



WATSAN FOCUS

Explore exciting highlights!!

Annual Newsletter

2025 Issue



A publication by Nyeri Water and Sanitation Company Limited

MISSION



OUR MISSION

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

VISION



OUR VISION

To be a world class water and sanitation services provider

CORE
VALUES



OUR CORE VALUES

Customer Centric
Professionalism
Innovativeness
Teamwork
Integrity
Responsiveness
Result Oriented

2025 PERFORMANCE

NYEWASCO



Water Quality	100
Water Coverage	120.82
Collection Efficiency	108%
Sewer Coverage	33%
NRW	18.34%
Customer Satisfaction	80
O&M Coverage	108%

CONTENTS

- Pg 4. Message from the Board Chair
- Pg 5. Message from the Managing Director
- Pg 6. NYEWASCO Claims Regional Crown: Emerges as Best Water Utility in Eastern and Southern Africa
- Pg 8. WASREB IMPACT 17 Report 2025: NYEWASCO Named Best Water Service Provider in Kenya
- Pg 12. NYEWASCO Tops County Performance Rankings in 2024/2025 Evaluation
- Pg 13. NYEWASCO Earns Global Recognition
- Pg 14. Advancing Water and Sanitation the Climate-Smart Way: Kenya Water and Sanitation International Conference & Exhibition, 2025
- Pg 17. Honoring innovation, sustainability, and climate-smart solutions at the Central Kenya ASK Show 2025
- Pg 19. Governor Kahiga Convenes Water Sector Summit to Advance Nyeri's Development Vision
- Pg 20. NYEWASCO champions youth empowerment and environmental stewardship at the nyeri youth summit 2025
- Pg 22. Sector leaders converge in Nyeri to chart climate-resilient and accountable water services
- Pg 23. Raising the Bar: NYEWASCO Signs Its 5th Annual Performance Contract
- Pg 24. NYEWASCO Board Holds Inaugural Meeting to Welcome New Members
- Pg 25. Strengthening Governance: NYEWASCO Board Joins Nyeri County WSPs for Transformative Leadership Training
- Pg 26. NYEWASCO sets the standard in county performance evaluation
- Pg 27. Strengthening Partnerships, Shaping Progress: NYEWASCO Hosts Stakeholders Conference 2025
- Pg 28. Board of Directors' Familiarization and Inspection Tour



- Pg 30. Leading from the Front: Management Hands-On Approach to Service Excellence
- Pg 35. A Flow of Progress: TWWDA, and Nyeri County Government Hand Over Boreholes from Kieni TVET and Kahiraini Primary School
- Pg 37. Engineering Unity, Inspiring Tomorrow: NYEWASCO Attends Presidential Connect Gala Dinner
- Pg 40. Communities Shape the Future: NYEWASCO Concludes 2025/26–2029/30 Tariff Consultations
NYEWASCO champions youth empowerment and environmental stewardship at the nyeri youth summit 2025
- Pg 48. Growing a Greener Tomorrow: NYEWASCO's Expanding Footprint in Environmental Conservation
- Pg 61. CORPORATE SOCIAL RESPONSIBILITY INITIATIVES
- Pg 63. Pictorial

Message from the Board Chair



CPA Gathogo Mwangi

As we embark on another year of service, I am proud to reflect on NYEWASCO's remarkable progress over the past 12 months. In a year marked by both opportunities and challenges, our Company has continued to uphold the highest standards of excellence in water and sanitation services, setting benchmarks not only locally but across the region. In 2025, we regained our No. 1 ranking in the WASREB Impact Report No. 17, a testament to our unwavering commitment to service quality and operational excellence. We also retained the prestigious "Best of the Best" Water Service Provider title in Eastern and Southern Africa awarded by ESAWAS, and were recognized as the Best Performing Utility in the County Performance Management Scorecard evaluation.

These accolades reflect the profes-

sionalism, dedication, and teamwork demonstrated by every member of the NYEWASCO family.

Our infrastructure programme continues to deliver transformative impact. The Tetu Tank project has been successfully completed, while the Nyeri Hill Tank project is progressing well. Together, these projects will significantly enhance water reliability across Nyeri County. On the sanitation front, we are making steady progress in extending sewer services to Kiamwathi and adjacent communities, increasing coverage from 34% to 42%. These strategic investments demonstrate our resolve to meet the evolving needs of our customers and to expand access to essential services.

Beyond infrastructure, NYEWASCO has remained committed to holistic staff development. Our teams

have excelled in areas such as sports, innovation, and capacity-building — embodying resilience, creativity, and a collaborative spirit that strengthens our organizational culture. These initiatives not only enhance individual growth but also contribute to a motivated, high-performing workforce ready to achieve even greater milestones ahead. Equally important is our positive contribution to community wellbeing. Through targeted education, outreach programmes, and partnerships with local institutions, we have deepened public understanding of water conservation, sanitation, and hygiene. These engagements reinforce our corporate social responsibility and affirm our role as a people centered utility.

We also navigated financial and operational challenges during the year, from economic pressures to evolving compliance requirements. In facing these, the Board, Management, and Staff demonstrated unity, discipline, and responsibility in our informed decision-making and execution. It is this spirit of collaboration that strengthens our resilience and positions NYEWASCO to navigate future uncertainties with confidence.

Above all, I wish to recognize our Staff, the backbone of this Organization. Your unwavering dedication and professionalism are the driving forces behind our success, and the Board remains deeply committed to supporting your wellbeing, growth, and aspirations.

As we embrace 2026, let us build on the achievements of the past year, remain united in purpose, and continue to deliver quality, reliable, and sustainable water and sanitation services to the people of Nyeri. On behalf of the Board and Management, I wish you and your families a Happy, Healthy, and Prosperous 2026.

Message from the Managing Director



Eng. Peter G. Kahuthu

As we welcome the New Year, I am filled with gratitude and pride as I reflect on NYEWASCO's achievements in 2025. The past year was marked by resilience, growth, and notable successes that reinforce our commitment to providing reliable and sustainable water and sanitation services to the people of Nyeri.

I extend sincere appreciation to the County Government of Nyeri, our Board of Directors, sector institutions, development partners, and all stakeholders. Your guidance, collaboration, and trust have been instrumental in enabling the Company to deliver on its mandate. I also acknowledge our colleagues who retired during the year. Your dedication and professionalism have left a lasting legacy, and we wish you every success in your next chapter.

NYEWASCO continued to set high standards in service delivery. We sustained water quality and availability, improved Non-Revenue Water management, and strengthened effluent quality. The Company reclaimed its position as "Best of the Best" in Eastern and Southern Africa by ESAWAS, emerged first in the WASREB Impact Ranking No. 17, and achieved 2nd position overall at the 14th WASCO Games and several entries recognition at the 2025 ASK Show. We were also recognized as a Climate-Smart Utility by the International Water Association and joined NewIBNET, reflecting our commitment to innovation, data-driven performance, and climate resilience.

Our infrastructure projects expanded and enhanced service delivery across the county. The Nyeri

Hill Tank, Tetu Tank, Baraka-Chaka Water Supply Project, Kandara-Ngangarithi Sewer Extension, and CLSG II initiatives will continue to improve water reliability and coverage, while sewer extensions are increasing sanitation access in underserved areas. These flagship projects demonstrate our focus on improving lives through strategic investments and partnerships.

While we celebrate these successes, we also face challenges, including Non cost recovery tariff, vandalism, aging infrastructure, rising energy and operational costs, and limited sewer coverage. I am confident that, with continued dedication, teamwork, and innovative solutions, we will overcome these obstacles and build a stronger, more sustainable utility.

To our staff, the backbone of NYEWASCO, I recognize and thank you for your unwavering commitment, resilience, and professionalism. Your efforts are central to every achievement and will continue to drive the Company forward in 2026 and beyond.

As we embrace the New Year, let us build on our accomplishments, strengthen partnerships, and remain focused on our mission to provide quality water and sanitation services.

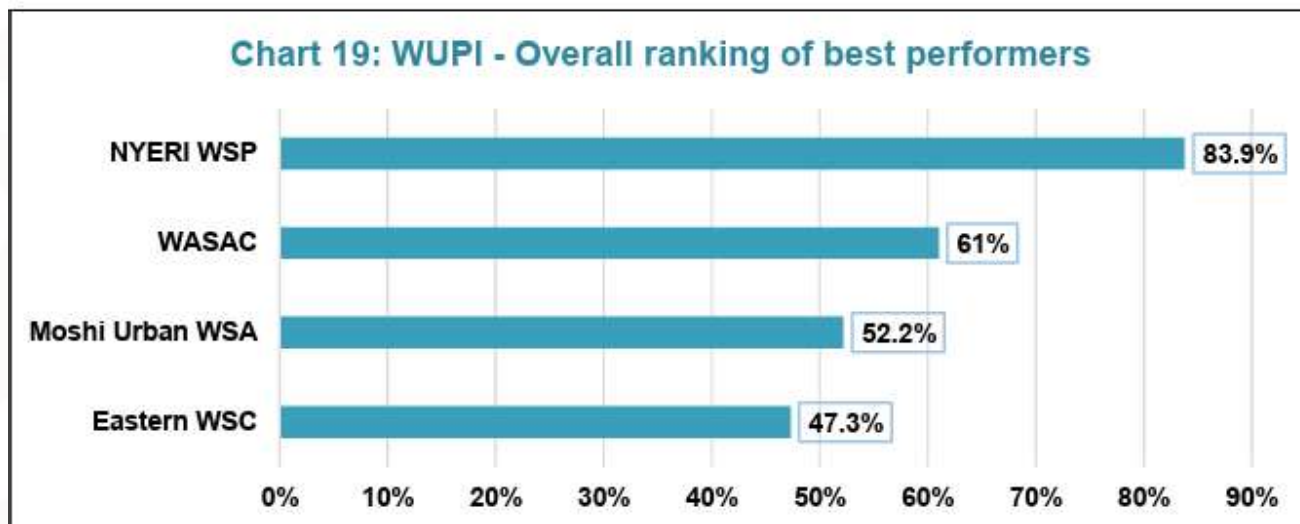
On behalf of Management, I wish you and your families a Happy, Healthy, and Prosperous 2026.

