



# WATSAN FOCUS

Celebrating A Quarter Century Milestone: Silver Jubilee

Nyeri Water and Sanitation Company Limited Nyeri Water and Sanitation Company Limited Nyeri Water and Sanitation Company Limited Nyeri Water and Sanitation Company Limited



ISO 9001:2015 Certified



ISO/IEC 17025:2017 Accredited



@nyewasco



@Nyeri\_water

## How Has It Been: ONE on ONE with The Managing Director

**Offer us a brief history of the company. How did we get to where we are today?**

I welcome you to this session as we explore on the journey that NYEWASCO has been on for the last 25 years. Nyeri water and Sanitation Company is an ISO and KENAS accredited company and currently 100% owned by the County Government of Nyeri. Prior to the year 2019, the Company was known as Nyeri Water and Sewerage Company. The company was registered in the year 1997 and began operations on September 23<sup>rd</sup> 1999. Before its registration the functions of the Company were under the Municipal Council of Nyeri as the Department of Water and Sewerage Production. It is notable that the company started operations before the water sector reforms, under the Water Act 2002 was put forward to empower and decentralize water companies for service delivery. A pursuit we have taken pride in up to date.

**How would you describe our organization's culture?**

We have heavily invested in our staff through sponsorship for higher education, capacity building, trainings, attitude change and inclusion of all our staff to cultivate and encourage ownership of the company. Having a result-oriented culture that is sensitive and responsive to customer needs has made and kept us the market leader among the WSP's for over a decade.

**What are some of the notable successes achieved by the company in the past Quarter decade. What makes us stand out.**

We may not talk of NYEWASCO without equally mentioning the County Government of Nyeri because it has afforded us the environment to perform and the various areas of partnership. Among major achievements include being able to maintain a best quality water supply to our customers on a 24-7 basis. We have maintained the lead Countrywide as profiled by WASREB as the best WSP for the last 14 years.

We have also enjoyed the legacy set by those that came before us. Enriched stewardship by Successive company Boards leadership, successful management teams, and partnerships on the national level and dedicated staff have also contributed to our success and stakeholders whose contributions and support in the steering the vision of being a world class water and sanitation services provider.

**What has been our biggest challenge facing the company, and how did we overcome it or if not, what are our strategic approach to solve them?**

With all the success marked by the company, we also have a share of challenges that we are strategically working to address them. Generally, lack of enough resources to carry out capital expenditure. There is a lot in terms of -



Eng. Peter Kahuthu: Managing Director Nyeri Water and Sanitation Company Limited

infrastructural development that needs-to be done to improve sanitation coverage from the current 33%.

To address this, we have had positive dialogue with partners to ensure that we invest on sanitation infrastructure. In the past few years, we have been able to implement the Output Based Aid projects and other partnerships that are focusing on the expansion of sewerage coverage.

The Company's interception of the climate change challenge has been through conservation efforts that have been prioritized in the current 5-year strategic plan focusing on our water catchment areas.

**Briefly describe the technological and innovative advancements made on the facilities that we have.**

We have embraced systems to ensure efficiency, notably we have an existing customer and management interface (ERP) that brings on board all the business and operational processes of the company. Smart metering and electro chlorination on our water treatment plants and automated smart levelling in monitoring distribution remotely are also among the ventures that we are investing on. We are also improving our infrastructure for instance the piping and fittings that are easier to lay and maintain. We are keen to keep up the pace as far as technological advancements are concerned.

**As we focus on the future, what can our customers and stakeholders look forward to in the next 10 to 20 years of service provision.**

Our commitment is to continue offering the best services and also to ensure sustainability. We have seven key strategic objectives in our 5-year strategic plan, which is in the second year of implementation, and among them is to attract and capacity build our staff. We have also singled out flagship projects to ensure that we are able to promise our customers of quality services in the next 10 to 20 years. We will continue to explore on partnership areas, put emphasis on sustainable environment management.

## No Better Way to Celebrate 25 Years of Existence and Grace!

Luke 17:13\_19

When he saw them, he said, "Go, show yourselves to the priests." And as they went, they were cleansed. One of them, when he saw he was healed, came back, praising God in a loud voice. He threw himself at Jesus' feet and thanked him – and he was a Samaritan.

The Morning of 12<sup>th</sup> October, 2022 was rather special for Nyewasco Family as we joined for a Church Holy Mass and a Thanksgiving ceremony to celebrate 25 years since the company was incorporated in September 1997.

The presiding Minister, Father John Kiruki taught on the importance of selfless service in the positions that we hold and be sure to give thanks regardless of how deserving we are of God's blessings.

On His part, The Managing Director Eng Peter Kahuthu offered a reflection of the company's journey and pledged a collective effort in seeing NYEWASCO scaling to greater heights.

