



# WATSAN FOCUS

Exploring Exciting Highlights!!

4<sup>th</sup> Quarter Newsletter

2024/25 Issue

**Kenya Water and  
Sanitation  
Conference &  
Exhibition 2025**

**In Focus**

NYEWASCO ranked  
as the Top utility in  
the WASREB IMPACT  
17 Report 2025





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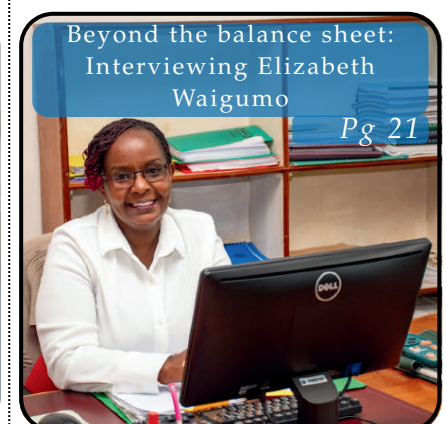


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## Message from the Managing Director



**Eng. Peter G. Kahuthu**

Dear Colleagues,

As we close the final quarter of the 2024/2025 financial year, we take this moment to reflect on and celebrate what has been a season of renewed triumphs, resilience, and significant progress for NYEWASCO.

As a Company, we have navigated challenges, embraced opportunities, and continued to raise the bar in utility performance, community engagement, environmental stewardship, and institutional growth. Most importantly, this quarter has reminded us that with a clear vision, teamwork and a shared sense of purpose, there is no limit to what we cannot achieve together.

One of the highlights of the quarter was NYEWASCO's return to the top in the WASREB IMPACT 17 Report, reclaiming the title of Kenya's Best Overall Utility. We scored 168 out of 200 points and earned five national awards: Best Overall Utility, Best in Non-Revenue Water Management, Top Utility in the Tana Region, Best in Pro-Poor Services, and Best in the Very Large Category. This achievement is not only a testament to our resilience and excellence but a reaffirmation of our sector leadership, driven by good corporate governance teamwork, innovation, and an unwavering commitment to service delivery.

As part of our commitment to staff wellness and fostering inter-utility collaboration across the country, we officially commenced preparations for the 14<sup>th</sup> edition of the WASCO Games, set to be hosted in Kisii County by Kisii Water and Sanitation Company.

Our internal committees have already been activated and are working diligently to ensure NYEWASCO's strong participation across multiple disciplines. Beyond competition, these games continue to promote physical fitness, mental wellness, teamwork, networking and bench marking among water utilities across the country. It is our hope that this spirit will energize us both on and off the field.

Another notable highlight of the quarter was the graduation of the 4<sup>th</sup> cohort of Interns. These young professionals, who trained across various departments/divisions, left with invaluable hands-on experience and mentorship that will serve them well as they transition into the next phase of their careers. Their growth and success reaffirm our belief in nurturing talent and building capacity for the water sector's future.

Equally important has been our continued commitment to environmental conservation. This quarter, we carried out impactful tree growing exercises in Gatei, Kiganjo and Kamwenja, as well as during World Environment Day in partnership with the County Government of Nyeri and other stakeholders. This initiative aligns with Objective 6.5 of our Strategic Plan 2021/2022 – 2025/2027, which emphasizes our responsibility in environmental stewardship and the protection of critical water catchment areas. We are not just growing trees; we are cultivating a legacy of sustainability for generations to come.

All these notable achievements have been realised through collaborations and partnerships with our key stakeholders among them being the Governments, the Board and most importantly the Customer and our services consumers.

As we move forward into the next financial year, let us continue to embrace the unity of purpose that has brought us this far, striving for excellence in everything that we do. Every directorate/department, every individual, and every effort matters. Together, we have proven that with commitment and collaboration, we can overcome challenges and rise even higher.

Thank you for your hard work, dedication, and commitment.

God bless NYEWASCO, God bless us all.

**Eng. Peter G. Kahuthu**  
**Managing Director**



## WASREB IMPACT 17 Report 2025: NYEWASCO Named Best Water Service Provider in Kenya



June 25, 2025, marked a proud moment for NYEWASCO as we were officially recognized as the Best Overall Utility in Kenya during the launch of the WASREB IMPACT 17 Report at the Kenya Water and Sanitation International Conference & Exhibition, held at Pride Inn Paradise Beach Resort in Mombasa.

This incredible achievement marks our return to the top, reclaiming our position as the best-performing water utility in Kenya after being ranked number two in the previous IMPACT 16 Report.

The IMPACT Report, published annually by the Water Services Regulatory Board (WASREB), benchmarks and ranks water utilities across Kenya based on performance indicators such as service coverage, quality of service, non-revenue water, pro-poor initiatives, and financial sustainability.

Each award is a celebration of the hard work and strategic focus invested by the entire NYEWASCO team. Our consistent performance in non-revenue water management, where we continue to record some of the lowest levels in the country, speaks to our commitment to reducing water losses and improving efficiency through smart technologies and proactive maintenance.







NYEWASCO's return to the number one position reflects our deep-rooted culture of excellence, innovation, and accountability. This year, NYEWASCO scooped a total of five prestigious awards, reaffirming our leadership in the sector.