God bless NYEWASCO, God bless us all.

NYEWASCO Claims Regional Crown: Emerges as Best Water Utility in Eastern and Southern Africa

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 op-

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 [9]	Staff/1,000 W&S Connections [9]	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%	3.8%	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%

erational 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.

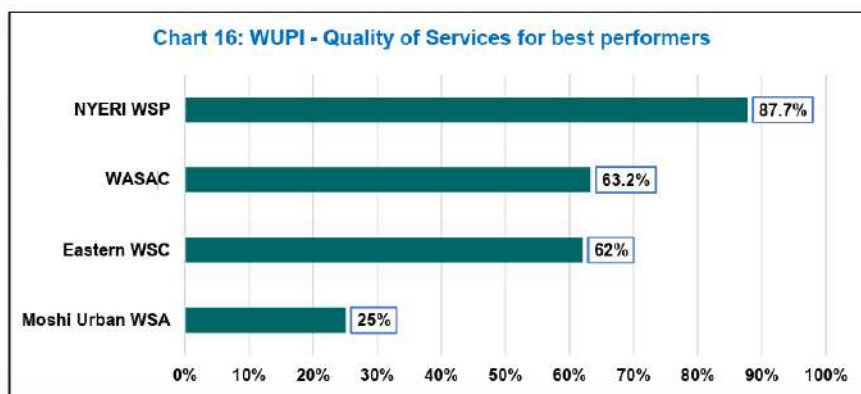
NYEWASCO’s success story is not just about systems and structures but also about people. It is a testament to the collective commitment of the shareholder, stakeholders, Board of Directors, management, staff, and customers who have contributed to this remarkable journey. Together, they have demonstrated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

“While the 10th ES-AWAS Benchmarking Report (2023/24) signaled a difficult period for water utilities across Eastern and Southern Africa, NYEWASCO emerged as a distinct outlier of excellence.”

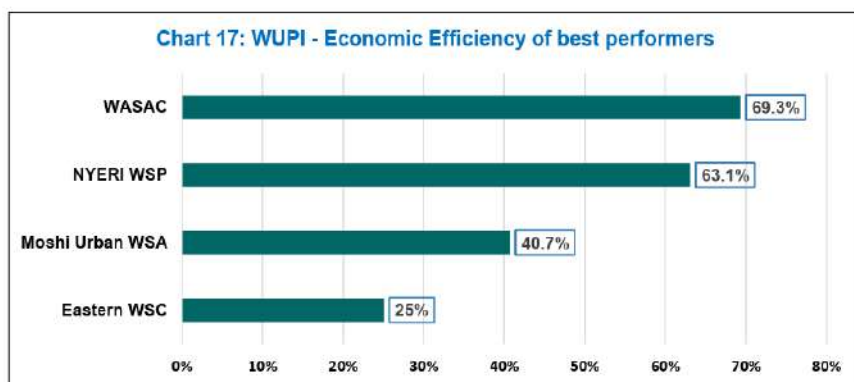
7.3.2.1 WUPI - Quality of Services

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.



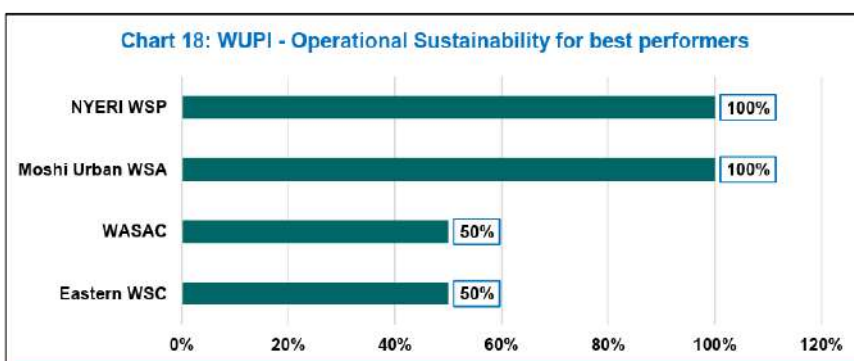
7.3.2.2 WUPI - Economic Efficiency

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.



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



NYEWASCO receives the Best Overall Utility in Kenya award at the launch of the WASREB IMPACT 17 Report, marking the company's return to the top of utility ranking

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 indica-

tors 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.



Best in Non-Revenue
Water Management



Best utility in the
very Large category



**Best Overall
Utility in
Kenya**



Best in the Tana
Region



Best in Pro-poor
services

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



NYEWASCO had the distinct honour of paying a courtesy call to H.E. Mwalimu Mutahi Kahiga, EGH, the Governor of Nyeri County, in a moment that underscored the strong partnership between the County Government and the water service sector.

During the visit, the company formally presented five prestigious awards earned through the WASREB IMPACT 17 Report 2025, a remarkable achievement that reflects NYEWASCO's consistent excellence in governance, service delivery, and operational performance. In receiving the awards, Governor Kahiga warmly congratulated the Board of Directors, management, and staff for their exemplary performance, commending their unwavering dedication, innovation, and passion in delivering reliable, safe, and sustainable water and sanitation services to the people of Nyeri County.

The Governor further acknowledged NYEWASCO's role as a model utility, noting that the company's achievements demonstrate what is possible through strong leadership, accountability, and a customer-focused approach. This recognition served not only as a celebration of past milestones but also as a powerful reaffirmation of NYEWASCO's leadership and influence within the national water and sanitation sector.

As the company continues to set benchmarks and raise standards across the country, NYEWASCO remains firmly committed to its mission of serving with integrity, efficiency, and excellence, working collaboratively with stakeholders to enhance service delivery and improve the quality of life for all residents of Nyeri County.

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



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

ly, 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.



Photo file: Men's Volleyball team



Photo file: Cultural Dance



Photo file: The Ladies Basketball Team proudly poses with their trophy, joined by the Sports Chair and Team Captain.

NYEWASCO Tops County Performance Rankings in 2024/2025 Evaluation



H.E. Mutahi Kahiga, accompanied by H.E. Waroe Kinaniri, presents awards and certificates to the Board and Management

The County Government of Nyeri released the 2024/2025 Performance Contract Evaluation Report for County Departments and Water Service Providers—an important milestone in strengthening accountability, transparency, and evidence-based service delivery across the county. We are proud to announce that

NYEWASCO received three major recognitions for exemplary performance in the 2024/25 financial year:

1st Position among all Water Service Providers

Best Performing in Cross-Cutting Indicators

Best Performing in Financial Stewardship & Discipline

These awards reflect our unwavering commitment to operational excellence, customer-focused service delivery, and prudent resource management.

We appreciate the County Government of Nyeri for fostering a strong

Performance Management System and for recognizing the dedication of our board, management, and staff. As we move forward, NYEWASCO remains committed to enhancing efficiency and delivering reliable, safe, and sustainable water and sanitation services to the people of Nyeri.

Together, we continue raising the bar in service delivery.



NYEWASCO Earns Global Recognition

NYEWASCO has achieved a remarkable milestone, receiving dual international recognition from two prestigious water sector organizations. The utility has been honored as an IB-NET 2025 Member and awarded a Certificate of Recognition by the International Water Association (IWA) for outstanding Climate Smart Utilities application.

The IB-NET membership reflects our active commitment to data-driven performance improvement through the submission of comprehensive 2024 KPI and management practices data. This positions NYEWASCO within a global benchmarking community that promotes learning, transparency, and continuous improvement in the water and sanitation sector.

The IWA Climate Smart Utilities recognition underscores our dedication to climate resilience, innovation, and sustainable water service delivery. This honor acknowledges NYEWASCO's proactive approach to addressing climate challenges while maintaining reliable service for our customers and communities.

These recognitions affirm NYEWASCO's commitment to building a climate-smart water utility for today and the future, while remaining part of a global community dedicated to excellence and continuous improvement in water service delivery

THE WORLD BANK
IBRD - IDA | WORLD BANK GROUP

NewIBNET Member
Nyeri Water and Sanitation Co. Ltd

This is to certify that the Water and Sanitation Utility has demonstrated leadership in data-driven management by contributing to the **2024 Data Entry** to use Key Performance Indicators and Management Practices Dashboards.

Marco Antonio Agüero
NewIBNET Coordinator

GWSP
GLOBAL WATER SECURITY & SANITATION PARTNERSHIP

Intelligent Utilities
NEW IBNET

Official Use Only

IWA CLIMATE SMART UTILITIES
the International water association

Certificate of Recognition

This certificate is awarded to:

Nyeri Water and Sanitation Company Limited, Kenya

for an outstanding Climate Smart Utilities application submitted to the 2025 Recognition Programme

PROF. HAMANTH KASAN
President, IWA

KALANITHY VAIRAVAMOORTHY
Executive Director, IWA

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



NYEWASCO Board Chair CPA Gathogo Mwangi and Managing Director Eng. Peter G. Kahuthu share a moment with the company's delegates at 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.

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.





The Cabinet Secretary for Water, Sanitation and Irrigation, Eng. Eric Mugaa, interacts with NYEWASCO delegates during his visit to the company's exhibition stand.

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.

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.



