



# WATSAN FOCUS

Explore exciting highlights!!

1<sup>st</sup> Quarter Newsletter

September Issue

## *Excellence on and off the Field*

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Celebrating Success at the  
14th Edition of the WASCO  
Games

## *Shaping Tomorrow's Professionals Today*

NYEWASCO welcomes its 5th  
Cohort of Interns for the 2025/2026  
program.

## *Regional Recognition for World-Class Service Delivery*

Crowned Best of the Best in Eastern and  
Southern Africa



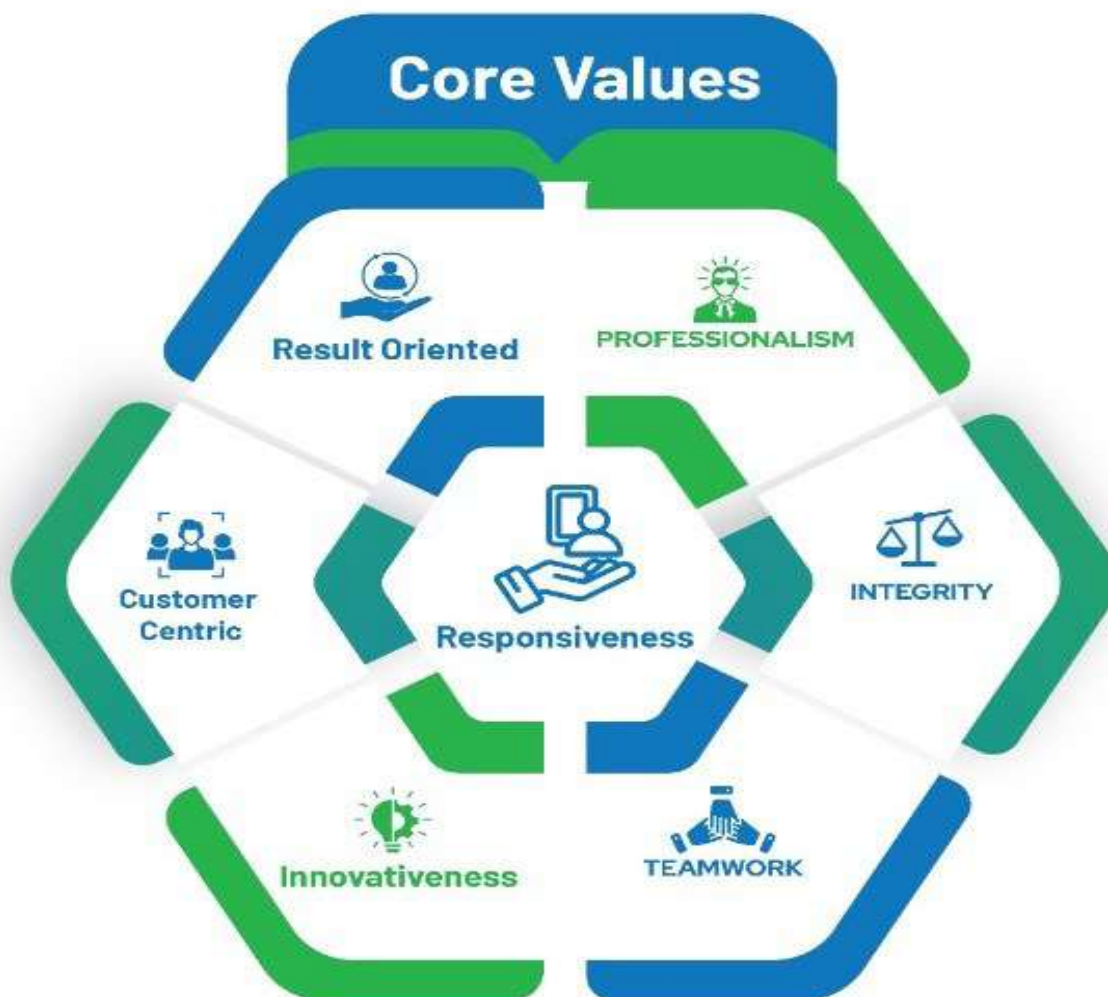
## VISION

To be a world class water and sanitation services provider.



## MISSION

To provide quality water, sanitation and allied services through application of innovative, sustainable and customer centric processes



ISO 9001:2015 Certified



ISO/IEC 17025:2017  
Accredited





Honoring innovation, sustainability, and climate-smart solutions at the Central Kenya ASK Show 2025 - pg.19, 20

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## Message from the Managing Director



**Eng. Peter G. Kahuthu**

Dear Colleagues,

As we close the first quarter of the 2025/2026 financial year, I take this opportunity to reflect on our collective achievements and the progress we have made. This quarter has been marked by renewed energy, teamwork, and a continued demonstration of the excellence that defines NYEWASCO. Together, we have upheld our mission to provide quality water, sanitation, and allied services through innovative, sustainable, and customer-focused processes.

Our regional recognition stands out as the defining highlight of this quarter. NYEWASCO was crowned the Best of the Best in Eastern and Southern Africa by ESAWAS, a remarkable achievement that affirms our leadership in operational

excellence, innovation, and service delivery. This award is a testament to the hard work, professionalism, and commitment of every team member. It reflects not only our high standards but also our dedication to setting benchmarks that inspire other utilities across the region.

Complementing this continental success was our strong showing at the 14th Edition of the WASCO Games in Kisii County, where NYEWASCO emerged position 2 overall. This accomplishment showcased the discipline, teamwork, and sportsmanship of our staff while promoting physical wellness, networking, and collaboration within the water sector.

We also excelled at the ASK Central Kenya Show in

Kabiruini, earning several prestigious awards that reaffirmed our leadership in innovation, customer service, and environmental stewardship. This event provided a valuable opportunity to engage with stakeholders, share our progress, and strengthen public confidence in our services.

In addition, we welcomed the 5th Cohort of Interns, whose enthusiasm and eagerness to learn continue to bring new energy and ideas into our organization. Through mentorship and hands-on exposure, this program ensures that the next generation of water professionals is well-equipped to sustain the industry's future.

We also signed our Annual Performance Contract with the County Government of Nyeri, reaffirming our commitment to accountability, efficiency, and excellence in service delivery. This process strengthens our governance framework and aligns our objectives with county and national development priorities.

These milestones reflect the collective effort, dedication, and teamwork of every department and individual. As we move into the next quarter, let us build on this momentum, continue working with unity of purpose, and strive for even greater heights.

Thank you for your unwavering commitment and service.

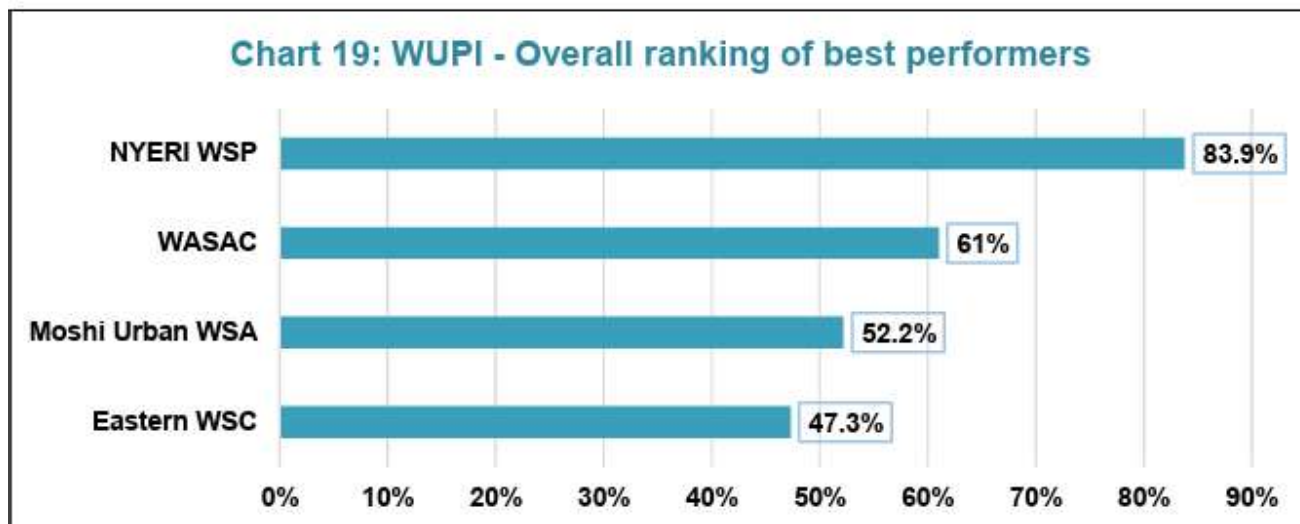
God bless NYEWASCO, God bless us all.

