



# WATSAN FOCUS

Exploring Exciting Highlights!!

3<sup>rd</sup> Quarter Newsletter

2024/25 Issue



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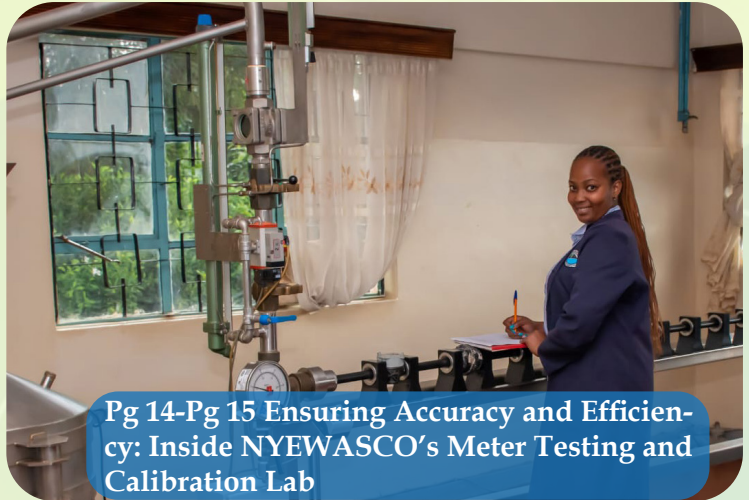
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### **Pg 13** NYEWASCO's Tree Planting Initiative at Zaina Forest

In alignment with our commitment to environmental conservation, NYEWASCO successfully conducted a tree-growing exercise at Zaina Forest on March 21, 2025. This event was held in commemoration of both World Forest Day and World Water Day



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# Message from the Managing Director



*Eng Peter G Kahuthu*

Dear Colleagues,

As we reflect on the achievements of the third quarter and year to date, I take this moment to express my deepest gratitude to each one of us for the dedication, resilience, and commitment to our shared mission. Our hard work and unwavering support have been instrumental in driving our Company forward. Every achievement we have realized is a testament to the collective effort of our stakeholders, and partners who continue to believe in our vision.

The third quarter has been marked by both achievements and challenges. We, unfortunately, lost one of our own, Anthony Nderitu, a colleague whose contributions to our Organization will always be remembered with deep appreciation. His dedication and commitment to the Company left a lasting impact, and we honor his memory with gratitude. May his soul continue resting in eternal peace.

Despite the major rise in theft and vandalism of water and sewerage installations, we have remained steadfast in our commitment to service excellence, sustainability, and innovation. Through the vandalism awareness campaigns, we engaged the public to curb infrastructure destruction and protect our essential services. Protecting our infrastructure remains a key priority, and we shall

continue to work with stakeholders to safeguard the systems that ensure reliable service delivery.

Environmental conservation remains a central pillar of our corporate social responsibility. As part of our commitment to reforestation and sustainable environmental practices, we successfully carried out tree growing activities at Nyeri Hill and Zaina Forest. In the quarter, we grew more than 2,200 indigenous trees, reinforcing our commitment to planting 12,000 trees in 2025, in line with our Strategic Plan 2021/2022 - 2026/2027, Objective 6.5: Support environmental conservation. Our long-term goal is to contribute significantly to the restoration of forest cover and combat climate change. We deeply appreciate the collaborative efforts of our staff, partners, and community members who made these initiatives a success.

In partnership with the Tana Water Works Development Agency (TWWDA) and the County Government of Nyeri, NYEWASCO was handed 2 boreholes from Kieni TVET and Kahiraini Primary School, enhancing access to clean and reliable water. Access to clean water is not just a necessity but a fundamental human right, and we remain committed to ensuring that our customers benefit from safe and sustainable water sources. These projects reaffirm our commitment to improving livelihoods through innovative and sustainable water solutions.

NYEWASCO continues to stay focused on growth, service excellence, and environmental sustainability. We are committed to fostering a culture of innovation that ensures the highest standards of service delivery for our customers.

As we move forward, let us all continue to embrace unity of purpose, striving for excellence in everything we do. Together, we shall continue to make significant strides in transforming lives through improved water and sanitation services while upholding our responsibility to the environment.

Thank you all for your dedication, hard work, and support.

God bless NYEWASCO, and God bless us all.

Eng. Peter G. Kahuthu  
Managing Director



## Setting the Stage for a Prosperous 2025: NYEWASCO Holds 3rd Quarter General Corporate Meeting

NYEWASCO held its 3rd Quarter General Corporate Meeting on January 17, 2025, bringing together staff and management for an insightful session focused on organizational progress, motivation, and future growth.