**PAY YOUR WATER
BILLS VIA M-PESA PAYBILL**

**PAYBILL
968800**

**YOU CAN ALSO PAY THROUGH
OUR OTHER PAYMENT OPTIONS**

 **EQUITY** 0110261003593

 **National Bank** 01020043198800

 **CO-OP BANK** 01148667897100

 **Family Bank** 055000043395

**Query and Pay
NYEWASCO water bill.**

Dial

***873*019#**



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

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



Cabinet Secretary for Agriculture and Livestock Development, Mutahi Kagwe, engages with the NYEWASCO team during his visit to the company's stand

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.



H.E. Mutahi Kahiga, EGH, Governor of Nyeri County, engages with the NYEWASCO team during his visit to the company's stand at the Central Kenya ASK Show 2025.

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

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 service, 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.



The Board and Management receive trophies during the Central Kenya ASK Show 2025 in recognition of exemplary performance.



Members of the Board of Directors during a visit to the NYEWASCO stand at the Central Kenya ASK Show 2025.

Governor Kahiga Convenes Water Sector Summit to Advance Nyeri's Development Vision



Board members from Nyeri County Water Service Providers pose for a group photo with H.E. Mutahi Kahiga, EGH; H.E. Waroe Kinaniri; Hon. Fredrick Kinyua, and Eng. Philip Gichuki, CEO TWWDA, during a high-level consultative session on strengthening collaboration in the county's water sector.

The Board of Directors of Nyeri County Water Service Providers, including NYEWASCO, recently convened for a high-level joint session with H.E. Mwalimu Mutahi Kahiga, EGH, Governor of Nyeri County. The meeting underscored the commitment of all stakeholders to strengthen collaboration within the county's water sector and to align strategies with the County's broader development vision.

Key discussions focused on enhancing partnerships, improving service delivery, and ensuring sustainable and reliable water and sanitation services for all residents. The engagement provided a platform for the county's water leaders to explore innovative solutions and shared approaches to meet current and future water sector challenges.

The session was attended by H.E. Kinaniri Waroe, Deputy Governor; Hon. Fredrick Kinyua, County Executive Committee Member

for Water, Irrigation, Environment & Climate Change; and Eng. Philip Gichuki, Chief Executive Officer of Tana Water Works Development Agency (TWWDA).

NYEWASCO and other water service providers expressed gratitude for the visionary leadership of H.E. Govern-

nor Kahiga and the ongoing support from the County Government of Nyeri and TWWDA. This collaboration continues to drive meaningful progress in water sector development, ensuring that residents across Nyeri County enjoy access to safe, reliable, and sustainable water and sanitation services.



NYEWASCO Board of Directors with H.E. Mutahi Kahiga, EGH, during the consultative water sector meeting.

NYEWASCO CHAMPIONS YOUTH EMPOWERMENT AND ENVIRONMENTAL STEWARDSHIP AT THE NYERI YOUTH SUMMIT 2025



H.E. Mutahi Kahiga, EGH, Governor of Nyeri County, and PLO Lumumba engage with the NYEWASCO team during their visit to the company's exhibition stand at the Nyeri Youth Summit 2025.

NYEWASCO proudly played an active role in the Nyeri Youth Summit 2025, an impactful two-day event that brought together young people from across Nyeri County. As a key sponsor of the summit, themed “Ignite Your Potential: Youth Shaping Nyeri’s Tomorrow,” the company reaffirmed its commitment to supporting youth-led transformation and sustainable development.

Throughout the summit, NYEWASCO engaged directly with the youth, sharing valuable insights on water conservation, environmental protection, career opportunities within the water sector, and the innovative technologies driving modern water and sanitation service delivery. These interactions highlighted the importance of equipping young people with knowledge and skills that enable them to become responsible custodians of water resources and the environment.

The company was further honoured by a visit to its exhibition stand by H.E. Dr. Mutahi Kahiga, EGH, Governor of Nyeri County, alongside the summit’s Chief Guest, Prof. PLO Lumumba. Their presence underscored the importance of youth empowerment, environmental stewardship, and collaborative efforts in shaping Nyeri’s sustainable future.

NYEWASCO also participated in a critical discussion on Restoring Nyeri’s Ecosystem, contributing to the broader conversation on climate action and environmental sustainability. Representing the company, Chief Manager – Finance & Corporate Services, CPA Rose Gitahi, joined a panel that addressed the realities and impacts of climate change and the urgent need for collective action to protect natural ecosystems.

During the discussion, CPA Gitahi

highlighted NYEWASCO’s ongoing environmental initiatives, including tree-planting programmes that green Nyeri County while actively engaging and empowering young people in conservation efforts. She further showcased the Kangemi Wastewater Treatment Plant, where treated wastewater supports fish ponds, demonstrating effective wastewater management that protects the environment while creating economic opportunities for youth.

Beyond environmental advocacy, NYEWASCO used the summit as a platform to inspire, mentor, and empower the next generation of leaders, emphasizing that the youth of today hold the key to Nyeri’s sustainable and prosperous future. Through interactive sessions, discussions, and hands-on demonstrations, the company encouraged young people to think critically about innovation, responsi-

ble resource management, and career pathways in the water and sanitation sector. By sharing experiences, insights, and practical guidance, NYEWASCO not only ignited curiosity and ambition but also reinforced the values of integrity, creativity, and service to the community. The summit created an environment where youth could exchange ideas, ask questions, and envision themselves as active participants in shaping a greener, smarter, and more resilient Nyeri County.

As the summit concluded, NYEWASCO expressed its appreciation to all the young people who visited the company stand, asked questions, and shared ideas with the team. Their curiosity, innovation, and energy continue to inspire the company's mission.

NYEWASCO remains firmly committed to environmental restoration, sustainable service delivery, and a future powered by informed, empowered, and environmentally conscious youth.



CPA Rose Gitahi shares insights on climate action and environmental sustainability during the Restoring Nyeri's Ecosystem panel at the Nyeri Youth Summit 2025.

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



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 Cheron, 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.



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

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.

As NYEWASCO steps into this new cycle, the targets set out in the contract



Board Chair CPA Gathogo Mwangi and Managing Director Eng. Peter G. Kahuthu during the signing of the company's 5th Annual Performance Contract at the Town Hall Grounds, Nyeri.

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 demonstrates its alignment with broader government objectives of efficiency, accountability, and impact in public service deliv-

ery. For NYEWASCO, the journey continues—with renewed energy, clear direction, and an unwavering promise to the community it serves.

"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*



NYEWASCO Board Holds Inaugural Meeting to Welcome New Members

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 a commitment 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, account-

ability, and excellence in serving the people of Nyeri.

”

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



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



Held at Kenya School of Government Mombasa 15th-19th September 2025

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

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 development 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.

NYEWASCO Sets The Standard In County Performance Evaluation



In a demonstration of excellence and commitment, NYEWASCO successfully participated in the County Performance Contract Evaluation Exercise for the 2024/2025 financial year, cementing its position as a leader in reliable and high-quality water and sanitation service delivery.

The evaluation exercise, an essential annual review, provides a platform to reflect on achievements, assess progress, and ensure accountability across all operational areas. For NYEWASCO, it was an opportunity not just to showcase milestones but to affirm the company's dedication to transparency, efficiency, and continuous improvement across all directorates and departments.

“Participation in this evaluation is a testament to our commitment to the people of Nyeri. It reinforces our focus on delivering safe, sustainable, and dependable water services while ensuring our operations align with the broader county development agenda,” said a company spokesperson.

Aligned with the County Integrated Development Plan (CIDP), NYEWASCO's initiatives continue to harmonize with Nyeri County's vision for inclusive growth and sustainable development. The evaluation process helps the company identify areas for improvement, optimize resource use, and enhance service delivery, ensuring that every resident receives water and sanitation services that meet the highest standards.

Through this recognition, NYEWASCO not only celebrates its achievements but also underscores its ambition to remain a benchmark in Kenya's water sector. By embracing innovation, prudent management, and a customer-centered approach, the company continues to set new standards for operational excellence, paving the way for a future where quality water and sanitation services are accessible to all.



The NYEWASCO Management team following the successful County Performance Contract Evaluation Exercise for the 2024/2025 financial year.

Strengthening Partnerships, Shaping Progress: NYEWASCO Hosts Stakeholders Conference 2025



NYEWASCO on June 12, 2025, successfully convened a high-level Stakeholders Conference at the White Rhino Hotel, Nyeri, bringing together its key stakeholders for a focused discussion on the company's operations and future plans. The event reaffirmed NYEWASCO's commitment to transparency, accountability, and inclusive engagement as central pillars of good governance.

The conference was attended by the County Executive Committee Member (CECM) for Water, Irrigation, Environment, and Climate Change, Hon. Fredrick Kinyua, who highlighted the importance of collaboration and mutual support in strengthening service delivery. Also present were Board Chair CPA Gathogo Mwangi, Company Secretary Mr. Richard Gikuhi, members of the Board of Directors, Managing Director Eng. Peter G. Kahuthu, senior management, and representatives from key stakeholder institutions. Participants were briefed on NYEWASCO's recent achievements and performance, including oper-

ational milestones, customer service improvements, and financial progress. Key topics included the pursuit of commercial financing for the proposed Kiamwathi Sewer Extension Project and the roadmap toward operationalising the Nyeri Hill (Mweiga Corridor F).

The discussions encouraged stakeholders to contribute insights and ideas, reinforcing a sense of shared ownership and responsibility in guiding the company's growth. Management emphasized that col-

laborative engagement is vital for successful project implementation, sustainable service delivery, and long-term organizational resilience.

The forum concluded with a commitment to ongoing dialogue and partnership, ensuring that stakeholders remain actively involved in shaping NYEWASCO's strategic direction. By fostering trust and collaboration, the conference strengthened the foundation for reliable, efficient, and sustainable water and sanitation services for the people of Nyeri County.