# NYEWASCO Shines Beyond Borders: Crowned Best of the Best in Eastern and Southern Africa

Regional Recognition for World-Class Service Delivery

## 7.3.2.4 WUPI Overall

The ranking of the best of the best performers was done by combining the three WUPI components and the results are shown in Chart 19.



**Nyeri WSP of Kenya emerged the best of the best performers for 2023/24 with a total score of 83.9%.** WASAC of Rwanda came in second place with a score of 61%, Moshi Urban WSA of Tanzania was the third with a score of 52.2% while Eastern WSC of Zambia ranked the least of the best performers with a score 47.3%.

Since 2015, the Eastern and Southern Africa Water and Sanitation (ESAWAS) Regulators Association has conducted annual multi-country benchmarking of Water Supply and Sanitation (WSS) Utilities. The benchmarking exercise is a powerful regulatory tool that measures performance against industry standards and best practices, enabling utilities to identify strengths, weaknesses, and areas for improvement.

The just-released 10th ESAWAS Benchmarking Report (2023/24) covered ten utilities across the region, providing a comprehensive assessment of service delivery, economic efficiency, and sustainability. Notably, the report highlighted a decline in average sector performance across

nearly all indicators, underlining the increasing challenges faced by utilities. For example, average water service coverage fell from 71.6% to 69.5%, water quality compliance declined from 96.9% to 93.1%, and collection efficiency dropped from 107% to 87%. Despite these downward trends, the benchmarking continues to provide valuable insights for guiding sector reforms, harmonizing regulatory instruments, and driving targeted interventions.

Amidst these challenges, NYEWASCO once again proved its resilience and leadership by emerging as the Best of the Best Performing Utility in Eastern and Southern Africa, with an impressive overall score of 83.9%.

The company excelled across the three Water Utility Performance Indices (WUPI):

1. **Quality of Services (87.7%)** – NYEWASCO ranked best in this category, excelling in water coverage, quality, and hours of supply.

2. **Non-Revenue Water (NRW) Reduction** – NYEWASCO stood out as the regional leader in curbing water losses, keeping NRW below the 25% threshold, well ahead of regional averages.

3. **Financial Sustainability** – Strong performance in Operations and Maintenance cost coverage and collection efficiency placed NYEWASCO among the most economically efficient utilities.



**4. Sewerage Coverage** – NYEWASCO was the only utility to achieve acceptable benchmarks in sewerage coverage, setting a regional standard for sanitation services.

These results reflect not just operational discipline but also a culture of innovation, accountability, and customer-centered service delivery. At a time when most sector averages declined, NYEWASCO's consistency and upward trajectory underscore its role as a regional model utility.

NYEWASCO's success story is not just about systems and structures but also about people. It is a testament to the collective commitment of the shareholder, stakeholders, Board of Directors, management, staff, and customers who have contributed to this remarkable journey. Together, they have demonstrated that excellence in public utility management is possible and sustainable.

As NYEWASCO celebrates this milestone, it remains committed to continuous improvement, innovation, and delivering on its mission to provide safe, reliable, and sustainable water and sanitation services. The recognition by ESAWAS is both a validation of past efforts and a motivation to push boundaries even further.

*NYEWASCO continues to shine beyond borders – setting the pace for Kenya, Africa, and the global water sector.*

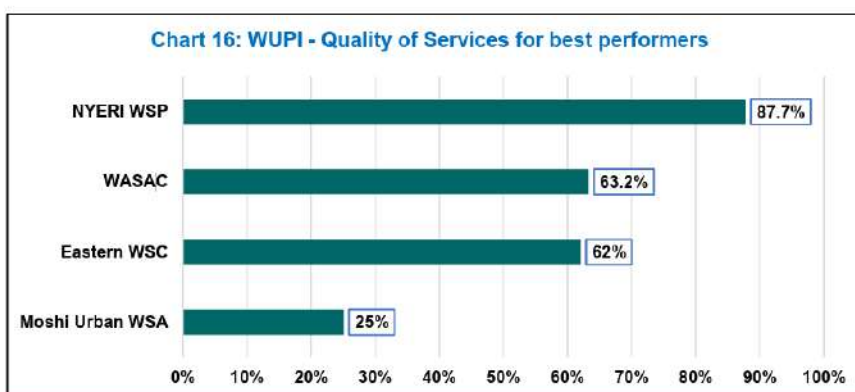
### 7.3.1 OVERVIEW OF PERFORMANCE AGAINST KPIS

Table 18: Performance of the best Utilities in the ten KPIS

Utility	Quality of Services				Economic Efficiency			Operational Sustainability		
	Water Coverage [10]	Sewerage Coverage [5]	Water Quality [15]	Hours of Supply [10]	O&M Cost Coverage [10]	Collection Efficiency [15]	Staff Cost as a % of O&M Cost [5]	Staff/1,000 W&S Connections [5]	NRW [15]	Metering ratio [10]
	%	%	%	Hours/day	%	Ratio	%	Ratio	%	%
Nyeri WSP, Kenya	100%	40.4%	100%	24	120%	110%	55%	4	15.4%	100%
Eastern WSC, Zambia	91.7%	3.6%	98.8%	20	75%	95%	68.2%	5	43.1%	100%
Moshi Urban WSA, Tanzania	65.1%	9.6%	84.2%	24	99%	98%	38.3%	3	23.9%	100%
WASAC, Rwanda	80.4%	N/A	99.9%	21	104%	100%	24.4%	4	41.1%	100%

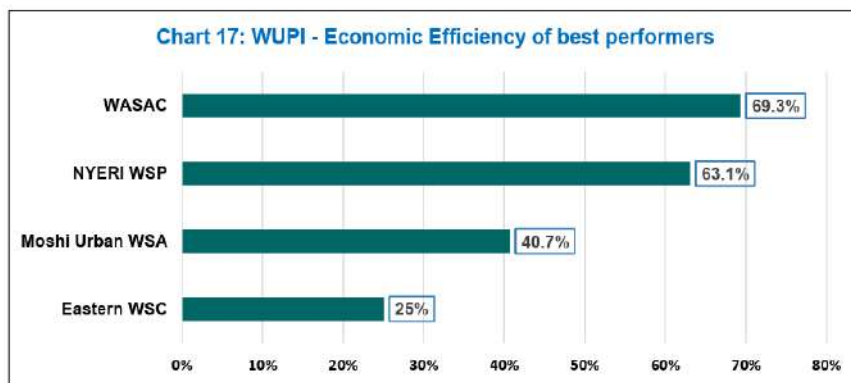
#### 7.3.2.1 WUPI - Quality of Services

The performance of Utilities in Quality of Services was measured combining the performance in Water Coverage, Sewerage Coverage, Water Quality and Hours of Supply indicators.



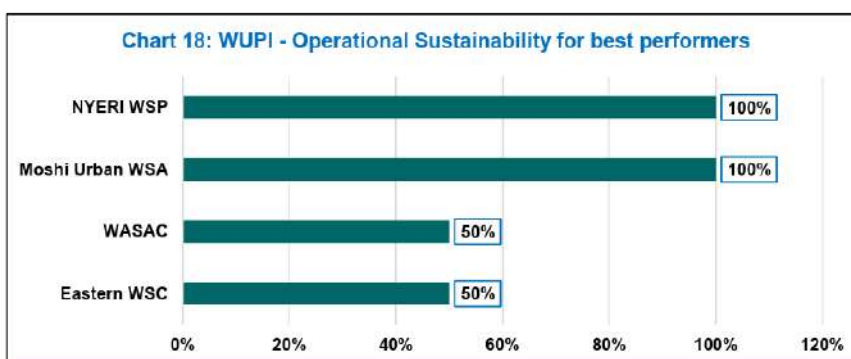
#### 7.3.2.2 WUPI - Economic Efficiency

O&M Cost Coverage by Billing, Collection Efficiency and Staff Cost in relation to O&M Cost indicators are combined to determine the performance of Utilities in the Economic Efficiency component.



