

# WATSAN FOCUS

## NYEWASCO Launches an Internship Programme

Nyeri Water and Sanitation Company Ltd (NYEWASCO) is known in the country and beyond as the best water services provider. This is according to IMPACT REPORT 13 (Water Services Utility Performance Report) among 81 utilities in the country for the 13th year in a row.

To add to its list of firsts, the company launched an internship programme during which 40 candidates were enrolled. The internship programme which took effect in the month of August included elaborate process where the vacancies were advertised. To ensure a wider circulation, the company took advantage of the robust social media platforms that it enjoys to tap into the targeted audience mainly youth who graduated from 2019 to date. The placed interns largely capture the face of Kenya in terms of County of origin, ethnicity, education background and Institutions of Origin. The programme will run for 11 months, expiring at end of June 2022



Interns induction by the Senior Management at the Conference Hall on 10<sup>th</sup> August 2021



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

## Performance Management Training for Management, Supervisors and Union Officials



1. Performance Management training for supervisors and union officials at Kenya School of Government Embu on 27<sup>th</sup> July 2021
2. Supervisor's meeting at the NYEWASCO conference hall on 31/08/21

The performance appraisal system of any organization is a vital component of the health of the whole business cycle. The water sector and Nyeri Water and Sanitation Company Ltd in particular is not an exception to this view. The increasing significance of performance appraisal processes and performance management systems is of fundamental importance to the performance of any organization. Thus what gets measured gets done. Performance appraisal is a significant component of performance management. Performance management seeks to achieve better results by understanding and managing employee performance with an established framework of planned goals, standards and competencies. It includes planning, developing, monitoring, rating, and rewarding employee contributions to business organisation. It is based on the principle of management by contract rather than by command.

Continuous performance management creates an ongoing dialogue and an atmosphere of trust, support and encouragement. It also helps develop a relationship between employee and the company. If an employee is aware that their manager and the company cares about what they are doing and is dedicated to helping them do better and progress their career, they are far more likely to engage with the company.

It is in this regard that NYEWASCO has embarked on an ambitious performance contracting exercise which commenced on 27<sup>th</sup> July – 30<sup>th</sup> July at the Kenya School of Government, Embu Campus. The training was aimed at equipping supervisors across all departments with knowledge of how to handle the performance management process which combines information gathering through monitoring goal completion, feedback and discussions. By analyzing successes, strengths, learning from mistakes and examining potential for growth and development, NYEWASCO will develop talent, enhance individual performance and weed out problems.

## NYEWASCO comes at the rescue of a senior citizen in dire need for potable water

For Mary Wangui Kigia, a resident of Ndurutu Village, Kerichu Division, Nyeri County, Nyeri Water and Sanitation Company Ltd is a life saver that shall remain etched in her memory lane. Wangui, a beneficiary of a free water connection is full of life even at her advanced age. The free connection was implemented under the aegis of the company's Corporate Social Responsibility (CSR) through the Pro- Poor department.

NYEWASCO is committed to conducting her business and affairs in a socially responsible, sustainable and meaningful way taking into account ethics, the environment and society at large. The CSR programme is part of the company's plan to continue to build trust and public confidence through public awareness and strong stake holder engagement. It is also an avenue of embracing responsibility for the impact of the company's activities on the environment which is why Nyeri Water and Sanitation Company Ltd is a big campaigner of Environmental conservation through the "Conserve the Environment today, it will save you tomorrow" initiative. The initiative aims at not only planting, but also growing trees from the seedbed to maturity. The company has established an arboretum at Kiganjo sewer pumping station where over 20,000 trees have been planted in 2021 so far. The arboretum which is projected to be fully operational by 2024, will be open to the public and will host a football pitch for the youth.



Senior citizen Mary Wangui benefits from a free water connection from NYEWASCO

## Supply Pipeline Re alignment on-going in Kiamwathi- Chorongi Area

Nyeri Water and Sanitation Company customers in Kiamwathi- Chorongi- Ithenguri- parts of Giakanja and the neighbouring areas experienced interruption in supply in mid-August due to the ongoing road construction activities in that region. To curb the problem, the technical department has been hard at work to realign the supply pipeline so as to ensure that supply of water is restored. The company has faced difficulties in the recent past due to the continuing road construction activities that damage the supply pipeline. The company is working hand in hand with the road construction contractor to ensure the safety of the supply pipeline in future.

Re alignment of the Kiamwathi- Chorongi- Ithenguri pipeline after suffering damages due to road construction activities





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 change Tenancy Water Connection**

1. Copy of your KRA pin certificate
2. Copy of your ID
3. Copy of landlords ID or letter from lease agents.
4. Deposit of Sh. 2500 (Refundable)
5. Turn on fee of Sh. 200 (Non-refundable)
6. Application fee of Sh 100 ( non-refundable)

Kindly submit the above documents to the New Connections Desk at our Customer Service Desk and leave the rest to us!