Stakeholders, Board members, and Management of NYEWASCO during the Stakeholders Conference

Board of Directors' Familiarization and Inspection Tour



The NYEWASCO Board and senior management during an inspection tour of ongoing projects and critical infrastructure

At NYEWASCO, leadership is more than policy and boardroom meetings—it's about staying close to the operations that affect the daily lives of Nyeri residents. True to this philosophy, the Board of Directors, led by Chair CPA Gathogo Mwangi and accompanied by senior management, recently undertook an intensive familiarization and inspection tour of the company's key facilities and ongoing projects.

The purpose of the tour was clear: assess operational efficiency, inspect infrastructure, and ensure that every project aligns with NYEWASCO's mission of delivering safe, reliable, and sustainable water and sanitation services.

The Board's itinerary included several critical installations. At the Kamakwa Water Treatment Plant,

members observed the rigorous processes that guarantee clean, safe drinking water for the community. Visits to the Nyeri Hill steel tank and the Tetu Tank highlighted the company's robust storage and distribution systems, while the Ihwa Intake reinforced the importance of sustainable water sourcing. The tour concluded at the Gatei Sewer Treatment Plant, a showcase of NYEWASCO's commitment to modern sanitation infrastructure and environmental stewardship.

The Board expressed strong satisfaction with what they observed, praising staff dedication, professionalism, and consistency in maintaining high-quality infrastructure. In their remarks, they encouraged the NYEWASCO team to continue pursuing innovation and operational excellence, underscoring the company's

role as a benchmark utility in Kenya's water sector. "This visit is more than an inspection—it is a reaffirmation of our shared commitment to our customers," noted the Board. "Every facility, every process, and every project reflects our dedication to continuous improvement, accountability, and service excellence."

The inspection tour is a testament to NYEWAS-

CO's unwavering focus on sustaining infrastructure, enhancing operational efficiency, and delivering reliable water and sanitation services to Nyeri Central Sub County and its environs. It also highlights a broader commitment: every investment and innovation is designed with one goal in mind; to serve the community better today, and sustainably into the future.



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

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

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

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



Board Member Esther N. Ndirangu, together with Management, engages with a water kiosk operator during a field visit.

spected the UBSUP Toilets in Witemere and Ruring'u, a vital sanitation project designed to improve hygiene and overall living conditions in informal settlements. The initiative is part of NYEWASCO's commitment to fostering better public health and sanitation standards for all residents.

Another key stop was the Whispers Park Sanitation Facility, an award-winning public toilet recognized for promoting cleanliness, dignity, and environmental sustainability in urban sanitation. This facility serves as a model for safe and efficient public sanitation services within the county.

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

Accredited Meter Calibration: Strengthening Trust and Reducing Non-Revenue Water



During Day 3 of the IAC Conference 2025, Grace Kuria, our Non-Revenue Water Management Officer, presented a technical paper on accredited meter calibration, drawing from a case study of Nyeri Water and Sanitation Company Limited.

The presentation highlighted the role of accredited calibration in improving measurement accuracy, reducing non-revenue water, and enhancing customer confidence through fair and transparent billing.

Ms. Kuria emphasized that accreditation is not only a compliance requirement but a strategic tool that strengthens operational efficiency, protects revenue, and supports sustainable water service delivery. She also noted that reliable meter data enables better planning, informed decision-making, and improved accountability across utility operations. The session reinforced the importance of investing in accredited systems as part of long-term performance improvement within the water sector.

Leading from the Front: Management Hands-On Approach to Service Excellence



NYEWASCO Management team at an ongoing water extension project, assessing progress and quality to ensure timely and sustainable service delivery.

In a series of field inspections conducted throughout the year, NYEWASCO's Senior Management Team, led by Managing Director Eng. Peter G. Kahuthu, took a hands-on approach to monitoring the company's expanding portfolio of water and sanitation projects across Nyeri County. These engagements reflected the company's commitment to accountability, innovation, and customer-focused service, demonstrating that leadership went beyond strategy to being present where it mattered most.

The management team began their site visits at the Tetu Tank, where repair works were underway alongside the installation of a Bulk Smart Meter. The technology was intended to improve monitoring and management of water flows, ensuring efficiency and transparency in supply. Observing the work firsthand allowed the team to assess the quality of construction, identify potential chal-

lenges early, and provide actionable guidance to contractors. This direct engagement ensured that projects remained on schedule and aligned with the company's broader strategic goals.

The team then visited the Ihwa Intake and CLSG2 Projects (Lot 2), covering Ihururu, Nyarugumu, and New Fortis Mweiga. These initiatives were central to expanding service coverage, addressing the needs of a growing population, and enhancing reliability for customers across multiple communities. By touring these sites, the management team witnessed how infrastructure development translated into tangible benefits for residents, reinforcing the company's commitment to delivering high-quality services.

Sustainability and innovation featured prominently during inspections at the Kangemi Sewer Treatment Plant, where NYEWASCO piloted the Black Soldier Fly (BSF) Project.

This initiative focused on organic waste management and resource recovery, transforming what would otherwise have been waste into valuable products. The team also assessed progress on the AoD Project's proposed pumping station, which was set to enhance service delivery and operational efficiency for the future.

The management team further inspected the Kandara Sewer Extension Project, a transformative initiative designed to expand sewer connectivity to hundreds of households. Once completed, the project was expected to improve sanitation standards, reduce environmental pollution, and enhance public health. Such projects highlighted NYEWASCO's holistic approach, where infrastructure development was closely linked to community well-being. Visits to the Nyeri Hill Tank and Mathari Twin Tank projects underscored efforts to strengthen water

storage and distribution. These tanks were designed to ensure consistent water supply in high-demand areas, reflecting NYEWASCO's proactive planning to meet the country's growing needs. The team also observed the construction of the Gatei Gate and the installation of gabions, measures aimed at preventing soil erosion and protecting critical water infrastructure.

During the inspections, Eng. Kathuthu emphasized that active management oversight was essential for maintaining construction quality, meeting project timelines, and optimizing resource use. He noted that these field engagements provided the management team with firsthand insights, enabling them to make informed decisions that directly impacted service delivery. "Every project we undertook reflected our commitment to innovation, sustainability, and customer care," he said.

Through these repeated inspections and strategic site visits, NYEWASCO reinforced its position as a trusted utility provider. By combining advanced technology, sustainable practices, and a customer-centric approach, the company demonstrated how thoughtful leadership and hands-on oversight delivered safe, reliable, and affordable water and sanitation services, while also promoting environmental stewardship and community development.

With each project, from modernized tanks and smart metering to sewer extensions and waste management initiatives, NYEWASCO showcased a vision where infrastructure growth met customer demand, operational efficiency, and long-term sustainability. These field engagements were not merely about monitoring construction; they were a testament to the company's philosophy that strong leadership required seeing projects through from planning to completion, ensuring that every investment served the public effectively and responsibly.



NYEWASCO Quarterly Staff Meetings: Inspiring Excellence and Teamwork



A section of NYEWASCO staff pose with trophies won following the release of the Impact 17 Report, celebrating the company's performance and achievements.

In 2025, NYEWASCO continued its tradition of hosting quarterly General Corporate Meetings, bringing together staff and management to reflect on progress, celebrate achievements, and set goals for the future.

These meetings provided a platform for sharing updates from various departments, highlighting milestones, and reinforcing a culture of accountability, teamwork, and continuous improvement. Leadership addressed staff with messages of motivation, innovation, and customer-focused service, emphasizing the important role each employee plays in maintaining NYEWASCO's position as a leading water and sanitation provider.

In addition to operational updates, the sessions featured inspirational reflections and motivational talks, encouraging staff to embrace their strengths, purpose, and values both personally and professionally. These engagements energized employees, fostering a motivated and forward-looking workforce

ready to tackle new challenges and achieve organizational goals.

By combining celebration, learning, and inspiration, the quarterly meetings reinforced NYEWASCO's

commitment to staff development and service excellence, ensuring that the company remains innovative, accountable, and responsive to the communities it serves.



Collaborative Effort to Enhance Sanitation through Sewer Extension Financing

NYEWASCO 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 con-



tamination 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 local devel-

opment 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.

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



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 within Nyeri Town CBD under the CLSG II Programme, funded by the Water Sector Trust Fund.

The project covered the extension of water supply to underserved 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

NYEWASCO continues to advance initiatives aimed at improving sanitation services through strategic collaborations. Among these efforts are ongoing engagements with Co-operative Bank, alongside Aqua for All and Water.org, to support the Kandara–Ngangarithi sewer extension project, a key intervention intended to enhance sewerage coverage within the service area.

The proposed partnership focuses on expanding access to safe, reliable, and sustainable sewerage services for growing communities. By improving sanitation infrastructure, the project is expected to reduce public health risks, safeguard the environment, and promote cleaner, healthier neighbourhoods for residents in the Kandara–Ngangarithi area.

Beyond infrastructure development, the initiative reflects a shared commitment to people-centred and sustainable solutions. Through the combined expertise, financial capacity, and technical support of the partners, the project is positioned to deliver long-term social and environmental benefits.

NYEWASCO remains committed to building strong, value-driven partnerships that accelerate progress and ensure inclusive access to essential services. Through collaboration, the Company continues to lay the foundation for a cleaner, healthier, and more resilient future for the communities it serves.



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



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

NYEWASCO, in collaboration with the Tana Water Works Development Agency (TWWDA) and the County Government of Nyeri, recently participated in the official handing-over ceremony of the Kieni TVET and Kahiraini Primary School boreholes to the Company. The event marked a significant milestone in strengthening water infrastructure and advancing access to clean, safe, and reliable water services within Nyeri County.

The ceremony was witnessed by TWWDA Chief Executive Officer Eng. Philip Gichuki, NYEWASCO Managing Director Eng. Peter G. Kahuthu, and Chief Manager, Technical Services, Eng. James Ngunjiri, alongside representatives from the County Government, the beneficiary institutions, and other key stakeholders. Their participation highlighted the importance of strong institutional partnerships in the successful delivery of critical water projects.

