



WATSAN FOCUS

A Publication by Nyeri Water and Sanitation Company Limited

MARCH 2023 Issue



Provision of Quality Water and Sanitation Services

WORLD WATER DAY

March 22, 2023

#accereatingchange

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Nyeri Water and Sanitation Company Limited (NYEWASCO) Off Kenyatta Road, Behind Nyeri County Fire Offices, P.O. Box 1520-10100 Nyeri Kenya Toll Free Number: 0800721095, Cell Phone: 0714430000/ 0722-461359/0734-732481 Email info@nyewasco.co.ke, Website www.nyewasco.co.ke

Nyeri Water and Sanitation Company



Our Vision

To be a world class water and sanitation services provider.

www.nyewasco.co.ke




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




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

Core Values

Professionalism	Customer Centric	Integrity
Innovativeness		Responsiveness
Teamwork		Result Oriented

+0734 732 481/
0714 430 000
www.nyewasco.co.ke



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

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World Water Day: NYEWASCO Customer Open Day

World Water Day is an annual event celebrated on March 22nd to highlight the importance of freshwater and advocate for the sustainable management of freshwater resources. It was first proposed at the 1992 United Nations Conference on Environment and Development (UNCED) in Rio de Janeiro, Brazil, and later designated by the United Nations General Assembly in 1993.

The first World Water Day was celebrated on March 22nd, 1993, and since then, it has been celebrated every year with a different theme. This year's theme was 'Accelerating change in solving water and sanitation crisis'. The date is also set by the company as NYEWASCO Customer Open Day. This year the Company treated her customers to a tour visit at Kamakwa Water Treatment Works and Kangemi Sewerage Treatment plant in a bid to sensitize the customers on water and sewage treatment processes.

Addressing the customers, the Managing Director, Eng. Peter Kahuthu urged the residents to be conscious of the various water management practices as well assist the company in protection of critical infrastructure such as reporting bursts and illegal connections and taking action in our own personal lives in the way we use, consume and manage water.

The MD, also outlined the strategic measures that the company is putting in place to address the effects of climate change, including supporting the government initiative of planting 15 billion trees by 2032 through participating in various tree growing activities, so as to ensure sustainability of our water resources.



NYEWASCO Managing Director Eng. Peter Kahuthu addressing the media during the 2023 World Water Day celebrations. Onlooking is the Chief Manager Technical



TOP: Officer in charge of Sanitation Services, George Kamunya taking customers through waste water treatment processes at Kangemi Treatment Works.



Left, Commercial Services team led by their Head of Division, (Centre) the Chief Manager Commercial Services, CPA Francis K. Kiura on Customer Open Day on 22.3.23. The team ensures that our customers have a positive and memorable experience with the company

A Little Play: NYEWASCO Team Building (March 24th-25th, 31st March- 1st April 2023)

In reference to the current strategic objective number 5 of the current strategic plan: on strengthening institutional human resource capacity the staff were engaged in Team building activities during the month. The staff were attended the team building in 2 groups (March 24th-25th and 31st March- 1st April 2023), leaving no one behind. This ensured that all staff got to enjoy and relax for two days away from the normal working environment. The exercise took place at Nokras Riverine Hotel and Spa Sagana. The team engaged in fun activities, which led to bonding sessions and strengthening team work among the staff. During the team building activities, the staff were also trained on work life balance, stress management and financial health.



NYEWASCO Staff Meeting

Nyeri Water and Sanitation Company held a monthly staff meeting on 20th March 2023 to update the staff on the all-divisional progress, Union, Welfare and Sacco engagements. Members of staff were sensitized on job evaluation process, which is a requirement by Salaries and Remuneration Commission. The MD stressed on the importance of the process and how it impacts on the staff morale and performance. Later on, the supervisors were engaged and trained on the entire process. The process is ongoing.



Staff Training

In a bid to harmonize and review staff duties and responsibilities in regard to Salaries and Remuneration Commission requirements for all Water Service Providers, the Company held a staff training session on 20th March, 2023.

