

WATSAN FOCUS

Project Management committee inspection exercise in the Month of March



Fig1. Tetu elevated steel tank



Fig2. Chemical dosing unit at Kamakwa



Fig3. Pipe Store foundation in Kamakwa

Fig4. Pipe store works progress during the inspection exercise

Fig5. The Management and PMC at the proposed Baraka Chaka water Extension site



The Project Management Committee joined the Management on their Management Day Out on 19th March 2022 to inspect all ongoing projects being carried out by the Company. Impressive progress was noted in Kamakwa where the chemical dosing unit and pipe store are in different stages of completion. They also inspected Ihwa intake, ongoing construction works of Tetu elevated steel tank, proposed site for Baraka Chaka water extension phase 1, Kiganjo pumping station and Gatei sewer treatment plant. The aim if this exercise is to ensure that all company facilities are operating optimally and that all ongoing projects are adhering to the set standards.



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NYEWASCO Staff shine during a graduation ceremony at MTTI

Twenty-three members of staff graduated from Mathenge Technical Training Institute on 17th March in a ceremony which was graced by the Management. The team which was drawn from both the Technical and Commercial Services and Strategy Divisions passed in their grade 3 test. The training which was fully sponsored by the company was in a bid to improve their skills and service delivery. NYEWASCO is committed to improving its service delivery to all stakeholders and continual training plays an integral role in this process. Speaking during the graduation ceremony, Nyeri Water and Sanitation Company Managing Director Eng. Peter Kahuthu congratulated the graduates on their achievement and urged them to put the newly acquired skills to the benefit of the company. He reiterated the management's commitment to supporting employees in their efforts to improve academic qualifications.



Graduation ceremony at MTTI on 17th March 2022

NYEWASCO Young Waters Professionals mark the World Water Day

On 22nd March 2022, NYEWASCO joined the rest of the world to celebrate the 29th edition of the UN WORLD WATER DAY. The theme this year is GROUNDWATER, MAKING THE INVISIBLE VISIBLE. This is an annual UN observance day that advocates for the sustainable management and development of fresh water resources. This day is celebrated globally whose main core focus is to support the achievement of sustainable development of water and sanitation for all by 2030. The Young Water Professionals joined the Management in marking the day by planting trees in Nyeri Hill. The Company is currently undertaking the rehabilitation of Nyeri Hill in collaboration with the Kenya Forest Service. It aims at planting 10,000 trees by the end of the current rainy season. This is in line with the company's strategic objective of environmental conservation with a special focus on water catchment areas.



Young Waters Professionals together with the management staff taking part in the celebration of world water day through planting of trees in Nyeri Hill on 22nd March 2022.

Staff Tea Canteen, a welcome relief

NYEWASCO is geared not only to providing water, sewerage and allied services to its customers in an efficient, effective manner but also in creating the best working environment for her employees. It is with this in mind that a kitchen extension and employee tea shed project was implemented. This was in a bid to create a platform where the company offers tea to all employees free of charge including those who work in the field before embarking to their various work stations.

As Ian Hutchman once said, "Employee appreciation is an investment we have to make for the privilege of staying in the business". The company values her human resource.

The company is also committed to giving back to the community within which it operates and also creation of employment opportunities to the society at large. Recently, the company launched an internship programme where 40 interns who largely capture the face of Kenya in terms of county of origin, ethnicity and education background were enrolled. The NYEWASCO management has been working tirelessly to implement the 2021-2026 Strategic Plan.



Staff taking breakfast before embarking on the day's job

Customer Complaints Resolution Day

The company set aside every last Friday of the month as a complaints resolution day as a Rapid Response Initiative to find lasting solutions to customer complaints. In March, the customer resolution day was taken to Gatung'ang'a centre on 25th March 2022. The customers who had complaints were served nearer home. The choice of location was informed by the service interruptions which had been caused by road construction activities that had been on going in the area in the last year. Having restored water supply in the area, the company wanted to establish that customers in the area were satisfied. 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 in Gatung'ang'a on 25th March 2022

New Connection Projects in Skuta

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 Skuta, in the month of March 2022 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.



An over joyed customer with NYEWASCO staff after getting a water connection in Skuta

Use of The Ultra Flow Meter in Leak Detection (NRW management)

Adoption of technology in water services provision is inevitable in the 21st century. NYEWASCO uses high tech equipment in ensuring that most of the water produced gets to the customers. One of these equipment is the Ultra- Flow Meter (UFM). The UFM is majorly used in the detection of water bursts in the Non- Revenue Water department which is in charge of accounting and reducing loss of water due to technical hitches such as pipe bursts. The equipment is so efficient since it ensures that pipe bursts that are not visible to the naked eye are detected within the shortest time possible. NYEWASCO is the current NRW champion in Kenya, a trophy the company intends to keep.