The signing of the handing-over agreements formally transferred the boreholes to NYEWASCO for operation, management, and maintenance.

This transition allows the Company to incorporate the facilities into its water supply system, ensuring professional management, routine maintenance, and consistent service delivery. Once fully integrated, the boreholes are expected to significantly improve water reliability for Kieni TVET, Kahiraini Primary School, and the surrounding communities, supporting both educational activities and public health.

The projects reflect a shared commitment by the national government, county government, and water sector institutions to invest in sustainable water solutions that re-

spond to local needs. By enhancing water availability in learning institutions, the initiative also contributes to improved learning environments and community well-being.

NYEWASCO reaffirmed its dedication to working with development partners and government agencies to expand water access and strengthen service delivery across its service area. Such collaborations remain central to the Company's mission of providing sustainable, customer-focused water and sanitation services while supporting long-term socio-economic development in Nyeri County.



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

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

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



NYEWASCO Management and Fidelis Tamangani of Water.org during an Aid on Delivery (AoD) program review meeting.

The partnership with Water.org plays a critical role in ensuring that more communities benefit from improved sanitation infrastructure. By extending sewer services to under-

served areas, the initiative contributes to better public health, environmental conservation, and overall community well-being.

As the program progresses,

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

Securing Water Infrastructure: NYEWASCO Partners with Government to Combat Vandalism

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

The discussions focused on how the national government, through the security committee, can provide support in addressing this challenge. Acts of vandalism on essential infrastructure—such as water meters, valves, pipes, and manhole covers not only disrupt

service delivery but also result in financial losses, increased maintenance costs, and potential health risks due to water contamination.

We call upon all stakeholders, including government agencies, security teams, community leaders, and our customers, to actively participate in safeguarding water and sanitation infrastructure. We urge the public to report any suspicious activities, raise awareness, and contribute to the protection of these vital resources.

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



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

”
Vandalism of meters, pipes, and manhole covers does more than cause financial loss; it directly threatens public health and disrupts water supply to your home. While NYEWASCO and the national government strengthen security measures, we rely on your vigilance. Protect our shared resources by reporting suspicious activity immediately, together, we can ensure uninterrupted service for all Nyeri residents.

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 in-

novation 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.



MISSION: POSSIBLE – NYEWASCO KICKS OFF CUSTOMER SERVICE WEEK 2025 IN STYLE



NYEWASCO Managing Director, Management, staff, and customers share a moment during the cake-cutting ceremony to launch Customer Service Week 2025.

NYEWASCO marked the start of Customer Service Week 2025 with a vibrant and symbolic cake-cutting ceremony that brought together customers, staff, and management in a spirit of appreciation, unity, and renewed commitment to service excellence.

The colourful event was officiated by the Managing Director, Eng. Peter G. Kahuthu, who joined employees and customers in officially launching the week-long celebrations under the theme “Mission: Possible.” The theme captures NYEWASCO’s conviction that delivering exceptional customer experience is achievable when people, processes, and technology work in harmony.

In his address, Eng. Kahuthu underscored the central role customers play in shaping the company’s direction and success. He noted that NYEWASCO exists because of its customers and that every investment, innovation, and improvement is guided by the need to meet and exceed customer expectations. “Customer Service Week gives us an opportunity to pause and appreciate our customers for their trust, loyalty, and partnership. You are the reason we exist, and your feedback continues to guide our journey. At NYEWASCO, we believe that every mission is possible when we work together,” he said.

Over the years, NYEWASCO has implemented a range of initiatives aimed at enhancing customer experience

across all touchpoints. These include the expansion of customer care centers, adoption of digital platforms for billing and payments, use of SMS and online channels for customer communication, and the strengthening of complaint handling and resolution systems.

Eng. Kahuthu highlighted that technology has become a key enabler in improving efficiency and transparency. The company continues to explore smart metering solutions, automated meter reading, and data-driven decision-making tools to enhance accuracy, reduce losses, and improve reliability of supply. Beyond technology, NYEWASCO recognizes that excellent customer service is built by people. As part of

Customer Service Week 2025, staff are participating in internal sensitization and capacity-building sessions focusing on professionalism, courtesy, ethical conduct, and effective communication. These engagements reinforce the company's customer-first culture and remind employees that every interaction with a customer is an opportunity to build trust.

Throughout the week, NYEWASCO is also engaging customers through outreach activities, open forums, and awareness sessions aimed at strengthening relationships and promoting mutual understanding. Customers are being encouraged to share their experiences, suggestions, and concerns, which will inform future service improvements.

The celebrations also provide an opportunity to reflect on the company's broader mandate of ensuring access to safe, reliable, and affordable water and sanitation services. NYEWASCO continues to invest in infrastructure development, rehabilitation of aging networks, expansion of coverage to underserved areas, and implementation of pro-poor service initiatives to ensure no one is left behind.

As a socially responsible organization, NYEWASCO remains committed to environmental conservation, water resource protection, and community engagement, recognizing that sustainable service delivery depends on healthy ecosystems and informed communities.

The company takes this opportunity to express sincere gratitude to all customers for their continued support and cooperation. Their confidence in NYEWASCO fuels the drive to keep improving, innovating, and raising service standards.

As Customer Service Week 2025 continues, NYEWASCO reaffirms its pledge to listen, understand, and respond to customer needs—because together, we truly make the mission possible.



HAPPY CUSTOMER SERVICE WEEK.
6th - 10th October

MISSION: POSSIBLE™

We celebrate and appreciate YOU our valued customers.

Together for Quality Water & Sanitation.



Communities Shape the Future: NYEWASCO Concludes 2025/26–2029/30 Tariff Consultations



Residents and stakeholders at the final public consultation on the proposed 2025/26–2029/30 tariff, held on 9th December at the Nyeri Cultural Centre.

NYEWASCO) has successfully concluded a series of public consultation forums on the proposed tariff for the 2025/26–2029/30 period, bringing together residents, stakeholders, and customers from across the county in a vibrant and constructive engagement process. The culmination of these consultations took place on 9th December at the Nyeri Cultural Centre, where a large turnout of community members engaged directly with NYEWASCO officials to discuss, question, and contribute to the proposed tariff structure.

This final forum was the highlight of several weeks of engagement, reflecting NYEWASCO's commitment to transparent, fair, and customer-focused service delivery. Residents shared their concerns, raised questions, and offered prac-

tical suggestions, all of which will help shape a tariff that balances affordability, sustainability, and the need for reliable water services.

Earlier forums had already laid the groundwork for broad community involvement. Residents from Kamakwa, Gitathini, Ringroad, Kamuyu, Kihatha, and Tetu gathered at Kamakwa Chief's Camp, while customers from Mweiga, Mwirori, Ikumari, Kimenju, Gikomo, and Kiawara convened at Mweiga Chief's Camp. Additional consultations were held at YMCA and MOW Grounds for Nyeri Town residents, King'ong'o Primary School for Mathari, Transformer, Dedan Kimathi, King'ong'o, Prison, Ndutas, Garden Estate, Gamerock, Muhasibu, and Kahua, and Wariruta Market for Wariruta, Kianjogu, Ngaini, Thaithi, and Mutathini.

Residents from Gatitu, Muruguru, Marwa, Misha, and Githiru engaged at Gatitu Centre Market, while customers from Chaka, Mt. Kenya, Kiganjo, Kanuna, Kirichu, Nyaribo, and Thegu participated at Chaka Market Grounds. Ruring'u Chief's Camp hosted residents from Ruring'u and Kiamwathi.

Across all forums, the participation was enthusiastic and thoughtful. Community members not only raised concerns about affordability and billing but also offered ideas to improve service delivery, from reporting leaks more efficiently to exploring options for sustainable water conservation. NYEWASCO representatives took note of each contribution, emphasizing that community feedback is central to crafting a tariff that works for everyone.

“We are committed to ensuring that every customer has a voice in shaping the services that affect their daily lives,” said a NYEWASCO official. The forums also served as a platform to strengthen the partnership between the utility and its customers, fostering transparency, accountability, and mutual understanding. The process demonstrates that effective service delivery is not just about

pipes and meters—it is about listening, engaging, and building trust with the community. NYEWASCO’s series of consultations have reinforced the idea that water is not just a service, but a shared responsibility, and that sustainable management requires cooperation between the utility and the residents it serves. NYEWASCO thanks all participants for their time, energy, and commit-

ment to the consultations. The feedback gathered will guide the final tariff structure, ensuring it is fair, sustainable, and aligned with the community’s expectations. As the company moves forward, it remains dedicated to providing efficient, reliable, and customer-centered water and sanitation services, building a resilient future for all residents of Nyeri County.



Bringing Services Closer: Customer Sensitization Exercise in Gatitu

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 Chief Manager Commercial Services, 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.



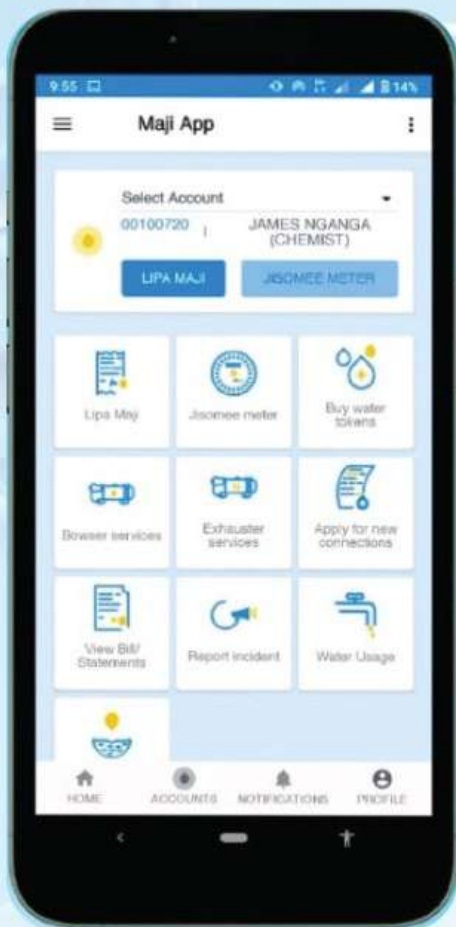
Chief Manager Commercial Services, John Wamathai, addressing the residents

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.