The meeting commenced with a spiritual reflection led by Preacher Joseph Waturu, who emphasized the importance of embracing one's God-given identity and living with purpose. Drawing inspiration from Genesis 22:22-32, he encouraged staff to remain steadfast in their personal and professional journeys.

Thereafter, updates were presented from various desks, including Sports, Welfare, Sacco, Union, and Pensions, followed by comprehensive reports from departments and directorates. These updates highlighted



*Staff members during the 3rd quarter corporate meeting*

the company's progress and achievements over the past quarter, reaffirming our commitment to operational excellence and continuous improvement.

In his address, Managing Director, Eng. Peter Kahuthu, expressed his gratitude to the entire team for their hard work and dedication. He underscored the sig-

nificance of teamwork, innovation, and a customer-centric approach in maintaining the top position as one of the best in service delivery.

The session concluded with a motivational talk by renowned speaker Tony Wachira, who inspired employees to discover their purpose and leverage their unique strengths. He empha-

sized that a lasting legacy is not just about leaving something behind but instilling positive values within people. His powerful message, encapsulated in the call to "stay fired up and ready to go," left staff members energized and determined to reach new milestones.





## Management day out: NYEWASCO Leadership Embarks on Infrastructure Tour to Enhance Service Delivery



*Senior Management Led by MD. Eng Peter G. Kahuthu(L) during an inspection of the Kandara sewer extension project.*

The senior management team, led by MD Eng. Peter G. Kahuthu, embarked on an extensive field tour to inspect ongoing infrastructure projects aimed at improving water and sanitation services for residents. The visit underscored the company's commitment to ensuring the timely and successful implementation of key initiatives designed to enhance service efficiency, sustainability, and reliability.

Among the key projects inspected was the Kandara Sewer Extension Project, a transformative initiative that will expand sewer coverage in the area. Once completed, the project is expected to benefit hundreds of households, improving sanitation standards and reducing environmental pollution. The extension is part of the company's broader strategy to increase sewer connectivity and promote better wastewater management.

The team also visited the Nyeri Hill Tank and Mathari Twin Tank projects, which are crucial in strengthening water storage and distribution capacity. These facilities are designed to enhance supply consistency, especially in high-demand areas, ensuring that our customers receive a more

reliable water supply. Expanding water storage infrastructure is a key priority as the company works to meet the growing needs of Nyeri's population. Additionally, the management team inspected the construction of the Gatei Gate and the installation of gabions, two initiatives focused on environmental conservation and infrastructure protection. The gabions are being installed to prevent soil erosion and safeguard water supply structures from potential damage caused by natural elements. By incorporating sustainable practices into its projects, NYEWASCO aims to ensure long-term resilience and operational efficiency.

The tour provided the management team with firsthand insights into the progress of these projects and any challenges that may need to be addressed. Such inspections play a crucial role in maintaining high construction standards, meeting project timelines, and ensuring that resources are utilized effectively.

Through strategic investments and continuous project monitoring, the company is reinforcing its position as a leading provider of reliable and sustainable utility services.



## Planting for Tomorrow: NYEWASCO Launches Major Tree-Planting Drive to Restore Nyeri's Ecosystem

As part of our commitment to environmental conservation, NYEWASCO undertook a tree-planting exercise at Nyeri Hill, where we successfully planted 1,000 indigenous trees. This initiative is the first step in our goal to plant 12,000 trees in 2025, aligning with our Strategic Plan 2021/2022 – 2026/2027, objective 6.5: “Support Environment Conservation.”

The exercise was led by our Chief Manager of Technical Services, James Ngunjiri, and Chief Manager of Finance & Corporate Services, CPA Rose Gitahi, with the

support of our dedicated staff members. We recognize that trees play a crucial role in maintaining ecological balance, preventing soil erosion, and enhancing water retention, which directly impacts the sustainability of water resources in our service areas.

This initiative also contributes to the national tree-growing campaign, which aims to increase forest cover as a measure to combat climate change. By actively participating in reforestation efforts, we reaffirm our responsibility as an organization

that prioritizes sustainability and environmental stewardship. Such initiatives not only strengthen our corporate culture but also enhance our engagement with the local community in promoting sustainable practices. Moving forward, we will continue organizing similar exercises throughout the year to ensure we achieve our target of planting 12,000 trees.

At NYEWASCO, we remain steadfast in our mission to safeguard the environment and contribute to a greener, healthier future for generations to come.