## Cheers To Many More Jubilees



# More Trees Please!

Later in the day, after the Church Mass, the Managing Director Eng. Peter Kahuthu, lead the team of Staff, in leaving a footprint in the deep ridges of Zaina Forest to mark 25 years of providing quality water and allied services. A special recognition to the members of staff that would be exiting the company for retirement after more than 25 years of service and who joined us to mark this milestone. Kudos Team. Happy 25!



## Tetu Tank Inspection and Handing Over

Nyeri Water and Sanitation Company members of the Contract Implementation Committee officially received the Newly developed Tetu Tank facility from the contractor after inspection on October 6, 2022. The facility that is 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.



## Customer Service Week 2022

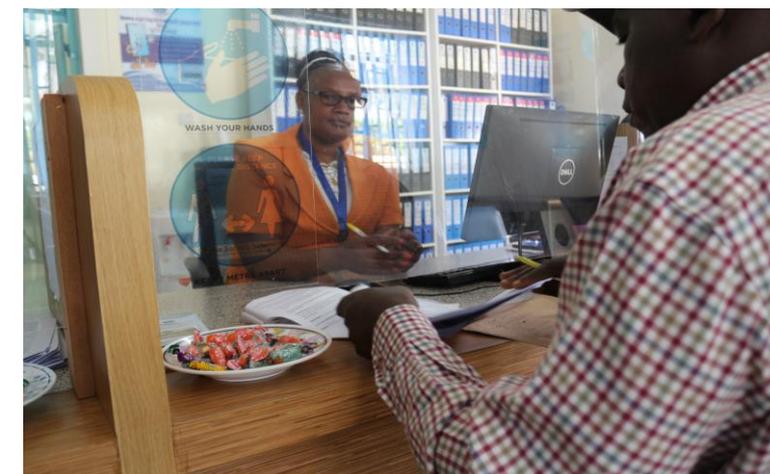
In the words of Michael LeBeouf. "A Company's greatest assets are its customers"

We celebrated our customers on this Year's Customer service week that was marked from 3<sup>rd</sup> to 7<sup>th</sup> October 2022.

Thank you for being our esteemed Customer.

We endeavor to continue delivering quality water, sanitation and allied services to our customers all year round.

## Happy Customer Service Week 2022



## Kenyatta Road Street: A Step Cleaner

Customer Service Week culminated in NYEWASCO and County Government of Nyeri representatives joining hands for a Town cleanup drive in Nyeri Town on 7th October 2022.

Addressing the staff before the commencement of the exercise, the Chief Managers Technical and Commercial Services reiterated the company's commitment on the environment conservation and management, and the timely need for each one of us to become responsible members of the community by maintaining sustainable waste practices such as recycling, reusing and reducing waste as much as possible.

**Maintaining a clean environment is a human responsibility.**



# INTERVISTA/

## Interview: Charles Waigera



### **Fun Facts About Mr. Waigera**

**Name:** Charles Mwangi Waigera

**County:** Nyeri County

**Place of Birth:** Mukurwe-ini

**Status:** Married to One Wife and Three Beautiful Daughters

**Department:** Commercial Services

**Favorite Meal:** Kikuyu Traditional Cuisines. Ngwachi takes it



**Choose One**

**Facebook or Instagram:** Facebook

**Extrovert or Introvert:** Extrovert

**Outgoing or Conservative:**

Conservative



**Passion:** Church Outreach Activities

**Party Shot**

Don't Accept to grow old, take every day with more passion, positivity and energy that wasn't previously experienced.

Every day has a share of its blessings. Claim

### **FUN FACTS ABOUT PENGUINS**



male penguins gift female penguins with rocks in order to woo them

# **INTERVISTA/** **Interview: Mwangi** **Waigera**



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

I applied for a casual worker in the Municipal Council 36 years ago. As the company got incorporated in 1997, we were absorbed and it's been 25 years of serving the great people of Nyeri under Nyeri Water and Sanitation Company Limited.

## **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 finished my studies at Kimathi Institute where I acquired skills in plumbing, I got my first contract as a casual worker in The Ministry of Water in 1984. I later applied for a job in the Municipal Council in 1986. The water Department was later expanded and incorporated as an independent Company.

The organization of work and coordination of staff at Nyewasco is indeed something that stands out from the previous experience. Back then working as a casual at the Municipal Council we would leave work anytime we felt like. Availability of tools of work and resources, goal-oriented leaders and motivated staff are just a few among the many boxes that cuts the mustard in favor of Nyewasco.

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

Any day of offering satisfying services to our customers is a fulfilling day.

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

Working on the Metering section as a Supervisor, we offer new connection services to customers. Increasing the customer base is something to take pride in since it ensures that there is a future for our company. Without the customers we wouldn't be where we are and as I had mentioned, meeting our customers needs is a benevolent endeavor.