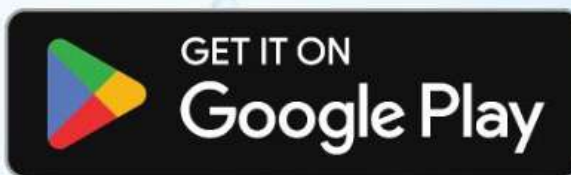




The freedom to manage your water account from anywhere is finally here!

DOWNLOAD OUR NYEWASCO APP TODAY!!

Pay water bill, get a mini-statement view your meter readings, jisomee meter and many more



REACH US FREE OF CHARGE

TOLL FREE NO 0800721095

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



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

Nyarugumu residents are on the brink of a major transformation in access to clean and reliable water following a successful Public Baraza organized by NYEWASCO on February 12, 2025. The sensitization forum, held in close collaboration with the local administration, marked a significant milestone in the company's ongoing efforts to expand water coverage and improve service delivery to underserved communities.

The meeting brought together community members, local leaders, and NYEWASCO officials with a shared objective: to create awareness on the planned water extensions in Nyarugumu and guide residents on the water connection process. The interactive session provided an opportunity for open dialogue, allowing residents to seek clarification, raise concerns, and gain a clearer understanding of how they can benefit from the upcoming project.

The forum was led by NYEWASCO's Pro-Poor Officer, Ms. Rose Muchiri, who highlighted the company's commitment to ensuring equitable access to clean and safe water, particularly for vulnerable and low-income households. She explained that the planned extensions are part of NYEWASCO's

broader pro-poor strategy, which seeks to reduce water access disparities while promoting public health and socio-economic development.

"Access to clean water is not a privilege; it is a basic right," Ms. Muchiri noted. "Our goal is to bring water closer to households, reduce the burden of long distances in search of water, and improve the overall quality of life for families in Nyarugumu."

The engagement was also graced by Area Sub-Chief Ms. Abbey Wambui and Senior Chief Mr. Wambugu, who underscored the importance of community ownership and participation

in the success of development projects. They urged residents to cooperate with NYEWASCO teams during implementation, safeguard installed infrastructure, and adhere to established procedures for connections.

Residents in attendance warmly welcomed the initiative, describing it as a long-awaited solution to persistent water challenges. Many shared experiences of walking long distances to fetch water, relying on unsafe sources, or purchasing water at high costs—challenges that have affected household finances, health, and productivity.



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



NYEWASCO customer service team attending to customers during the Customer Engagement Day.

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

During the day, customers were able to interact directly with customer service representatives and technical staff, ensuring that any service-related issues or inquiries were addressed on the spot. The initiative aimed to enhance customer satisfaction by providing fast and effective solutions to a range of concerns, from water supply issues to billing inquiries.

NYEWASCO staff were on hand

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

The Customer Engagement Day was an important step in

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



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



A moment from the NYEWASCO customer sensitization exercise held at the Sub-Chief's office in Muthuaini, bringing together community members and local administration.

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 in-

formation 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.



Empowering Communities: NYEWASCO's Pro-Poor Initiative Takes Root in Mathari



Residents of Mathari interact with NYEWASCO officials during an interactive sensitization session aimed at improving awareness and service delivery.

In a continued effort to build strong relationships with the communities it serves, NYEWASCO, through its Pro-Poor Team, recently conducted an interactive sensitization session with residents of Mathari. The forum, held in partnership with local community leaders and the area Chief, created an open and inclusive platform for dialogue, learning, and collaboration.

The session focused on equipping residents with important information about water and sanitation services. Key topics discussed included water tariffs, applicable penalties, requirements for new connections, and flexible payment arrangements. Participants were also guided on the available feedback channels, reinforcing NYEWASCO's commitment to responsive and cus-

tommer-centered service delivery.

Beyond billing and account matters, the engagement addressed practical issues that directly affect service reliability. Residents were educated on various payment modes, how to report leaks and bursts promptly, and the importance of safeguarding water infrastructure against vandalism. The team also highlighted the "Tambua Staff" initiative, which helps customers easily identify genuine NYEWASCO staff, enhancing security and trust within the community.

The forum further introduced residents to NYEWASCO's additional product and service offerings, including manure supply, laboratory testing services, field visits, and venue and video shooting servic-

es—demonstrating the company's diverse support to the community beyond core water services.

The session was marked by active participation, with residents asking questions, sharing concerns, and offering suggestions. This constructive exchange not only clarified key issues but also strengthened the partnership between NYEWASCO and the Mathari community.

Such engagements reflect NYEWASCO's ongoing commitment to inclusivity, transparency, and sustainable service delivery. By working closely with communities, the company continues to foster shared responsibility in improving access to safe water and sanitation for all.

Growing a Greener Tomorrow: NYEWASCO's Expanding Footprint in Environmental Conservation



NYEWASCO staff, partners, and community members during a bamboo tree-planting exercise at Zaina Forest to mark World Forest Day and World Water Day 2025

“When we plant trees, we plant the seeds of peace and hope,” once said Nobel Laureate Prof. Wangari Maathai; a truth that continues to guide NYEWASCO’s environmental journey. Throughout 2025, the company has steadily translated this philosophy into action, leading a series of impactful tree-growing and environmental conservation initiatives across Nyeri County and beyond.

These efforts form part of Objective 6.5 of NYEWASCO’s Strategic Plan (2021/2022–2025/2027), which prioritizes environmental conservation through an ambitious target of planting 12,000 trees in 2025. With thousands of trees already in the ground, the company is well on its way toward achieving, and potentially surpassing, this goal.

A Year of Action for the Environment

The journey began in earnest with a major tree-planting initiative at Gate Sewerage Treatment Works on April 23, 2025, where NYEWASCO staff,

alongside partners from the Institute of Certified Public Accountants of Kenya (ICPAK) – Mt. Kenya Branch, King’ong’o Prisons, and Kiganjo Police Training College, planted 6,000 indigenous trees. The choice of indigenous species was deliberate, aimed at supporting local biodiversity and ensuring long-term ecological balance.

Earlier in the year, on March 21, 2025, the company marked World Forest Day and World Water Day with a tree-growing exercise at Zaina Forest. Joined by officers from the Kenya Forest Service (KFS), Hummingbird Tree Nurseries, King’ong’o Prisons, community members, and environmental enthusiasts, NYEWASCO planted over 1,200 bamboo trees. Bamboo’s fast growth, strong carbon absorption capacity, and soil stabilization properties make it especially valuable for watershed protection and erosion control, reinforcing the link between forest conservation and water resource sustainability.

At Nyeri Hill, NYEWASCO planted

1,000 indigenous trees in an exercise led by Chief Manager Technical Services, Eng. James Ngunjiri, and Chief Manager Finance & Corporate Services, CPA Rose Gitahi. The initiative highlighted the critical role trees play in preventing soil erosion, enhancing water retention, and supporting the long-term sustainability of water resources in the company’s service areas.

Momentum continued at Mweiga Old Water Pumping Station, where over 2,000 trees were planted, marking another milestone in restoring vital water catchments and enhancing biodiversity. Each site was selected not just for space, but for its environmental significance in strengthening ecosystems that directly support water supply and climate resilience.

Partnerships for Greater Impact

Collaboration has been central to the success of these initiatives. On May 17, 2025, NYEWASCO partnered with the Standard Chartered Bank Mt. Kenya Region team for



a tree-planting exercise at Kiganjo Pumping Station, where 535 indigenous trees were planted. The exercise, led by Beatrice Muigai, Manager Audit, Risk, and Compliance, brought together staff from both institutions in a powerful demonstration of cross-sector cooperation.

Speaking during the activity, Beatrice Muigai emphasized the deeper significance of such efforts: “This is more than a tree planting exercise. It’s a statement of our shared responsibility to safeguard the environment for future generations.”

Support from institutions such as KFS, ICPAK, correctional facilities, financial institutions, and training colleges underscores a growing recognition that environmental protection is a shared responsibility that transcends sectors.

Marking Global Environmental Days with Local Action

NYEWASCO also joined the County Government of Nyeri and other stakeholders to commemorate World Environment Day 2025 on June 5 under the global theme “Beat Plastic Pollution.” The day began with a community clean-up from Kamukunji Market to Kangemi Sewer Treatment Plant, led by Hon. Ndirangu Gachunia, CECM for Lands, Physical Planning, and Urban Development.



A tree-planting ceremony followed at the Kangemi facility, graced by H.E. Kinaniri Waroe, Deputy Governor of Nyeri County, and Hon. Fredrick Kinyua, CECM for Water, Irrigation, Environment, and Climate Change. Both leaders called for urgent action to address plastic pollution and encouraged communities to adopt environmentally sustainable practices. In the lead-up to the event, NYEWASCO also conducted a pre-event tree-planting activity at Kamwenja Teachers College, further extending the environmental impact.

More Than Trees; A Legacy of Sustainability



Across treatment works, forests, hills, pumping stations, and community spaces, NYEWASCO's tree-growing initiatives are doing more than increasing green cover. They are:

Protecting vital water catchment areas

Enhancing biodiversity

Combating soil erosion

Strengthening climate change mitigation efforts

Building a culture of environmental responsibility among staff, partners, and communities

For a water and sanitation service provider, environmental conservation is not an add-on — it is central to the mandate. Healthy ecosystems directly support reliable water resources, making tree planting both an environmental and operational priority.