As we celebrate this milestone, we recognize that excellence is not a destination but a continuous journey. With climate change, population growth, and increasing demand for water services, we are more committed than ever to sustainable solutions, community partnerships, and innovation.



## Celebrating Excellence: WASREB IMPACT 17 Trophy Presentation to H.E. Governor Mutahi Kahiga



On June 30, 2025, NYEWASCO had the honour of paying a courtesy call to H.E. Mwalimu Mutahi Kahiga, EGH, the Governor of Nyeri County.

During the visit, the company formally presented the five prestigious awards received in the WASREB IMPACT 17 Report 2025. Governor Kahiga warmly congratulated the Board, management, and staff of NYEWASCO for their outstanding performance. He praised the company's unwavering dedication, innovation, and passion in providing world-class water and sanitation services to the residents of Nyeri County.

This recognition was not only a celebration of past milestones but also a reaffirmation of NYEWASCO's leadership in the sector. As we continue to set national benchmarks, we remain committed to our mission of serving with integrity, efficiency, and excellence.



## Empowered to Excel: Highlights from NYEWASCO's 4th Quarter Corporate Meeting



*Managing Director Eng. Peter Kahuthu addressing the staff*

On April 7, 2025, NYEWASCO held its 4th Quarter General Corporate Meeting, bringing staff and management together for a day of inspiration, reflection, and renewed focus.

The meeting opened with a powerful spiritual reflection led by Preacher Martha Gitonga. Drawing from 1st Samuel 30, she encouraged staff to find strength in God during times of adversity and to pursue their goals with faith and determination.

Our Managing Director, Eng. Peter Kahuthu, expressed his sincere gratitude to all staff for their continued hard work and dedication. He emphasized the importance of teamwork

, innovation, and continuous improvement as key pillars in sustaining NYEWASCO's excellence in service delivery.

Departments presented comprehensive updates, highlighting key milestones achieved over the past quarter and setting out clear objectives for the next. These presentations served as a testament to the collective efforts driving the company forward.

A health and safety session led by Phyllis Wangari focused on the importance of ergonomics in the workplace. She shared practical tips on posture, workstation setup, and movement, all aimed at enhancing employee well-being and reducing the risk of injury.

To complement the wellness focus, representatives from the Automobile Association (AA) of Kenya delivered a timely presentation on road safety. Staff were reminded of their responsibilities on the road and the critical importance of safe and vigilant driving.

The meeting concluded on a high note, with staff feeling appreciated, informed, and motivated to continue delivering exceptional service to our customers and stakeholders.





## 6,000 Trees, One Vision: Tree Planting Drive at Gatei



*NYEWASCO staff pose for a group photo after the tree planting exercise*

“When we plant trees, we plant the seeds of peace and hope,” the late Nobel Laureate Prof. Wangari Maathai once said, a sentiment that rang true on April 23, 2025, as NYEWASCO led a large-scale tree planting initiative at our Gatei Sewerage Treatment Works.

The company planted 6,000 indigenous trees, marking a significant step toward fulfilling Objective 6.5 of its Strategic Plan 2021/2022 – 2025/2027, which aims to plant 12,000 trees in 2025 alone. The initiative is part of NYEWASCO’s long-term commitment to environmental conservation and climate resilience, aligning with national and global efforts to combat deforestation and environmental degradation.

The success of the event was made possible through the support and collaboration of key partners, including the Institute of Certified Public Accountants of Kenya (ICPAK) – Mt. Kenya Branch, King'ong'o Prisons, and the Kiganjo Police Training College. Their active participation reflected a strong, shared commitment to safeguarding the environment and promoting sustainable development.

Staff from NYEWASCO and partnering institutions actively took part in the planting exercise, working side by side to restore green cover at the facility. The choice of indigenous tree species not only supports local biodiversity but also ensures long-term ecological balance, reinforcing the importance of planting trees that thrive naturally in the region.

With half of its 2025 tree-planting target already met, the company remains focused on driving change through action, advocacy, and partnerships. As the company continues to lead from the front on green initiatives, this tree planting effort serves as a timely reminder that protecting the planet is a shared responsibility and together, we can grow a better tomorrow.





## Engineering Unity, Inspiring Tomorrow: NYEWASCO Attends Presidential Connect Gala Dinner



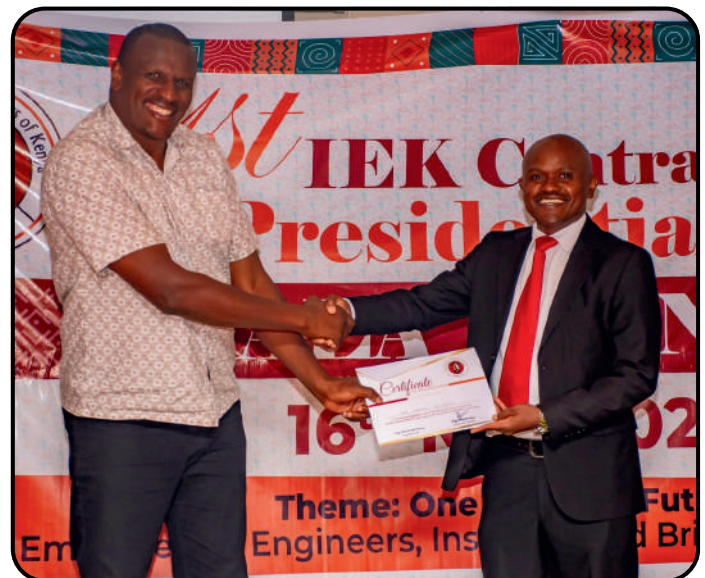
*NYEWASCO staff pose for a group photo with the IEK President during the Presidential Connect Gala Dinner.*

On the evening of May 16, 2025, a delegation from NYEWASCO, led by our Managing Director Eng. Peter G. Kahuthu, proudly attended the Presidential Connect Gala Dinner, a flagship event hosted by the Institution of Engineers of Kenya (IEK).

