

WATSAN FOCUS

Flagship projects planned for implementation in the strategic plan for the period 2021/22- 2025/26

Nyeri Water and Sanitation Company Limited Board of Directors, Senior Management and a Consultant engaged through a strategic partnership between the company and Dedan Kimathi University of Technology completed a two-day strategic planning workshop in Nakuru on 19th February 2021. During the workshop, the management appraised the board of directors on flagship projects planned to be undertaken during the implementation of the strategic plan for the planning period 2021/22- 2025/26. The strategic plan being formulated will take effect in July 2021 after the expiry of the current strategic plan 2016/17- 2020/21 which has successfully shaped the strategic direction of the company for five years.

The Directors led by the Chairman Patrick Munuhe and representatives from the County Government of Nyeri led by the County Executive Committee Member (CECM) in the department of Water, Environment, Natural Resources and Sanitation Fredrick Kinyua participated in robust discussions on priority projects that the company would undertake during the next five years so as to improve service delivery of quality water and sanitation services to the residents of Nyeri Central Sub County.



NYEWASCO Board of Directors led by Chair Patrick K. Munuhe flagged by the senior management and consultant during the strategic planning workshop in Nakuru on 19th February 2020

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@Nyeri_water

NYEWASCO gets a boost through a Conditional liquidity support grant

Nyeri Water and Sanitation Company Ltd received a Conditional liquidity support grant through the Water Services Trust Fund from the World Bank and other development partners to finance operational costs to ensure efficient water supply during the Covid 19 emergency response interventions. A short grant agreement signing exercise was conducted on 04/02/2021 at Maji house which houses the Ministry of Water, Sanitation and Irrigation offices in Nairobi. NYEWASCO has been playing a critical role in the fight against the spread of Covid 19 since its outbreak early last year. The company constructed 64 free hand washing points in strategic places such as bus stops, health facilities among others targeting members of public to increase access to clean running water for hand washing in an effort to mitigate the spread of Covid 19. The company in consultation with the County Government of Nyeri also waved water bills for customers in low income area of Witemere in Nyeri town in the month of April 2020 to enable the residents to combat the spread of the Corona virus by maintaining high standards of sanitation. The free hand washing points are active to date. Proper hand washing with soap and running water has been identified as one of the effective methods of combating the spread of Covid 19 virus by the World Health Organization.

During the ceremony, cabinet secretary in the ministry of Water, Sanitation and Irrigation Cecily Kariuki reiterated the national government's commitment to increase water and sanitation coverage in the country to 80 and 40% respectively up from water coverage of 69% and sanitation coverage of 26 %. This target is set to be achieved in one calendar year. The cabinet secretary urged all stakeholders to work together since the achievement of the targets will take concerted efforts. The management is planning to build a water reservoir at Nyeri Hill to stabilize water supply on the Mweiga- Kihuyo corridor and neighbouring areas.



Nyeri county water CECM Fred Kinyua and A.g MD Eng. Peter Kahuthu signing the CLSG at Maji house. Looking on is cabinet secretary in the ministry of water & sanitation and irrigation Cecily Kariuki

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.

NYEWASCO water testing laboratories

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 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

Continued on page 5

Customer education materials



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.1000
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 ISO/IEC 17025:2005 Accredited
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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

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.

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.

Join the campaign



Save water now, it will save you later

CONNECT WITH US:

 www.nyewasco.co.ke  @nyewasco  @Nyeri_water

NYEWASCO water testing laboratories

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;

- Spectrometer
- Colorimeter
- Turbidity meter
- PH meter
- TDS/ Conductivity
- Incubators
- Autoclaves
- Water bath
- Laboratory oven
- Water distiller
- Water deionizer
- Analytical weighing balances
- Refrigerator
- Digital burettes
- COD digesters
- BOD oxitop

4. 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).

5. 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.

2. 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
- Nitrite
- Ammonia
- Free residue chlorine
- Colour
- Biological Oxygen Demand (BOD)
- Chemical Oxygen Demand (COD)
- Total coliforms
- Fecal coliforms
- E.coli

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

Sigh of Relief as NYEWASCO Receives a Lorry from Tana Water Works Development Agency

Nyeri Water and Sanitation Company Limited received a lorry from the Tana Water Works Development Agency on 24th February to aid in transportation of materials to project sites. This will aid in speedy implementation of projects such as supply network pipe upgrade, burst water and sewer pipe repair and water and sewer extensions.

While receiving the lorry, the company's Board of Directors chairman Mr. Patrick K. Munuhe expressed his gratitude to the agency for donating the lorry citing that this will solve transport hitches hence reducing response time to bursts thus improving service delivery.

The acting Managing Director Engineer Peter Kahuthu also thanked the agency for their thoughtful gesture and promised speedy and efficient services to customers.



Public Procurement Training for Staff

A training on public procurement act (PPADA 2015 and Regulations of 2020) was conducted from 23rd to 25th February 2021 at Dedan Kimathi University of Technology. The training which involved 40 staff members drawn from different divisions was aimed at addressing the following areas: -

- 1) Training conceptualization and design
- 2) Epochs of Procurement Policy and Legislative Framework
- 3) Public Procurement and Disposal Act

The training which was facilitated by Dedan Kimathi University of Technology as the consultant with expertise from the Office of the Auditor General, Ethics and Anti-Corruption Commission, Kenya Institute of Supply Management and Public Procurement Authority.



Staff members during the training on public procurement at Dedan Kimathi University of Technology

Water and Sewer extensions and maintenance in the month of February 2021

Nyeri Water and Sanitation Company has undertaken a number of water extensions and supply line realignment in Kimathi Campus Estate, Karundas, King'ong'o and Kiawara areas in the month of January and February. A total of 179 new household water connections were executed by the Technical department in order to provide clean drinking water to more residents within the company's service area. In addition, seven residential plots were connected to the sewer line thus improving sanitation standards in Nyeri Central Sub County.

Three pumps that required rewinding were repaired and reinstalled in Chania Sewer Pumping Station and Kangemi Sewer Treatment Works. This has improved their efficiency in sewer pumping.



Customer water meter testing exercise

A customer water meter testing exercise was conducted between 9th – 22nd February. The exercise is undertaken as a maintenance routine for volumetric water meters so as to ensure their accuracy. This aids in arresting commercial losses which are caused by faulty meters which under register the amount of water consumed by customers. The exercise also ensures that customers pay for the correct amount of water consumed by replacing meters which are found to be over registering. A meter testing exercise can also be undertaken at the request of a customer at a fee of Ksh 500.00. In the event that a water meter is found faulty, it is discarded immediately and a replacement is made.

The water meter testing is performed in 5 simple steps;

1. Customers are informed about the impending meter testing as part of maintenance. This enables them to plan their activities accordingly to avoid unnecessary inconveniences.
2. Water supply to the meter is shut off
3. The meter is uninstalled and taken to the meter testing bench at the NYEWASCO offices.
4. Testing takes place. This takes approximately 3 hours.
5. Re installation at customer residence.

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For Quality Water

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Get a mini-statement
View your meter readings

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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

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

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