro is stored.
- 12. The appearance of text.
- 15. Contains commands for working with the document, organized by tabs.



Create your own at Storyboard That

Tumulike Mwizi Pamoia Campaign

Nyeri Water and Sanitation Company has launched a *Tumulike Mwizi Pamoja Campaign* aimed at reducing commercial losses occasioned by water theft through illegal water and sewer connections and discharge of waste water at undesignated discharge points. The campaign is aimed at educating customers and the general public of the penalties that accrue from the vice and encouraging them to report such cases to the company or the police. The campaign which is being led by the Communications & Public Relations Office in conjunction with the Security & Investigations Office, Pro Poor and Planning Office, Customer Care Office, Customer Relations Office as well as the Business Development and Marketing Office covers the whole of NYEWASCO's service area with a concentration in the low income areas where this vice is commonly found.

Did you know that water theft through illegal connections or meter by-passes, self-connection after cut off for non-payment is a criminal offence punishable by law? The following penalties applies:

1. **ILLEGAL CONNECTION:** Commercial, Industry, Construction fraud- Sh. 100,000 plus estimated consumption during the period of illegality.
2. **ILLEGAL WATER CONNECTION FRAUD DOMESTIC-** Sh.30,000.
3. **SELF CONNECTION** after cut off for non-payment Sh. 5000 and billing backdated from date of cut off.

These penalties have been set by Water Services Regulatory Board (The Kenya Gazette No. 2188) to deter water theft and failure to pay may lead to a jail term.

Currently, one person who was involved in water theft has been caught by our security & investigation department whose mandate is to weed out the vice. He was arrested and taken to Central Police Station where he was booked and is out on cash bail. He is required to pay for the penalty and billing backdated from the date of cut off. The total sum has escalated way above what he owed before the illegal connection and failure to pay will lead to criminal charges being brought against him. It is not worth the trouble. Get a legitimate water connection to avoid these penalties. Our team is on the ground verifying all water and sewer connections.

We urge our customers to report to us any case of water theft, illegal water and sewer connections, illegal discharge of waste water in un-designated points, meter vandalism and theft to the nearest police station or to us through the following communication channels:

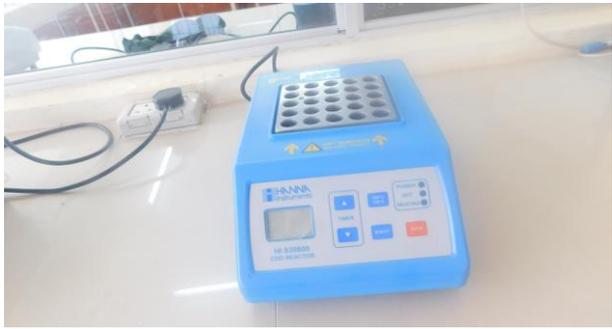
1. Facebook@nyewasco
2. Twitter@water_nyeri
3. Toll free phone number 0800721095
4. Phone number 0734732481

Email info@nyewasco.co.ke

Let's stop mwizi together. Help us serve you better.



An example of an illegal connection



Our 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

Our lab also serves as National Environment Management Authority (NEMA) reference lab



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



**NYERI WATER AND
SANITATION COMPANY LIMITED**



Another first from NYEWASCO:

A 24 Hours

Customer Service Number:

Talk To Us **0714 430 000**

Facebook icon @nyewasco
 Twitter icon @Nyeri_water
 Email: info@nyewasco.co.ke Web: www.nyewasco.co.ke

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 and Top Management would like to thank Staff, esteemed Customers and all Stakeholders for the exemplary performance as exhibited in the IMPACT: A Performance Report of Kenya's Water Services Sector- 2019/2020. Nyeri Water and Sanitation Company Limited has recorded stellar performance for 13 years in a row. The Board of Directors takes pleasure in commending the whole team for their commitment and hard work. We urge you to continue with the same spirit as we strive to deliver exceptional services to all our customers.

REACH US ON OUR HOTLINE : 0734732481

TOLL FREE NUMBER : 0800721095



VISION

To be a World Class 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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