The Human Resource and Administration department rolled out this training which was aimed at equipping supervisors and ultimately all staff across all departments with the SRC new requirements and job evaluation process.



Project Implementation and Management

During the month, Nyeri Water and Sanitation Company Limited members of the Project Implementation Committee embarked on projects inspection exercise to assess the progress made by contractors.

Drawn from various departments, the team is charged with monitoring the progress of contractors in meeting merits as agreed upon before handing over projects.

Among the projects visited and which are 98% completed, include the elevated Tetu tank, Kamakwa dosing room, Mathari twin tank generator room and Mt Kenya generator room.

Led by the Chief Managers, Technical and Commercial Services, the team was impressed by the timely progress made on these projects. The committee also noted on areas of improvements which the contractors agreed to deliver on time. Upon completion, these infrastructural developments will boost water supply and water pumping in a bid to achieve water connectivity and 24-hour clock uninterrupted water supply.



CORPORATE SOCIAL RESPONSIBILITY (CSR)



In celebration of the life and times of Mzee Francis Githinji, one of Nyeri's patriarch, Nyeri Water and Sanitation Company through its Corporate Social Responsibility donated 2,000 bottles of water towards his sendoff Ceremony. The water was bottled directly from the tap within the company.

Center for Benchmark: NAWASSCO Visit at Nyeri Water.

Nyeri Water and Sanitation Company Limited on 23rd March 2023 hosted a team from Nakuru Water and Sanitation Services Company Limited (NAWASSCO). They were received by the Chief Manager Commercial Services, CPA Francis K. Kiura. The team comprised of staff from the commercial and technical departments and was in quest to learn on non-revenue water management, debt collection and meter reading. NAWASSCO team lauded NYEWASCO for being rated the best company in NRW management nationally. They were further impressed by efforts put in place to ensure customers enjoy quality, clean and safe uninterrupted water supply. The two teams had fruitful engagements and exchanged notes in matters billing, meter reading, debt collection and NRW management.



Engagement of NYEWASCO Young Water Professionals with Rotaract Club Nyeri

On 22nd March 2023 NYEWASCO Young Water Professionals engaged with members of Rotaract Club Nyeri on an educative talk on Water and Sanitation. Rotaract club is a club that brings people ages 18 and older to exchange ideas with leaders in the community, develop leadership and professional skills, and have fun through community service. The club had made a request to the company since their theme for the month was, 'Water Sanitation and Hygiene'.

The YWP chair, Brian Karanja, who led the NYEWASCO team, expounded on NYEWASCO's vision, mission and mandate in provision of quality water and sanitation services. The two teams explored on areas of mutual benefit by creating awareness among the youth on conservation of scarce resources.

The club also expressed their interest and commitment in collaborating with NYEWASCO on areas that positively impact the community around us on their mission to changing communities through action and voluntary service.



World Engineering Day: Innovation for More Resilient World

This year's world engineering day was marked on 4th March. NYEWASCO team was led by director representing Institutional Consumers, Eng Hannah N. Kamau. Our team joined hands with the Institution of Engineers of Kenya-Central Kenya Branch, Tana Water Works Development Agency and Dedan Kimathi University of Technology to plant trees at Nyeri Hill to mark this day. More than 500 trees were planted in response to climate change.



Conservation Partnerships: Chania River Stakeholders Meeting

NYEWASCO in collaboration with Aberdare Conservation Action Group (ACAG) hosted the second Chania River stakeholders meeting on 8th March 2023. Chania River is an organization that consists of various stakeholders drawn from various organizations within the catchment areas and environmental champions, who advocate for conservation of the natural sources of water, in particular Chania River. The meeting was to strategize mitigations of climate change on conservation of river Chania, Aberdare catchment, catchment degradation and human impacts. The meeting was graced by the CECM, department of Water, Irrigation, Environment and Climate Change, Mr. Fredrick Kinyua who impressed on the county's commitment to conservation of natural resources. He noted the urgent need for a responsive strategy to act on adverse climate change, whose threats have been felt not only locally but also globally. With guidance by the coordinator, Dr. J.N Ndogoni the stakeholders' deliberated on transformational conversation methods and attitude on environment. The meeting resolved to involve the community in protection of Chania River through sensitizations.