#### 7.3.2.3 WUPI - Operational Sustainability

Chart 18 shows the ranking of Utilities in operational sustainability based on their combined performance in Staff Productivity, NRW and Metering Ratio indicators.



# Strengthening Ties: NYEWASCO Hosts World Waternet for Partnership Talks

Exploring collaboration to enhance water and sanitation services



NYEWASCO management team with the visiting delegation from World Waternet after the partnership meeting.

NYEWASCO hosted a delegation from World Waternet for an introductory meeting that explored opportunities for collaboration in advancing sustainable water and sanitation services. The session was marked by constructive discussions and a shared commitment to innovation and community impact.

The meeting focused on data-driven planning, capacity building, and shared learning. Harnessing accurate data to guide decision-making, investing in staff development, and drawing on international best practices were identified as vital steps toward building stronger,

more resilient systems. For NYEWASCO, the engagement underscored the value of partnerships in enhancing performance across the full water and sanitation cycle—from water intake and treatment, to distribution, wastewater management, and environmental sustainability. Both organizations also emphasized inclusivity, with a shared vision of ensuring that no community is left behind in accessing essential services.

The collaboration is aligned with the guiding principles of the Global Water Operators' Partnerships Alliance (GWOPA), which promotes solidarity, peer-to-peer learning, and long-term

cooperation among utilities. By rooting this relationship in shared values, NYEWASCO and World Waternet are laying the foundation for solutions that are innovative, efficient, and sustainable.

This meeting marked the beginning of what is expected to become a long-term and impactful partnership. For NYEWASCO, it reaffirmed the belief that collaboration remains central to growth, innovation, and improved service delivery to the people of Nyeri.

Partnerships built on shared values and innovation are key to delivering sustainable water and sanitation services.



# 1st Quarter Corporate Meeting: Reflection, Recognition, and Renewed Drive

*A look back at a session that set the tone for FY 2025/26*



**N**YEWASCO successfully held its 1st Quarter General Corporate Meeting for the financial year 2025/26, a session that brought together staff in a spirit of inspiration, celebration, and renewed commitment to excellence.

The meeting opened with a powerful reflection from Preacher Mary Mumbi, who drew lessons from Esther 4:10–17. She encouraged staff to embody the values of C-H-R-I-S-T —

Considerate, Harmony, Reward, Intercessor, Sacrifice, and Truthful/Teamwork as guiding principles in both work and personal life.

In his remarks, MD Eng. Peter Kahuthu applauded staff for their unwavering dedication and hard work. He celebrated NYEWASCO's remarkable achievement in the recent Impact Report, where the company emerged No. 1 overall, clinching five trophies in recognition of excellence across various areas. This, he noted, is

a testament to the company's consistent pursuit of service excellence and innovation in the water and sanitation sector.

The meeting also featured comprehensive departmental updates, with each unit sharing key milestones achieved and setting ambitious targets for the coming months. This exchange of progress and plans reinforced a culture of accountability, teamwork, and continuous improvement within the organization.

The session concluded with an insightful presentation from APA Apollo Insurance, which underscored the importance of insurance in managing risks and promoting financial well-being among staff. This knowledge-sharing session equipped employees with practical tools to safeguard their future while enhancing overall productivity.

The Meeting not only celebrated past wins but also set the tone for the rest of the financial year anchoring NYEWASCO's commitment to service delivery, innovation, and excellence.





# NYEWASCO Board Holds Inaugural Meeting to Welcome New Members

Board welcomes new Director, affirms service commitment



*CECM Hon. Fredrick Kinyua, Company Secretary Mr. Richard Gikuhi, Board Members, and the Managing Director during the inaugural meeting.*

The Board of Directors convened an inaugural meeting to officially welcome Mr. David W. Macharia, the newly appointed Director representing the Business Community, and to chart the company's strategic direction.

The session was graced by Hon. Fredrick Kinyua, County Executive Committee Member (CECM) for Water, Environment and Climate Change – Nyeri County. In his remarks, Hon. Kinyua reaffirmed the County Government's continued support for NYEWASCO's mandate of delivering

sustainable water and sanitation services to the residents of Nyeri. Also present were the Board Chair, CPA Gathogo, Company Secretary, Mr. Richard Gikuhi, and the entire board membership. Their presence underscored the company's dedication to strong leadership and sound governance.

The board deliberations acommitment to:

Good governance as a cornerstone of sustainable growth.

Stakeholder engagement to strengthen partnerships with the community, government,

and development actors. Enhanced service delivery to meet the increasing demand for safe, affordable, and reliable water.

This inaugural meeting not only welcomed Mr. Macharia into the Board but also reaffirmed NYEWASCO's resolve to embrace innovation, accountability, and excellence in serving the people of Nyeri.

Strong leadership and sound governance continue to anchor NYEWASCO's steady growth and commitment to excellence.



## Collaborative Effort to Enhance Sanitation through Sewer Extension Financing

*A milestone partnership to expand sanitation access in Nyeri*

**N**YEWASCO signed a financing agreement with the Water Sector Trust Fund (WSTF), commonly known as WaterFund, under the Aid on Delivery (AOD) Program. This agreement marked a major milestone for the company as it laid the foundation for the commencement of the long-awaited sewer extension project.

The project was designed to cover the areas of Kiamwathi, Ruring'u, Skuta, Misha, Wambugu Farm, and Thunguma. Once fully implemented, it was projected to serve a population of more than 10,000 residents. Through the expansion of sewer services, the project was expected to significantly improve access to sanitation, strengthen public health outcomes, and raise the standard of living for households in the targeted communities. In addition to household benefits, the initiative placed emphasis on environmental sustainability. The sewer extension



was structured to incorporate better pollution control measures, thereby reducing contamination risks and contributing to a cleaner and safer environment. This was in line with our commitment to protecting natural resources while providing essential services.

The project was also anticipated to spur socio-economic growth within the beneficiary areas. By improving sanitation infrastructure, it created an enabling environment for investment, supported lo-

cal development initiatives, and provided a platform for improved livelihoods.

Through this financing partnership with WaterFund, NYEWASCO demonstrated its continued commitment to delivering sustainable water and sanitation solutions. The agreement stood as evidence of the importance of collaboration in addressing community needs, strengthening service delivery, and promoting long-term development.



*NYEWASCO and WaterFund officials during the signing of the financing agreement under the AOD Program.*



# Sector leaders converge in Nyeri to chart climate-resilient and accountable water services

NYEWASCO Hosts WASPA Bi-Monthly Meeting



*Participants of the WASPA Bi-Monthly Meeting hosted by NYEWASCO pose for a group photo after deliberations on sector resilience and accountability.*

NYEWASCO played host to the WASPA Bi-Monthly Meeting, a gathering that brought together water and sanitation leaders from across the country. Far more than a routine update, the session provided space for shared learning, open dialogue, and sector-wide alignment on the pressing challenges utilities face today.

The event was officially opened by Nyeri Governor H.E. Mwalimu Mutahi Kahiga, EGH (PhD), who called on utilities to prioritize sustainable water resource management in the face of intensifying climate change. He reminded participants that water underpins public health, agriculture, and economic growth, and urged WASPA to present its concerns in a formal memorandum to be championed at the national level.

A highlight of the meeting was a presentation by the Office of the Auditor-General (OAG).

CPA David Cherono, Director OAG Nyeri Region, observed that audit reports often emphasize financial losses without reflecting the realities of day-to-day service delivery. He pointed out recurring sector challenges such as high Non-Revenue Water, legacy debts, and weak documentation, while encouraging utilities to adopt digitized financial systems, strengthen governance, and embrace risk

management on the journey toward a Zero-Fault Audit. The meeting reaffirmed the sector's determination to respond to climate threats and accountability demands with resilience, transparency, and innovation. For WASPA and its members, the path forward is clear: building resilient, transparent, and people-centered water and sanitation services in line with Vision 2030 and SDG 6.





# Welcoming the 5<sup>th</sup> Cohort of Interns for the 2025/2026 Program

*Shaping Tomorrow's Professionals Today*



*Managing Director, Eng. Peter G. Kahuthu, addressing the 5th Cohort of Interns during their induction program.*

At NYEWASCO, we believe in nurturing the next generation of professionals through hands-on learning, mentorship, and exposure to real-world operations. This year, we are proud to welcome the 5th Cohort of Interns (2025/2026) into the NYEWASCO family.

