



# WATSAN FOCUS

## Pro-Poor Tariff takes effect as at April 2021

The Nyeri Water and Sanitation Company Ltd introduced a new pro-poor tariff which took effect in the month of April. The tariff which takes into consideration the needs of customers in the low income areas who are the majority, charges Ksh 47 per cubic meter which is also referred to as a unit of water. The cost of production of one unit is Ksh 66.08. This translates to a Ksh 19.08 subsidy per unit. This will go a long way in reducing the burden of the low consumers in accessing clean and safe water for domestic use. On the other hand, it costs Ksh 52.12 to clean one unit of waste water. However, the consumers who fall under the lower cluster of consumption will be charged Ksh 45 enjoying a subsidy of Ksh 7.12. A survey conducted by the Water Services Regulatory Board (WASREB) on the company's service area showed that 72% of the consumers are poor and consumed a maximum of 6 units per month. As such there was need to review the tariff and come up with a structure which subsidized the rates for this group of customers. The successful implementation of this tariff will help the company to dispense its mandate effectively while taking care of the people living in the low income areas.

GAZETTE NOTICE NO. 2188

THE WATER ACT

(No. 43 of 2016)

NYERI WATER AND SANITATION COMPANY

APPROVED TARIFF STRUCTURE FOR THE PERIOD 2020/2021 TO 2024/2025

Nyeri Water and Sanitation Company (NYEWASCO) applied to the Water Services Regulatory Board (WASREB) for a review of tariffs for water services, for the period 2020/2021 to 2024/2025 as per section 72 (1) (b) of the Water Act, 2016.

Public consultation on the NYEWASCO application was carried out in accordance to the requirements of section 139 of the Water Act, 2016.

After considering the application, the written and oral submissions by all stakeholders during the consultation period, and based on latest available data, WASREB has determined an updated tariff review for NYEWASCO is justified in order to improve service delivery, operate sustainably and protect consumer interests by meeting the tariff conditions attached to the tariff.

WASREB gives a one (1) months' notice to all existing and potential customers of NYEWASCO that the approved tariffs for the five financial years, 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25 shall be as follows:

Approved Tariff Structure

1.1 Water Tariff Structure for the period 2020/2021 to 2024/2025

Customer Category	Approved Consumption Block in M <sup>3</sup>	Tariff (KSh/M <sup>3</sup> )	
Domestic	1-6	47	
	7-20	75	
	21-50	80	
	51-100	85	
	101-300	90	
	>300	100	
Commercial/Industrial	1-50	75	
	51-100	85	
	101-300	90	
		>300	100
Government	1-50	75	
	51-100	85	
	101-300	90	
		>300	100

1138

THE KENYA GAZETTE

5th March, 2021

Customer Category	Approved	Tariff (KSh/M <sup>3</sup> )
Public Schools, Universities and Colleges	1-600	40
	601-1200	50
	>1200	55
Water Kiosk (Per M <sup>3</sup> )		25

1.2 Sewerage Tariff Structure for the period 2020/2021 to 2024/2025

(a) Consumers with a Water Connection

Customer Category	Approved	Consumption Block in M <sup>3</sup>	Tariff (KSh/M <sup>3</sup> )	
Domestic	75% of water consumed	1-6	45	
		7-20	52	
		21-50	60	
		51-100	75	
		101-300	80	
	>300	87		
Commercial/Industrial	100% of water consumed	1-50	52	
		51-100	75	
		101-300	80	
			>300	87
Government	100% of water consumed	1-50	52	
		51-100	75	
		101-300	80	
			>300	87
Public School, Universities and colleges		1-600	35.00	
		601-1200	45.00	
		>1200	50.00	

(b) Consumers without a Water Connection

Sewerage consumers without a water connection shall be charged as follows:

- Single dwelling domestic unit: KSh. 350 per month
- All other categories: Volume of water consumed as per the metered source at the rates specified in 1.2 (a) above

1.3 Indexation of the Approved Tariff

The utility's approved tariffs for water and sewerage shall be eligible for annual indexation, as per the regulations of the Water Services Regulatory Board (WASREB). The inflation adjustment shall come into effect every July of the tariff period commencing July 2022.

1.4 Miscellaneous Charges

These shall be as follows:

Item/Service	Charge (KSh)
Standing Charge Per Connection per Month	
Connection Size	
3/4 inches	50
1 inch	100
1 1/2 inches	250
2 inches	250
3 inches	450
4 inches	600
6 inches	1250
8 and above	2000
Water Deposit	
Category of consumer	
Domestic	2500
Retail shops less than 10m <sup>2</sup>	3000
Retail shops more than 10m <sup>2</sup>	3,500
Bar, restaurants less than 15 m <sup>2</sup>	4000
Bar, restaurants more than 15 m <sup>2</sup>	6,000
Hotel class "A" and "B" less than 150 m <sup>2</sup>	12,000
Hotel class "A" and "B" more than 150 m <sup>2</sup>	15,000
Hotel class "C" and "D" less than 150 m <sup>2</sup>	10,000
Hotel class "C" and "D" more than 150 m <sup>2</sup>	20,000
Flourmill more than 50 m <sup>2</sup>	20,000
Flourmill less than 50 m <sup>2</sup>	12,000
Schools and other institutions more than 200 m <sup>2</sup>	20,000
Schools less than 200 m <sup>2</sup>	10,000

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



ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri\_water

## Zero Charges for zero consumption and other Benefits of the recently implemented tariff

The tariff is pro-poor i.e. It takes care of the people living in Low Income Areas based on the following.