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

When not at work I spend time in my farm. I help my wife with the farm since we do irrigation and also dairy farming.

## **Who inspires you**

I am highly motivated by my neighbor Mr. Kiugi. Since he retired as a teacher, he resulted to farming which has earned him more than he made in the teaching practice. He is a self-driven man who values hard work, commitment and love for God. It is something I admire.

## **As you exit, what would be your piece of advice to young people in the age bracket of millennials and generation Z regarding work and employment**

Patience pays. It is something that is unpopular with our young people but when you look and people who persevered tough environment you would notice that things turn out well for them. Rome was not built in a day and so is a career and experience.

**Reduce expectations and start right where you are.**

# Fun & Games



## SUDOKU PUZZLE

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

## Yummy Recipe: Banana Muffins



### Ingredients

- 250g self-rising flour
- 1 tsp baking powder
- ½ tsp bicarbonate of soda
- 110g caster sugar
- 75g butter, melted
- 1 tsp vanilla extract
- 2 eggs
- 2 large ripe bananas, mashed
- 125ml butter milk (or add 1 tsp of lemon juice to milk and leave for 20 mins)
- 50g pecans, chopped, plus extra to decorate (optional)

### Method

1. Heat the oven to 190C/170C Fan/gas 5. Line a 12-hole muffin tin with paper cases. Sift together the flour, baking powder, bicarbonate of soda and caster sugar with a big pinch of salt. In a separate bowl mix the melted butter, vanilla extract, eggs, mashed bananas and buttermilk.
2. Make a well in the center of the dry ingredients and pour the wet ingredients in. Roughly mix together with a fork, being careful not to over-mix. Scatter in the chopped pecans, if using, then spoon the mixture into the muffin cases. Top with pecan halves, then bake for 20-25 mins, until golden brown. Cool on a wire rack.

## Word Puzzle

### Fruit

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

ACEROLA  
APRICOT  
CHERRY  
CURRANT  
DATE  
DURIAN  
FEIJOA  
FIG  
GUAVA  
HONEYDEW

JUJUBE  
KIWI  
LONGAN  
LOQUAT  
LYCHEE  
MANDARIN  
MANGO  
MELON  
MULBERRY  
PEACH

PLANTAIN  
PLUM  
POMELO  
QUINCE  
SAPOTE  
SOURSOP  
TAMARIND  
TANGELO  
UGLI  
YUZU

## 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

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**PAYBILL NO. 968800**

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YOU CAN ALSO PAY YOUR BILL VIA



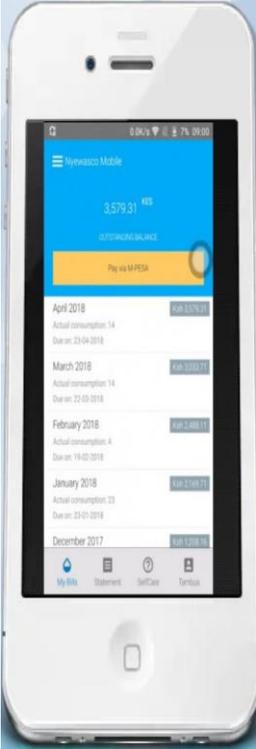
A/C NO 0110261003593



A/C NO 6652000567



A/C 055000043395

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

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

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

GET IT ON Google Play

**CONNECT WITH US**





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

@nyewasco

@nyeri\_water

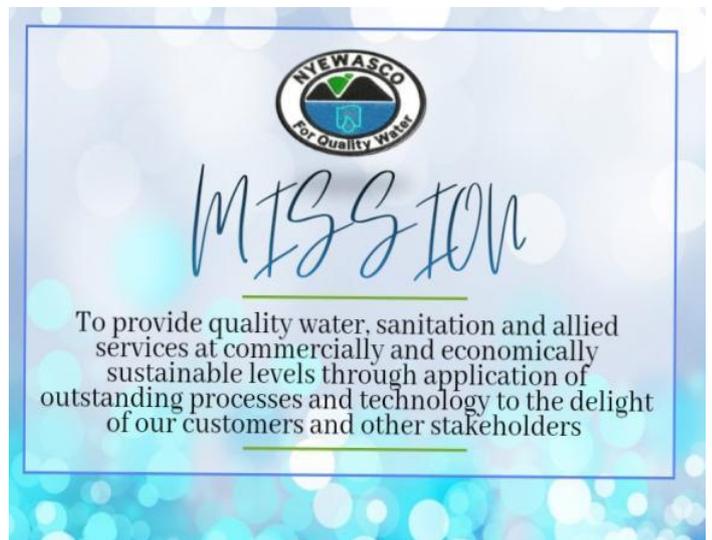
**NYEWASCO NEW PRICE LIST FOR PRODUCTS & SERVICES WITH EFFECT FROM 01/07/ 2020.**

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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