Held under the powerful theme, “One IEK, One Future: Empowering Engineers, Inspiring and Bridging Generations,” the gala brought together a distinguished gathering of engineers, thought leaders, policy influencers, and innovators from across the country. It was an evening dedicated to celebrating unity in the engineering profession, acknowledging its critical role in national development, and fostering cross-generational mentorship and collaboration.

For NYEWASCO, the event provided not only a platform to connect with industry peers but also a moment of inspiration and reflection on the impact of engineering on everyday lives. As a utility committed to delivering world-class water and sanitation services, engineering is at the very core of our operations from infrastructure planning and execution to system innovation and environmental sustainability.

Our participation reaffirmed NYEWASCO’s commitment to contributing to national development through excellence in engineering practice and service delivery. It was a moment to stand alongside other champions of innovation and sustainability, and to share in the collective responsibility of shaping a future where engineering drives inclusive progress.



The evening also underscored the importance of mentorship in the engineering field nurturing young talent while harnessing the wisdom of seasoned professionals. At NYEWASCO, we recognize that intergenerational collaboration is vital in ensuring continuity, creativity, and resilience in public service.



## Rooting for a Greener Tomorrow: NYEWASCO and Standard Chartered Mt. Kenya Team Unite for Tree Planting Drive



*Stand-Chart Mt. Kenya team and some of NYEWASCO staff pose for a group photo*

NYEWASCO partnered with the Standard Chartered Bank Mt. Kenya Region team on May 17, 2025, for a meaningful and impactful tree planting exercise at our Kiganjo Pumping Station. This collaborative effort saw the successful planting of 535 indigenous trees, furthering our commitment to environmental sustainability and the protection of vital water sources.

The exercise was led by Beatrice Muigai, our Manager of Audit, Risk, and Compliance, and brought together passionate staff from both institutions in a shared mission to make a tangible difference. The presence and active participation of our partners from Standard Chartered Bank underscored the power of cross-sector collaboration in addressing pressing environmental challenges.

This event also aligns with Objective 6.5 of NYEWASCO's Strategic Plan 2021/2022 – 2025/2027, which prioritizes environmental conservation and the planting of thousands of trees annually as part of our sustainability goals.



*Manager Audit, Risk & Compliance, Beatrice Muigai, planting a tree*

Seaking during the activity, Beatrice Muigai emphasized the importance of forging meaningful partnerships for long-term environmental impact. "This is more than a tree planting exercise," she noted. "It's a statement of our shared responsibility to safeguard the environment for future generations."

As we continue to build on such initiatives, NYEWASCO remains deeply committed to environmental stewardship and strengthening partnerships that promote sustainable development. Together, we are planting more than trees, we are planting hope, resilience, and a legacy of sustainability.



## Empowering Communities, Enhancing Services: NYEWASCO Conducts Customer Sensitization in Muthuaini



*Pro-poor Officer Rose Muchiri addressing residents of Muthuaini*

On May 21, 2025, NYEWASCO held a successful customer sensitization exercise at the Sub-Chief's office in Muthuaini, as part of our ongoing efforts to strengthen community engagement and improve service delivery. The interactive session was led by our Pro-Poor Officer, Rose Muchiri, and was attended by members of the local community alongside Sub-Chief Paul Nganatha, whose support was instrumental in mobilizing residents for the forum.

Key areas of discussion included water conservation, understanding billing, how to report leaks and pipe bursts, and the proper use of customer care channels to seek assistance or lodge complaints.

A major highlight of the session was a candid discussion on vandalism of water infrastructure. Our pro-poor officer Rose Muchiri emphasized the serious impact that vandalism has on water service delivery, noting that tampering with pipelines, meters, and other installations not only affects NYEWASCO's ability to serve but also places an undue burden on the community.

Participants were urged to take a proactive role in safeguarding public infrastructure and to report any suspicious activities.

The session also provided an opportunity for residents to raise concerns, ask questions, and share suggestions on how services can be improved to better meet their needs. This open dialogue approach strengthens the relationship between NYEWASCO and its customers, ensuring that service enhancements are community-driven and responsive to real issues on the ground.

Sub-Chief Paul Nganatha commended NYEWASCO for bringing the sensitization exercise directly to the people, stating that such grassroots initiatives are crucial for building trust and ensuring information reaches every household. He encouraged residents to continue engaging constructively with service providers to foster positive outcomes.

As we continue our outreach efforts, we believe that informed communities are empowered communities and with continued cooperation, we can build a more resilient, efficient, and inclusive water sector for all.