The induction program set the tone for their journey with us, beginning with interactive briefings from Senior Management, various departments, and divisions. These sessions provided the interns with insights into NYEWASCO's strategic direction, organizational values, and commitment to excellence in water and sanitation service delivery.

To complement the classroom sessions, the interns embarked on site visits to our key facilities: the Kamakwa Water Treatment Plant and the Kangemi Sewer Treatment Plant. These tours offered them an invaluable opportunity to witness our operations in action, linking theory to practice and deepening their understanding of how water and sanitation services impact communities.

The internship program at NYEWASCO is more than just a work placement; it is a structured pathway designed to build capacity, encourage innovation, and prepare young professionals for meaningful careers in the water and sanitation sector. As the interns settle into their respective roles,

they carry with them not only new knowledge but also the responsibility to uphold the values of integrity, service, and continuous improvement.

We look forward to seeing the contributions of this talented group as they engage in projects, bring fresh perspectives, and grow under the guidance of experienced mentors. Their journey is not just about learning from us — it is also about shaping the future of water and sanitation services in Kenya.

*"Welcome aboard, Cohort 5! Together, we step into a season of growth, innovation, and service to our community."*



# Raising the Bar: NYEWASCO Signs Its 5th Annual Performance Contract

*Renewing our pledge to efficient service delivery*

NYEWASCO has once again reaffirmed its commitment to excellence by signing its 5th Annual Performance Contract in a colorful ceremony held at the Town Hall Grounds, Nyeri. The event was presided over by H.E. Governor Mutahi Kahiga and Deputy Governor H.E. Kinaniri Waroe, reflecting the County Government's strong support for performance-based management and accountability.

The contract was signed on behalf of the Company by Board Chair, CPA Gathogo Mwangi, and Managing Director, Eng. Peter G. Kahuthu. By appending their signatures, the leadership emphasized NYEWASCO's unwavering dedication to efficient, transparent, and results-driven service delivery.

Performance contracting, now in its fifth cycle at NYEWASCO, is more than just a routine exercise. It is a powerful tool that allows institutions to set clear targets, track progress, and continuously improve their services to the public. For NYEWASCO, it serves as both a roadmap and a pledge—guiding daily operations while ensuring that customers remain at the heart of every commitment.

*"Performance contracting is a journey of accountability and growth. It keeps us aligned, focused, and always working to do better for our customers."*

CPA Gathogo Mwangi,  
Board Chair



*CPA Gathogo Mwangi, Board Chair, and Eng. Peter G. Kahuthu, Managing Director, sign NYEWASCO's 5th Annual Performance Contract at the Town Hall Grounds, Nyeri.*

As NYEWASCO steps into this new cycle, the targets set out in the contract will serve as a guiding framework for improvement and innovation. With strong governance, a clear customer-first approach, and a dedicated team, the company remains committed to enhancing the quality of life for all residents of Nyeri sub-county through sustainable and world-class water and sanitation services.

This signing not only reflects the company's resilience and consistency but also demon-

strates its alignment with broader government objectives of efficiency, accountability, and impact in public service delivery. For NYEWASCO, the journey continues—with renewed energy, clear direction, and an unwavering promise to the community it serves.

*"The performance contract is our pledge to the people of Nyeri to deliver clean, safe, and reliable water and sanitation services."*

Eng. Peter G. Kahuthu, MD





# Board of Directors' Familiarization and Inspection Tour

*A closer look at operations, infrastructure, and service delivery*



*Board of Directors and senior management team during a site inspection tour of key water and sanitation facilities*

At NYEWASCO, we believe that strong leadership goes hand in hand with close oversight and accountability. In line with this commitment, our Board of Directors, led by Chair CPA Gathogo Mwangi and accompanied by senior management, recently embarked on a familiarization and inspection tour of key facilities and ongoing projects.

The visit was designed to assess operational effectiveness, evaluate the condition of infrastructure, and ensure that all projects align with our mission of delivering safe, reliable, and sustainable water and sanitation services.

The tour covered several critical installations that play a central role in service delivery. At the Kamakwa Water Treatment Plant, the Board gained first-hand insight into the processes that guarantee safe drinking water for our customers. The Nyeri Hill steel tank and the Tetu Tank demonstrated our storage and distribution capacity, while the Ihwa Intake un-

derscored the importance of sustainable water sourcing. The Gatei Sewer Treatment Plant, on the other hand, showcased our continued investment in sanitation infrastructure and environmental stewardship.

Following the inspection, the Board expressed satisfaction with the state of the facilities, noting the high standards upheld by our staff and management teams. They commended the dedication, professionalism, and consistency demonstrated in maintaining quality infrastructure. In their remarks, they encouraged the entire NYEWASCO team to continue

pursuing innovation and operational excellence, reaffirming the Company's role as a benchmark utility in the water sector. This visit underlines NYEWASCO's unwavering dedication to sustaining infrastructure, enhancing efficiency, and delivering reliable services to the residents of Nyeri Central Sub County and its environs. It also reflects our broader commitment to continuous improvement, accountability, and customer satisfaction. At NYEWASCO, every investment, inspection, and innovation is driven by a singular goal: to serve our community better today, and sustainably into the future.





# Excellence on and off the Field: Celebrating Success at the 14th Edition of the WASCO Games

*Team spirit, big wins, and a proud 2nd place finish*



*Kisii Governor H.E. Simba Arati presents the trophy to NYEWASCO Managing Director, Eng. Peter G. Kahuthu, and Sports Committee Chair in recognition of the team's outstanding 2nd place finish at the 14th WASCO Games.*

The 14th edition of the Water Services Companies Sports Organization (WASCO) Games unfolded in Kisii County, bringing together water utilities from across Kenya in a week of competition, camaraderie, and celebration. Hosted by Kisii Water and Sanitation PLC in collaboration with the County Government of Kisii, the event was a vibrant showcase of resilience, teamwork, and talent in line with this year's theme: "Combating Climate Change Through Sports."

Before the journey to Kisii, the Board Chair, CPA Gathogo Mwangi, officially flagged off our team. With high expectations and strong spirit, the athletes set out determined to represent the company with excellence.

The Games officially began with a colorful opening ceremony at the Governor's Office in Kisii.

The Cabinet Secretary for Water, Sanitation, and Irrigation, Hon. Eric Muga, flagged off the procession of teams, who then marched to Gusii Stadium for the official opening. A symbolic tree-planting ceremony at Kisii Primary School further reinforced the games' commitment to climate action.

Our athletes competed in over 10 different disciplines, demonstrating not just athletic skill but also resilience and teamwork. From athletics and indoor games to ball games and cultural performances, they embodied the true spirit of the Games.





At the end of the highly competitive week, the team proudly secured 2nd position overall among more than 25 participating water utilities.





This remarkable achievement stands as a testament to their hard work, discipline, and unity.

The team brought home an impressive collection of trophies and medals across various categories:

- |   |  |
|---|--|
|  Basketball (Men) – Position 1     |  Basketball (Ladies) – Position 3 |
|  Shot Put (Men) – Position 1       |  Volleyball (Men) – Position 3    |
|  Table Tennis (Women) – Position 2 |  Golf – Position 3                |
|  Badminton – Position 2            |  Folk Dance – Position 3          |
|  Folk Song – Position 2            |  Scrabble – Position 3            |
|  Table Tennis (Men) – Position 3   |  10,000m (Men) – Position 3       |
|  Squash (Men) – Position 3         |  Long Jump (Ladies) – Position 3  |

While the trophies and medals were a proud outcome, the Games were also about bonding, learning, and representing the company's values to a national audience. Participation underscored the importance of employee wellness, talent development, and cultural preservation. The sense of unity that came from cheering, competing, and sharing experiences will continue to inspire the team long after the Games.

We celebrate every participant, coach, and supporter who played a role in this success. Their dedication has once again placed the company among the top performers at the WASCO Games. More importantly, they have demonstrated that success is not just measured in medals but also in the values carried forward – discipline, resilience, and togetherness.

