

# WATSAN FOCUS

## World Toilet Day: Making the Invisible Visible

In a bid to raise awareness on the state and accessibility of WASH facilities and in celebration of World Toilet Day, representatives and members of Women in Water and Sanitation (WIWAS) from Nyeri Water and Sanitation Company Limited joined the National Delegation for a symposium on 17<sup>th</sup> November 2022 the theme for this year's event "Sanitation and Ground Water"

Among the delegated-on solutions included among others the consideration of sanitation solutions for differently abled people, creating sustainable waste management solution that can create to economic gain and the need for innovative solution for safe sanitation in non-sewered urban settlement. The delegates also recommended designing of the sanitation services that ensure marginalized groups needs are met to ensure accessibility by all among others. Representing the Company was Grace Kuria head of Non-Revenue Water.

The Symposium culminated on the of Toilet of the Year Awards (TOYA), where Nyeri Water and Sanitation Company sponsored the Award on the best public facility in informal settlement in Kenya category.

**If sanitation does not work for all of us, it works for none of us**



Grace Kuria of NYEWASCO presenting this Year's TOYA Awards at the 2022 WIWAS Symposium to the Mazingira Yetu Initiative.

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ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri\_water

## Partnerships in Science, Technology, Innovations

The company set aside Friday 25th November 2022 as a complaint's resolution day with the goal of finding lasting solutions to customer complaints. A large number of customers visited the company offices and they were served on the spot.

The team took time to create awareness on the various ways our customers can access our services at the comfort of their homes such as paying bills, meter reading, report on bursts, lodge complains and compliments through our Customer Service Toll Free Number, our new Nyewasco App or our 24-hour phone number put in place to enhance service delivery.



Customers waiting in line to be attended during the Inhouse Customer Service Resolution Day.



Our customer service staff attending to a customer during the Customer Resolution Day. A Company's greatest assets are its customers.



**NYEWASCO HELP LINE**  
**Tambua Nyewasco Staff: Maji Voice App**

**Toll Free: 0800721095**

**Phone: 0714430000/ 0734732481**



[www.nyewasco.co.ke](http://www.nyewasco.co.ke)



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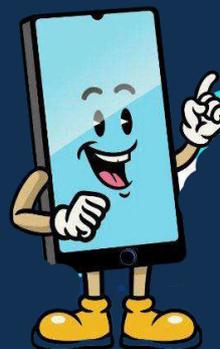
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waternyeri



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## Partnerships in Science, Technology, Innovations and Entrepreneurship

In support of the Conference's theme: Leveraging Science, Technology, Innovation and Entrepreneurship for Sustainable Development, Nyeri Water and Sanitation Company Limited joined Dedan Kimathi University of Technology and other partners on its International Conference on Science, Technology, Innovation and Entrepreneurship. The three-day Conference that commenced from 9th to 11th November 2022, the event was aimed at creating a platform for researchers and practitioners to present and discuss, engage and publish research work related to National Development. The conference brought together researchers and key industrial players both local and international, with an aim to present, discuss, engage and publish research work related to national development.



Top Right: Lead water production staff explaining our technology to conference panelist at our exhibition stand

Top Left: Dedan Kimathi University Vice Chancellor Prof Eng. P.N Kioni who paid a courtesy visit at our exhibition stand



TOP: Keynote speakers making their submissions during the 6<sup>th</sup> Dedan Kimathi International conference on Science, Technology Innovations and Entrepreneurship 2022.

LEFT: Stakeholders and students following the presentations during the conference.

## A Reason TO Grow a Tree: Celebrating A True Hero

In realization that our Core Resource is dependent on the wellbeing of our environment, Nyeri Water and Sanitation Company Limited in fulfillment of our corporate goals embarked on a tree planting drive at Nyeri Hill on 4<sup>th</sup> November 2022.

Led by Chief Manager, Technical Services, the NYEAWSCO fraternity commemorated 2 years anniversary since the demise of our former MD, the late CPA. Peter Gichaaga. Mr. Gichaaga was a champion for Environment Conservation and as NYEWASCO Family we pledge to walk in this light.