*Muthuaini resident speaking during the Q&A session*



## Investing in Service Excellence: NYEWASCO Staff Undergo Transformative Customer Experience Training



*Management, representatives from Goodit International and staff pose for a group photo*

Maya Angelou once said, "People will forget what you said, people will forget what you did, but people will never forget how you made them feel." In line with this philosophy, NYEWASCO undertook a transformative Customer Experience Training Program between May 12th and 24th, 2025, aimed at equipping staff with the skills and mindset needed to deliver outstanding, people-centered service.

Facilitated by Goodit International Ltd., the training was delivered in four separate two-day sessions to allow all teams to participate meaningfully. The program is a key element of NYEWASCO's strategy to continuously improve service delivery and customer satisfaction by integrating modern best practices in customer relationship management.

Our staff were taken through a well-rounded curriculum covering essentials such as the customer value chain, effective problem-solving, and service excellence principles. To

complement the theoretical learning, the sessions also featured team-building activities designed to foster collaboration, build trust, and enhance communication across departments.

A major focus of the program was on developing soft skills, including emotional intelligence, adaptive communication, and professional empathy all vital for creating positive, lasting customer experiences. Staff were also encouraged to embrace cross-functional teamwork, reinforcing that smooth internal collaboration is essential to delivering consistent and efficient customer service.

The training was received with enthusiasm, with many staff members noting its practical relevance and motivational impact. It not only enriched their understanding of the customer experience but also reinforced their role in shaping public perception and trust in NYEWASCO's services.



## Running with Heart: NYEWASCO Joins Mater Heart Run 2025 to Champion Children's Health



On May 31, 2025, Team NYEWASCO proudly joined thousands of Kenyans in participating in the Mater Heart Run 2025, reaffirming our commitment to supporting children with heart conditions through this life-saving initiative. The Nyeri edition of the run was held at the Dedan Kimathi University Grounds, where staff turned out in full spirit to champion a cause that continues to touch lives across the nation.



*The team that represented NYEWASCO at the Mater Heart Run, 2025*

The theme, “Touch a Child’s Heart,” remains a powerful reminder of the real impact of community-driven healthcare support. Funds raised during the event go directly toward financing corrective heart surgeries for underprivileged children suffering from congenital and rheumatic heart conditions.

As part of our corporate social responsibility (CSR), NYEWASCO has consistently supported initiatives that improve the health and welfare of the communities we serve. Our participation in the 2025 run marks yet another chapter in our ongoing partnership with health-driven causes and demonstrates our belief that public service extends beyond providing clean water and sanitation.

The participation served as an excellent platform for team building, networking, and reaffirming NYEWASCO’s commitment to being a socially responsible organization. Staff across departments came together, not just as colleagues, but as champions of hope for children in need. It was a moment of pride and purpose that underscored our values of empathy, solidarity, and action.



## Fostering Wellness at Work: NYEWASCO Hosts Two-Day Alcohol & Substance Abuse Training

On June 4 and 5, 2025, NYEWASCO held a two-day training on Alcohol and Substance Abuse (ASA), reaffirming the company's strong commitment to promoting mental wellness and a healthy work environment. The training brought together staff from across departments to engage in vital conversations around substance use, support systems, and the importance of early intervention.

The training was officially opened by our Managing Director, Eng. Peter Kahuthu, who emphasized the organization's dedication to creating a supportive workplace culture. He noted that a healthy team mentally, emotionally, and physically is key to achieving consistent and impactful service delivery.

The sessions were facilitated by experts from Ihururu Treatment and Rehabilitation Hospital, who led participants through a series of informative, interactive, and thought-provoking discussions.

Topics covered included the dangers and signs of substance abuse, the importance of mental wellness, and the available treatment and support pathways for those affected. The facilitators also shared real-life experiences, helping staff connect theory to practical, real-world scenarios.



The training addressed the link between mental health and workplace performance, stressing that stigma-free environments foster stronger teams and more compassionate workspaces. Staff were encouraged to be proactive in managing stress, looking out for one another, and utilizing available mental health resources.

As part of our ongoing Employee Wellness Program, NYEWASCO will continue to invest in initiatives that support staff health and well-being. This training serves as a crucial step in building awareness and reinforcing the message that seeking help is a strength, not a weakness.



*Representatives from Ihururu Treatment and Rehabilitation Hospital speaking to the staff*



## Nurturing Nature: NYEWASCO Marks World Environment Day 2025 with Clean-Up and a Tree Planting Drive



*Senior Officer Billing & Debt Collection, John Wamathai plants a tree at Kangemi treatment plant*

NYEWASCO proudly joined hands with the County Government of Nyeri and other stakeholders to celebrate World Environment Day 2025 on June 5, 2025, under the global theme Beat Plastic Pollution. The day was marked by impactful, community-centered activities aimed at addressing the urgent challenge of plastic waste and reaffirming our collective responsibility to protect and preserve the environment.

The celebrations kicked off with a community clean-up exercise starting at Kamukunji Market and culminating at the Kangemi Sewer Treatment Plant. This spirited event was led by Hon. Ndirangu Gachunia, the CECM for Lands, Physical Planning, and Urban Development, whose leadership energized the participants and emphasized the importance of collaborative action in maintaining clean, livable urban spaces.