**Congratulations to the entire team for flying our flag high in Kisii. You continue to make us proud, both on and off the field.**





## Strengthening Water Access: Contract Signed for Key Extension and Upgrade Projects

*Expanding Coverage and Strengthening Service Reliability*



*Contract signing for the CLSG II water extension and pipeline upgrade project*

A contract was signed for the implementation of water extension services to Ihururu Township, Nyarugumu Village, New Fortis Estate in Mweiga, and the pipeline upgrade with-

in Nyeri Town CBD under the CLSG II Programme, funded by the Water Sector Trust Fund. The project covered the extension of water supply to under-

served areas and the upgrading of the existing pipeline network in the CBD to improve efficiency. Its objectives were to strengthen the water distribution network, enhance supply reliability, reduce system losses, and expand service coverage to thousands of households and businesses.

Once completed, the project was expected to improve access to clean and reliable water, enhance operational efficiency, and contribute to sustainable service delivery across Nyeri County. The contract signing marked an important milestone in the company's commitment to quality, reliable, and sustainable water services.

## Strengthening Partnerships for Improved Sanitation

*Expanding Sewerage Access Through Strategic Partnerships*

NYEWASCO is delighted to share that we are exploring a strategic partnership with Co-operative Bank, in collaboration with Aqua for All and Water.org, to support the Kandara-Ngargarithi sewer extension project.

This partnership represents a significant step towards enhancing sanitation infrastructure within our service area. By working together with like-minded organizations, we aim to expand access to safe and reliable sewerage services while contributing to healthier, more sustainable communities.

The Kandara-Ngargarithi sewer extension project is not only about infrastructure—it is about

people. Improved sanitation reduces health risks, protects the environment, and uplifts the overall quality of life. With the combined expertise, resources, and commitment of our partners, this initiative will bring lasting benefits to our customers and the broader community.

At NYEWASCO, we remain committed to fostering impactful collaborations that drive progress and ensure that essential services reach every household. Together, we are building a cleaner, healthier, and more resilient future.











# NYEWASCO at your Fingertips

**\*873\*019#**  
**One Code.**  
**All Services.**

## USE OUR USSD CODE TO:

- 
-  Query your NYEWASCO bill
  -  Pay your NYEWASCO bill
  -  Tambua NYEWASCO staff
  -  Report bursts/interruptions
  -  Get a mini statement

 Toll Free Number: 0800721095  0734 732481 / 0714 430000  P.O. Box 1520-10100 Nyeri

 [www.nyewasco.co.ke](http://www.nyewasco.co.ke)  Off Kenyatta Road, Behind Nyeri County Fire Offices

 [info@nyewasco.co.ke](mailto:info@nyewasco.co.ke)  @Nyeri\_Water  @waternyeri

 @nyewasco  @NYEWASCO



# Honoring innovation, sustainability, and climate-smart solutions at the Central Kenya ASK Show 2025

*Excellence on Display at Kabiruini Showgrounds*



*Cabinet Secretary for Agriculture and Livestock Development, Hon. Mutahi Kagwe, at the NYEWASCO stand during the Central Kenya ASK Show 2025.*

The Central Kenya ASK Show 2025 officially opened its doors at the Kabiruini Show Grounds, Nyeri, attracting thousands of participants and exhibitors from across the region. This year's theme, "Promoting Climate Smart Agriculture and Trade Initiatives for Sustainable Economic Growth," emphasized the urgent need for innovation and collaboration in addressing climate change while securing sustainable livelihoods.

For many years, the ASK Show has been a stage where institutions showcase the best of their products, services, and technologies. It provides an invaluable opportunity for

the public to interact directly with organizations and learn how different sectors contribute to Kenya's growth story.

At the exhibition, NYEWASCO showcased a wide array of solutions that go beyond water and sanitation service delivery. The stand featured innovations in wastewater management, energy conservation, ICT integration, and community engagement projects. Visitors were taken through interactive displays that demonstrated how safe water access and effective sanitation are essential pillars in achieving climate-smart agriculture and overall sustainability.

The team emphasized the company's commitment to resource conservation, highlighting initiatives such as energy efficiency programs, environmental protection, and public awareness campaigns. These efforts not only align with national development priorities but also reflect the organization's long-term vision of becoming a world-class water and sanitation services provider.

The exhibition was graced by several dignitaries who visited the stand to learn more about its innovations.

H.E. Mwalimu Mutahi Kahiga, EGH, Governor of Nyeri County, was among the first guests.



He engaged with the team on how ongoing projects contribute to food security, improve livelihoods, and strengthen community resilience in the face of climate change.

Hon. Mutahi Kagwe, Cabinet Secretary for Agriculture and Livestock Development, also toured the stand. He showed keen interest in the climate-smart solutions on display and acknowledged the role water and sanitation play in supporting agricultural productivity and sustainable growth.

The company's Board of Directors also visited the exhibition stand. Led by the Board Chair and accompanied by several board members, the delegation reviewed the displays, met frontline staff and exchanged views with managers on strategic priorities. The Board commended the team for the professionalism of the display and for the hands-on engagement with the public.

Their visits underscored the recognition of water and sanitation services as enablers of economic development, and reaffirmed the importance of partnerships between utilities, county, and national governments.

NYEWASCO emerged as a top performer, scooping six prestigious awards that underscored the company's excellence, innovation, and community focus:

🏆 Best Stand in Water and Wastewater Services – 1st Place

🏆 Best Energy Services and Conservation Sector Stand – 1st Place



*H.E. Governor Mutahi Kahiga tours the NYEWASCO exhibition stand during the Central Kenya ASK Show 2025*

🏆 Best Organization/ Association in Community Project/ Service – 1st Place

🏆 Best Stand Embracing ICT Systems – 1st Place

🏆 Best Interpretation of the Show Theme (Non-Agro Based) – 3rd Place

🏆 Best Stand Demonstrating Environmental Quality Standards – 3rd Place

These accolades were not just awards for presentation, but recognition of the hard work and dedication of the entire team. They highlighted the company's ability to integrate technology, community ser-

vice, and environmental stewardship into its operations.

Looking forward, the company remains committed to scaling up innovations in ICT, expanding sanitation coverage, enhancing customer engagement, and safeguarding water sources. These efforts are critical to ensuring that water and sanitation services meet the growing needs of the population while protecting resources for future generations.

The ASK Show highlighted the vital role of water and sanitation in climate resilience, with awards and partnerships affirming progress and a clear commitment to a sustainable future.



*Board of Directors, led by Chair CPA Gathogo Mwangi, at the exhibition stand*



## Strengthening Governance: NYEWASCO Board Joins Nyeri County WSPs for Transformative Leadership Training

*A Joint Capacity-Building Workshop for All WSP Boards in Nyeri County*



**KENYA SCHOOL OF GOVERNMENT**  
INDUCTION AND CORPORATE GOVERNANCE COURSE  
FOR BOARD MEMBERS NYERI WATER SERVICE  
(NYEWASCO)



The NYEWASCO Board joined fellow Water Service Provider (WSP) boards from across Nyeri County for a high-level governance and leadership programme hosted at the Kenya School of Government, Mombasa. The week-long training brought together board representatives from all WSPs in the region, underscoring a shared commitment to strengthening oversight, accountability, and strategic leadership within the water sector.

Across the sessions, board members engaged deeply with critical topics central to efficient service delivery and sustainability. The programme covered corporate governance best practices, ethical leadership, board roles and responsibilities, financial accountability, public procurement standards, audit and risk management, and human resources devel-

opment for peak performance. Specialized modules on strategic board leadership, corporate branding, tariff management, resource mobilization, and public sector financial management further enriched the discussions, equipping participants with updated tools to navigate the increasingly complex operating environment.

For NYEWASCO, the training reaffirmed the Board's commitment to steering the company through strong governance frameworks, transparent decision-making, and long-term planning. The emphasis on performance management, policy formulation, and constructive board-management collaboration aligns directly with NYEWASCO's mission to deliver reliable, affordable, and sustainable water and sanitation services to the people of Nyeri.

The joint participation of all Nyeri County WSP boards also created a platform for peer learning—encouraging alignment, harmonization of governance standards, and cross-utility collaboration. By exchanging experiences and exploring emerging issues jointly, the boards strengthened both individual and collective capacity to drive sector transformation.