A special recognition to APA Insurance Kenya, Nyeri Branch who graced and supported this noble activity.



Great things happen when we come together. Staff from Nyeri and APA Insurance during the tree planting drive



The Chief Manager, Technical Services leading a team during the tree planting exercise.



NYEWASCO and APA representatives posing for a picture later after the tree planting drive to mark this noble activity.

Coming together to ensure sustainability of our core resource is a matter of urgency especially as the country continues to face greater threats on climate change.

## Ongoing Projects: New, Facility Upgrade and Renovations

Nyeri Water and Sanitation company has invested on several infrastructural development that seek to expand and increase water supply to areas that have experienced challenges in a bid to achieve a 24-hour water supply to all our customers.

The newly constructed Nyeri hill tank of a 1000cubic meters is a zinc alum infrastructure that when commissioned, will boost current supply to areas of Ihururu, Nyarugumo, extend connections to new and untapped areas of Mweiga that have previously experience water supply challenges especially in times of power outage as well as network extension to Giakanja area.

The developed Tetu Tank facility of a capacity of 250 cubic meters is set to serve areas that have previously experienced water disruptions due to low pressures and a water expansion network to areas of Muthuaini, Gitero and Giakanja.

Other ongoing projects include desilting at Chania Sewer Pumping, Dedan Kimathi piping expansion to meet the rising consumer demand and the Gatei maintenance works which include desludging, embankments repairs and painting.



Nyewasco Managing Director and the Senior management team inspecting the progress on Chania Sewer Pump desilting



The 250 cubic meters Tetu Tank set to increase the water network to areas of Muthuaini, Gitero and Giakanja



The Face of the newly repaired embankments at Gatei Station.



The Board of Directors NYEWASCO, lead by the Chairman Mr. Patrick K. Munuhe planting a tree during the Board tour and Facility inspection at Nyeri Hill.

## Special Feature: Kangemi Sewer Treatment Plant

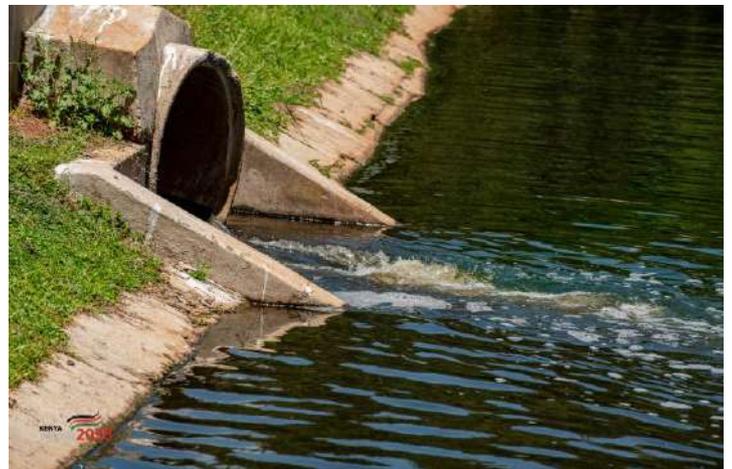
Besides provision of water services, Nyeri Water and Sanitation Company is also involved in the provision of sanitation services. This is in line with its mission to provide services that are environmentally and economically compliant.

Kangemi Sewer Treatment plant that is of 6000 cubic meter capacity draws domestic waste water from Nyeri CBD and surrounding estates. Wastewater is treated to a NEMA standards that protects both public health and water quality. The plant is structured to see the waste water undergo a series of processes from separation of large materials in the preliminary stage, separation of sludge and liquid water in the primary sedimentation stage, anaerobic treatment for the sludge and the filtration process for the liquid to ensure maximum extraction of disease-causing microbes making the resultant products eco-friendly and reusable water which has successfully been reused in rearing Tilapia fish. The resulting solid sludge is sold to the community to be used as eco-friendly manure or used to create charcoal brackets.” The Plant Manager, Mr. George Kamunya confirmed.



