

WATSAN FOCUS

A Publication by Nyeri Water and Sanitation Company

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17025:2017
Accredited



@waternyeri



@Nyeri_water

Nyeri Water and Sanitation Company



Our Vision

To be a world class water and sanitation services provider.

www.nyewasco.co.ke

WhatsApp, Facebook, Twitter, Email icons



Our Mission

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.

www.nyewasco.co.ke

WhatsApp, Facebook, Twitter, Email icons



Provision of Quality Water and Sanitation Services

Strategic Objectives

1. Maintain a sound Governance
2. Strengthen Financial Health of NYEWASCO
3. Strengthen Service Delivery through employment of appropriate Technology
4. Enhance provision of water and sanitation service delivery among LIA residents and other consumers
5. Strengthen Institutional Human Resource Capacity
6. Engender Environmental consciousness and initiatives among stakeholders
7. Build and strengthen partnerships and Collaborations with Key stakeholders



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968800

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A/C NO 0662000967

National Bank
A/C NO 010200431988012

FamilyBank
A/C NO 05500042395

EQUITY
A/C NO 0110261003593

TOLLFREE NO: 0800721095

nyewasco | Nyeri water
Email: info@nyewasco.co.ke
Web: nyewasco.co.ke



Nyeri Water and Sanitation Services Company Limited

VISION
A World Class Water and Sanitation Services Provider

MISSION
To provide quality water, sewerage and allied services at commercially and environmentally sustainable levels through application of outstanding processes and technology to the delight of our customers and other stakeholders.

CORE VALUES

- Customer focus
- Ownership
- Environmental consciousness
- Continuous improvement
- Teamwork and efficiency
- Corporate social responsibility

Nyewascho

REACH US ON OUR HOTLINE: 0734 732 481/ 0714 430 000

TOLL-FREE NUMBER: 0800721095



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Management Day Out: Nyeri Water Facilities Inspection

Nyeri Water and Sanitation Company Limited Senior management team led by the Managing Director, Eng. Peter G. Kahuthu embarked on a routine facilities inspection exercise on 22nd February, 2023. This tour was aimed at inducting the newest member of staff, CPA Rose Gitahi, Chief Manager, Finance and Corporate Services who came in to the company during the month. It was also aimed at ensuring that the various Company stations and ongoing Company projects are operating optimally in a bid to provide quality water and sanitation services to our customers. The team began the day by visiting Kamakwa Water Treatment works, then to the Tetu tank, to Ihwa intake, to Nyeri Hill where the team inspected the constructed 1,000m³ Ground Level High Tensile Steel Water Tank, to Mathari twin tanks, pump house and generator room, King'ong'o Sewer pumping station, Kiganjo Sewer pumping station, Mt.Kenya Tank & pump house, Gatei Sewer ponds and Gatiko Water Tank.



Top: At Tetu Storage Water Tank. A newly developed 250 cubic meter infrastructure that 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.

Left: We drink straight from the tap: The Senior Management team toasting a glass of water from our water



NYEWASCO: A Centre for International Benchmarking

A team from Jubaland State of Somalia visited on 21st and 22nd of February, 2023. The team comprised of staff from Jubaland Water Agency (JUWA), Jubaland State Ministry of Energy & Water Resources and GIZ Urban Food Security Project (UFSUP). The objective of the visit was to learn the processes for water service provision with a focus on water quality management and laboratory process.



Paul Michuki, the Officer Incharge of Water Production and Climate Change, leading the benchmark tour and explaining the water treatment process at Kamakwa Water Treatment Works.



Quality Assurance Officer, Mohammed Yunis (extreme right), with the team during the benchmark visit. Mohammed took the team through the laboratory processes.

Strengthening Partnerships: WSTF Visit and UBSUP Project Inspection

Water Sector Trust Fund team paid a courtesy visit to Nyeri Water and Sanitation Company Limited on the 17th of February, 2023 on a follow up mission on the Output Based Aid (OBA) and Upscaling Basic Sanitation for the Urban Poor (UBSUP), projects that they had supported the company in 2020 to 2021. Through the UBSUP project, a total of 204 toilets were constructed in Witemere area, a Low Income Area within Nyeri, which improved sanitation for more than 2,000 people. Under OBA, more than 2,000 customers benefited from the project after being connected to the company sewer network. The objective of their visit was to follow up on whether the beneficiaries were still enjoying the output from these projects. The team from WSTF, commended NYEWASCO for the successful implementation and monitoring of both projects. The residents also extended their appreciation to the partners for their commitment on improving their sanitation standards that has positively impacted their livelihoods by improving their living standards



Both teams from WSTF and NYEWASCO visiting the beneficiaries of the projects during the site visits.



DANCO Capital Pays NYEWASCO a Courtesy Call

Nyeri Water and Sanitation Company Limited Chief Managers received a team from Danco Capital Limited on the 9th of February, 2023. Investments on our Water Infrastructure and Technology is vital in ensuring a round the clock water supply and minimum water losses. The team held deliberations with teams from the Technical, Commercial and Finance & Corporate Services divisions, led by the Chief Managers in charge of the various divisions, Eng. James N. Ngunjiri, CPA Francis K. Kiura and CPA Rose Gitahi respectively. Danco Capital pledged its commitment on delivering the Automated Meter Reading (AMR) pilot project and creating partnerships that provide long term and sustainable solutions that reduce non-revenue water (NRW) through innovations in pressure management, electromagnetic water meters with automated meter



NYEWASCO team led by the Chief Managers: Eng. James Ngunjiri, CPA Francis Kiura and CPA Rose Gitahi on a consultative session with Danco Capital Limited representatives.