## Bridging the Gap: NYEWASCO's Pro-Poor Division Transforms Water and Sanitation Access



*Board Member Esther N. Ndirangu (Director representing Pro-Poor at the Board level), MD Eng. Peter G. Kahuthu, Senior Officer Billing & Debt Collection John Wamathai and the Pro-poor Officer Rose Muchiri during the visit*

On February 7, 2025, NYEWASCO's Pro-Poor Division, led by Board Member Esther N. Ndirangu (Director representing Pro-Poor at the Board level), conducted a site visit to key water and sanitation initiatives aimed at improving access for unserved and underserved communities.

The team included Managing Director Eng. Peter Kahuthu, Senior Officer - Billing & Debt Collection John Wamathai, and the Pro-Poor team, who assessed ongoing efforts to enhance water supply and sanitation in vulnerable areas.

The team visited the Bondeni Chania Water Kiosk, a critical project that provides local residents with affordable and safe drinking water. This initiative ensures that clean water remains accessible to all, particularly those in low-income communities.

Additionally, they inspected the

UBSUP Toilets in Witemere and Ruring'u, a vital sanitation project designed to improve hygiene and overall living conditions in informal settlements. The initiative is part of NYEWASCO's commitment to fostering better public health and sanitation standards for all residents. Another key stop was the Whispers Park Sanitation Facility, an award-winning public toilet recognized for promoting cleanliness, dignity, and environmental sustainability in urban sanitation.

This facility serves as a model for safe and efficient public sanitation services within the county.

NYEWASCO remains steadfast in its mission to ensure equitable access to clean water and dignified sanitation for all. Through these initiatives, the company continues to make a tangible difference in the lives of the community, reinforcing its dedication to social and environmental responsibility.





## Water for All: NYEWASCO Engages Nyarugumu Residents on Upcoming Water Extensions



*Pro-poor Officer Rose Muchiri addressing Nyarugumu residents at the public baraza*

Nyarugumu residents are set to benefit from improved water supply following a successful Public Baraza organized by NYEWASCO on February 12, 2025. The meeting, held in collaboration with local administration, aimed to sensitize the community on planned water extensions and the connection process.

Led by Pro-Poor Officer, Rose Muchiri, the engagement provided a platform for residents to learn about the benefits of accessing clean and safe water. The session was also graced by Area Sub-Chief Abbey Wambui and Senior Chief Wambugu, who emphasized the importance of community participation in ensuring the success of the initiative.

Residents welcomed the project, acknowledging its potential to improve hygiene, health, and overall quality of life. Many expressed enthusiasm about the

opportunity to secure reliable water connections, citing the challenges they had previously faced due to limited access.

NYEWASCO remains committed to enhancing service delivery and expanding water coverage to more households. The company encourages all

eligible residents to take advantage of the upcoming extensions and apply for connections.

Through continued collaboration with stakeholders and the community, NYEWASCO reaffirms its mission to provide sustainable and high-quality water solutions for all.





## Securing Water Infrastructure: NYEWASCO Partners with Government to Combat Vandalism

Our Managing Director, Eng. Peter Kahuthu, held a strategic briefing meeting with the Deputy County Commissioner at his office to discuss collaborative measures to curb vandalism targeting critical water and sanitation infrastructure.

The discussions focused on how the national government, through the security committee, can provide support in addressing this challenge. Acts of vandalism on essential infrastructure—such as water meters, valves, pipes, and manhole covers not only disrupt service delivery but also result in financial losses, increased maintenance costs, and potential health risks due to water contamination.

We call upon all stakeholders, including government agencies, security teams, community leaders, and our customers, to actively

participate in safeguarding water and sanitation infrastructure. We urge the public to report any suspicious activities, raise awareness, and contribute to the protection of these vital resources.

With strengthened collaboration between NYEWASCO and the national government, we remain committed to ensuring uninterrupted and high-quality water services for the residents of Nyeri.



*MD, Eng. Peter Kahuthu and Security and Investigations Officer Michael Kimondo at a meeting with Deputy County Commissioner at his office*

## Expanding Sanitation, Strengthening Sustainability: Water.org & NYEWASCO Review AoD Program Progress

NYEWASCO hosted Fidelis Tamangani from Water.org on February 27, 2025, to review the progress of the Aid on Delivery (AoD) program and explore further areas of collaboration.

The AoD program, a grant initiative under the Results-Based Financing (RBF) model, focuses on extending sewer services to Kiamwathi, Ruring'u, Skuta, Misha, and the Thunguma corridor. Through this initiative, NYEWASCO is expanding access to proper sanitation while enhancing the financial sustainability of its operations.

The partnership with Water.org plays a critical role in ensuring that more communities

benefit from improved sanitation infrastructure. By extending sewer services to underserved areas, the initiative contributes to better public health, environmental conservation, and overall community well-being.