Following the clean-up, attention turned to reforestation and greening efforts. A tree planting ceremony was held at our Kangemi Sewer Treatment Plant, graced by H.E. Kinaniri Waroe, the Deputy Governor of Nyeri County, and Hon. Fredrick Kinyua, CECM for Water, Irrigation, Environment, Climate Change.

Both leaders took part in planting trees and addressed the gathering, calling for urgent action to eliminate plastic pollution and urging communities to adopt environmentally sustainable practices.

In line with our mission to promote sustainable water and sanitation services, NYEWASCO also engaged in a pre-event tree planting activity at Kamwenja Teachers College the previous day. This effort further reinforced our dedication to environmental stewardship and the importance of maintaining healthy catchment areas to support clean water access and climate resilience.

At NYEWASCO, we believe that environmental conservation is central to our mandate. Whether through tree planting, anti-pollution campaigns, or sustainable infrastructure, we are committed to ensuring that future generations inherit a cleaner, healthier planet.



*CECM Water, Irrigation, Environment, Climate Change and NYEWASCO staff plant a tree at Kamwenja Teachers College*



## Celebrating Growth and Potential: Fourth Cohort Interns Graduation



*The 4th Cohort Interns pose for a photo with management*

On June 10, 2025, NYEWASCO proudly celebrated the graduation of its fourth cohort of interns (2024–2025) in a warm and memorable luncheon ceremony that marked the end of a transformative journey for the young professionals. The event, held at the company's headquarters, brought together interns and staff from across departments to honour the interns' contributions, growth, and potential.

The graduating interns had spent several months undergoing hands-on training and mentorship in various departments. Their time at NYEWASCO was not only about acquiring professional skills, but also about gaining exposure to real-world challenges and learning how to work in a results-driven, customer-focused environment.



The ceremony was graced by members of the senior management team, with Chief Manager Technical Services, Mr. James Ngunjiri, delivering a heartfelt keynote speech. In his remarks, he commended the interns for their dedication, resilience, and willingness to learn qualities that will serve them well as they pursue the next stages of their professional journeys.

He also encouraged the interns to carry forward the values they had observed and practiced at NYEWASCO: integrity, professionalism, teamwork, and a commitment to excellence in service delivery. "You are now ambassadors of this institution," he said, urging them to be bold, innovative, and ethical in all their future endeavours.

The event was filled with moments of reflection, laughter, appreciation, and heartfelt goodbyes, as interns shared testimonials of their experiences and the personal growth they had undergone.

The graduation luncheon served not only as a send-off but also as a celebration of success and a reminder of NYEWASCO's continued commitment to nurturing young talent and creating opportunities for the next generation of professionals.



## Strengthening Partnerships, Shaping Progress: NYEWASCO Hosts Stakeholders Conference 2025



*Board Members, Stakeholders and NYEWASCO staff pose for a group photo outside White Rhino Hotel*

NYEWASCO successfully hosted a high-level Stakeholders Conference on June 12, 2025, at the White Rhino Hotel in Nyeri, bringing together key partners and collaborators to engage on pressing matters impacting the company and the broader water and sanitation sector. The event reaffirmed NYEWASCO's continued commitment to transparency, accountability, and inclusive dialogue in the pursuit of sustainable service delivery.

The conference was graced by Hon. Fredrick Kinyua, the County Executive Committee Member (CECM) for Water, Irrigation, Environment, and Climate Change, who delivered remarks on the vital role of cross-sector collaboration in achieving water security and environmental sustainability in Nyeri County. Also in attendance were Board Chair CPA Gathogo Mwangi, Company Secretary Richard Gikuhi, members of the Board of Directors, our Managing Director Eng. Peter Kahuthu, members of the senior management team and representatives from key stakeholder institutions.

Key issues discussed during the forum included the company's performance and strategic outlook, the ongoing pursuit of commercial financing for the proposed Kiamwathi Sewer Extension Project, and the roadmap toward operationalising the Nyeri Hill (Mweiga Corridor F). These discussions encouraged shared ownership of the company's growth and laid the foundation for stronger partnerships moving forward.





## Bringing Services Closer: Customer Sensitization Exercise in Gatitu



*Senior Officer, Billing & Debt Collection, John Wamathai addressing the residents*

On June 18, 2025, NYEWASCO held a successful customer sensitization forum at Gatitu Open Air Market, reaffirming the company's commitment to engaging directly with the communities it serves. The event was part of ongoing efforts to strengthen customer relations, promote awareness, and encourage responsible water use and infrastructure protection.

The forum was led by Senior Officer, Billing & Debt Collection, John Wamathai, together with Officer Customer Experience, Stephen Kibaki, and members of the Pro-Poor team. Their combined expertise and customer-facing roles ensured the session was interactive, informative, and responsive to the real concerns of local residents.

The sensitization drew an enthusiastic audience from the surrounding community and was graced by the presence of Beth Nyambura, Assistant Chief – Gatitu Ward, whose participation reflected strong local leadership and support for grassroots engagement initiatives. She applauded NYEWASCO for proactively bringing services and information closer to the people.