DANCO Capital is a leading manufacturer of HDPE, PPR and DWC Pipes and distributors of AVK valves, smart metering technology.



Special Feature: Insight on our Non-Revenue Water Management

February, 2023 NRW: 13.6%

NRW Moving Average: 18.0%

Not only has Nyeri water risen to be a top Large Utility in water and sanitation service delivery for 14 years, it has also achieved the international benchmark for non-revenue water management that has maintained an affordable water tariff to our consumers and set us forward on our mission to provide uninterrupted water supply to our customers on a round the clock basis. Non-Revenue Water is the difference between the water that is released from the production treatment at Kamakwa and the amount of water captured on the customer meters. It includes two components that is Physical which includes water leaks and Commercial water losses resulting from errors on customer meters, illegal connections, over registration and deregistration of customer meters.

As a top utility in Non-Revenue Water Management nationally, Nyeri Water and Sanitation Company Limited has greatly invested on the NRW management both in resource capacity and expertise from Technical to Commercial departments who address these water loss avenues through servicing customer meters, meter calibrations, meter replacement, monitoring large consumer meters, leak detection using the leak detections equipment and testing meter accuracy.

The topographical challenge that subjects our water supply network to underground leaks and bursts due to pressures has been intervened through installation of high pressure reducing valves in the sub zones as well as break pressure tanks located at Ngangarithi and Outspan areas. Customers can also report bursts, leakages and illegal connections to our emergency response team through the toll-free number 0800721095.

“Even as we continue to expand our water connection to our fast-growing customer network, with the support from the management and collective effort from the staff at large, NYEWASCO remains keen on actively addressing the NRW by controlling physical losses, ensuring customer meter accuracy and making all efforts to keep the number of illegal connections within limits.” Grace Kuria, Officer in charge of NRW department.



NYEWASCO NRW technical team Conducting a leak detection exercise and customer meter replacement

INTERVISTA/ Interview: Grace Kuria



How long have you worked at Nyewasco

I have worked at NYEWASCO for nine 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

NYEWASCO has given me a rare opportunity to grow my passion and be on the frontline in approaching challenges that threaten achieving our mission of providing reliable quality water to our customers in the non-revenue water department. In my experience, having started as a water technician I have grown my networks and this is from joining Women in Water and Sanitation (WIWAS) membership to being appointed as the Water Utilities Representative official.

What are the happiest moments you have experienced in NYEWASCO

As a team leader I always look forward to solving a problem. Coming up with strategies to identify and address water loss challenges on our network really motivates me. I love to feel challenged, each day brings with itself new challenges and finding solutions to them comes with a lot of satisfaction.

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

I report to work at 7 a.m. where I take a few minutes for self-reflection. Immediately I get into developing the day's work plan and set the goals for the rest of the team. As much as we are saying that we have different ways of addressing different cases at the NRW department, the implementation of leak detection strategies is constant. From conducting flow analysis to assigning teams to high priority areas and basically providing oversight throughout the whole exercise.

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

I enjoy reading, dancing and travelling.

Who inspires you

God and my dad are my number one inspiration. There are values that my dad instilled in me that have greatly influenced how I approach my everyday life.

Fun Facts About Grace

Name: Grace Wangui Kuria

County: Nyeri County

Place of Birth: Kiambu

Status: Married

Department: NRW

Favorite Meal: Ugali and Fish

Choose One

Facebook or Instagram: Facebook

Extrovert or Introvert: Ambivert

Outgoing or Conservative: Outgoing

Passion: Dancing, Reading & Travelling

Party Shot

Patience pays



Fun & Games

SUDOKU PUZZLE

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



NYERI WATER AND SANITATION COMPANY LIMITED.

COMPANY ANTHEM

By John K. Chege

Ewe Mungu twakuomba uilinde, na utunze kampuni yetu
NYEWASCO. Ili tuweze kuwatumikia vyema, wananchi wote wa gatuzi letu.

Chorus.

Huduma njema, kwa mwanachi, kwa uwazi pia uwajibikaji, tuzingatie usawa kwa kila mteja, tuboreshe ufanisi wetu sote.

Twajivunia sote kwa huduma bora, ubunifu wetu wa teknolojia. Manyumbani wanapata maji safi, na wateja wetu wanafurahia.

Mazingira safi twayazingatia, uhifadhi Mazingira twadumisha, ukusanyaji maji taka 'meboreshwa, sisi sote pia tunajivunia.

Sisi wafanyikazi wote wa **NYEWASCO**, twazingatia taaluma iliyo bora, twakumbatia ubunifu na umoja, tueneze ufanisi wetu sote.

Name: _____ Date: _____

Find all of the Earth Day related words from the list below. The words can be up, down, forward, backward, or diagonal.

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

AIR	ENVIRONMENT	OCEAN	RESOURCES
APRIL	EXTINCTION	OZONE	REUSE
CLEAN	FOREST	PEOPLE	SMOG
CLIMATE	GLOBAL	PLANET	TRASH
COMPOST	LAND	POLLUTION	TREES
CONSERVATION	LETTER	RECYCLE	WASTE
ENERGY	NATURE	REDUCE	WATER

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SUDOKU PUZZLE: LAST MONTH'S SOLUTION

1	5	6	2	3	9	7	8	4
7	4	3	8	5	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	8	7	8	2	3	5
2	9	8	3	6	5	4	1	7
4	8	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 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@waternyeri
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.



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	Butt 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



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



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For more information
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