As the program progresses, NYEWASCO remains committed to enhancing sanitation access, reinforcing sustainable water management practices, and strengthening partnerships that drive long-term impact.





## Walking for Hope: NYEWASCO Steps Up for Palliative Care at Nyeri Hospice Charity Walk



*NYEWASCO Staff members at the Nyeri Hospice Charity Walk*

On March 15, 2025, NYEWASCO proudly joined hands with the community in the Nyeri Hospice 10km Charity Walk, reaffirming our commitment to social responsibility and community well-being. While our primary role is to provide clean water and efficient sanitation services, our dedication to serving the people of Nyeri extends far beyond pipes and taps. Through this walk, we demonstrated our unwavering support for healthcare initiatives that offer relief and comfort to those facing life-limiting illnesses.

The Nyeri Hospice Charity Walk is an annual event aimed at raising funds and awareness for palliative care services. The funds raised during this event help ensure that these essential services remain accessible to those in need, allowing them to receive compassionate care in their final stages of life.

Our participation in the walk was not just a corporate responsibility effort but a heartfelt contribution to a cause that

impacts many families in our community. We walked in solidarity with patients, caregivers, and other well-wishers, symbolizing our belief that no one should face illness alone.

Beyond our commitment to water and sanitation, NYEWASCO continues to champion various social initiatives, including environmental conservation, education programs, and public health awareness campaigns. Our vision is to be a driving force

for positive change, not just in infrastructure but in the quality of life for the people of Nyeri.

NYEWASCO remains steadfast in our mission serving the community not just through water and sanitation but through active participation in causes that uplift and sustain lives. The Nyeri Hospice Charity Walk was a step toward that goal, and we are proud to have walked for hope, for care, and for a better tomorrow.





## NYEWASCO's Commitment to Protecting Water Infrastructure – Highlights from GTN TV's Ime Ria Ruciini Interview



*Chief Manager Technical Services, James Ngunjiri during the Interview at GTN studios.*

In recent times, there has been a concerning increase in vandalism and theft targeting water and sewerage installations. Such acts not only disrupt essential services but also pose significant challenges to the community's well-being. At NYEWASCO, we are unwavering in our dedication to safeguarding our infrastructure and ensuring uninterrupted service delivery.

To address these pressing issues, our Chief Manager of Technical Services, James Ngunjiri, appeared on the popular GTN TV show Ime Ria Ruciini, hosted by Waithaka wa Kinyua, on March 20th. During this insightful interview, Ngunjiri discussed the escalating cases of vandalism and outlined key

measures being implemented to protect our critical installations.

Jame Ngunjiri highlighted NYEWASCO's proactive steps to combat vandalism, emphasizing the importance of enhanced surveillance through improved security measures, monitoring, and collaboration with law enforcement agencies. He also underscored the need for community involvement, encouraging residents to report suspicious activities and fostering a sense of collective responsibility in protecting water infrastructure. Additionally, he spoke about the enforcement of strict legal actions against perpetrators to deter future incidents.

The interview underscored the crucial role of public participation

in curbing vandalism. Ngunjiri urged citizens to remain vigilant and report any unauthorized activities near water and sewerage installations. He stressed that safeguarding these resources is a shared responsibility, essential for ensuring uninterrupted service delivery and a sustainable water future.

NYEWASCO remains committed to raising awareness and implementing effective solutions to protect water infrastructure. Stay informed by following our social media pages and joining the conversation on how we can collectively combat vandalism.

Together, we can secure our water systems for generations to come.



## Inside The Situation Room: MD Eng. Peter Kahuthu speaks on Water Efficiency and Sustainability



*MD, Eng Peter G. Kahuthu with Spice FM presenters*

On March 21, 2025, our Managing Director, Eng. Peter Kahuthu, had an insightful discussion on The Situation Room segment of Spice FM, addressing a critical topic: Efficiency in Water Resources Supply. The conversation, highlighted key strategies and challenges in ensuring sustainable water provision.