TOP: The aerial view of the water filtration process in the Highrate trickling filters.

BOTTOM: Primary sedimentation process where separation of sludge and liquid effluent happens.



Channeling of treated waste water into maturation ponds. A series of tests are conducted in NYEWASCO's accredited water testing lab as well as by external organs before conveying it back into the river.



Nyandarua County Governor, HE. Dr Moses Ndirangu Badilisha viewing our eco-friendly organic manure during this year's Nyeri ASK Show. Onlooking is Nyeri Water Chief Manager, Technical Services Eng. James Ngujiri.

# INTERVISTA/

## Interview: George Thuita

### **Fun Facts About Mr. Thuita**

**Name:** George Thuita Kamunya

**County:** Nyeri County

**Place of Birth:** Laikipia West

**Status:** Married to One Wife and Three Young Men

**Department:** Sanitation

**Favorite Meal:** Kikuyu Traditional Cuisines. Mukimo and white meat are favorite

### **Choose One**

**Facebook or Instagram:** Facebook

**Extrovert or Introvert:** Extrovert

**Outgoing or Conservative:**

Outgoing

**Passion:** Hiking, Environment Conservation Health and Wellness

### **Party Shot**

Don Williams once said What we aspire to be is more than what we are, yet less than what we are capable of.

There is always a room to take a challenge and overcome our own limitations



Mr. George Kamunya in company of other NYEWASCO staff during a marathon run at Ragati.

# **INTERVISTA/** **Interview: George** **Thuita**



## **How long have you worked at NYEWASCO**

I have had the privilege to watch and be a part of NYEWASCO's growth since its inception 25 years ago. Before then I was an employee at Nyeri Municipal Council for about ten years.

## **Give me a brief history about your career experience before joining NYEWASCO. How different is working at NYEWASCO as compared to the previous experiences**

I started off my career in the sanitation department at the Municipal Council as just a junior staff and the sanitation plant was on its initial stages of operation. Though functioning fully, we had inadequate resources and sanitation coverage, unfriendly management coupled with the challenge of maintenance.

The infrastructure availed by the Nyeri Water and Sanitation Company and the overall transformation on the management has contributed to the pride I take in my career experience.

## **What are the happiest moments you have experienced in NYEWASCO**

Am passionate about our waste water management. The opportunity to positively impact our environment is not just a daily activity, but a gratifying experience that I always look forward to.

## **What is a typical day or a week for you. What do you like most about your work.**

I start my day with a jog and get ready for the day. At work I normally start off with taking records and then inspect the facility and treatment processes and delegate the day's tasks to other staff.

## **What are your hobbies and how do you spend your time beyond work schedule.**

I love engaging in activities that are physically involving and those that connects me with nature. Activities like Jogging, Hiking, swimming, tree planting and flower gardening.

## **Who inspires you**

Back in the day we had our General Manager, Mr. Joseph Nguiguti. He noted my interests and passion I had on the environment and offered me an opportunity to design the flower beds and tree planting around the facility. And indeed, here we are.

## **Parting Shot**

Money is essential. That goes without saying. However, it shouldn't be the sole driver to remain in a role. Although it is important, money isn't everything. Find a job that has a little more to offer – personal fulfilment, atmosphere, coworkers, etc. – and you'll feel more motivated.

