



# WATSAN FOCUS

## Nyeri Water and Sanitation Company is the Top Utility in Kenya for the 13<sup>th</sup> Year in a Row

We are happy to announce that Nyeri Water and Sanitation Company Ltd (NYEWASCO) has been ranked number 1 in the IMPACT REPORT 13 (Water Services Utility Performance Report) among 81 utilities in the country for the 13th year in a row. It is indeed an honour to us. Being number 1 and maintaining it for 13 years among very competitive sector peers is not a walk in the park. It takes the effort of men and women who work day and night to deliver exceptional water and sanitation services to the good people of Nyeri Central Sub County and its environs. This success is as a result of collective hard work of our members of staff, management, Board of directors, the County Government of Nyeri, the National Government and all our stakeholders. We would like to thank our esteemed customers who have contributed immensely to our exemplary performance through the years. Your great support has not gone unnoticed especially in this period of COVID-19 pandemic. We thank you especially for your assistance in keeping a close eye water and sewer leaks. This has contributed immensely to our low non-revenue water levels which in turn increases the amount of water we deliver to your households. We are also NRW champions in the country which currently stands at 15% compared to the national average and target of 42 and 20 % respectively. We implore our customers to continue being our eyes and ears on the ground. Kindly report any pipe or sewer bursts, blockages, meter vandalism, theft and any other matter that requires our attention 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 We are committed to maintaining our quality of water to the present rating of 100% and continual improvement of all our services and look forward to a great FY 2021/22.

Table 2.2: Overall Top and Bottom 10 Utilities

TOP TEN UTILITIES 2019/20		
Rank	Utility	Score (Max 200)
1	Nyeri	169
2	Nakuru	152
3	Meru	146
4	Ruiru-Juja	141
4	Murang'a	141
4	Isiolo	141
7	Thika	134
7	Nanyuki	134
9	Eldoret	131
10	Ngandori Nginda	128

IMPACT 13 | A Performance Report of Kenya

Off Kenyatta Road, Behind Nyeri County Fire Offices, P.O. BOX 1920-10100 NYERI KENYA TEL 001-20347401-4623/4622/4617/ 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

## WASPA Youth and Women Water and Sanitation Conference 2021



1. Cabinet Secretary in the Ministry of Water, Irrigation & Sanitation Cecily Kariuki when she visited the NYEWASCO stand during an exhibition tour at the WASPA Youth & Women Water and Sanitation Conference in Naivasha. 2. Cabinet Secretary Cecily Kariuki during the official Opening of the WASPA Youth and Women Conference in Naivasha



NYEWASCO MD Eng. Peter Kahuthu, panelist on convener session on Promoting good governance in water and sanitation through inclusion of youth and women



Cabinet Secretary Cecil Kariuki EGH flanked by Chief Administrative Secretary (CAS) in the ministry of Public Service & Gender Linah Jebii Kilimo during the opening

A team comprising of both the Young Water Professionals and Women in Water and Sanitation (WIWAS) which was led by the Managing Director attended the WASPA Youth and Women and Sanitation conference from 30<sup>th</sup> June to 2<sup>nd</sup> July 2021 at Naivasha Resort in Naivasha town.

The team held an exhibition booth whereby the company showcased some of the equipment used in day to day activities. Some of the equipment exhibited were, NRW equipment, Laboratory Services equipment and GIS Systems. The Cabinet Secretary in the Ministry of Water, Sanitation and Irrigation Sicily Kariuki, EGH paid a visit to the exhibition booth and applauded the company's good performance especially in NRW management.

During the 3-day conference, there were various sessions that happened concurrently. These covered various topics such as Innovations, Technologies and Market Opportunities for the youth and women to improve availability and access of potable water and safe sanitation for all. During this session, the panel speakers engaged the delegates on discussions on how to improve Water and Sanitation coverage in the country. According to a population census of 2019, over 65% of Kenya's 47.5 million population is made up of young people below the age of 40 years. At the same time slightly above 50% of Kenyans are female. These statistics show that women and youth make up the majority of the population. As such, addressing the water and sanitation needs of women and youth in the country will boost the access rates for water and sanitation and enable the country to achieve its goal of universal access to these services by 2030.

## WASPA Youth and Women Water and Sanitation Conference 2021

The Nyeri Water and Sanitation Company Managing Director Eng. Peter G. Kahuthu represented the company in a panel session covering the topic on Promoting good governance in Water and Sanitation through inclusion of youth and women. During the session, the MD reiterated the commitment of the management in promoting gender mainstreaming at the company. He pointed out the effort made to empower women and youth in the day to day running of the company. They are also involved in the planning, design, management and implementation of water, sanitation and hygiene projects. He pointed out that the company staff comprises of 22.7% women and 65.4% of youth. He urged other water utilities to be committed to equality and follow the 1/3 gender rule as guided by the laws of Kenya. He further challenged women and youth to take opportunities such as the WASPA and Youth and Women water and sanitation conference to have their voices heard. He also challenged women and youth to take up leadership roles and participate in decision making in the sector. He further urged the Youth and Women to take advantage of government incentives such Access to Government Procurement Opportunities (AGPO) so as to take advantage of entrepreneurial opportunities found in the water sector.