MACHWASCO Board of Directors and Senior Management Benchmark at NYEWASCO on water and sewer treatment process, Non -Revenue Water Management Techniques and General Operations in a bid to improve service delivery to their customers



Front row: Chairman MACHWASCO Joel Kiiru flanked by MD, NYEWASCO Eng. Peter Kahuthu, MD MACHWASCO, Winfred Mbai and members of the Board of directors and senior management staff

Good governance of a water services provider ensures progressive realization of the right to water and sanitation company. The Water Services Regulatory Board uses the governance tool to measure the degree of utility adherence to national governance standards. As such the importance of good corporate governance in a WSP cannot be overemphasized. The Eldoret Water and Sanitation Company Board of Directors and Senior Management staff visited Nyeri Water and Sanitation company on 21<sup>st</sup> July 2021 to exchange notes on governance and Non-Revenue Water Management. On- Revenue Water (NRW) is the difference between the amount of water produced and the amount of water billed to customers. This difference may be caused by either commercial losses or technical losses such as bursts and leaks. Managing NRW is one of the most significant challenges for WSP's in Kenya. The WASREB Impact Report 13 data notes that the average NRW for WSP's in Kenya is 47%. Nyeri Water and Sanitation Company was lauded for having achieved and maintained the lowest NRW in the country of 15%.

## Tumulike Mwizi Pamoja 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.

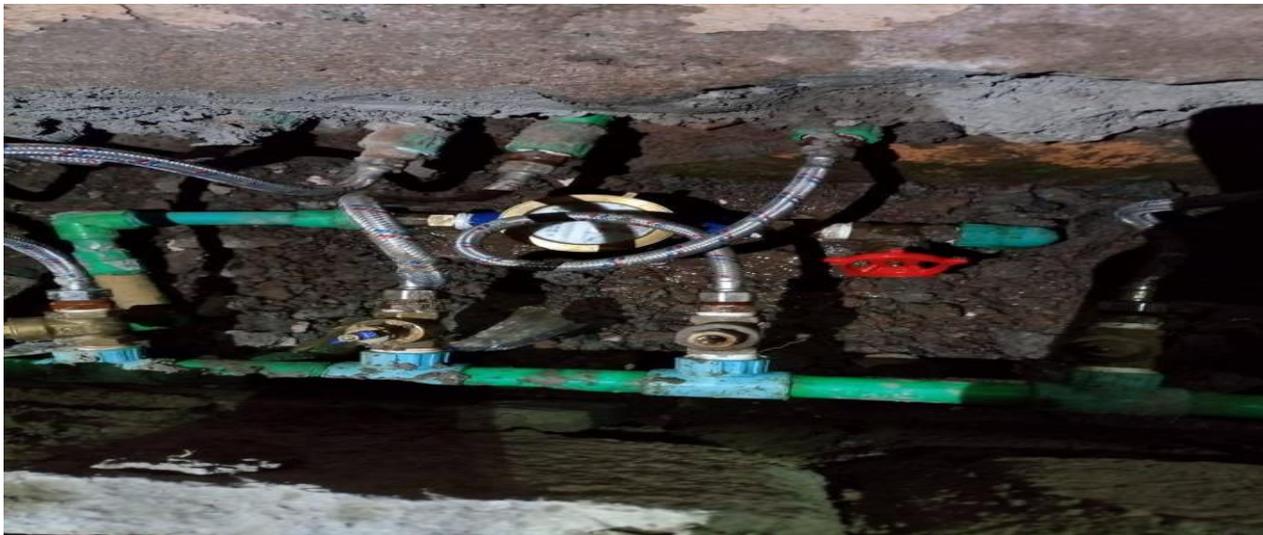
Currently, one person who was involved in water theft has been caught by our security & investigation department whose mandate is to weed out the vice. He was arrested and taken to Central Police Station where he was booked and is out on cash bail. He is required to pay for the penalty and billing backdated 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@watee\_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 REACH US FREE OF CHARGE

---

## TOLL FREE NO. 0800721095

Reach us on these other channels for quick response:



0734732481



@water\_nyeri



\*483\*60#



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



@nyewasco



www.nyewasco.co.ke



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

**DOWNLOAD OUR  
NYEWASCO  
APP  
TODAY!!!!**




**CONNECT WITH US**





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




A Subsidiary of KCB Group PLC

**Paying your water bill just got better.**

National Bank has partnered with NYEWASCO to make it better for you to pay your water bill through our Nyeri and Karatina branches.

For more information please contact NYEWASCO on:  
 Email: info@nyewasco.co.ke  
 Tel: 0722 461 359 | 0734 752 481 | 0715 437 782

Registered by the Central Bank of Kenya | 



**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

# WATSAN FOCUS

A Publication by Nyeri Water and Sanitation Company

**AUGUST 2021 Issue No.23**