

WATSAN FOCUS

Nyeri Water and Sanitation Company is the Top Utility in Kenya for the 13th 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 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

A Step Towards Green Energy



Solar powered flood light at Tetu Tank

Nyeri Water and Sanitation Company Ltd is cognizant of the benefits of renewable energy. The company is steadily taking advantage of solar energy as one of its effort of conserving the environment. The solar lighting will also enhance security in the satellite facilities as well as reducing the energy costs incurred by the company. So far, seven stations have been fitted with solar powered flood light at a cost of Sh.35 million. A requisition for another seven is underway.

The satellite stations that have benefitted from the project are;

- Tetu tank
- Mathari Twin tank
- Nyeri Hill tank
- Hill Farm tank
- Gatiko tank
- Mt. Kenya(upper) Elevated tank
- Mt. Kenya (lower) Elevated tank



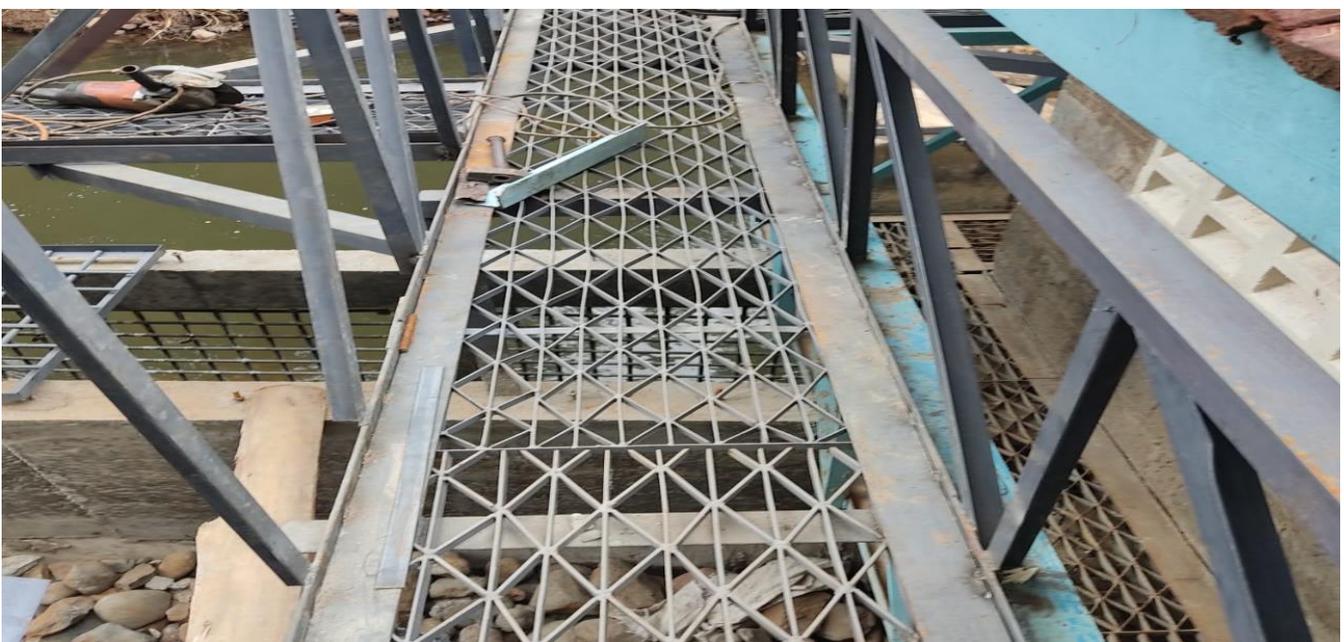
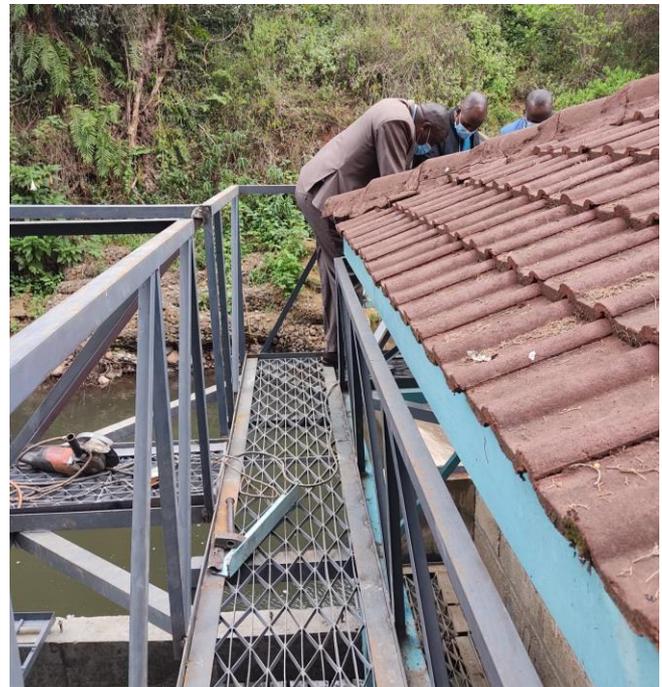
Solar Powered flood light at Mt. Kenya Elevated tank