As the water sector continues to evolve with new regulatory expectations, climate-related challenges, and rising service demands, such continuous professional development is essential. NYEWASCO's Board remains dedicated to championing excellence, fostering accountability, and advancing the utility's vision through informed, ethical, and forward-thinking governance.



# Disability Mainstreaming Training equips staff to embrace diversity and equality

*staff empowered to integrate disability mainstreaming in service and workplace*



*NYEWASCO staff during the two-day Disability Mainstreaming Training promoting inclusivity and equality.*

At NYEWASCO, our commitment to excellence extends beyond providing safe water and sanitation services. We are equally dedicated to creating an inclusive environment where every individual is valued, empowered, and supported to thrive. In line with this vision, we recently held a two-day Disability Mainstreaming Training for all our staff members.

The training was designed to equip our team with essential knowledge, practical skills, and inclusive approaches that champion disability rights. It also reinforced our shared responsibility to ensure that no one is left behind in both service delivery and workplace engagement. Through interactive sessions

and real-life case studies, participants gained a deeper understanding of the barriers faced by persons with disabilities, and how proactive policies and attitudes can make a difference. The training emphasized that disability inclusion is not an act of charity, but a matter of rights, equality, and justice.

For NYEWASCO, mainstreaming disability is not a one-time initiative but an ongoing journey. It requires intentional efforts in policy development, workplace adjustments, customer engagement, and community outreach. By empowering our staff with the right mindset and tools, we are strengthening our ability to serve all customers fairly and to provide a work-

place where every employee can reach their full potential.

This program aligns with our broader goal of fostering diversity, equity, and inclusion within the company and the communities we serve. It is also a reflection of our pledge to uphold the national and global call to build inclusive societies where dignity and opportunity are universal.

As we move forward, NYEWASCO will continue to build on these milestones to ensure that true excellence is not only seen in our service delivery, but also in how we respect, include, and empower every member of society.



# Senior management tours projects and facilities to ensure accountability and better service delivery.

*Building Stronger Services Through Hands-On Project Monitoring*

**N**YEWASCO's Senior Management Team, led by our Managing Director, Eng. Peter G. Kahuthu, recently held a management day out to visit key facilities, projects, and installations under implementation. The exercise reflected NYEWASCO's strong culture of accountability, teamwork, and commitment to delivering customer-focused infrastructure solutions.

The field engagement offered the management team an opportunity to review progress, monitor ongoing works, and provide guidance to ensure that projects remain on track and aligned with the company's strategic objectives.

Among the sites visited was the Tetu Tank, where repair works are underway alongside the installation of a Bulk Smart Meter—an initiative designed to improve efficiency in monitoring and management of water flows. The team also toured the Ihwa Intake, a vital component



of the water supply system, and the CLSG2 Projects, specifically Lot 2, which covers Ihururu, Nyarugumu, and New Fortis Mweiga. These projects are crucial in expanding service coverage and enhancing reliability for the growing customer base.

The visit further included an inspection of the Kangemi Sewer Treatment Plant, where NYEWASCO is piloting the innovative Black Soldier Fly (BSF) Project, a sustainability-driven initiative aimed at organic waste management and resource recovery. The team also assessed progress on the AoD Project, which features a proposed pumping station that will play

a significant role in boosting service delivery once complete.

Speaking during the tour, Eng. Kahuthu emphasized the importance of management's active involvement in monitoring projects:

Through such engagements, NYEWASCO continues to reinforce its position as a trusted utility, aligning infrastructure growth with customer demand and sustainability. The company remains steadfast in its mission to provide safe, reliable, and affordable water and sanitation services, with every project reflecting both innovation and customer care.





# Building Equity Through Gender Mainstreaming: A Step Toward Sustainable Service Delivery

*Promoting Inclusivity for Sustainable Growth*

At NYEWASCO, we believe that sustainable service delivery cannot be achieved without inclusivity, fairness, and equity at the core of our operations. Guided by this principle, the Company recently concluded a comprehensive two-day Gender Mainstreaming Training for all staff members, reaffirming our commitment to championing equality in both the workplace and the community we serve.

The training was designed to strengthen institutional capacity in promoting gender equity, inclusivity, and non-discrimination across all facets of our work. It emphasized the importance of embedding gender

considerations into policies, programs, and decision-making processes. By equipping staff with knowledge and practical tools, the program ensures that inclusivity is not just a guiding value, but an active practice that drives innovation and sustainability.

Beyond compliance with national gender policies and international best practices, this initiative reflects NYEWASCO's dedication to building a workplace culture anchored on respect, fairness, and equal opportunity for all employees. In doing so, the Company is not only enhancing its internal environment but also set-

ting an example for the sector and the communities it serves.

Our vision is clear: a future where everyone—regardless of gender—has equal space to contribute, grow, and thrive. Gender mainstreaming is not a one-off activity but a journey toward dismantling barriers, amplifying voices, and creating systems that leave no one behind.

By fostering inclusivity, NYEWASCO is taking deliberate steps to ensure that service delivery remains people-centered, equitable, and sustainable for generations to come.





# INTERVISTA: INTERVIEW WITH HEZEKIAH NGUYO



## 1. Please tell us your name and how long you've worked at NYEWASCO.

My name is Hezekiah Nguyo Karingithi, and I have worked at NYEWASCO for about 27 years. Over this period, I have witnessed tremendous growth within the company and in the water sector as a whole. My time here has allowed me to gain invaluable experience and a deep understanding of how essential our services are to the community.

## 2. How would you describe your role in the company?

I currently work in the Debt Collection Division, where my main duties involve disconnection and reconnection of water services. This role is vital in ensuring that customers meet their payment obligations so that the company can continue offering reliable and sustainable water services. It also requires diligence, fairness, and professionalism, as we interact directly with customers in the field.

## 3. What does a normal workday look like for you?

On a typical workday, I report to the office at 8:00 a.m. Once there, I prepare by gathering all the necessary tools and equipment I will need in the field. After that, I check the SmartBilling NYEWASCO app, where our daily tasks and locations for disconnections and reconnections are listed. From there, I proceed to the designated areas and carry out my duties as instructed. Each day brings different challenges and learning opportunities, depending on the field conditions and customer interactions.

## 4. What part of your job do you enjoy the most?

What I enjoy most about my job is being out in the field and getting to do practical work. I like that every day is different, so it never feels too routine. There's a good feeling that comes with finishing the day knowing you've done your part and han-

dled your assignments well. Even when it gets tough, especially with difficult customers, I still enjoy the sense of purpose that comes with the job.

## 5. What are some of the challenges you face in the field?

The challenges I face in my day-to-day work vary greatly. Sometimes, clients deny us access to their premises, making it difficult to carry out our duties. In certain cases, customers become hostile or even violent, and there have been instances where dogs are set on us. Others try to negotiate or make excuses, insisting they are just about to pay and pleading for their water not to be disconnected. There are also cases where customers use harsh or abusive language, and on one occasion, I was even detained after a client called the police on me. Despite these difficulties, I have learned to remain calm and professional, understanding that challenges are part of the job.

## 6. Who or what motivates you to do your best every day?

My motivation comes from doing a job that I am efficient and experienced in. I take pride in knowing that I contribute meaningfully to the company's goals and the community's access to clean water. Additionally, the sense of purpose; having a place to report to every morning and tasks to accomplish, keeps me motivated and focused.

## 7. What do you like to do during your free time?

In my free time, I enjoy farming as a personal pastime. It helps me relax and connect with nature. I also engage in my hobby of table tennis, which I am very passionate about. In fact, I had the honor of representing NYEWASCO in the WASCO Games 2025, where our table tennis team achieved third place overall. These activities allow me to stay active, interact with others, and maintain a healthy work-life balance.

## 8. How do you balance work and family life?

I consciously separate my work mentality from my home mentality to maintain emotional balance. I ensure that the challenges and pressures I face at work do not affect how I relate to my family or loved ones at home. Once the workday ends, I shift my focus to family responsibilities and personal well-being. I make it a priority to take care of the needs at home to the best of my ability, as maintaining harmony in both spheres is essential for a healthy and fulfilling life.

## 9. What advice would you give to young people who want to work in this field?

To anyone new joining the workplace, my advice would be to exercise patience and approach challenges calmly. Every job has its difficulties, but what truly defines a person is how they handle those challenges. By staying composed, professional, and persistent, one can overcome obstacles, grow in experience, and earn respect from both colleagues and customers.



