

# WATSAN FOCUS

## New strategic plan to steer Nyewasco to greater heights and improve service provision

(Courtesy of The Standard, Friday, May 28, 2021)

The Nyeri Water and Sanitation Company (Nyewasco) has unveiled a new strategic plan that seeks to steer the service provider to greater heights. The 2021/2022- 2025/2026 Strategic plan is a key milestone for the over two decade-old water service provider. Incorporated in 23rd September 1997, Nyewasco can trace its birth to the late 1950s. The first infrastructure was set up in 1959. However, for now Nyewasco has only one water source which is the Chania River. “We have to credit our fore bearers, the visionary engineers who came up with the idea and infrastructure that we now rely on because we are building on what they set up decades ago,” Eng. Kahuthu noted. The Nyeri Water Supply Project was the flagship project, for the company which was largely supported by German Technical Cooperation through GTZ in its establishment. Nyewasco undertook the project in early 2004, that ensured the construction of the treatment plant which increased water production from 6,000 cc to a capacity of 27000cc. The project also improved the water quality provided by the company which is one of the reasons, the company has been propelled to the best water service provider in Kenya for over 12 years. While water provision has 98 per cent coverage for over 100,000 residents. plans to be implemented in the 5-year strategic plan.



From far left: H.E HON. Mutahi Kahiga, Governor, County Government of Nyeri, Fred Kinyua, CECM department of Water, Environment, Natural Resources and Sanitation, Chairman, NYEWASCO BOD Patrick Munuhe, A.g MD Eng. Peter Kahuthu, Chief Manager Corporate Services, David Ndumo, Manager, Operations & Maintenance, James Ngunjiri, Manger, Legal Services, Keziah Nyambura and Chief Manager Commercial Services & Strategy during the launch of the Strategic Plan 2021-2026.

The company has remained committed to its core values which are; customer service, ownership, environmental consciousness, continual improvement, teamwork & efficiency, research & innovation and corporate social effectiveness. According to Eng. Kahuthu, the company attributes one of the key factors contributing to her success to the support from the County Government of Nyeri under the stewardship of H.E Governor Mutahi Kahiga. “I am grateful for the support accorded to us by Nyeri Governor H. E Mutahi Kahiga in terms of provision of financial resources and implementation of projects, while allowing us to carry out our mandate without interference, which has led to the gradual growth of Nyewasco,” noted Eng. Kahuthu. In addition, Eng. Kahuthu noted that Nyewasco’s exemplary performance can be attributed to the good leadership by the late MD CPA Peter Gichaaga, who grew the company to greater heights jointly with the board of directors.

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

## New strategic plan to steer Nyewasco to greater heights and improve service provision

“Together with a formidable team, supportive board of directors who provide the company with the necessary oversight to carry out our duties,” noted Eng. Kahuthu. Further, Nyewasco attributes her continued success to the excellent performance of all its members of staff. They are well acquainted with their responsibilities for efficiency and effectiveness and are continually motivated through training and team building activities.



**Eng. Peter Kahuthu**  
A.g Managing Director, Nyeri Water and Sanitation

“Nyewasco has incorporated technology in terms of communication and payments, which has significantly improved our services, especially during these Covid-19 times. We have also adopted the new systems in the market that have heavily reduced our wastage for instance, in non-revenue water, we have maintained the non-revenue water at 15percent and in billing systems, the technology has enabled us to serve our customers with minimal errors and at their convenience,” added Eng. Kahuthu.

### Challenges

The company has faced, financial constraints with the main issue being inadequate fund mobilization for projects, without any subsidies, the company relies on internally generated funds and support from the County Government and National Government. Lack of adequate water storage threatens water security for the company because the I There is a need for a Strategic Water Reservoir to address this challenge, Nyewasco the Company is working closely with the National Government through TWWDA & CGN to realize the vision of constructing a Mega Dam/ Multipurpose Dam (Muhoya Dam) at Zaina Forest