As the company continues organizing similar activities throughout the year, each seedling planted represents an investment in cleaner water, healthier ecosystems, and a more climate-resilient future.



Investing in People: NYEWASCO's Holistic Approach to Staff Development and Workplace Excellence



NYEWASCO staff engage in a training and sensitization session as part of the company's commitment to people-centered service delivery.

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.” This timeless wisdom has become the guiding philosophy behind NYEWASCO’s comprehensive staff development initiative, a multi-faceted program designed to build not just technical capacity, but a workplace culture rooted in excellence, integrity, inclusivity, and wellness.

Between May and October 2025, NYEWASCO embarked on an ambitious journey to transform its institutional culture through a series of targeted training programs. These initiatives reflect the company’s understanding that sustainable service delivery begins with empowered, healthy, and values-driven teams. By investing simultaneously in customer service skills, mental wellness, inclusivity, and ethical conduct, NYEWASCO has demonstrated a holistic approach to organizational excellence that recognizes the interconnected nature of workplace culture and service delivery.

The transformation began with a comprehensive Customer Experience

Training Program held between May 12th and 24th, 2025. Facilitated by Goodit International Ltd., the training was delivered across four separate two-day sessions, ensuring meaningful participation from all teams. Staff were taken through a well-rounded curriculum covering the customer value chain, effective problem-solving, and service excellence principles. The program placed special emphasis on developing soft skills including emotional intelligence, adaptive communication, and professional empathy, all vital for creating positive, lasting customer experiences. The sessions also featured team-building activities designed to foster collaboration and enhance communication across departments, reinforcing that smooth internal cooperation is essential to delivering consistent external service. The training was received with enthusiasm, with many staff members noting its practical relevance and motivational impact.

Recognizing that healthy teams deliver better service, NYEWASCO hosted a two-day training on Alcohol and Substance Abuse on June 4th and 5th, 2025. The training, officially opened by Managing Director Eng. Peter Ka-

huthu, brought together staff from across departments for vital conversations around substance use, mental wellness, and early intervention. Facilitated by experts from Ihururu Treatment and Rehabilitation Hospital, the sessions covered the dangers and signs of substance abuse, available treatment pathways, and the critical link between mental health and workplace performance. Real-life case studies helped staff connect theory to practical scenarios, creating a safe space for honest dialogue about these often-stigmatized issues.

Eng. Kahuthu emphasized that a healthy team, mentally, emotionally, and physically, is key to achieving consistent and impactful service delivery. The training reinforced the message that seeking help is a strength, not a weakness, and that stigma-free environments foster stronger, 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 the ongoing Employee Wellness Program, NYEWASCO continues to invest in initiatives that support staff health and well-being, recogniz-

ing that employee wellness is fundamental to organizational success.

NYEWASCO's commitment to leaving no one behind was demonstrated through two groundbreaking training programs on inclusion and equity. The Disability Mainstreaming Training equipped staff with essential knowledge and practical skills to champion disability rights. Through interactive sessions and real-life case studies, participants gained deeper understanding of the barriers faced by persons with disabilities and how proactive policies 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 that requires intentional efforts in policy development, workplace adjustments, customer engagement, and community outreach.

Following closely was the Gender Mainstreaming Training, designed to strengthen institutional capacity in promoting gender equity and inclusivity. The program emphasized embedding gender considerations into policies, programs, and decision-making processes across all facets of NYEWASCO's work. 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. The vision is clear: a future where everyone, regardless of gender or ability, has equal space to contribute, grow, and thrive. By fostering inclusivity, NYEWASCO is taking deliberate steps to ensure that service delivery remains people-centered, equitable, and sustainable for generations to come.

During Customer Service Week, NYEWASCO reinforced the foundation upon which all excellent service must rest: integrity. Staff participated in a two-day Fraud and Corruption sensitization facilitated by officials

from the Ethics and Anti-Corruption Commission (EACC). The training strengthened accountability and transparency across all organizational levels, equipping staff with knowledge and tools to identify, prevent, and report unethical practices while fostering a culture of honesty and responsibility within the company. At NYEWASCO, integrity is one of the core values and remains central to the promise of delivering quality, reliable, and customer-focused services.

Together, these initiatives represent more than isolated training sessions. They embody NYEWASCO's holistic approach to organizational excellence, demonstrating the company's understanding that sustainable service delivery requires attention to the whole person and the entire organizational ecosystem. When customer service excellence is built on a foundation of mental wellness, inclusivity, and integrity, the result is not just better metrics, but a genuine transformation in how services are conceived, delivered, and experienced.

As NYEWASCO moves forward,

these programs will continue to evolve, ensuring that excellence is not only seen in service delivery metrics, but also in how the company respects, includes, empowers, and supports every employee and every customer. The journey toward building a culture of excellence is ongoing, but with each training, each conversation, and each commitment to doing better, NYEWASCO is proving that when you invest in people, everyone benefits. Staff become more skilled, confident, and engaged. Customers receive better, more empathetic service. And the community gains a partner truly committed to leaving no one behind.

NYEWASCO remains committed to continuous improvement, recognizing that our greatest asset is our people, and our greatest responsibility is to create an environment where they can thrive while serving the community with dignity, professionalism, and care. The investments made in 2025 have laid a strong foundation for a future where service excellence is not just an aspiration, but a lived reality shaped by capable, healthy, inclusive, and ethical teams.



Staff Come Together To Celebrate Another Successful Year Of Service Excellence

The air was alive with music, laughter, and a shared sense of pride as staff gathered for the much-anticipated End-of-Year Celebration, a moment set aside not just to close the calendar, but to honor the people behind a year of remarkable achievement. Board members, management, and staff came together as one team, reflecting the unity that continues to define the organization's culture.

The event marked the close of another productive and successful year for the company, providing an opportunity not only to celebrate achievements but also to reflect on the collective effort that drives the organization forward. Dressed in celebration spirit and high morale, staff members gathered as one team, demonstrating the strong bond and shared purpose that define NYEWASCO's workplace culture.

A key highlight of the celebration was the recognition of outstanding staff performance. Amid cheers and applause, exemplary employees were honored for their dedication, professionalism, and commitment to excellence. The awards underscored the organization's strong culture of performance, teamwork, and continuous improvement, reinforcing the value placed on hard work and service delivery.

The occasion was also marked by heartfelt and emotional moments as the company paid tribute to retiring colleagues. With gratitude and admiration, management and staff bade them farewell, acknowledging their years of loyal service and significant contributions to the organization's growth and success. Their legacy remains woven into the fabric of NYEWASCO's journey.

The celebration was further elevated by the presence of the County Executive Committee Member (CECM) for Water, Environment and Climate Change, Hon. Fredrick Kinyua. His



attendance and continued support reflect the strong partnership between the County leadership and the water sector, reinforcing shared efforts toward improved service delivery and sustainable water management.

Beyond the music and festivities, the event symbolized unity, appreciation, and renewed motivation. It was a powerful reminder that NYEWASCO's greatest strength lies in its peo-

ple, their teamwork, resilience, and commitment to service excellence.

As the curtains closed on the year, the atmosphere was filled with optimism and renewed energy. It was truly a memorable way to wrap up the year.

Here's to greater milestones, stronger teamwork, and continued service excellence in 2026.





Celebrating Growth and Potential: Fourth Cohort Interns Graduation



NYEWASCO staff and graduating interns pose for a photo during the luncheon ceremony marking the graduation of the fourth cohort of interns

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.



Welcoming the 5th Cohort of Interns for the 2025/2026 Program



The 5th Cohort of Interns during their induction programme at, marking the start of their internship journey.

At NYEWASCO, we believe in nurturing the next generation of professionals through hands-on learning, mentorship, and exposure to real-world operations. Our internship program has become a vital platform for building capacity and shaping careers in Kenya's water and sanitation sector. 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 and representatives from various departments and divisions. These engaging sessions provided the interns with valuable insights into NYEWASCO's strategic direction, organizational values, and our unwavering commitment to excellence in water and sanitation service delivery.

To complement the classroom

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

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 our core values of integrity, service, and continuous improvement.

We look forward to seeing the contributions of this talented group as they engage in impactful 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, together.

“

NYEWASCO remains committed to building a pipeline of water and sanitation professionals equipped to meet the challenges of tomorrow. Through programs like this, we continue to invest in people, innovation, and the sustainable future of our communities.

”

NYEWASCO Management Address Critical Challenges Through Strategic Media Engagement

Throughout 2025, NYEWASCO's leadership demonstrated unwavering commitment to transparency and community engagement by taking critical water sector conversations directly to the public through strategic media appearances. Confronting the Vandalism Crisis

In March 2025, the escalating threat of vandalism and theft targeting water infrastructure demanded urgent attention. Chief Manager of Technical Services Eng. James Ngunjiri rose to the challenge, appearing on GTN TV's widely-watched program *Ime Ria Ruciini* on March 20th to address these mounting concerns.

Hosted by Waithaka wa Kinyua, the interview provided a platform for Eng. Ngunjiri to outline NYEWASCO's comprehensive response strategy. "We've enhanced our surveillance capabilities, strengthened partnerships with law enforcement, and we're pursuing strict legal action against perpetrators," he explained. But his most powerful message centered on community responsibility: "These installations serve everyone. When residents report suspicious activities, they're not just helping NYEWASCO—they're protecting their own water security." The appearance marked a turning point in public awareness, transforming infrastructure protection from an institutional concern into a shared community mission.