Solar Powered Flood Light at Lowe Mt. Kenya Tank

Ihwa Intake Expansion Ongoing

The Ihwa intake is the heartbeat of the water treatment process. This is the point where water is extracted from the Chania river and then it is gravitated to Kamakwa water works for treatment. During heavy rain, massive landslides occur in the Aberdare forest which is the source of River Chania. This causes flooding and clogging of the Ihwa intake with pebbles, logs and vegetation which originates upstream. The water also has high turbidity levels which exceed the acceptable levels. This causes a lot of inconveniences which sometimes have resulted to a temporary shutdown of the treatment plant to allow staff time to rectify the situation. Due to this, the company undertook works to improve, expand the intake in June 2021 so as to avoid such occurrences in future. The expansion has widened the intake and introduced a water way that will ensure that all clogging elements stay out of the way of water entering the intake. This will increase the efficiency and amount of water that gets into the intake and further into the treatment plant.



Customer Education Materials



Requirements for a new connection

1. Copy of your KRA pin certificate
2. Copy of your ID
3. Copy of land's title deed or Chief/SubChief's letter indicating applicant's land ownership
4. Deposit of Sh. 3500 (Refundable)
5. Turn on fee of Sh. 200 (Non-refundable)
6. Application fee of Sh 100 (non-refundable)
7. Labour cost of Sh.1000
8. Additional cost of materials facilitating the connection

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



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PAYBILL NO. 968800

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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

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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

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Desilting of Kangemi Maturation Ponds Ongoing

The Nyeri Water and Sanitation Company Ltd (NYEWASCO) embarked on desilting maturation ponds at Kangemi in June 2021. Desilting is the process of removing the deposited silt at the bottom of a water body. Silt is sedimentary material consisting of grains or smaller than sand and larger than clay. This is in order to maximize water storage and carrying capacity. The ponds were first constructed in 1987 have been in use for 34 years. The last desilting exercise was conducted in 2007 which was done manually.



From far left: Manager, Operations and Maintenance James Ngunjiri, Managing Director Eng. Peter Kahuthu, Peter Muchoki Technician in charge of Construction and Design, George Kamunya, Technician Sanitation inspecting the exercise



Desilting process in progress



The maturation pond before desilting



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.