Also, Nyewasco is working to overcome, the high energy costs increasing the business risk, hence prompting the company to explore alternative energy sources including solar energy and Hydro-Power. In 2017, the Company celebrated 20 years since it was incorporated, and also the previous strategic plan, for 2016/17- 2021/2022. This strategic plan underwent a midterm review and they noted, they have implemented 85 per cent of the strategic objectives. However, the plan expires in June 2021, and therefore there is a need for the introduction of the new strategic plan to propel the company to meet its goals in the coming five years. Truly, Nyeri Water and Sanitation Company have lived true to its mission, which is ‘To provide quality water, sewerage and allied services at commercially and environmentally sustainable levels’. The key strategic themes are Corporate Governance, Financial Health, Service Delivery, Low-income Areas and their customers, Human Resource Capacity, Environmental Consciousness among stakeholders and Partnerships and Collaborations.

Under the new strategic plans, the company has expanded the values to strive towards.

These include,

**Customer-Centric:** Putting customer first and at the core of the business.

**Professionalism:** Reliability, Competence, Dependability and Respect.

**Innovativeness:** Ability to challenge industry norms and provide solutions.

**Teamwork:** Harnessing contribution of every partner.

**Integrity:** Guided by sound moral and ethical principles.

**Responsiveness:** Providing value within an acceptable time.

**Result Oriented:** Focus on outcome.

## New strategic plan to steer Nyewasco to greater heights and improve service provision

### Key achievements

- Developed Performance Management scheme including policy and tools.
- Timely implementation of Collective Bargaining Agreement (CBA)
- Active in Corporate Social Responsibilities (CSR) activities.
- Reviewed and updated the Customer Service Charter.
- Adoption and Integration of pro-poor policy in the company's activities.
- ISO/IEC 17025: 2005 Accreditation of its laboratory services.
- Evaluated for the 12th time in a row as the Best performing WSP during the WASREB impact report of 2019/2020.
- Repayment of loans without defaulting up to date.
- Continued provision of services on a 24/7 basis.
- Water Extension to LIAs and informal settlements



H.E HON. Mutahi Kahiga, Governor, County Government of Nyeri giving a speech during the Strategic Plan launch



H.E HON. Mutahi Kahiga launches the Strategic Plan 2021-2026

# 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



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

Made with PosterMyWall.com



## 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](http://www.nyewasco.co.ke)  @nyewasco  @Nyeri\_water

## Sights and Sounds from the Strategic Plan 2021/22- 2025/26 Launch Event on May 28<sup>th</sup> 2021



H.E HON. Mutahi Kahiga, Governor, CGN joins Senior management and staff of NYEWASCO for a cake cutting ceremony to celebrate the launch of Strategic Plan 2021-2026 at the company offices on May 28<sup>th</sup> 2021

**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

## Water distribution network upgrade in Old Chaka

A water distribution network upgrade exercise has been completed in old Chaka. This was done in a bid to upgrade the system by replacing old dilapidated PVC pipes to new HDPE pipes which are handier and have less joints hence decreasing the probability of losing water through leakages. This was aimed at increasing the amount of water reaching our customers and it is a big contributing factor to decreasing the level of Non- Revenue Water. Non- Revenue Water. Water is a limited resource. The company undertakes supply network upgrades from time to time to contain these losses.



Upgrading Old Chaka water distribution system



## Sights and Sounds from the Strategic Plan 2021/22- 2025/26 Launch Event on May 28<sup>th</sup> 2021(continued from page 5)



## The 2021/22- 2025/26 Strategic Plan New Look!!

**NYEWASCO**  
For Quality Water

**NYEWASCO**  
For Quality Water

**NYERI WATER AND SANITATION  
COMPANY LIMITED**

**Strategic Plan**  
2021 - 2026

**Nyeri Water and Sanitation Company Limited**  
Off Kenyatta Road, Behind Nyeri county Fire Offices,  
P.O. Box 1520-10100, Nyeri  
Tel: 061-2034617, 2034548, 0722-461359, 0734-732481  
Website: [www.nyewasco.co.ke](http://www.nyewasco.co.ke)

ISO 9001:2015 Certified

ISO/IEC 17025:2017 Accredited

### 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

MAY 2021 Issue No.20

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)