The following day, March 21st, Managing Director Eng. Peter Kahuthu joined Spice FM's *The Situation Room* to tackle another pressing issue: efficiency in water resource supply. His timing proved prescient, as 2025 brought intensified climate unpredictability and continued urban expansion. Eng. Kahuthu offered listeners an honest assessment of the sector's challenges—erratic rainfall, growing demand, and infrastructure financ-



ing constraints. Yet he balanced realism with optimism, highlighting NYEWASCO's forward-thinking initiatives: advanced leak detection systems minimizing water loss, smart metering technology improving billing accuracy, and continuous infrastructure upgrades ensuring quality service delivery. "Sustainable water provision isn't a solo effort," Eng. Kahuthu emphasized. "It requires genuine partnership between government, private sector, and communities. We need increased investment, thoughtful policy reforms, and innovative solutions to ensure water remains accessible and affordable for future generations."

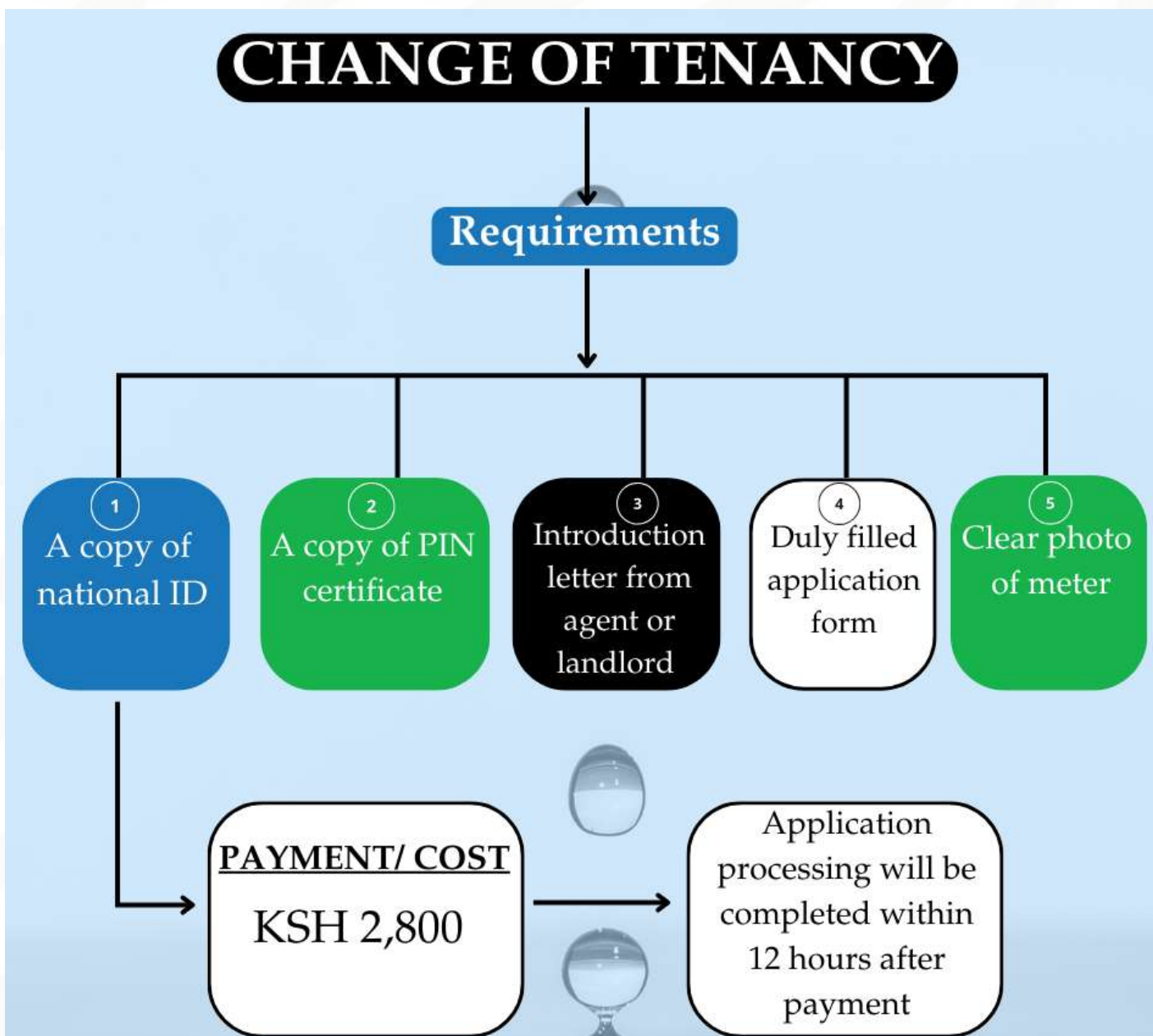
These 2025 media appearances exemplified NYEWASCO's evolution from



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

service provider to thought leader. By choosing platforms that reach diverse audiences and addressing challenges with honesty and clarity, our leadership team reinforced that water security isn't just about pipes and pumps—it's about people, partner-

ship, and proactive communication. As we reflect on the year past, these conversations remind us that the most effective solutions emerge when leaders step out from behind their desks and engage directly with the communities they serve.



Running and Walking for Hope: NYEWASCO's Commitment to Community Health



Team NYEWASCO participates in the Mater Heart Run in Nyeri, supporting life-saving heart surgeries for children with congenital and rheumatic heart conditions.

When NYEWASCO employees lace up their running shoes and step onto the streets for charity events, they're doing more than just exercising—they're demonstrating that corporate responsibility extends far beyond infrastructure and service delivery. In 2025, our team participated in two significant health-focused charity events that underscored our dedication to the well-being of the communities we serve.

From the Nyeri Hospice 10km Charity Walk in March to the Mater Heart Run in May, NYEWASCO staff have shown up—in numbers, in spirit, and in solidarity—for causes that directly impact the lives of our neighbors. These events represent more than just corporate visibility; they symbolize our genuine commitment to supporting healthcare initiatives that offer hope and healing to those who need it most.

On March 15, 2025, our team joined the community at the annual Nyeri Hospice Charity Walk, an event dedicated to raising funds and awareness for palliative care services. The 10km walk brought together patients, caregivers, healthcare workers, and community members, all united in ensuring that individuals facing life-limiting illnesses receive compassionate, dignified care. For many families in Nyeri, hospice services provide critical support during some of life's most challenging moments. The funds raised help keep these essential services accessible, allowing patients to receive comfort and relief in their final stages of life. Our participation was a heartfelt acknowledgment that no one should face illness alone, and that as a community utility provider, we have a responsibility to support the holistic well-being of our people.

Just over two months later, on May 31, 2025, Team NYEWASCO was

back on the ground—this time at the Dedan Kimathi University Grounds for the Mater Heart Run 2025. Under the powerful theme “Touch a Child’s Heart,” the Nyeri edition of this national event rallied thousands of Kenyans to support children suffering from congenital and rheumatic heart conditions. The Mater Heart Run directly funds corrective heart surgeries for underprivileged children who would otherwise lack access to these life-saving procedures. Each kilometer run, each registration fee, and each show of support translates into hope for families watching their children struggle with heart disease. For NYEWASCO, participating in this event was a reaffirmation of our belief that healthy communities are built on both strong infrastructure and compassionate action.

While our primary mandate is to provide clean water and efficient sanitation services to the people of Nyeri,



NYEWASCO Staff members at the Nyeri Hospice Charity Walk

we recognize that true community service encompasses much more. Health, education, environmental conservation, and social support are all interconnected elements of a thriving society. By participating in these charity events, NYEWASCO is actively demonstrating that we are invested in the full spectrum of community well-being. These events also provided valuable opportunities for team building and networking. Staff from across departments came together, not just as colleagues, but as champions of hope and agents of positive change. The shared experience of running and walking for worthy causes strengthened our organizational culture and reinforced our values of empathy, solidarity, and purposeful action.

NYEWASCO's involvement in the Nyeri Hospice Charity Walk and the Mater Heart Run is part of a broader portfolio of corporate social responsibility initiatives. From environmental conservation projects to education programs and public health

awareness campaigns, we continue to seek out opportunities to make a meaningful difference in the lives of those we serve. As we look ahead, we remain steadfast in our mission: serving the community not only through reliable water and sanitation services but through active participation in causes that uplift and sustain lives. Every step we take in these charity events is a step toward a healthier,

more compassionate Nyeri—a place where infrastructure and humanity work hand in hand to create a better tomorrow. We are proud to have walked for hope, run for healing, and stood in solidarity with those who need support. This is NYEWASCO—your partner in service, your neighbor in action, and your ally in building a stronger community.



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.



Nutritional and hygiene support provided at Neema GBV Centre to spread comfort and care.



Food and hygiene essentials shared at Nyeri Maximum Prison as a gesture of hope and inclusion.



Food and hygiene essentials donated at Nyeri Medium Prison, reaffirming dignity and compassion for all.



Food and hygiene support extended at Jane Gathoni's home, assisting her family of five persons living with special needs.



Essential supplies delivered at Orphan Reach Network, supporting vulnerable children for the festive season.



Donation to Mt. Kenya Hospital for maternity open day

CORPORATE SOCIAL RESPONSIBILITY INITIATIVES

'IN THE HEART OF CSR'



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



Supporting Compassionate Care: Donation of Essential Items to Nyeri Hospice



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



Mater Heart Run



Donation of bottled water to St. John Ambulance



County Wellness Day









NYERI WATER AND SANITATION COMPANY LIMITED

Provision of Quality Water and Sanitation Services

CONTACT US

 @waternyeri  @Nyeri_water  @NYEWASCO  @nyewasco

 www.nyewasco.co.ke  info@nyewasco.co.ke  *873*019#

 0734732481  0714430000  0800721095



ISO 9001: 2015 Certified



ISO/IEC 17025: 2017 Accredited