**Don't Work Only for Money**

# Fun & Games



## SUDOKU PUZZLE

2						6	9	
	5				3			
1	7				9	4		5
		3		2	5		1	8
				4				
7	2		3	8		5		
5		2	6				4	1
			5				7	
	6	7						3

## Yummy Recipe: Chicken Marsala



### INGREDIENTS

- 8 chicken cutlets or 4 chicken breasts sliced in half (about 1.5 lbs)
- Kosher salt and freshly ground black pepper to taste
- 1/2 c. flour, for dredging
- 2 tbsp. canola oil
- 2 tbsp. butter
- 1 (8-ounce) package sliced mushrooms
- 1/3 c. diced onion (about 1/2 small onion)
- 2 medium cloves garlic, minced
- 1/2 c. dry Marsala wine
- 3/4 c. chicken broth

## Word Puzzle

### Emergency Medical Services

D	I	C	I	X	O	E	S	L	U	P	S	E	A
D	T	B	A	C	K	B	O	A	R	D	I	M	M
I	R	B	C	A	I	D	R	A	C	S	R	E	B
S	A	B	S	S	T	R	O	K	E	R	E	R	U
P	N	P	P	O	I	D	A	R	R	P	N	G	L
A	S	P	E	E	I	S	L	R	E	R	S	E	A
T	F	D	C	D	R	U	G	B	A	G	X	N	N
C	E	R	I	Y	N	A	R	E	S	R	N	C	C
H	R	E	A	I	O	X	Y	G	E	N	I	Y	E
O	M	B	L	L	L	A	F	P	O	K	C	P	R
T	B	P	I	P	A	R	A	M	E	D	I	C	R
A	R	E	S	P	I	R	A	T	O	R	Y	C	R
E	P	G	T	M	E	D	I	C	A	T	I	O	N
T	N	O	N	R	E	B	R	E	A	T	H	E	R

FALL  
BACKBOARD  
SPECIALIST  
EMERGENCY  
TRANSFER  
DISPATCH  
DRUG BAG  
CPR  
PARAMEDIC  
RESPIRATORY  
NON REBREATHER  
SIREN  
OXYGEN  
PULSE OX  
AMBULANCE  
CARDIAC  
EMT  
MEDICATION  
STROKE  
RADIO

### Method

#### Step 1

Using a meat tenderizer or the bottom of a sturdy cup, pound chicken until about 1/4 inch thick. Season with salt and pepper, then dredge in flour. Add canola oil to medium sauté pan over medium-high heat. When oil is shimmering, cook chicken in batches until browned, 2 minutes per side. Set chicken aside and tent to keep warm.

#### Step 2

Pour off excess oil, then melt butter in pan over medium heat. Sauté mushroom and onions until soft, about 5-7 minutes. Add garlic and cook until fragrant, 2-3 minutes more. Add wine, broth, cream, and thyme, and simmer until thickened, about 15 minutes. Plate chicken and serve with sauce on top, garnished with a little fresher thyme.

### SUDOKU PUZZLE: LAST MONTH'S SOLUTION

1	5	6	2	3	9	7	8	4
7	4	3	8	6	6	9	2	1
9	8	2	1	4	7	5	6	3
3	7	5	4	1	2	8	9	6
6	1	4	9	7	8	2	3	5
2	9	8	3	6	5	4	1	7
4	6	9	7	8	3	1	5	2
5	2	1	6	9	4	3	7	8
8	3	7	5	2	1	6	4	9

## 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



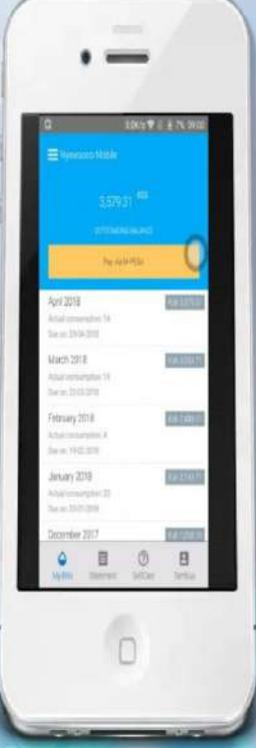
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A/C NO 6652000567



A/C 055000043395

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

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

Pay water bill  
Get a mini-statement  
View your meter readings  
Jisomee meter and many more!

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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- 2020/2021.

Nyeri Water and Sanitation Company Limited has recorded stellar performance for 14 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**



## NYERI WATER AND SANITATION COMPANY

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