Key topics addressed during the forum included water conservation, billing transparency, the importance of promptly reporting leaks and bursts, and the dangers of infrastructure vandalism, which continues to hinder service delivery across the region. Emphasis was placed on the shared responsibility between NYEWASCO and its customers to protect and maintain critical infrastructure that benefits the entire community.

The session offered residents an opportunity to ask questions, seek clarifications, and share suggestions making it a true dialogue rather than a one-way communication. Many expressed appreciations for the forum, noting that face-to-face engagements help demystify processes and foster trust.

At NYEWASCO, we believe that informed customers are empowered customers and together, we can build a more sustainable, responsive, and resilient utility service for all.





## Advancing Water and Sanitation the Climate-Smart Way: Kenya Water and Sanitation International Conference & Exhibition, 2025



*Board Chair CPA Gathogo Mwangi, Managing Director Eng. Peter Kahuthu, and Staff who represented the company during the conference*

The Kenya Water and Sanitation International Conference & Exhibition, 2025, held from June 23rd to 27th at the Pride Inn Paradise Beach Resort, Mombasa, brought together industry leaders, policymakers, innovators, and utility professionals.

Held under the theme "Innovative Financing & Technologies for Climate-Smart Water and Sanitation." NYEWASCO was honoured to actively participate, demonstrating its continued commitment to advancing sustainable and resilient utility services.

Throughout the conference, the company showcased its strides in climate-resilient service delivery through interactive exhibitions and expert presentations. Delegates had the opportunity to engage with our team and learn about the innovative technologies and community-driven approaches that have made NYEWASCO a model utility in Kenya's water sector.

Among the key technical sessions, CCP Esther Ngugi, Corporate Planning and Strategy Officer and member of the GWOPA/UN-Habitat Steering Committee (representing the Public Water and Sanitation Utilities – Africa Constituency), delivered an abstract titled "Strengthening Governance through Utility Transformation: A Policy Innovation Approach." She shared NYEWASCO's experience in leveraging policy reforms, performance contracting, and strategic change to drive institutional transformation.







*Cabinet Secretary for Water and Irrigation, Eric Mugaa, visits NYEWASCO's stand*

Grace Kuria, Non-Revenue Water Officer, presented an abstract on “Smart Water Loss Management for Climate Resilient Water Systems.” Her session explored NYEWASCO's deployment of smart meters, acoustic leak detectors, GIS integration, and real-time monitoring tools to reduce losses and boost climate resilience.

Our Managing Director, Eng. Peter Kahuthu, participated in a high-level panel discussion themed “Aqua for All.” Eng. Kahuthu offered valuable insights on the role of utility leadership in achieving inclusive water service delivery. He emphasized that strategic partnerships, innovation, and adaptive leadership are key to addressing access challenges and achieving universal water and sanitation coverage.



*NRW Officer, Grace Kuria speaking during her abstract presentation*

His remarks resonated strongly with delegates, illustrating how NYEWASCO's leadership philosophy centers on empowering communities, integrating modern technologies, and embracing policy-driven innovation to transform utility performance in a changing climate.

NYEWASCO reaffirmed its role as a sector thought leader deeply committed to collaboration, sustainability, and service excellence. Together, we continue to move the water and sanitation agenda forward, the climate-smart way.



*Corporate Planning & Strategy Officer CCP Esther, during her abstract presentation*



## Provision of Quality Water and Sanitation Services



# VIDEO & PHOTO SHOOT FOR EVENTS

Grounds at NYEWASCO Kangemi, Nyeri

The Ultimate Venue for:

- 💍 Weddings
- 🎉 Anniversaries
- 🎂 Birthdays
- 🎵 Music Video Shoots
- 📷 Photo sessions

Photo session /  
video shooting

**5000/-  
Per visit**



# EXCLUSIVE INTERVIEW

## : Meet Elizabeth Waigumo



### • Who is Elizabeth Waigumo?

I am a passionate & purpose-driven professional who believes in discipline, integrity and continuous growth. With a background in finance and a heart of service, I strive to make a positive impact wherever I am. I value teamwork, & I'm always ready to take up new challenges.

### • How long have you worked in NYEWASCO?

I've been with NYEWASCO for over 27 years, a journey that begun in finance, briefly touched marketing, and has continued to evolve ever since.

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

It has been rewarding journey of growth and learning. I've experienced different roles, witnessed major transitions such as the shift from cash payments to digital platforms, and grown both professionally and personally through every challenge and opportunity.

### • Tell us a bit about your role?

I currently serve as a Finance & Accounts Assistant, focusing on budgeting. Over the years, I've also served as a cash payments officer, a payroll officer, and taken on responsibilities beyond finance. I also work as a Sample Control Officer under the ISO 17025 laboratory accreditation, ensuring quality standards are maintained in lab operations.

### • What core values do you think are most important in the finance profession, especially in a public utility like ours?

Integrity is key, it builds trust. Accountability ensures transparency in how public resources are managed. Lastly, teamwork and service excellence ensures we not only meet expectations but exceed them for the good of the community we serve.

### • What do you love most about your job?

I love the sense of purpose that comes with serving the public and staff. Every task whether budgeting, payroll, or supporting quality control has a meaningful impact on people's lives. That gives my work a deeper sense of fulfilment.