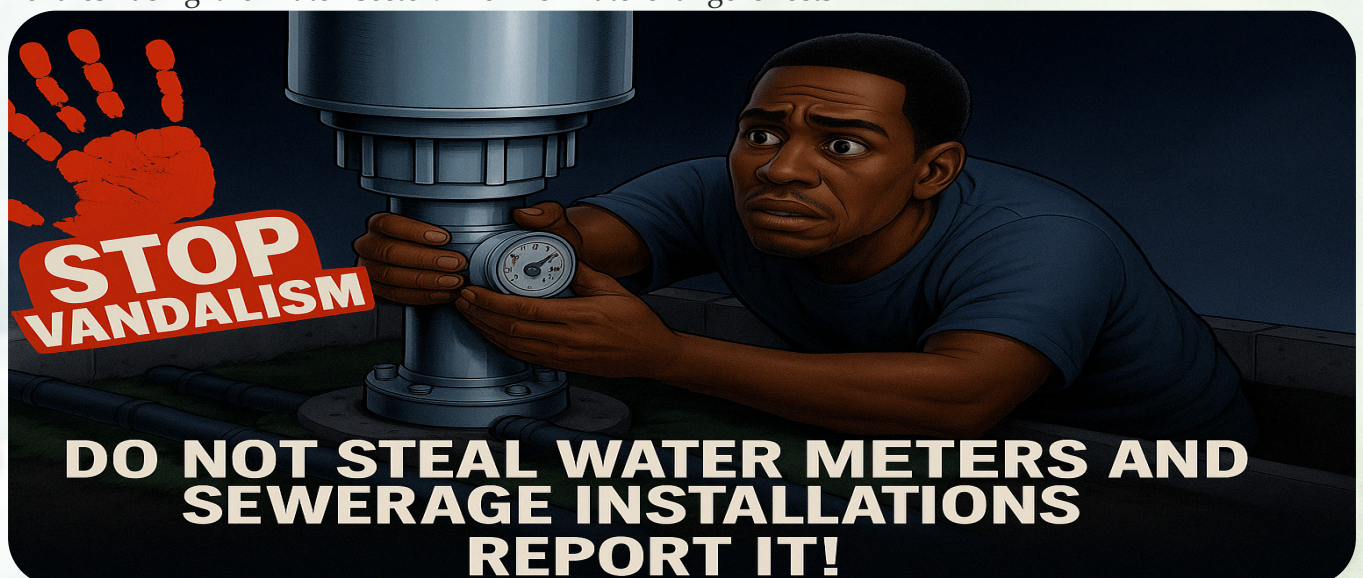
Eng. Kahuthu provided a comprehensive overview of the hurdles facing the water sector. From climate change effects

leading to unpredictable rainfall patterns to increasing demand due to urbanization, he emphasized the need for proactive measures to ensure reliable water supply. He also touched on the financial constraints that affect infrastructure expansion and maintenance.

He outlined several initiatives NYEWASCO has implemented to enhance efficiency in water distribution and conservation. These include advanced leak detection technology to minimize water loss, smart metering to enhance billing accuracy, community engagement to promote water conservation, and continuous infrastructure upgrades to meet growing demand while maintaining high-quality standards.

Eng. Kahuthu emphasized the importance of partnerships between the government, private sector, and the community in addressing water-related challenges. He called for more investment in water infrastructure, policy reforms, and innovative solutions to ensure that water remains accessible, affordable, and sustainable.

With concerted efforts and forward-thinking strategies, NYEWASCO remains committed to ensuring every drop counts for a better tomorrow.





## Growing Tomorrow, Today: NYEWASCO's Tree Planting Initiative at Zaina Forest



In alignment with our commitment to environmental conservation, NYEWASCO successfully conducted a tree-growing exercise at Zaina Forest on March 21, 2025. This event was held in commemoration of both World Forest Day and World Water Day, highlighting the critical link between forest conservation and water resource sustainability.

We were privileged to be joined by officers from the Kenya Forest Service (KFS) and representatives from Hummingbird Tree Nurseries, whose expertise and dedication played a vital role in the success of this initiative. Their guidance in tree selection and best planting practices ensured that the exercise would have a long-lasting impact on the environment. We also appreciate the support of King'ong'o Prisons, whose participation further strengthened our collective efforts toward environmental sustainability.

During the exercise, NYEWASCO staff, together with members of the community, environmental enthusiasts, and key stakeholders, planted over 1,200 bamboo trees. Bamboo was carefully selected due to its fast growth, high carbon absorption capacity, and its ability to stabilize soil, making it an ideal choice for watershed protection and

erosion control. This initiative is expected to significantly contribute to the restoration of the local water catchment areas while also supporting Kenya's national goal of increasing forest cover.

This exercise aligns with NYEWASCO's strategic objective of planting and nurturing one million trees as outlined in the company's 2021/22 – 2025/26 Strategic Plan. Through such activities, NYEWASCO remains committed to fostering a culture of environmental responsibility and ensuring the sustainable management of natural resources for the benefit of present and future generations.

Together, let's grow trees, protect our water sources, and build a sustainable future.