# 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 to TumuTumu School for the Deaf for Regional Championship Ball Games



Donation to Mt. Kenya Hospital for maternity open day



Supporting Compassionate Care: Donation of Essential Items to Nyeri Hospice



Donation of firewood to Little Angles Children's home



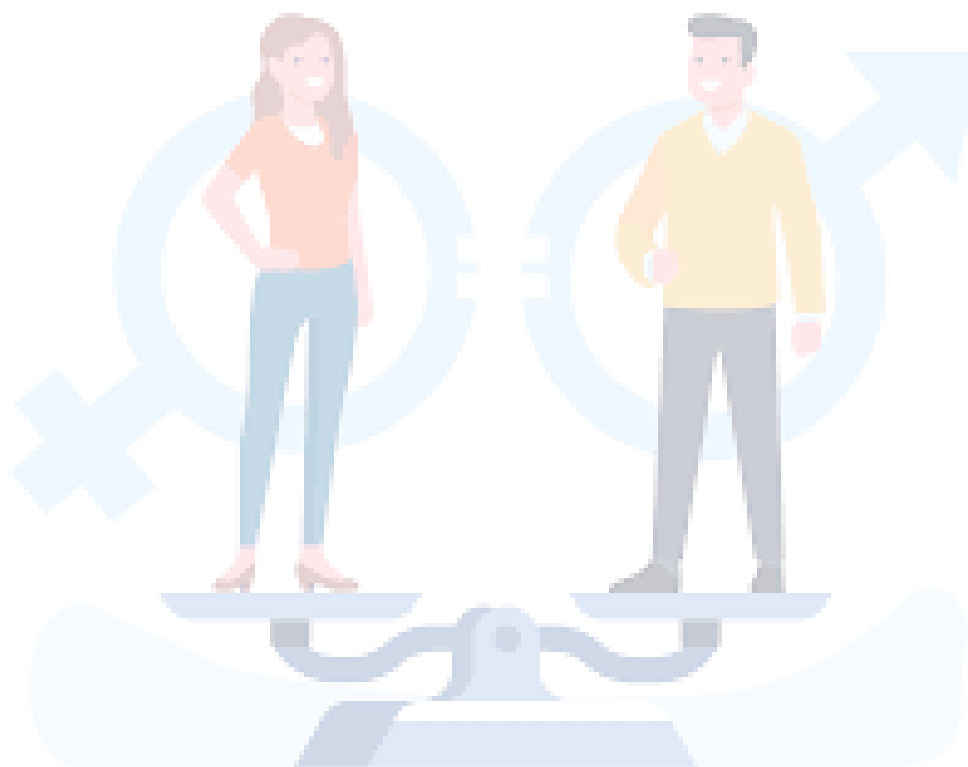


## Gender Synergy: The Foundation of Our Collective Strength

The success of NYEWASCO isn't just about who is on the team; it's fundamentally about how we treat each other. This is the active, deliberate support extended across gender lines that solidifies our internal strength and cohesion. This mutual backing is not merely a professional ideal; it is a vital safeguard for the welfare of every employee.

The core idea that synergy is rooted in how we interact translates directly into the psychological and professional well-being of the entire NYEWASCO team. By establishing and enforcing deliberate cross-gender support, we enhance employee welfare through three key mechanisms:

- 1. Psychological Safety:** Deliberate support fosters an environment of psychological safety. When colleagues, regardless of gender, feel safe to speak up, suggest innovations, or admit mistakes without fear of marginalization or judgment, work-related stress is dramatically reduced. This is crucial for mental and emotional welfare.
- 2. Inclusion and Belonging:** A culture of mutual support ensures that no one feels isolated or undervalued. For example, when a senior male technician actively champions a junior female engineer, ensuring she receives credit for her work, it's a powerful act of solidarity and inclusion. This deep sense of belonging improves morale and is essential for retention.
- 3. Equitable Workload Distribution:** A synergistic environment requires complementary effort, which prevents one gender from disproportionately bearing the burden of specific tasks (such as administrative work defaulting to female staff or physically demanding tasks being exclusively assigned to male staff). Sharing responsibilities fairly contributes to a better work-life balance for everyone and actively prevents burnout.





## TUMULIKE MWIZI PAMOJA CAMPAIGN

Nyeri Water and Sanitation Company (NYEWASCO) continues to implement the “Tumulike Mwizi Pamoja” Campaign, an ongoing awareness and enforcement initiative aimed at curbing water theft, illegal water and sewer connections, and unlawful discharge of wastewater within our service area. The campaign seeks to educate customers and the general public on the legal and financial consequences of these offences while encouraging community cooperation in reporting such cases.

The initiative is spearheaded by the Communications and Public Relations Office, working jointly with the Security and Investigations Office, Pro-Poor Office, Customer Experience Office, and the Business Development and Marketing Office. Activities are being carried out across all NYEWASCO service zones, with special focus on low-income areas where such vices are most common.

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.

Several individuals involved in water theft have been arrested by our Security and Investigations Department, whose mandate is to eliminate the vice. The culprits have been booked at the Central Police Station and are required to settle applicable penalties and pay for backdated billing from the date of disconnection. In most cases, the total amount due has escalated far beyond the original balance—proving that illegal connections are not worth the risk. We urge all customers to obtain legitimate water connections to avoid penalties, disconnections, and possible prosecution. Our teams remain on the ground verifying all water and sewer connections to ensure compliance and fairness in service delivery.