NRW staff at work with the Ultra Flow Meter in Kamakwa

INTERVISTA/

Interview:



Fun Facts About Muhammed

Gender : **MALE**

County: **NYERI**

Talent: **PLAYING FOOTBALL**

Department: **QUALITY ASSURANCE (LAB DEPARTMENT)**

Hobby: **Watching football**

Favorite meal: **Chapati and Chicken**

CHOOSE ONE:

FACEBOOK OR WHATSAPP

(Preference): **WHATSAPP**

EXTROVERT OR INTROVERT

(Personality): **BOTH**

OUTGOING OR CONSERVATIVE

FRIEND {Preference}: **PREFERS**

ONE WITH BOTH

MONEY OR FAME: MONEY

- ⌘ How long have you worked in Nyewasco and how many more years are you planning to stay? **“I have worked here for 19 years. (moment of silence)**
- ⌘ Give me a brief history about the NYEWASCO laboratory and your working experience before joining NYEWASCO **“mmmhh (takes a deep breath) I worked in the Ministry of Water for 15 years before joining NYEWASCO in 2003. When I joined the company, my responsibility was to establish a water testing laboratory and coordinate water quality and pollution control activities. I started the lab from scratch that is; construction, equipping and recruiting of staff personnel.**
- ⌘ What are the main functions of the Laboratory under the quality assurance in Nyewasco? **Monitoring the quality of water and sewage from our plants and at consumer points, Co-coordinating with government agencies in regard to water and waste quality, maintenance of the ISO-IEC/17025 standard accreditation of the laboratory, we also carry out water testing for other companies at a small fee”**
- ⌘ What is the happiest moments you have experienced in NYEWASCO? **“When we attained the ISO/IEC -17025 international accreditation for both water testing and meter calibration of the laboratory and when I heard positive customer remarks for the first time, I reckon, “It is only in Nyeri where you can drink water straight from the tap without boiling it and not get sick,” (broad smiley face....)**
- ⌘ As we enter the fasting session of Ramadhan, what does this fasting session mean to you? **“It is one of the 5 pillars of Islam and it signifies obedience to Allah’s commandments and it also enhances religious conviction...”**