# Ensuring Accuracy and Efficiency:

In today's water utility landscape, accurate metering is not just a technical standard—it's the foundation of customer trust, operational efficiency, and financial sustainability. At Nyeri Water and Sanitation Company (NYEWASCO), accurate metering is essential for customer trust, operational efficiency, and financial sustainability. Our meter testing and calibration process, housed in a state-of-the-art lab, ensures reliable billing and operational performance.

## Why We Test

Water meters, like all mechanical devices, can experience wear, environmental exposure, and sediment build-up, which may affect their accuracy. This can lead to underbilling or overbilling, impacting revenue and customer satisfaction. To address this, NYEWASCO runs a structured meter testing program as part of our commitment to quality and fairness in billing.

## Advanced Equipment for Accurate Calibration

Our lab caters to meter sizes ranging from 15 mm to 40 mm, and for larger capacities, we utilize ultrasonic flow meters as our reference standard due to their high precision.

We also employ a dual volumetric calibration system:

- 10-Vessel Tank: Used for low-flow calibration.
- 100-Vessel Tank: Used for high-flow calibration.

These tanks are certified annually by the Kenya Bureau of Standards (KEBS), providing traceability to both national and international calibration standards. This setup allows NYEWASCO to verify meter performance across a wide range of flow rates with unmatched accuracy.

## Flow Range Definitions

Meters are tested against three standard flow points:

- Q1 – Minimum flow (the lowest measurable rate)
- Q2 – Transitional flow (between minimum and maximum)
- Q3 – Maximum flow (the highest certified capacity)

Testing across these flow rates ensures meters operate within acceptable limits throughout their full operational range.

## Our Calibration Process

The testing and calibration procedure at NYEWASCO includes:

1. Visual Inspection: Meters are checked for physical damage, tampering, or internal faults.
2. Mounting: Each meter is securely clamped onto the test bench system.





# Inside NYEWASCO's Meter Testing and Calibration Lab

3.Simulated Flow: Water is passed through the meter at varying rates (Q1 to Q3).

4.Data Collection: Readings are compared against those from the 10- or 100-vessel tank, which serve as our certified reference.

5.Analysis: Acceptable error is  $\pm 5\%$  for low flow and  $\pm 2\%$  for high flow ranges.

6.Tagging and Documentation: Results are documented, and meters are tagged using colored stickers indicating their status—approved, under review, or due for replacement.

## Why It Matters

Our test bench system plays a crucial role in:

- Enhancing Revenue Protection – Accurate meters mean accurate billing.
- Boosting Customer Confidence – Reduces complaints and disputes.
- Supporting Operational Efficiency – Identifies underperforming meters early.
- Meeting Regulatory Standards – Fully comp



liant with KEBS and WASREB requirements.

At NYEWASCO, meter testing is not just a technical task—it's a reflection of our core values: integrity, accountability, and service excellence. As we continue to embrace innovation and uphold high standards, our calibration lab remains a pillar in delivering fair, accurate, and sustainable water services to the people of Nyeri.

*Article by Lanet Chomba -  
Meter Lab Assistant*





## NYEWASCO's Customer Engagement Day: Prompt Solutions for a Satisfied Community



customer satisfaction by providing fast and effective solutions to a range of concerns, from water supply issues to billing inquiries.

NYEWASCO staff were on hand to offer clear explanations, provide updates on service matters, and resolve any outstanding issues. The company's commitment to improving the customer experience was evident in the efficiency with which problems were resolved throughout the day.

The Customer Engagement Day was an important step in strengthening NYEWASCO's relationship with the community, reaffirming the company's dedication to offering high-quality service and addressing customer needs in real-time. The event was well-received, and NYEWASCO looks forward to continuing to serve its customers with the same level of responsiveness and care.