- ✓ 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 ie. 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 sewer connections down from the current **Sh.368.40** and **Sh.686.80** respectively.
- ✓ For business accounts, minimum charges for consumption up to 6 units is **Sh. 500** for unsewered connections and **Sh. 812** for sewer connections down from the current **Sh.527.70** and **Sh. 1005.40** respectively.
- ✓ The tariff will make it possible for the company to upgrade the pipeline to improve water supply to the residents of Kihuyo, Mweiga, Ikumari and Ngangarithi among others.
- ✓ It will enable the company to reduce water losses further to 12%.
- ✓ It will assist the company in putting in place measures to maintain 100% drinking water quality that Nyewasco is known for.
- ✓ This will also enable the company to implement automation of its systems to assure its customers of accurate, timely and consistent billings.
- ✓ This tariff will enable the company to increase its sewer coverage from 28% to 40%.

The cost recovery tariff will enable the company to sustain the achieved service delivery levels in terms of efficiencies and effectiveness across board.

Nyeri Water and Sanitation Company Limited is the current holder of the first position which the company has held 12 times in a row according to a performance report by the Water Services Regulatory Board (WASREB). The sector regulator (WASREB) releases the report annually.

The regulator continues to develop and roll out a number of guidelines that are geared towards streamlining service provision and ensure the protection of the rights of the consumer. Some of these include; Business Planning, Water and Sanitation Services Provision in Rural and Underserved Areas, Water Safety Planning, Water Vending, Corporate Governance and Pro-Poor Water and Sanitation Services guidelines.

These guidelines serve as the yardstick with which WASREB uses to evaluate the performance of individual Water Services Providers (WSP's) within one financial year.

Nyeri Water and Sanitation Company scooped the first position with 177 points out the possible 200 points in the most recent report which had the financial year 2018/2019 under review. This was an improvement from 2018/2019 where it scored 163 points. The board of directors, management and all staff of the company is committed to not only maintaining the sector leader position, but also to provide quality water, sanitation and allied services at commercially and economically sustainable levels through the application of outstanding processes and technology to the delight of our customers and other stakeholders.

## Spreading Easter Love to the less fortunate

The Young Water Professionals (YWPs) from Nyeri Water and Sanitation Company Ltd visited Little Angels Children's Home in Kihatha on 2<sup>nd</sup> April 2021 to share a light moment with the children where they sang songs and played games to the delight of their hosts. Young Water Professionals are a group of young people who are in the water sector who have come together so as to engage in other activities that have a positive impact to the society and environment. Other activities the group is involved in includes: sports coaching and mentorship, environmental conservation among other activities. During the visit, the YWPs raised funds and with support from the management, they bought a variety of gifts which included foodstuffs, beddings and clothes which were presented to the children. Receiving the gifts, the management of the home thanked Nyeri Water and Sanitation Company for the noble gesture.



**PUBLIC NOTICE**  
**INVITATION FOR APPLICATIONS FOR VACANT POSITIONS IN THE BOARD OF DIRECTORS OF NYERI WATER AND SANITATION COMPANY LIMITED**



**PUBLIC NOTICE**  
**INVITATION FOR APPLICATIONS FOR VACANT POSITIONS IN THE BOARD OF DIRECTORS OF NYERI WATER AND SANITATION COMPANY LIMITED**

Nyeri Water and Sanitation Company (NYEWASCO) is a Limited Liability Company fully owned by the County Government of Nyeri and is one of the Water Service Providers in Nyeri County responsible for efficient and economical provision of water and sanitation services in Nyeri Town Sub County and its environs.

The Company seeks to fill the vacant positions for the Board of Directors. The Board of Directors comprises of the representatives of stakeholders identified by the Company and the County Government of Nyeri in accordance to the Water Sector Corporate Governance Guidelines issued by the Water Services Regulatory Board.

The Board has vacancies for representatives of the following stakeholders

- i. One (1) Director representing the Professional Institutions
- ii. One (1) Director representing the Residents Associations

**ELIGIBILITY**

To be eligible for appointment, one MUST meet the following criteria: -

- i. Minimum Bachelor's degree from a recognized university
- ii. Minimum seven (7) years working experience in the core profession or have run own enterprise for a minimum of (7) years
- iii. Must be nominated by a stakeholder group registered with NYEWASCO
- iv. Must meet leadership and integrity criteria under Chapter 6 of the constitution of Kenya and meet Fit & Proper Test criteria from WASREB (attach the following documents): -
  - a) Certificate of Good Conduct (DCI)
  - b) Clearance Certificate from Credit Reference Bureau (CRB)
  - c) Clearance Certificate from Higher Education Loans Board (HELB)
  - d) Tax Compliance Certificate (KRA)
  - e) Clearance Certificate from Ethics and Anti-Corruption Commission (EACC)
  - f) Duly Filled Fit & proper Test Form witnessed by a commissioner of oaths or magistrate (form is available on NYEWASCO website [www.nyewasco.co.ke](http://www.nyewasco.co.ke))

**NOTE**

- i. Suppliers and other trading associates of the Company are not eligible for directorship positions at the Company
- ii. Persons in current professional and social relationships with directors of the Company cannot become directors of the Company.