Nyeri Water and Sanitation Company

In Support of Men's Health and Wellness: Free Male Medical Camp

Nyeri water and Sanitation Company Limited joined the County Government of Nyeri and other stakeholder's in launching the first ever men's health program at DEB Muslim Primary School. This exercise that was aimed at educating and creating awareness on men's health and mobilizing effort in support of better health seeking behavior among men. The Company joined other well-wishers in sponsoring the event.

Speaking during the drive, Nyeri County Governor, HE Mwalimu Mutahi Kahiga lauded the efforts by made by stakeholders for their contribution and planning in support of an important conversation on the vital theme: 'Men's Health Matters', in all its manifestations.



Partnerships: Malthe Winje/Scan Water Company Kenya



On 7th March 2023 a team from Malthe Winje Scan Water Company- a supplier to the water and wastewater, led by the MD Africa, Kjartan Stigen paid a courtesy call to NYEWASCO. The team was received by the MD, Eng. Peter G. Kahuthu. The two teams had insightful discussions on areas of partnerships in Sanitation. Later on, they visited Kangemi Treatment plant to get an insight on our waste water treatment processes.

Happening in the World of Water and Sanitation:

Tana Water Works Development Agency

In celebration of the 31st World Water Day, Tana Water Works Development Agency led by the Chairperson, Mr. James Wanyaga and CEO ENG. Philip Gichuki joined the principal Secretary in the Ministry of Water and Sanitation DR. Kipronoh Rono in commissioning a borehole to benefit the Lodokejek Primary and Secondary School in Samburu County.



In its objective to achieve access to water from 57.8% to 90%, Tana Water Works Development Agency is committed to implementing over 20 water projects and 100 boreholes in order to speed up the change in the water and sanitation crises.

There are ongoing plans between Tana Water Works Development Agency, National and County Government and Nyeri Water and Sanitation Company Limited in the construction of Muhoya Dam that will seek to increase water connectivity and extension.

Source: @tanawwda Twitter.

Ministry of Water, Irrigation and Sanitation UN Address

The Cabinet Secretary Ministry of Water, Irrigation and Sanitation Hon. Alice Wahome made her inaugural statement at the inaugural statement at the UN General Assembly in New York during the UN 2023 Water conference, highlighting the Government of Kenya position, objectives for action to achieve Water for sustainable development.

She also reiterated her commitment to #Water and #SanitationForAll by Strengthening the sector monitoring and reporting framework, Supporting the Countrywide scale up of WASH services and Strengthening sector coordination for improved governance.

Source: @minwater_sani Twitter



Hon. Alice Wahome also addressed a high-level side event @UNWaterConference organized by @UNICEF to discuss Joint action for humanitarian and development collective outcomes to accelerate SDG 6.

News & Briefs: Games and Sports

“This year`s WASCO games shall be hosted by Narok Water Sewerage and Services Company Limited in collaboration with the County Government of Narok in the month of August, 2023. NYEWASCO Team, which emerged second overall in the 11th edition games held in Kisumu in April last year, shall be participating in all our traditional disciplines.

In the spirit of leaving no one behind, the teams are expected to recruit and encourage as many willing participants as possible so as to strengthen our teams during the selection exercise. With barely four months to the games, preparations should start in earnest. For those willing to join or change their discipline, kindly contact the Team Officials, Patrons or Team Captains.

Teams’ selection shall be conducted competitively at least two months to the competition through the guidance of the Management.”

Paul Michuki & Jane Kago

NYEWASCO Team Manager and Assistant Team Manager Sports

News & Briefs: Sacco

“NYEWASCO Sacco Society Limited on our mission, to promote and sustain the growth of the Sacco through affordable, efficient and sustainable services to the members while ensuring that their savings are well secured. We invite Nyewasco staff (Permanent, Contract and casual Staff) to sign up for Sacco membership. To join the Sacco, one needs to;

1. Complete Membership Application Form(ksh.100)
2. Copy of Kenyan National Identity Card
3. Registration fee (ksh.500)
4. Fill a nominee card (ksh.100)

For more information and product details visit us at NYEWASCO Head Office”.