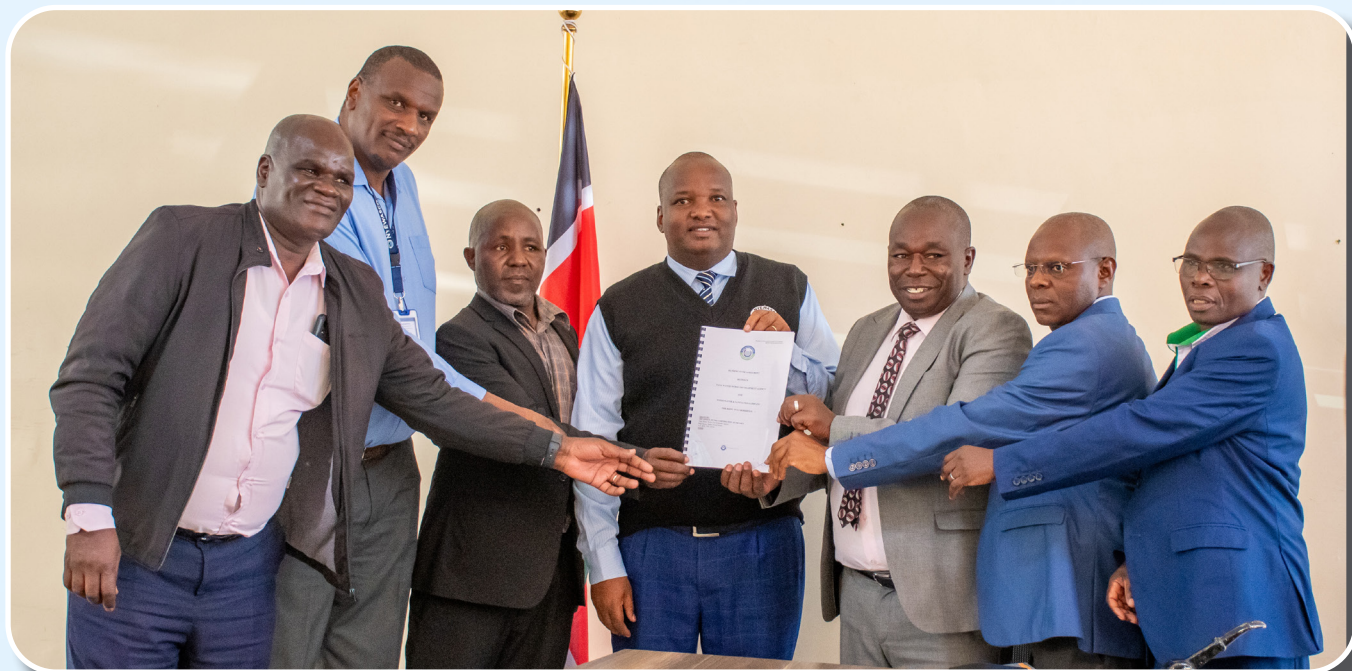
On March 21st, 2025, NYEWASCO hosted its Customer Engagement Day, a special event designed to offer customers a chance to have their issues resolved promptly and efficiently. Held at the company's headquarters, the event aimed to provide a platform where customers could present any concerns or que-

ries regarding NYEWASCO's services, with immediate attention from the relevant teams. During the day, customers were able to interact directly with customer service representatives and technical staff, ensuring that any service-related issues or inquiries were addressed on the spot. The initiative aimed to enhance





## A Flow of Progress: TWWDA, and Nyeri County Government Hand Over Boreholes from Kieni TVET and Kahiraini Primary School



*TWWDA CEO Eng. Philip Gichuki, Our Managing Director Eng. Peter G. Kahuthu, Chief Manager Technical Services Eng. James Ngunjiri, and representatives from Kieni TVET and Kahiraini Primary school during the handover of boreholes.*

On March 25, 2025, NYEWASCO officially received two boreholes located at Kieni TVET and Kahiraini Primary School from the Tana Water Works Development Agency (TWWDA) and the County Government of Nyeri. The event marked a significant milestone in enhancing access to clean and reliable water for surrounding communities.

The handing-over ceremony was graced by key stakeholders, including TWWDA CEO Eng. Philip Gichuki, NYEWASCO Managing Director Eng. Peter G. Kahuthu, and Chief Manager Technical Services Eng. James Ngunjiri. Signing of the official transfer agreements paved the way for NYEWASCO to manage the facilities and ensure continued service delivery.

This collaboration highlights the ongoing commitment to enhancing water access and service delivery in the region.

Earlier, on March 17, 2025, Our Management participated in a consultative meeting on the preparedness for handing over the boreholes at Kieni TVET and Kahiraini Primary School.

Hosted by TWWDA, the session brought together key stakeholders to discuss the transition process and ensure the sustainability of these vital water projects. This initiative is a major step in improving water accessibility

for the surrounding communities, reinforcing NYEWASCO's commitment to quality water service provision and sustainable resource management.

NYEWASCO remains dedicated to sustainable water solutions and the development of partnerships that improve service delivery to communities across Nyeri Sub-County.





## CORPORATE SOCIAL RESPONSIBILITY INITIATIVES 'IN THE HEART OF CSR'

Corporate social responsibility (CSR) refers to strategies that companies put into action as part of corporate governance that are designed to ensure the company's operations are ethical and beneficial for society. The Company has been a beacon of Corporate Social Responsibility (CSR) in its operations. The company's CSR initiatives are deeply rooted in its core values. During the quarter the Company took part in several CSR initiatives.