**NYEWASCO MD Eng. Peter Kahuthu, panelist on convener session on Promoting good governance in water and sanitation through inclusion of youth and women**



**Delegates at the WASPA conference, Naivasha**



**Participants at the WASPA Conference representing Young Water Professionals & Women in the Sector drawn from different departments in NYEWASCO**

## NYEWASCO Staff Benchmarks with Mombasa Water on Pro-Poor Interventions



1. Director representing pro-poor interventions in the board of directors Veronica Maina, NYEWASCO flanked by MD NYEWASCO Eng. Peter Kahuthu, MD MOWASSCO Anthony Njaramba, Chief Manager, Commercial Services and Strategy Francis Kiura and members of staff from both companies during the benchmark exercise.

2. NYEWASCO and MOWASSCO group photo during the Pro-Poor benchmark at Malindi Water and



72% of NYEWASCO's service area is classified as Low Income Area (LIA). To ensure proper representation of people living in these areas, a Pro- Poor BOD Representative was appointed during a full BOD meeting held in February 2021. Members of staff drawn from the pro-poor section went to benchmark with the leading WSPs in Pro-Poor governance and planning aspects which include Mombasa Water Supply and Sanitation Company Limited (MOWASSCO) and Malindi Water & Sewerage Company Limited (MAWASCO). During the exercise, the team learnt how to apply the social connection policy in the LIAs helps increase the number of water connections in the LIAs among other important lessons. The exercise will help them to improve the company's services to the Low Income Areas thus accelerating the realization of vision 2030 of guarantee to reasonable sanitation and safe water to all.

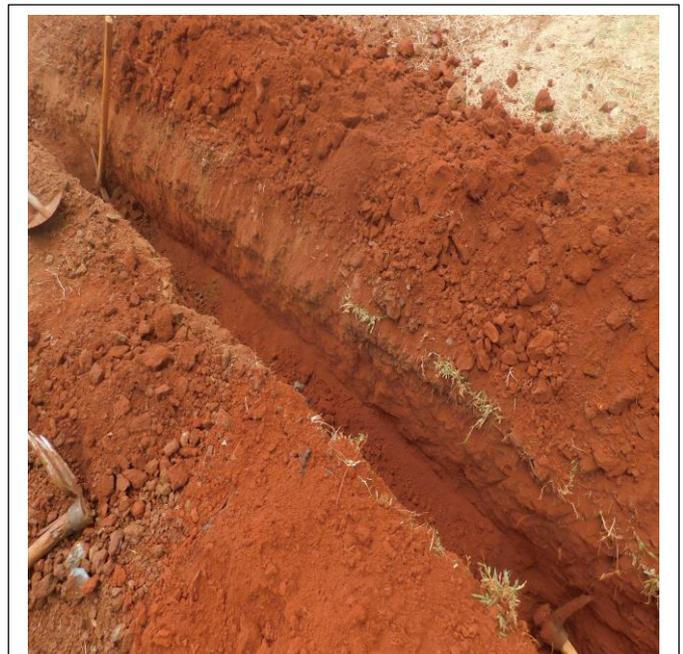
## NYEWASCO's Water Supply Network Upgrades

The upgrade exercise of the Ruring'u township and rural areas corridor supply network which has been ongoing in phases is still ongoing. The technical team is working on the lower stadium stretch which is approximately 1.0 kilometers. The objective of the upgrade is to increase the volume of water supply to customers in Ruring'u and the adjacent areas which has been informed by an increase in demand. The team is also working on customer meters re alignment, servicing and raising meter covers.

The upgrade has also been necessitated by the regular pipe bursts experienced in this section as a result of the poor state of the PVC pipes.

The exercise involves replacement of old dilapidated PVC and galvanized iron pipes with larger High-density polyethylene (HDPE) pipes. 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 Ruring'u, Kunyiha, Atlas, Florida and Safaricom rural, Wamai, Castro, Stadium B and the adjacent areas are expected to notice an improvement in supply as soon as the upgrade of the section is completed. The company is committed to improving the customer experience in all its services.



Upgrade works in Ruring'u ongoing



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968800**

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**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!







