

WATSAN FOCUS

Proposed Karichen Water Project Implementation

A team of NYEWASCO personnel led by the Managing Director Eng. Peter Kahuthu and the Chief Manager, Technical Services, James Ngunjiri took part in a meeting held by the Chief of Lusoi location in Karichen at the chief's office on 24th February 2022. This was in a bid to finalize on plans for a water extension project which has been earmarked in the Strategic Plan for the planning period of 2021/22- 2025/26 as one of the flagship projects for the period. Karichen residents have for a long time experienced water shortages an issue which the company in conjunction with the County Government of Nyeri is addressing. Once the project is fully implemented, the perennial water shortages experienced in the area will be a distant memory. This is in tandem with the company's mission which is to provide reliable quality water, sanitation and allied services at environmentally and economically sustainable levels through application of innovative processes and appropriate technology to the delight of our customers and other stakeholders.



Implementation of The Karichen water project kicks off

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ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri_water

Inspection Exercise by Vision 2030 team in Nyewasco

A team of assessors from the Kenya Vision 2030 fraternity, whose main mandate is to ensure that all public sector undertakings are accustomed to the Kenya Vision 2030 goal which is to transform Kenya into a newly industrializing, middle income country providing a high quality life to all citizens by 2030 in and secure environment visited NYEWASCO on 12th February 2022. They embarked on an Inspection exercise on the company's facilities, which saw them visit Kangemi Sewer Treatment Plant, Kamakwa Treatment Plant among other facilities.

The assessors were impressed by the status of the facilities and urged the management to keep up the good work as NYEWASCO is entirely focused in application of outstanding processes and technology in provision of quality water and Sanitation services to her customers. The team later posed for a group photo outside Kamakwa treatment plant as they enjoyed a glass of clean and quality water from NYEWASCO which is safe to drink from the tap. NYEWASCO is a sector leader in the implementation of the vision 2030 in the country.



Vision 2030 inspection exercise by the Social pillar secretariat at Kamakwa Water Works and Kangemi Sewer Treatment Works

Young Water Professionals Membership Drive Day

The Young Water Professionals (YWPs) from Nyeri Water and Sanitation Company Ltd are a group of young people who work in the water sector who have come together so as to engage in other activities that have a positive impact to the society and environment. On February 29th 2022, the YWPs held a colourful event at the company's conference hall dubbed "Young Water Professionals Membership Drive Day" whose purpose was to bring onboard newly registered members, and make known their objectives and benefits of joining the group. The event was ushered with music and dance from the youthful members in which the executive management including the Managing Director Eng. Peter Kahuthu took part. In addition to this, the YWPs leadership was officially handed over to the newly elected office holders.



Sights and Sounds of the Young Waters Professionals Membership Drive Day

NYEWASCO puts a smile on Kiawara Fire Tragedy Residents faces

NYEWASCO is committed to conducting her business and affairs in a socially responsible, sustainable and meaningful way taking into account ethics, the environment and society at large. The Corporate Social Responsibility (CSR) programme is part of the company's plan to continue to build trust and public confidence through public awareness and strong stakeholder engagement. The company also upholds activities that are assist people living in low income areas within its surface area (pro-poor) through the CSR activities.

Yesterday 21/02/2022, the company carried out a CSR activity where the victims of Kiawara fire tragedy who are also our customers were given mattresses and blankets. This will assist them as they rebuild their lives after losing all their belongings to a fire. The Company will also settle water bills for the connections that were in the burnt residences and establish a fire hydrant in the area to ease firefighting activities in case of an emergency.

The public administration who were represented in the event thanked the company for the donations and continuous support. The beneficiaries also were beside themselves with joy and expressed their gratitude to the management of NYEWASCO for the kind gesture.



Customer Social Responsibility activity in Kiawara

Customer Complaints Resolution Day

The company set aside Friday 25th February 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 be held at each last Friday of every month. 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.



Company Complaints Resolution Day held on 25th February at the Company's Headquarters

New Water Connection Project in Mweiga

NYEWASCO has invested in a number of resources so as to fulfill her promise on being customer centric and allow access to safe and sustainable water and sanitation services to all residents in her service area. Access to responsive and reliable services provided in a professional manner is a strategic priority in the company's strategic plan for the planning period 2021- 2016. To achieve this, NYEWASCO is expanding water distribution network and sewer connections and sustaining water quality standards. New water connections have been achieved in various places including Mweiga, in the service area during the month of February thus making access to potable water a reality to many more customers. The company is committed to playing its role in attainment of the United Nations Sustainable Development Goals, Vision 2030 and the County Integrated Development Plan and her Strategic Objectives which are paramount to the success of the Company in the attainment of sustainable provision of water, sanitation and allied services.



New water connection project in Mweiga

Upgrade Process in Kiganjo to Kirichu

The upgrade exercise from Kiganjo to Kirichu service zone 22, which has been ongoing in phases, has been completed. The objective of the upgrade is to increase the volume of water supply to customers in Kiganjo and Kirichu and the adjacent areas. This has been informed by an increase in demand of water due to the growing population in the area. The exercise involves upgrade of old HDPPE (110mm) with new larger High density polyethylene HDPPE pipes (160mm) which started on 8th February 2022. This has also improved the service line efficiency since the larger the diameter of the HDPPE pipes, the more its ability to withstand water pressure thus customers in this area will receive more water with increased pressure. The Company is committed to improve customer experience in all its services.



Upgrade Project from Kiganjo to Kirichu



Where did Valentine's Day Originate from???

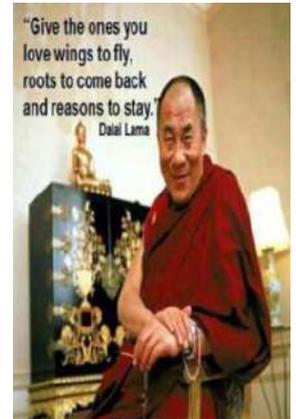


Have you ever thought of this? here's the answer....

Its true Origin is still vague. According to the legend, the day is celebrated to mark the death anniversary of Saint Valentine who died in Mid-February in 270 AD. It is said that Saint Valentine was a priest, who defied emperors' orders and secretly married couples to spare husbands from war. It was originally celebrated in Paris and was declared as a holiday by Pope which was later removed from the Roman calendar of saints. It is a 600 year -old-tradition. The festival which celebrated the coming of spring, included fertility rites and the pairing off of women with men by lottery, that is after it was removed from the Roman calendar which celebrated it in commemoration of Saint Valentine.



Wise Love Saying.....



1. What starts with P and ends with E, but has a million letters in between?
2. No sooner Broken or spoken?
3. A cowboy rode to an inn on Friday, He stayed two nights and left on Friday. How could this be?
4. If two's company and three's a crowd. What are four and five
5. What are the strongest days?
6. What bet cannot be won?

Answers



1. A post office
2. A promise/Silence
3. His horse was called Friday
4. Nine
5. Saturday and Sunday the rest are weekdays
6. The Alphabet

Tumulike Mwizi Pamoja

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@water_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.





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



Query and Pay NYEWASCO water bill

**Dial
*873*019#**



- Query your NYEWASCO bill
- Pay your NYEWASCO bill
- Tambua NYEWASCO staff
- Report bursts/ interruptions and many more!


 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
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-  www.nyewasco.co.ke
-  @water_nyeri
-  @nyewasco

 **0714 430 000/ 0734 732 481**

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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



NYERI WATER AND SANITATION COMPANY

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