# INTERVISTA: One on One with Charles Kiiru



## Who is Charles Kiiru?

Charles is a fully-fledged Technical Officer currently in charge of water distribution at NYEWASCO, a position I have held for the last 7 years. I was born and raised in Nyeri County, Kieni West Sub-County, Endarasha Location. I am a husband and a father of two youthful gentlemen.

## How long have you worked at NYEWASCO?

I have worked at NYEWASCO since its inception in 1997 to date (28 years). Before then, I was an employee of the Municipal Council of Nyeri, where I worked for 7 years in the Water and Sewerage Department.

## How has your journey been since being employed at NYEWASCO?

I started my career at NYEWASCO as a Senior Water Operator, a supervisory position, after having undergone basic water engineering courses. I was then promoted to be in charge of Kiganjo Water Supply Station. Thereafter, I was transferred to Kamakwa Water Treatment Plant where I worked for 14 years as a Plant Manager. During this tenure, I took the initiative to advance in my profession and acquired a Diploma in Water Engineering. Later, I joined the Kenya Institute of Management (KIM) where I earned two more diplomas, in Business Management and in Supervisory Skills. Afterwards, I was transferred to the Water Distribution Department as the officer in charge of Operations and Maintenance, a position I have held to date.

## With your years of experience in water distribution, what do you believe are the key challenges facing the water distribution sector today and how do you navigate these challenges?

The water distribution sector has been facing a number of challenges. Key among these is:

a) Old and dilapidated infrastructure – This contin-

ues to be addressed through the implementation of realignment, relocation, and upgrade programs for pipes and fittings.

b) Vandalism of appurtenances in the water distribution systems – This is being addressed through multi-agency engagement and sensitization exercises.

c) Non-Revenue Water (NRW) – This challenge is being tackled through close collaboration between the Distribution and NRW teams, with the support of top management and the NYEWASCO fraternity at large.

## What do you like most about your job?

I am very passionate about water engineering and related works. I always feel fulfilled whenever I satisfactorily accomplish tasks and both internal and external customers are fully satisfied with the services rendered.

## What is a typical day in your life?

I wake up at around 5:30 a.m., do my morning devotions, and then start preparing for the day. By 7:45 a.m., I am at the office. I always hold a quick recap meeting with the Water Distribution team to review the previous day's tasks and to plan and allocate new assignments for the day. I also conduct prompt field visits to ensure all assigned tasks are being executed as planned, to avoid wastage of resources.

## What are some of your favourite hobbies?

My hobbies include jogging in the evening, playing badminton, and reading literature materials. These activities nourish me with knowledge and skills that help me in handling day-to-day issues.

## What is your favourite quote or Bible verse?

I draw my favourite verse from Matthew 5:9 – “Blessed are the peacemakers, for they shall be called sons of God.” This verse embraces peace among ourselves. In life, you can only give what you have. If you have peace in your heart, you will freely share it with your friends, colleagues, and family, thus creating a habitable environment for all of us.

## What advice do you have for budding professionals?

In life, you need to explore and make use of all opportunities at your disposal in relation to your career progression. A young professional should not limit their career growth to available promotions alone. Instead, they should continually advance their professional knowledge and skills. They should also consider diversifying into other beneficial areas, such as entrepreneurship. And finally, remember this quote: **“Success is not final, failure is not fatal: it is the courage to continue that counts.”**



## 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 and 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-reconnection after cut off for non-payment is a criminal offence punishable by law? The following penalties apply:

ILLEGAL CONNECTION: Commercial, Industry, Construction fraud- Sh. 100,000.00 plus estimated consumption during the period of illegality. ILLEGAL WATER

CONNECTION: Domestic- Sh.30,000.00

SELF CONNECTION after cut off for non-payment Sh.5,000.00 and billing backdated from date of cutoff. 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 arrested 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 undesignated points, meter vandalism and theft to the nearest police station or to us through the following communication channels:

**Facebook: @waternyeri**

**X: @Nyeri\_water**

**Whatsapp: 0734 732 481**

**LinkedIn: @NYEWASCO**

**Tiktok: @nyewasco**

**Toll free phone number: 0800721095**

**Email: info@nyewasco.co.ke**

**Phone number: 0734 732 481/ 0714 430 000.**

**Let's stop mwizi together. Help us serve you better.**







# WORLD WATER DAY



## WORD SEARCH



Find the words listed below and mark them.

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

- SAVE
- DROP
- WASTE
- PRECIOUS

- LIFE
- MARCH
- NATURE
- ENVIRONMENT

- TAP
- RIVER
- OCEAN
- BOTTLE







# NYERI WATER AND SANITATION COMPANY LIMITED



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Nyeri Water and Sanitation Company Limited