



Naivasha

Water & Sanitation Company

Ltd

Newsletter

JULY - SEPT, 2023



As we begin the financial year 2023/2024, our main goal is to boost sales, billing, and production. This can happen only if all employees are fully dedicated in their own departments. Moreover, in our commitment to delivering high-quality water services to the entire Naivasha Sub-County, we extended our reach to new areas with the construction of water kiosks and the implementation of new projects. Some noteworthy ongoing projects include the Ihindu Public Sanitation Facility, Solarization, Mai Mahiu Water Supply Projects, CCCR sewer project, and Kayole Kasokoo Phase 2 SSS.

Throughout the financial year, we faced several challenges. The escalating cost of living in the country posed financial challenges for both our company and our customers. As operational and maintenance costs continued to rise, investing in infrastructure upgrades and improvements became increasingly challenging. We are actively exploring cost-saving measures and seeking ways to mitigate the impact of this issue. Naivasha experienced erratic weather patterns, including prolonged dry spells, which directly impacted the availability of water resources, particularly boreholes that are vital to our water supply. We are committed to enhancing our water storage and management strategies to better adapt to these changes. Non-revenue water (NRW) remains a significant concern for us as it represents water loss or unaccounted-for water due to leaks, theft, or inaccurate metering. Reducing NRW is a top priority, and we are actively working on improving our distribution system, upgrading metering technology, and addressing issues such as illegal connections. Despite the challenges faced in the past financial year, we hold a positive outlook and believe we can overcome them.

As we continue our mission to provide essential water and sanitation services to the Naivasha community, it is essential to underscore the pivotal role each of us plays in maintaining and enhancing the company's reputation. Our image reflects our unwavering commitment to service, professionalism, and dedication to the community. Whether you are a front-line customer service representative, a technician, a manager, or an administrator, each of us contributes to upholding and elevating our company's image. Let us all pledge to uphold the highest standards of service and professionalism as we persist in delivering essential water and sanitation services to the Naivasha community.

~Eng. Nahashon Wahome

Meetings



Kick-off meeting of Kayole Simplified Sewer System (SSS) Phase 2 with a target of 100 sewer connections. The project is funded by Water & Sanitation for the Urban Poor (WSUP) and Waterworxxs.



Site inspection and project progress meeting regarding the Solarization project by NAIVAWASCO team and Miale Solar team.

Training & Benchmarking



Training sessions for NAIWAWASCO staff regarding the operation and maintenance of the water supply systems installed at Naivasha Industrial Park



Courtesy visit by NAIWAWASCO team to Sanivation (a social enterprise that manufactures briquettes from fecal sludge)

Improving lives



Ventilated Improved Double Pit (VIDP)toilets at Mirera.To improve sanitation in urban and rural areas through finish-ink and WaterWorX.

STAFF NEWS

ICT Officer Exit

The company bids farewell to Naftali Mukundi . We sincerely appreciate all the valuable contributions he has made during his time with the company. Wishing Naftali all the best in his future endeavors

Section transfer

The communication section was transferred from the Distribution Office to the ICT section.

Awards

The best employees within the departments for the 1st quarter were awarded as follows:

- Hr & Admin - Victor Kungu
- Distribution & Sales - Paul Wagitare
- Technical- Joseph Njenga

Births

Congratulations to Rachel Wangari (Cashier) on the arrival of her son .

Death

It is with profound sadness that we share the news of the passing of our colleague and friend, Francis Wachira.He was a dedicated and cherished member of our NAIWAWASCO family, and his presence will be deeply missed

Projects

Ongoing Projects

The ongoing projects include

- Mai mahiu Water Supply Project
- Ihindu Public Sanitation project
- Solarization Project
- Kayole Kasokoo Phase 2 SSS
- CCCR sewer Project

Complete Projects

The complete projects include

- Kayole Kasokoo Phase 1 SSS
- Ereri - Munengi Water Projects

NRW MANAGEMENT

NAIVAWASCO has made significant efforts to address the pressing issue of Non-Revenue Water, which has been impacting the efficiency, financial stability, and the amount of water available for distribution to its customers within its service area.

As of the conclusion of the financial year 2022-2023, the Non-Revenue Water ratio stood at 25%, signifying that only 75% of the water supplied was properly accounted for and billed. Consequently, NAIWAWASCO has implemented necessary measures and initiatives aimed at further reducing this ratio, with a target of achieving 19% by the end of the financial year 2023-2024.

These measures and actions include:

- 1. Replacing Aging and Non-functional Consumer Meters:** NAIWAWASCO is actively replacing old and malfunctioning consumer water meters to ensure accurate measurement and billing.
- 2. Active Leak Detection and Repair of Underground Leaks:** The organization is proactively identifying and repairing underground water leaks to prevent water losses.
- 3. Customer Sensitization:** NAIWAWASCO is engaging in educational campaigns to inform and educate its customers about the importance of water conservation and responsible water usage.
- 4. Curbing Illegal Water Connections:** Efforts are being made to combat illegal water connections, which contribute to Non-Revenue Water, through enforcement and monitoring.

By implementing these measures, NAIWAWASCO aims to enhance its operational efficiency, financial sustainability, and the reliable supply of water to its valued customers within its service area.

NAIVAWASCO GALLERY



Victor Kung'u awarded for being the best employee in the HR & Admin Department



Community meeting at Kayole regarding the implementation of Simplified sewer system



Raplands Water supply project.



The memorial service for the departed colleague Francis Wachira at the main office ground.