Stephen Kibaki- Secretary- NYEWASCO Sacco

News & Briefs: Welfare

“The main objective of the NYEWASCO Welfare group is to assist members in their time of need. In that line, 12 cases were addressed successfully in March 2023. 9 were medical cases, 2 for New Born babies and unfortunately, 1 was a demise case. Nyewasco Welfare Group Committee management appreciates the support accorded across all quarters.”

John Kihanya,

Secretary Welfare.

INTERVISTA/

Interview: Daniel Kuria



How long have you worked at NYEWASCO?

I joined Nyeri water as a casual worker in 2007 until 2018 when my terms improved to a six-month contract. Our terms improved further when we were converted to a two-year contract renewable subject to performance in 2021, this was a game changer as it gave us a sense of belonging.

I have been working in the Commercial Division in the Debt Collection Unit.

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

After completing my plumbing course at Nyeri National polytechnic in 2003, I became a freelance plumber where I would depend on newly constructed building for plumbing works. Most times I would go for days without any referrals. The uncertainty nature of my job back then cannot possibly be compared to my experience here at NYEWASCO. Besides job security, NYEWASCO has ensured availability of tools of work and proper work plan has highly influenced my experience positively.

What are the happiest moments you have experienced in NYEWASCO?

Being a staff at Nyeri water has always been a thrilling moment for me. But I would say getting my two-year contract came with a new experience of happiness and recognition.

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

I report to work at 7:45 a.m., get my work plan approved by my supervisor. I normally manage debt collection in zones 9 (Nyeri town) and 17 (Kangemi area).

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

I enjoy playing chess, farming and travelling.

Who inspires you

There is something my late dad would say, "the good and the bad that we do will finally make their way back to us" a motivation that directs my life in all the responsibilities, and decisions that I make.

Later on in life I have found inspiration from other people especially in my career, starting from my old friend Lawrence Kahinga, a former water and sewerage superintendent here at NYEWASCO and my plumbing lecturer at Nyeri National polytechnic Mr. Patrick Mwangi. They both inspired my career in plumbing.

Fun Facts About Daniel

Name: Daniel Kuria Gatiki (Mr. White)

County: Nyeri County

Place of Birth: Tetu Sub County

Status: Married with 3 sons

Department: Commercial (Debt Collection)

Favorite Meal: Githeri

Choose One

Facebook or Instagram: Facebook

Extrovert or Introvert: Introvert

Outgoing or Conservative:

Conservative

Passion: Chess, Farming & Travelling

Inspiration Quote

Patience pays, stay humble



birthday!

*HAPPY BIRTHDAY
MARCH BABIES*

John Muthee

Anthony Mwangi

David Maina

Evangeline Kabura

Kevin Kimiti

William Waweru

Patrick Mwangi

James Wanjohi

Martin Wanjau

David Gichohi

David Wamwega

Peter Gichohi

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	Eco-Friendly Manure	Tonne	500
10	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

VIDEO & PHOTO SHOOT FOR EVENTS

GROUNDS AT NYEWASCO KANGEMI, NYERI

Grounds at Nyewasco Kangemi
The ultimate Wedding, Birthday, Anniversary and Music Video shoot venue.



Photo session / Video shooting 3,000/- PER SESSION.

For more information
 ☎ 0714 430 000, 0734 732 481 ✉ info@nyewasco.co.ke
 @water_nyeri @nyewasco
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YOU CAN NOW PAY YOUR WATER BILLS VIA MPESA PAYBILL.

PAYBILL NO. 968800

You can also pay your bills via

A/C NO:	A/C NO:	A/C NO:	A/C NO:
0110261003593	01020043198800	01148667897100	055000043395

☎ 0714430000
0734732481

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