Front

Back

METER CALIBRATION	METER SIZE	COST (KSH)
Water Meter	15mm	1,800.00
	20mm	2,000.00
	25mm	2,500.00
	30mm	3,500.00
	40mm	5,000.00
	50mm	7,500.00
	60mm	10,000.00
	75mm	15,000.00
	100mm	20,000.00
	150mm	30,000.00
	200mm	40,000.00
	250mm	50,000.00
	300mm	60,000.00
	350mm	70,000.00
	400mm	80,000.00
	450mm	90,000.00
	500mm	100,000.00

Front

Back

PRODUCT TESTED	LIST OF PARAMETERS	COST (KSH)
Drinking water	Temperature	200.00
	pH	200.00
	Chlorine	300.00
	Total Hardness	300.00
	Total Dissolved Solids	300.00
	Fluoride	400.00
	Conductivity	400.00
	Calcium	400.00
	Magnesium	400.00
	Total Hardness	800.00
	Iron	700.00
	Copper	800.00
	Lead	900.00
	Chromium	900.00
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Top Utility in Kenya

Courtesy of Daily Nation Wednesday, June 30, 2021

30 Advertising Feature

DAILY NATION WEDNESDAY, JUNE 30, 2021



Why the water taps in Nyeri don't run dry

BY REGINAH KINOGU

The Nyeri Water and Sanitation Company (Nyewasco) has put Nyeri County on the international map, having gained worldwide recognition for its efficiency in the supply of water.

From winning the 2020 Global Water Awards to taking Position One in the country for 12 years in a row in the Water Service Awards by the Water Services Regulatory Board (WASREB), the company stands tall in service delivery.

The WASREB Water Services Awards consider Water Coverage, Sanitation Coverage, Unaccounted for Water, Water Quality, Hours of Supply, Metering, Revenue Collection Efficiency, Operation and Maintenance Cost Coverage and Staff Productivity. For Nyewasco to consistently emerge the winner in the national water awards means that it has excelled in most attributes of water service delivery.

Even in the wake of the Covid-19 pandemic, Nyewasco demonstrated high level resilience by sustaining its service levels in the midst of reduced revenues and income. This set it ahead locally and internationally, and it was recognised for that.

With industrial shut-downs and economic difficulties occasioned by the pandemic, there was reduced income for water providers. At the same time, the issued Covid-19 protocols prescribed disconnections and mandated

extra supply for household populations, which meant that the providers would incur extra costs.

In addition, lockdowns and enforced staff isolations interfered with infrastructure development and essential maintenance works. The utility halted its expansion plans, stopping projects that had been scheduled. This further affected its financial situation. At its worst point, the drop in income meant that it was operating with about 40 percent of its ordinary revenue base.

Nonetheless, the stability it had built over the years through good governance, plus its sustained focus on reducing water losses, put it in a position where it could weather the storm.

It did and continues to. The utility has maintained uninterrupted water supply to customers, setting a



Eng. Peter G. Kahuthu, the Managing Director, Nyewasco.

high performance standard.

This performance is a product of many years of focus and development. Since the 2004 water reforms in Kenya that saw the creation of the independent sector regulator WASREB, Nyewasco has consistently been named the country's top performer in terms of service levels and financial sustainability.



Aerial view of Kamakwa water treatment plant.

PHOTOS | KANYI

The utility stands out in the region because it is able to cover its own operational costs through self-generated revenue. In the most recently audited figures, it made a modest operating profit.

Nyewasco has invested in tackling non-revenue water (NRW) within its jurisdiction. According to WASREB, the national NRW average stands at

about 41 percent. This costs the water sector approximately Ksh7.8 billion a year in lost revenues. However, Nyewasco has its NRW figure down at 16 percent, with plans to reduce this figure further.

The success has boosted the utility's financial performance, as it is able to service its operations from own revenues.

For capital investment, the utility received major backing from the government and the German Finance Agency. Subsequently, it was able to rehabilitate major pipes and expand its service coverage, meaning that it could operate on commercial terms and collect more revenues from the tariffs.

However, the company has managed to mitigate these challenges and avoided operating at a loss. With signs of economic recovery and life and businesses returning to normal, there are reasons to be optimistic.

rkinogu@ke.nationmedia.com



Marking World Environment Day 2021 at Nairutia Vocational Training Institute with H.E Mutahi Kahiga, Governor Nyeri County.