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**

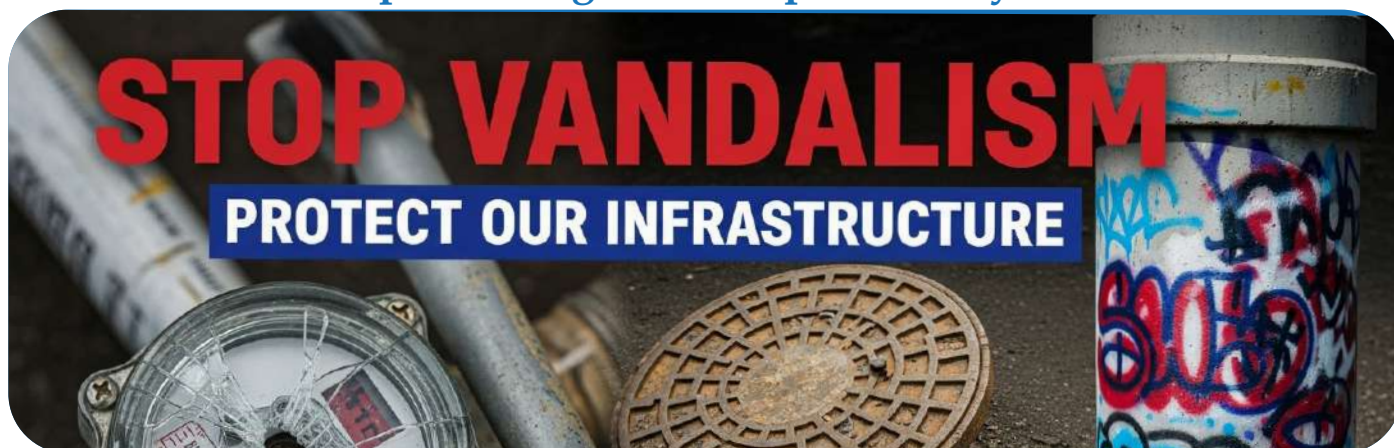
**Tiktok : @nyewasco**

**Toll free phone number: 0800721095**

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

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

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

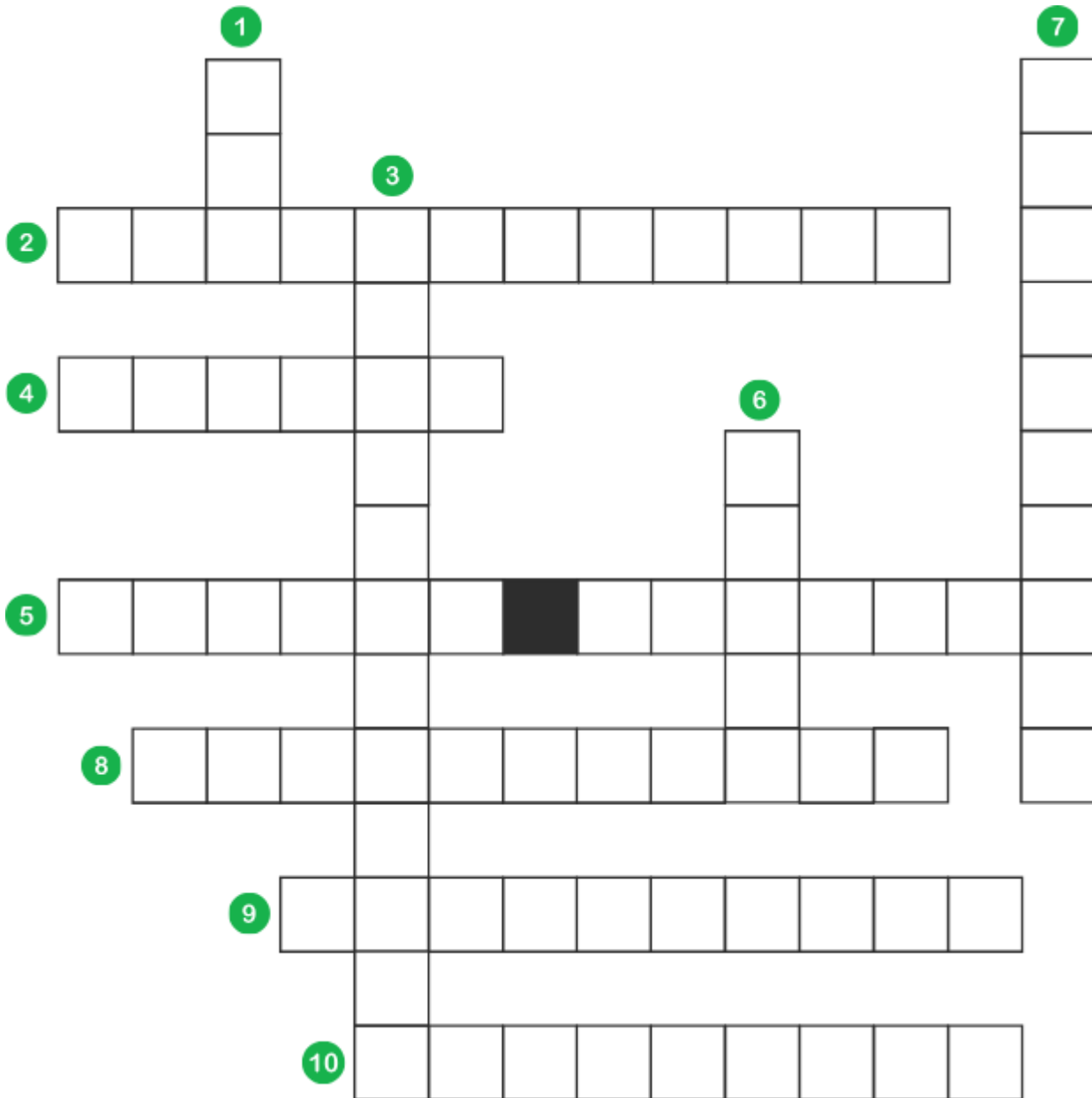




# CROSSWORD PUZZLE

## The Atmosphere

Read the clues and write the words in the crossword puzzle.



1. A mixture of gases that we breathe.
2. The atmospheric layer that starts just above the troposphere.
3. The layer where aurora and satellites occur.
4. The gas that is present in the atmosphere and that we need to breathe.
5. The gas that plants need for photosynthesis.
6. A gas that filters ultraviolet rays that are harmful to living things.
7. The layer of gases that surrounds the Earth.
8. The closest layer to the Earth. It is where weather occurs.
9. The coldest layer of the atmosphere. Meteors burn up in this layer.
10. The upper layer of the atmosphere. It is mainly made of light gases.







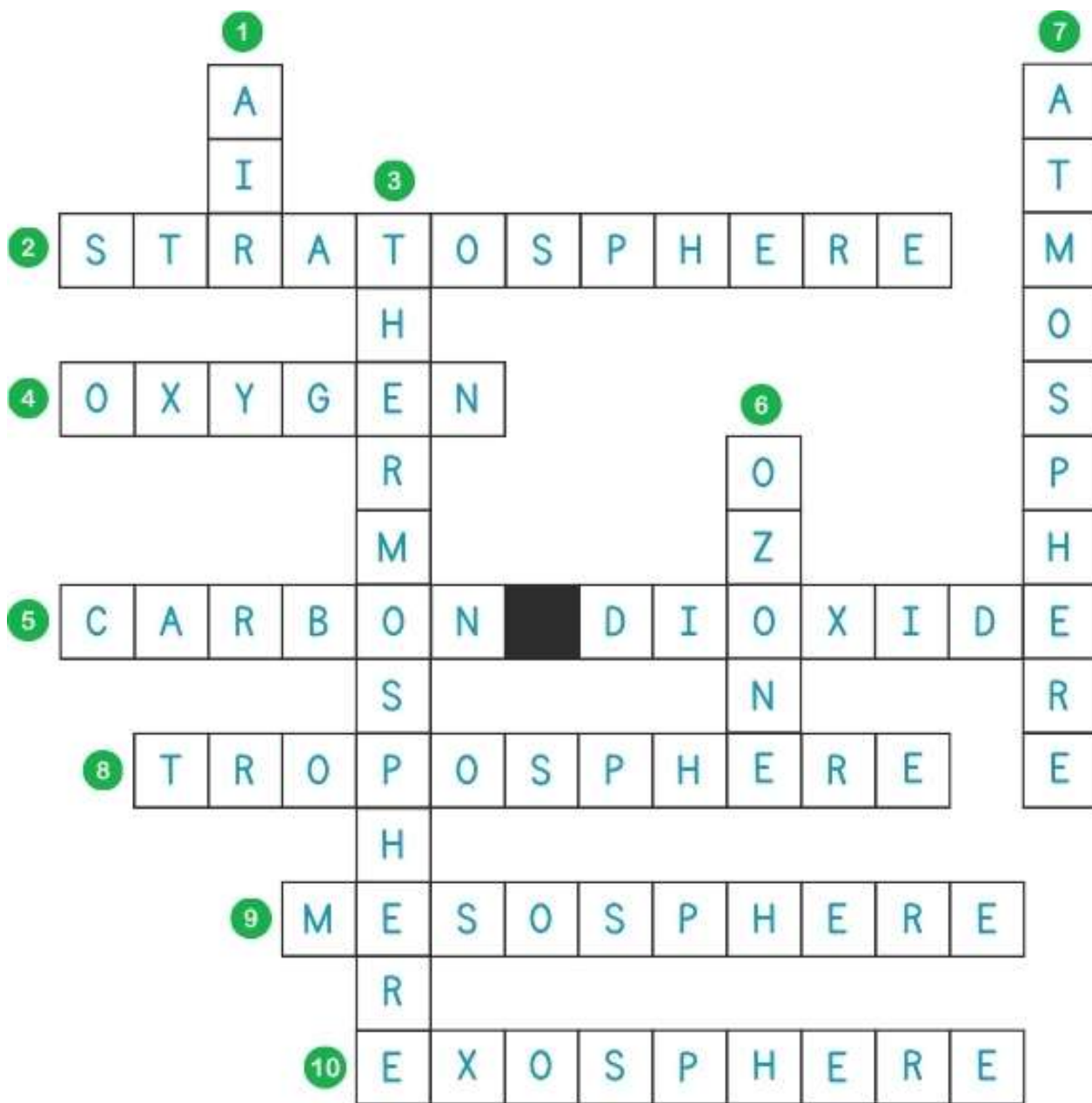








# CROSSWORD PUZZLE ANSWERS



1. A mixture of gases that we breathe.
2. The atmospheric layer that starts just above the troposphere.
3. The layer where aurora and satellites occur.
4. The gas that is present in the atmosphere and that we need to breathe.
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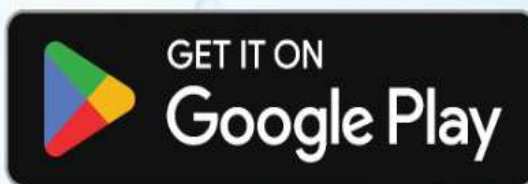




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