**APPLICATION INSTRUCTIONS**

All application packages in sealed envelopes clearly marked "APPLICATION FOR DIRECTORSHIP IN NYEWASCO" which include cover letter, duly filled Fit & Proper Test Form, CV and Certified Copies of Certificates and testimonials should be sent by post or courier to: -

**The Chairperson, Selection Committee**  
**Nyeri Water and Sanitation Company Limited**  
**Off Kenyatta Road opp. Nyeri health Center**  
**P.O Box 1520-10100**  
**Nyeri, Kenya**

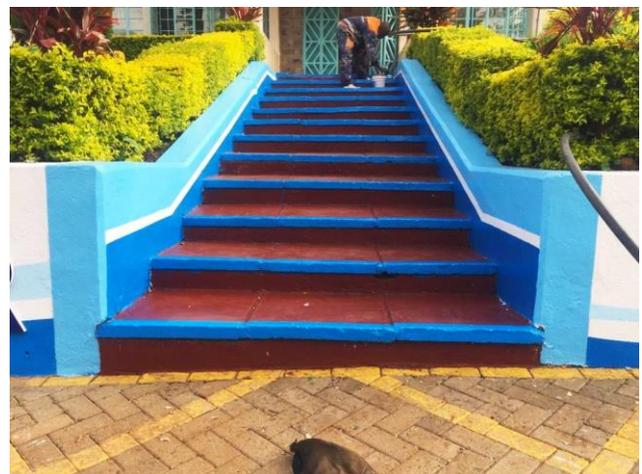
Customers want a good experience. A big part of that is exceptional customer service. At NYEWASCO, we always aim to exceed our customers' expectations by providing unrivalled service in provision of quality water, sewerage and allied services. Call us today for exceptional services.

## New Look



## Continual Improvement

In a bid to improve to live up to one of her core values, Nyeri Water and Sanitation Company undertook a branding works to give its entrance at the main office and Kamakwa Water Treatment Works. The branding included customer sensitization content based on the frequently asked questions. This has helped decongesting the customer care center in that customers can access vital information such as payment methods, phone numbers among others



**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 for the period Jan 2020-November 2024.**



**NYEWASCO ISO/IEC 17025:2017 Accredited Lab**

**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

## Sights and Sounds from the Ongoing Customer Sensitization on the Implementation of the New Tariff.

The new tariff took effect on 6<sup>th</sup> April as guided by the Water Services and Regulatory Board (WASREB). This was followed by implementation of the same in April 2021 billing which elicited many questions from customers and other stakeholders identified by the Commercial Services & Strategy and Communication & PR office.

Thereafter, a social media storm erupted causing a vibrant debate both on and offline. However, the debate was comprised of blatant lies and misrepresentation of facts. This necessitated a customer sensitization campaign through different channels of communication. A press conference was held on 23<sup>rd</sup> April 2021 at Kamakwa Treatment Plant with 35 members of the Media drawn from different media houses. Further 10 bloggers, social media influencers and community leaders were invited for a session where the tariff was broken down and explained in simple terms. The community leaders were tasked with assisting the company in relaying the information to their respective communities.

Further the office of corporate communication and public relations is conducting customer clinics in different places within the company's service area sensitizing customers of water saving techniques so as to take advantage of the pro-poor tariff. Other customer complaints are received and solved or referred to the customer care center for prompt resolution.



## Fire Tragedy in Kiawara, Nyeri Town destroys Water Supply System

A fire broke out in Kiawara Slums on 4<sup>th</sup> April destroying the supply network which caused a temporary interruption to water supply in the area. The emergency team rushed to the scene and repaired the pipes and normal supply was reinstated shortly after the repairs were completed.



Pipe repair works at Kiawara slums on 4<sup>th</sup> April 2021

**NYEWASCO**  
For Quality Water

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**

[www.nyewasco.co.ke](http://www.nyewasco.co.ke) @nyewasco @nyeri\_water

**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.

## Have you moved houses? Need a new account?

### Requirements for a 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 ID
4. Deposit of Ksh 2500 (refundable)
5. Application fee of Ksh 100 (non-refundable)
6. Turn on fee of Ksh 200 (non-refundable)

Visit our offices for same day services

**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. (Impact issue 12 for the FY 2018/19. 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

A Publication by Nyeri Water and Sanitation Company

APRIL 2021 Issue No.19

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)



ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri\_water



[www.nyewasco.co.ke](http://www.nyewasco.co.ke)