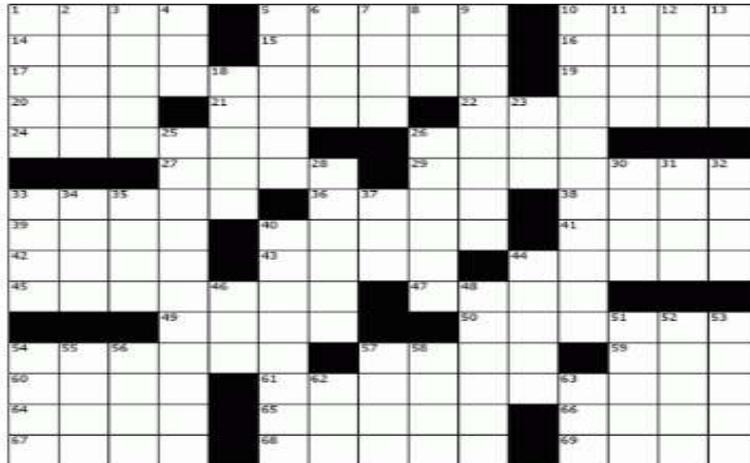
FUN and GAMES



Multiple Choice

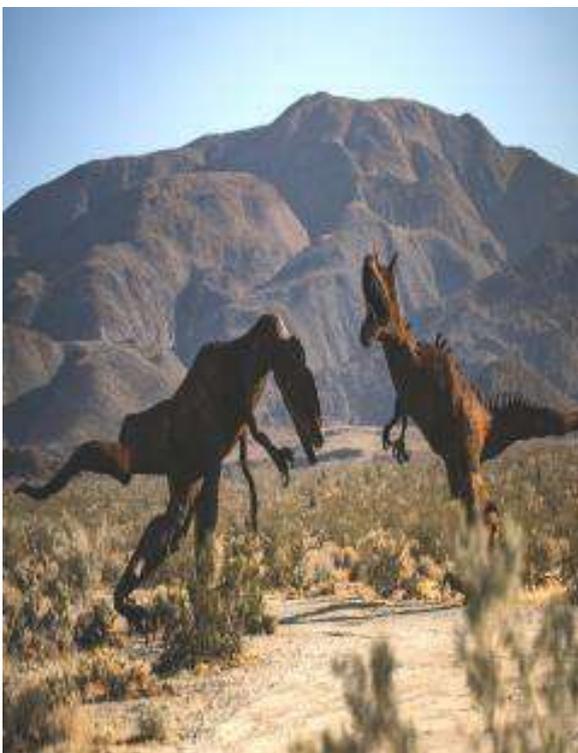
Across

- 1. Get bent out of shape
- 5. Hop out of bed
- 10. Homer's boy
- 14. Apple product
- 15. Poker strategy
- 16. Consent and Reason, e.g.
- 17. Rickety old car
- 19. Tough journey
- 20. Music producer Brian
- 21. Cushiness
- 22. Wrecks completely
- 24. Trips the light fantastic
- 26. Some is junk
- 27. Geometry calculation
- 29. Listening
- 33. Privations
- 36. To-do list item
- 38. Kind of market
- 39. Scads
- 40. Leaves out
- 41. Bitsy opener
- 42. Start a hand
- 43. Statistical calculation
- 44. Conquers
- 45. Grand plans
- 47. Rock's companion
- 49. Nitwit
- 50. Salad bar bit
- 54. Like some competitors
- 57. Tournament draw
- 59. Alumna bio word
- 60. --- Spumante
- 61. Snitch
- 64. Czech or Serb
- 65. Skiers' transports
- 66. Scott Turow novel
- 67. Play opening?
- 68. Lauder of cosmetics
- 69. Unkempt state



Down

- 1. More than uptight
- 2. Hotpoint competitor
- 3. Betray
- 4. Agt.'s take
- 5. Travolta film
- 6. Diner sign
- 7. It can wear down from too much travel
- 8. NAFTA signatory
- 9. Locker room motivators
- 10. Conflict site
- 11. Taj Mahal's city
- 12. Walk unsteadily
- 13. Exclamations of reproach
- 18. Suggestive looks
- 23. It may be struck
- 25. Herd journey
- 26. Overcome
- 28. Not more than
- 30. Utah ski resort
- 31. Take ten
- 32. What Simon does
- 33. Rolls of bills
- 34. Templeton or Baldwin
- 35. Early life preserver?
- 37. Word with traveler's or band
- 40. Brunch fare
- 44. Sword or swordsman
- 46. Soft shoe, for short
- 48. Threat-ending words
- 51. Senseless
- 52. Monica of sports
- 53. Cobbler's stock
- 54. Eschew edibles
- 55. Cruise stopover
- 56. And others
- 57. Career HRs, e.g.
- 58. Raison d---
- 62. Washboard at the gym
- 63. Star Cruise



5 FACTS ABOUT DINOSAURS YOU NEVER KNEW ABOUT!!!



1. LIZARDS, TURTLES AND SNAKES AND CROCODIES ALL DESCEND FROM DINOSAURS. 'Dino' is a greek word which means terrible while 'Saurus' means Lizard

2. DINOSAURS WERE AROUND MILLIONS OF YEARS AGO- It is believed that dinosaurs existed 165 million years and became extinct 66 million years ago.

3. THERE WERE MORE THAN 700 SPECIES. Some were herbivorous others carnivorous

4. THEY LIVED IN ALL CONTINENTS. Their fossils have been found in all continents including Antarctica

5. AN ASTEROID HIT AND THEY BECAME EXTINCT. According to the theories, an asteroid hit the earth leading to dust and dirt rise in the air, this blocked the sun and the earth became very cold and the dinosaurs died from the sudden climate change

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@water_nyeri
3. Toll free phone number 0800721095
4. Phone number 0734 732 481/ 0714 430 000

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



YOU CAN NOW PAY YOUR WATER BILLS VIA M-PESA PAYBILL

PAYBILL NO. 968800

YOU CAN ALSO PAY YOUR BILL VIA



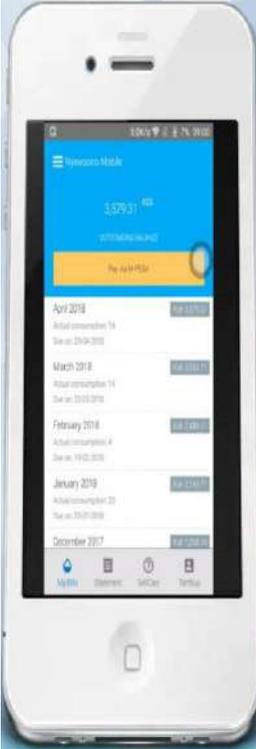
A/C NO 0110261003593



A/C NO 6652000567



A/C 055000043395

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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 : 0734 732 481/ 0714 430 000

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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