### • What is a typical day in the life?

A typical day starts with gratitude to the almighty God. From there, I dive into reviewing budgets, reports, and prioritizing daily tasks. Some days involve lab sample documentation. I collaborate with colleagues across departments, respond to queries, and ensure all deadlines are met. No two days are ever the same, that keeps me motivated.

### • What is a fun fact about you that your colleagues might not know?

Most people don't know that I once worked in marketing for a short time. It gave me a fresh perspective on communication and people engagement skills that still help me today.

Additionally, I occasionally enjoy playing netball (a team I actually started) and squash, this helps me decompress and relax.

### • What is your favourite quote or bible verse?

*"I can do all things through Him who gives me strength." - Philippians 4:13*

It reminds me that with faith and determination, no challenge is too big.

### • What advice do you have for budding professionals, especially in the water sector?

Build a strong foundation in ethics and integrity. Be open to learning and embrace digital transformation, It is the future! And above all, remember that working in the water sector is about service. Your work touches lives, so give it your best.



## **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.



*Donation of bottled water to County government of Nyeri vocational training centre graduations*



*Mater Heart Run*



*County Wellness Day*



*Donation of bottled water to St. John Ambulance*





## NYEWASCO SACCO UPDATES



### WHY JOIN NYEWASCO SACCO!!!!

Joining Nyewasco Sacco is more than just a financial decision; it is a commitment to community, empowerment, and responsible financial management. The benefits of belonging to this Sacco extend far beyond the transactional realm, creating a supportive environment where individuals can thrive financially and personally.

#### **Consider the following benefits;**

- **Ownership and Governance:** Unlike conventional banks, Nyewasco Sacco operate on a cooperative model where members are also owners. This means that each member has a say in the governance and decision-making processes of the Sacco. This democratic structure ensures that the institution operates with the best interests of its members in mind, creating a transparent and accountable financial environment.
- **Flexibility and Customized Services:** NYEWASCO Sacco is known for its flexibility in tailoring financial products and services to meet the unique needs of members. Whether it's a specific loan product, savings plan, or investment opportunity, the Sacco can adapt to the diverse financial requirements of members.
- **Access to Affordable Credit:** One of the primary advantages of joining this Sacco is the accessibility to affordable credit. Unlike mainstream financial institutions that may have stringent lending criteria, this Sacco often prioritize the needs of members. Members can obtain loans at competitive interest rates, helping them meet various financial goals such as homeownership, education, or starting a small business.
- **Encourages a culture of regular saving among members:** Through systematic savings plans, individuals develop a disciplined approach to managing their finances. This not only creates a financial safety net for unexpected expenses but also facilitates the growth of personal savings over time.
- **Community Support and Networking:** Beyond financial services, Nyewasco Sacco fosters a sense of community among members. Joining this Sacco provides individuals with the opportunity to connect with like-minded individuals who share similar financial goals. This sense of community support can be invaluable, providing a network for advice, encouragement, and collaboration on various financial endeavours.





## NYEWASCO SACCO UPDATES

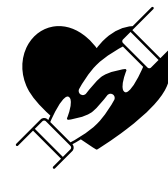


Product	Permanent Staff	Contract	Casuals	Remarks
Normal Loan	5 times deposit	4 times	1.5 times Deposit	For contract staff revised during July 2023 Mgt meeting
	Up to 36 Months repayment period, interest is 12%Pa	Up to 36 Months repayment period, interest is 12%Pa	Maximum repayment period 18 Months @ 12%P	
	Above 36 Months to 60 Months repayment period, interest is 14%Pa	Above 36 Months to 48 Months repayment period, interest is 14%Pa		
School Fees	12 Months repayment period @ 12% interest PA	12 Months repayment period @ 12% interest PA	12 Months repayment period @ 12% interest PA	
Emergency	12 Months repayment period @ 12% interest PA	12 Months repayment period @ 12% interest PA	12 Months repayment period @ 12% interest PA	
Soft Loan	6 Months repayment period @ 15% interest PA	6 Months repayment period @ 15% interest PA	6 Months repayment period @ 15% interest PA	
Compassionate Loan	24 Months repayment period @ 18% interest PA	24 Months repayment period @ 18% interest PA	24 Months repayment period @ 18% interest PA	
Jijenge Loan	12 Months repayment period @ 12% interest PA	12 Months repayment period @ 12% interest PA	12 Months repayment period @ 12% interest PA	
Dividend Loan	A third of net interest on shares and deposits payable within 4 months at the rate of 4% per Month	A third of net interest on shares and deposits payable within 4 months at the rate of 4% per Month	A third of net interest on shares and deposits payable within 4 months at the rate of 4% per Month	
Guarantorship	At least 5 guarantors required	At least 5 guarantors required with two being permanent	At least 7 guarantors required with two being permanent	

### WISE QUOTES

1. "Do not save what is left after spending, but spend what is left after saving." – Warren Buffett.
2. "A penny saved is a penny earned." – Benjamin Franklin.
3. "Small amounts saved daily add up to huge investments in the end." – Margo Vader





## The Power of Mentorship: A True Blessing

At the heart of every thriving organization is something deeper than just systems and targets, it's people. And one of the most meaningful gifts we can give each other as colleagues is mentorship.

