

WATSAN FOCUS

NYEWASCO feted for leading the pack once again 13 years in a row

An award ceremony was held on 18/10/2021 at the Sportsman Arms Hotel in Nanyuki to recognize winners of the performance report of Kenya's Water Services Sector 2019/20 Impact Issue no 13 where NYEWASCO emerged top in the following categories;

- (1) Top performing utility overall number 1
- (2) Top in very large category
- (3) Top Tana region
- (4) Top in Non-Revenue Water

The sector regulator (WASREB) released the report on 30th June 2021. In the report dubbed Impact 13, the performance of the water services sector for the financial year 2019/20 was reviewed. The regulator continues to develop and roll out a number of guidelines that are geared towards streamlining service provision and ensure the protection of the rights of the consumer. Some of these include; Business Planning, Water and Sanitation Services Provision in Rural and Underserved Areas, Water Safety Planning, Water Vending, Corporate Governance and Pro-Poor Water and Sanitation Services guidelines. These guidelines serve as the yardstick with which WASREB uses to evaluate the performance of individual Water Services Providers (WSP's) within one financial year. Nyeri Water and Sanitation Company scooped the first position overall with 169 points out the possible 200 points. The company has held the number 1 position for the last 13 years in a row.



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In addition, the chairman of the Board Technical Committee Charles M. Kariuki who was representing the chairman of the board of directors Patrick Munuhe thanked all staff, esteemed customers and all stakeholders for the admirable performance. He also urged the NYEWASCO team to uphold the number one position and strive to improve on all other key performance indicators as the company strives to deliver quality services to her customers. He also expressed his gratitude to the County Government of Nyeri for its continued support under the leadership of H. E Governor Mutahi Kahiga.

Nyeri County Executive Committee Member for the department of Water, Environment, Natural Resources and Sanitation Fredrick Kinyua reiterated the County Government's commitment in supporting all the Water Services Providers in Nyeri County to enable them deliver on their mandate of delivering potable water and sanitation services to the residents of Nyeri County. He also urged the WSP's from Tana region to invest in peer learning activities which will promote growth and improvement of their services. He further challenged WASREB to involve policy makers at all levels during the award ceremonies so that they can understand the challenges faced by the water sector alluding to the fact this would largely affect resource allocation to the sector positively.

The short ceremony was held in observance of MOH guidelines on the Corona Virus Disease and was followed by data validation exercise for the 2020/21 performance.



A team of NYEWASCO personnel took part in a meeting held by the chief of Lusoi location in Karichen at the community hall near the chief's office on 6th October 2021. The meeting formed part of public participation on the proposed Baraka –Chaka water extension project. The company sought the community's view on the implementation of the project bearing in mind that they were important stakeholders as well as beneficiaries of the project. Lack of clean and sufficient water supply in the area is a major concern to the residents. In regards to this, the NYEWASCO team led by the Chief Manager, Technical Services, James Ngunjiri, outlined the advantages and requirements of the proposed water project. On the other hand, the residents of Lusoi location (Karichen and Baraka) were very happy with the proposed project and reached a consensus that both Karichen and Baraka estates would be connected to water supply. Karichen chief proposed a public piece of land in Gatuamba – Karichen for construction of the water tanks that would supply water to the whole location. Project works will commence as soon as all the necessary permits are acquired.



NYEWASCO's Pro Poor intervention in Witemere through improved access to potable water to residents

In a bid to increase access to potable water to residents in low income areas, Nyeri Water and Sanitation Company runs an automated water kiosk in Witemere which is a low income area in Nyeri town. The water ATM has ensured efficiency in access to clean water to the residents any time of the day. This has been made possible by the use of water tokens which customers have been issued with by the company. These tokens are loaded with money through mobile money transfer. A 10 litre jerrican of water costs Sh.1.

The Pro-Poor section celebrated the customer service week together with Witemere customers where each customer was gifted a token of 100 Shillings which translates to 100 jerricans. The customers could not hide their joy while receiving the free token especially during this period where most of them have lost their source of daily bread due to the effects of the Covid-19.



INTERVISTA/ Interview:



Fun Facts about Lucy

Gender : FEMALE
Work Status : INTERN
Department: Technical (Non-Revenue Water)
County : Nakuru
Favorite Meal: Pizza
Hobby : Watching Movies, Reading and Cooking
Best Music : No specific genre
Favorite artiste: Sam smith

CHOOSE ONE:

INSTAGRAM OR TWITTER

(Preference): Instagram

EXTROVERT OR INTROVERT

(Personality): Extrovert (only to those who know me well)

RICH OR LOYAL FRIEND

(Preference): Loyal Friend

SODA OR WHISKY (Preference):

Fanta SODA

- ⌘ How long have you worked in Nyewasco?" **I have been here for only 3 months"**
- ⌘ What is your greatest achievement in life? **"Mine was graduating from college. It was not easy through the journey, and furthermore to put books aside is one hell of a relief.... (Breaths out deeply) after studying for 16 years to graduate."**
- ⌘ What is your dream?" **Being financially Stable, growing psychologically and giving back to the society"**
- ⌘ What is your motivation each day you wake up? **"Becoming better than my parents"**
- ⌘ Over 600 applicants applied for the internship program me, of which only 32 were enlisted you being one of them. Explain the feeling you had when you found out you were enlisted." **I was very happy and excited to say the least. I know Nyewasco to be a company that offers an impeccable array of opportunity and experience to its employees and it being the number one WSP also had a share as to why I was excited."**
- ⌘ What do you like most about the company?" **There is no delay in rendering services from the company. The employees here are very responsive in case of any issue, it is dealt with very fast in a great sense of urgency."**
- ⌘ In the little time you have spent in Nyewasco, what have you learnt so far? **"Learnt operating the NRW UFM machine, Meter servicing, Dealing with customers in relation to NRW"**
- ⌘ Stress and Depression is a major menace in the world in generation. What do you think about this? **"Personally, I like to live in the moment, spend time with positive people, and I also write down thoughts that are beyond sharing to curb this...."**