NYEWASCO
For Quality Water

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We are proud to be associated with Nyeri Water and Sanitation Company Limited.

Hongera! NYEWASCO

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NYERI WATER AND SANITATION COMPANY
AWARD WINNING UTILITY

Still, firm plans for more water

BY REGINAH KINOBU

In 2004, Nyeri Water and Sanitation Company (Nyewasco) embarked on a major project to revamp water supply in Nyeri County.

This flagship initiative that saw the rehabilitation of major pipes and establishment of new connections within its jurisdiction was funded by the government and German Technical Co-operation through GTZ.

The project included construction of a treatment plant that increased water production from 6,000cc to a capacity of 27,000cc. The project also improved the quality of its water, which is one of the reasons it has stood out as the best water service provider in Kenya for over 12 years.

To date, Nyewasco maintains 98 percent coverage for over 100,000 residents.

The company abstracts water from River Chania using the gravity system, before conventional treatment in Kamakwa, to ensure it is clean, safe to drink and ready for distribution.

The company uses gravity system and pumping to cover 368 square km, satisfying a 94 percent demand. At least 85 percent of the water is distributed using gravity. The remaining 15 percent is pumped.

Nyewasco distributes water in 40 zones, which cover all the service areas. The zones are manned by plumbers and zonal officers who

look out for and immediately fix any issues, like leakages, to prevent wastage. Hence, with minimal wastage, the company is able to get their water to as many connections as possible.

Managing Director, Eng Peter Kahuthu, further says: "We have embraced technology and we are able to get quality materials and fittings to reduce losses. Our staff has owned the process, so if there is an issue, it is fixed immediately to ensure uninterrupted supply of water to our 44,000 connections."

The Covid-19 pandemic delayed the implementation of the second phase of the expansion project, but with the easing of the financial impacts, Nyewasco has started to get back to its capital plans.

Also, it has unveiled a new strategic plan for 2021-2026 to lead it to greater heights in Kenya's water sector.

Through partnership with the National Government, County Government and other development partners, Nyewasco remains focused on projects that will improve the livelihoods of residents within its service area through increased access to quality drinking water and improved sanitation.

On the side as its Corporate Social Responsibility, Nyewasco has gone a long way to support schools and other institutions with water storage tanks for water harvesting.

rkino@ke.nationmedia.com

SOME OF THE PRODUCTS SUPPLIED BY US.

We are proud to be associated with Nyeri Water and Sanitation Company Ltd.



BROMAK GENERAL MERCHANTS (EA) LIMITED
Wholesalers and Retailers

Suppliers of: Hardware, Steam Pipes/Fittings, Electrical, Boiler Spares Parts, Stainless Steel Pipes/Fittings, Fabricated fittings, Industrial and Laboratory Equipments, Farm Machinery, A Stockist of Valves, Water Meters, G.I., HDPE Pipes & Fittings. City Stadium, Young Traders Plaza. * P.O. Box 102251-00101 Nairobi - Kenya. * Mobile: 0727 980 934, 0727 980 935, 0717 264 749* Email: bromakgeneralmerchantscity@gmail.com



Congratulations!

Equity joins the Board, Management and Stakeholders of Nyeri Water and Sanitation Company Limited (NYEWASCO) in congratulating you for being rated the Best Overall on Water Management performance as per the Kenya's Water Services Sector 2018/2019 Impact Report.

We are honoured to be your financial partner and look forward to celebrating more milestones with you.

You can now pay your Nyeri Water & Sanitation Company (NYEWASCO) water bill through:

- » EazzyBanking App
- » USSD *247#
- » Equitel Line
- » Any Equity Branch or Agent near you

Tel: +254 763 063 000 @KeEquityBank KeEquityBank
Equity Bank (Kenya) Limited is regulated 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

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