Mentorship is more than just guidance it's support, it's connection, it's growth. It's when someone with a bit more experience reaches back to walk with someone who's still finding their way. It bridges the gap between where we are and where we hope to be. Whether formal or informal, mentorship has the power to unlock potential, boost confidence, and spark transformation.

While we often talk about external mentorship those big-name mentors or career coaches there's something incredibly special about internal mentorship. Someone within your own workplace, a few steps ahead, who understands your challenges, your culture, and your environment. That's where feedback is faster, encouragement is sharper, and growth is real-time.

Mentorship benefits both sides. A good mentor listens, encourages, and shares openly. A good mentee stays curious, accepts feedback, and shows appreciation. It's a mutual journey of growth and learning.

As your Welfare Committee, we encourage you to lean into these moments whether it's a simple chat, a word of advice, or just being there for each other. In mentorship, we find strength, support, and shared success.

In this fast-moving world, mentorship helps us pause, reflect, and lift each other higher. It reminds us that none of us is ever truly alone someone's always ahead, willing to walk with us, and someone's behind, waiting for a hand.



*"When we lift others, we rise together."*



## Sports Corner



We are excited to announce that preparations are underway for the 14th edition of the WASCO Games, set to take place this August from 18<sup>th</sup> - 22 in Kisii County, hosted by Kisii Water and Sanitation Company in collaboration with the County Government of Kisii.

As NYEWASCO, we are not just showing up, we are showing up ready to compete, represent, and win. Training is ongoing across all disciplines, and we urge all interested staff members to step up, show up, and be part of this year's team.

The WASCO Games are more than just sports they are about teamwork, discipline and building bonds that go beyond the workplace.

Let's train hard, play smart, and bring it home!



## 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 applies:

**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 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 arrested by our security& investigation division 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 wastewater in un-designated 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 number: 0800721095**

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

**Phone number:0714 430 000**

**TOLL FREE  
NO.  
0800721095**



It is your responsibility to safeguard and protect your meter.

Due to the increase in meter theft and vandalism, we advise our customers to enclose their meters in a secure chamber. If you need assistance or guidance on how to build a suitable chamber for your meter, please don't hesitate to reach out to us.

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



## APRIL, MAY & JUNE BIRTHDAY CELEBRANTS

May the journey ahead be enriched with an abundance of joy that fills your hearts with happiness. Here's to beginning another remarkable orbit around the sun cheers to the adventures that lie ahead!

### April Babies

LYDIA WAMBUI MWANGI  
ANDREW WAWERU KARANI  
JAMES ITEGI NDERITU  
JACQUELINE WANGARI GAKUNYI  
PETER GITHINJI KAHUTHU  
FIONA WANJIKU MUBEA  
GEORGE WAHOME MWANGI  
JOHN NDIRANGU KARIUKI  
CHARLES GACHANJA MWAURA  
PETER MUCHERU WAMAITHA  
JOHNA KARIUKI IGOKO  
DENNIS WAIBOCHI KABIA  
JOHN KARIUKI WAMATHAI  
ERIC MURIUKI MUCHERU  
JAMES MUHIA MWANGI  
DENIS KIRARA KAMOTHO  
PETER DAVIS WAMBUGU  
ALEX MUTAHI KARANJA

### May Babies

PETERSON KARIGE KARINGITHI  
ISAAC KARIUKI MWANGI  
PATRICK MAINA WANJIRU  
TIMOTHY NJOKA CHOMBA  
JAMES NJAGI NGUNJIRI  
JOHN MURAGURI MURIUKI  
BONIFACE MUYA MAINA  
GIDEON GAKURU GITAH  
JAMES MUCHIRI MAHIANYU  
DAVID KARANJA MUBUU  
JEREMIAH MAINA MUKUNYA  
EDWIN KANYARI KAGOE  
JAMES GITICHA MACHARIA  
FRANCIS NJURU WARUGURU  
LEAH WANGARI WANGONDU  
HILDA WANJIRU NDEGWA  
TEDDY NGUMO KARANJA  
MISHECK MWAI NGATIA

### June Babies

PAUL NJAGI MICHUKI  
JAMES KAHARA KARURI  
STEPHEN THAIRU KIBAKI  
JOHN GITAH NGIMA  
NEWTON MUCHOKI NGUNJIRI  
ISSA MBURU MARIAM  
SAMUEL NGATIA MWANGI  
SYLVIAH NJERI MUTHEE  
BEATRICE WAMUYU NDUNGU  
SAMUEL GACHARI NGUNYI  
ANTHONY MWANGI KANYUA



## Pictorials

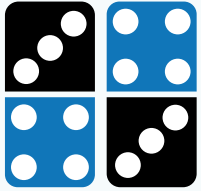




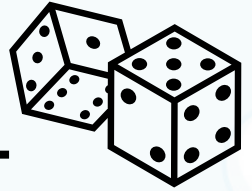
## Pictorials







# FUN & GAMES



Help Jane get out of the maze!



## SUDOKU

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8		7		6		3		4
6	5			9			1	7
				5				





# NYERI WATER AND SANITATION COMPANY LIMITED

*Provision of Quality Water and Sanitation Services*



P.O BOX 1520-10100



Off Kenyatta road, Behind  
Nyeri County Fire Offices



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