NYEWASCO Celebrates Customers Service Week in style

We celebrated our front office members of staff and customers during the customer service week which is marked every first week of October each year. As we continued serving, we appreciated the staff members for their commitment in delivering exemplary services to our customers. On the other hand, we appreciated our customers for the continued support that they have accorded to us throughout the year. Few lucky customers were gifted a branded cap to appreciate them for being an integral part of the company! The week was closed with a cake cutting ceremony led by the Chief Manager, Commercial Services and Strategy division Francis Kiura. The cake was cut and shared among the employees and some customers who were being served at the customer care desk.



Sights and Sounds from the customer service week celebrations: NYEWASCO edition.



NYERI WATER AND SANITATION COMPANY

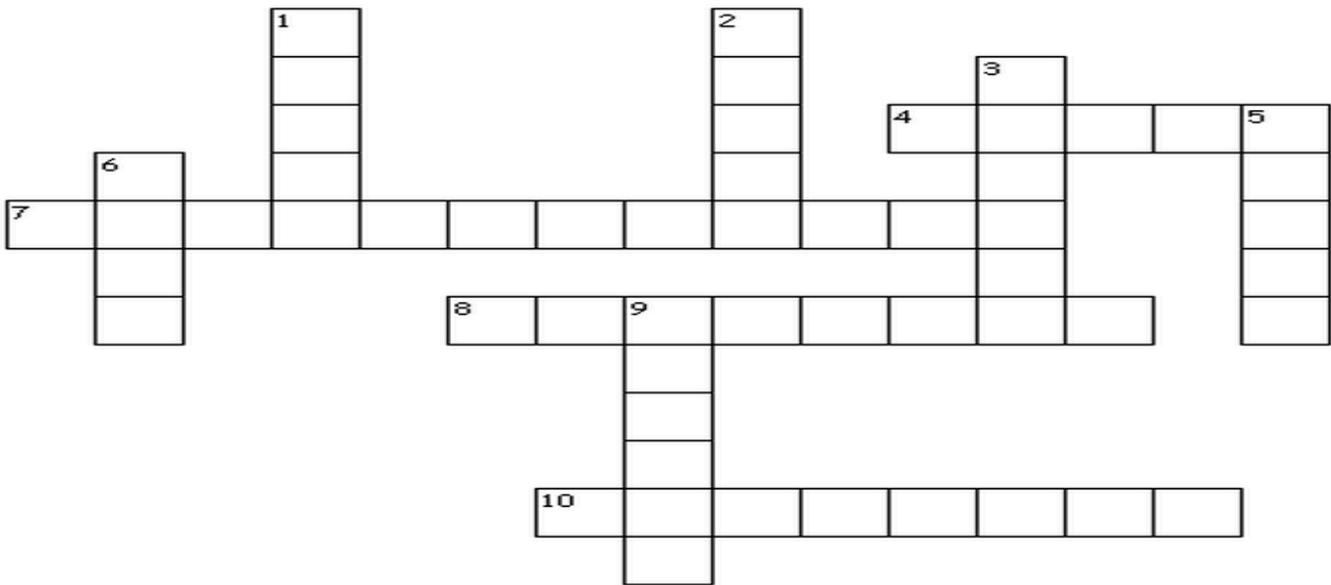
HAPPY CUSTOMER SERVICE WEEK - 4th-8th October 2021

Happy Customer Service Week 2021!
Thank you for being our esteemed customer and your continued support. We strive to deliver quality water, sanitation and allied services to you all year round.

Pay bill no 968800



HALLOWEEN CROSSWORD PUZZLE



Across

4. What does a witch ride?
7. Pumpkin with a glowing face
8. Kids dress up in _____
10. Howls at a full moon

Down

1. _____ or treat
2. What says 'Boo!'
3. Halloween color
5. Monster wrapped in bandages
6. Hide your face under a _____
9. It weaves a web

Nyeri Water and Sanitation Company

Customer Complaints Resolution Day

The company set aside Friday 29th October as a complaints resolution day as a Rapid Response Initiative to find lasting solutions to customer complaints. A large number of customers visited the company offices and they were served on the spot. The exercise is set to continue until 5th November 2021. Customers can now access NYEWASCO services round the clock which has been made possible by the unveiling of 24 hours' customer service. A 24-hour phone number 0714 430 000 was also introduced to enhance service delivery



NYERI WATER AND SANITATION COMPANY LIMITED

Another first from NYEWASCO:
A 24 Hours
Customer Service Number:
Talk To Us 0714 430 000

@nyewasco @Nyeri_water
Email: info@nyewasco.co.ke Web: www.nyewasco.co.ke



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 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



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

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



GET IT ON
Google Play



Download on the
App Store

CONNECT WITH US



www.nyewasco.co.ke



@nyewasco



@Nyeri_water



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!



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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 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



www.nyewasco.co.ke

NYERI WATER AND SANITATION COMPANY

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