ISO 9001:2015 Certified ISO/IEC 17025:2017 Accredited @nyewasco @Nyeri\_water

## ELDOWAS Board of Directors and Top Management Benchmark at NYEWASCO on Corporate Governance and Non -Revenue Water Management Techniques



From right: Julius Lagat ICTM Eldowas, Eng Peter Kahuthu MD NYEWASCO, Jimmie Kemboi A.g MD Eldowas, Wesley Kiprono HFS Eldowas, Erastus Kahonge Director Eldowas, Jane Tanui Director Eldowas, Mahamoud Kiplagat Director Eldowas, Zipporah Cheruiyot, Director Eldowas. Back row: Dr. Vickie Ruto, Director Eldowas, Kosgei Fredrick, HCS Eldowas, Timothy Kiptala, FM Eldowas

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

## 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.

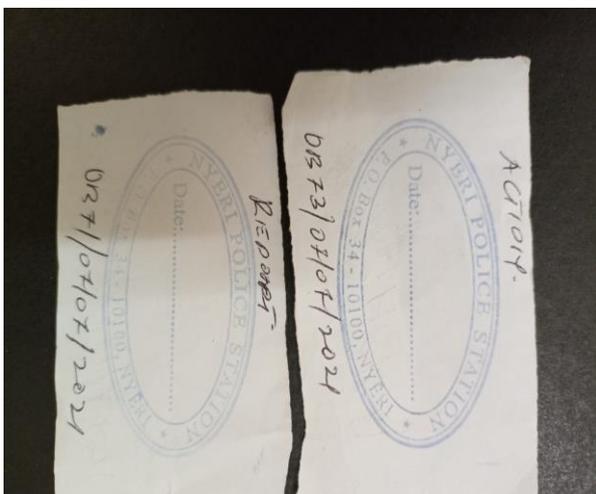
Currently, one person who was involved in water theft has been caught by our security & investigation department whose mandate is to weed out the vice. He was arrested and taken to Central Police Station where he was booked and is out on cash bail. He is required to pay for the penalty and billing backdated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



Occurrence booking at Central Police Station, Nyeri



Nabbed suspect in illegal water connection

## Retirees Feted

An end to a cycle is the beginning of another one. On Wednesday 7th July 2021, the management hosted the 2021 retirees to a luncheon at one of the hotels in Nyeri. This meeting gave both the retirees and the management a chance to engage in a fruitful discussion on the expectations of each party. During the meeting, the MD who was flanked by the CMCS, CMCSS, A.g CMTS and MLS thanked the retirees for their long service at NYEWASCO. The members of staff who are set to retire later in the year remembered their earlier days of service with nostalgia. Speaking during the luncheon, the MD urged the members of staff to take their new life with gusto and to undertake sound financial investments so as to continue having a source of regular income. He also urged them to take good care of their health and to continue engaging in physical activities and regular exercise to ensure a healthy lifestyle



**From right: Michael Wangaba, Joseph Wachiuri, Steven Wambugu, Samuel Muigai, John Githae and John Githiaka centered by Eng. Peter Kahuthu, MD NYEWASCO**

YOU CAN NOW REACH US FREE OF CHARGE

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\*483\*60#

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## Pro- Poor Section is changing the sanitation standards of people living in low income Areas in Nyeri town



**NYEWASCO NEW PRICE LIST FOR PRODUCTS & SERVICES WITH EFFECT FROM 01/07/ 2020.**

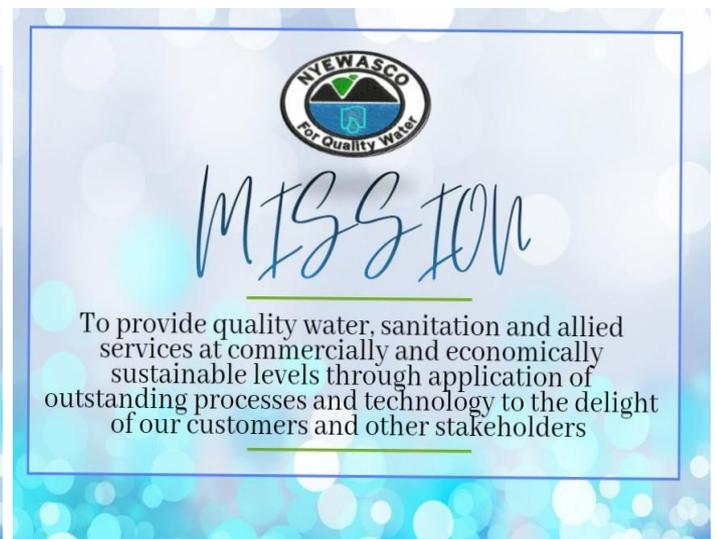
SN	ITEM	UNIT	NEW CHARGES(Ksh.)
1	Educational visits (Colleges and Universities)	Per Visit	10,000.00
2	Educational visits (Primary Schools)	Per Visit	6,000.00
3	Photo Session	Per Visit	3,000.00
4	Music Video Shooting	Per Visit	3,000.00
5	Labour Charges for Plumbers	Per Plumber/ per day	1,000.00
6	Hire 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**



## NYERI WATER AND SANITATION COMPANY

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