



NEWSLETTER

Kakamega County Urban Water And Sanitation Company



MARCH 2022

Board chairman unveils new CEO

Board of Management chairman Prof Laban Ayiro on Thursday unveiled Madam Christabel Ashiono as the acting CEO urging her to institute reforms that will stabilize and grow the Company.

Speaking during a meeting with all staff, the chairman asked the new CEO to embrace open door policy and create a conducive working environment for all staff.

"Use the open door policy to ensure all stakeholders are on board to transform our Company. Initiate reforms that will stabilize the Company and grow our revenue," said Prof Ayiro.

He urged staff to support the CEO saying they should focus on work and service delivery to ensure customers get quality services instead of propaganda and negative things that will hinder service and growth of the Company.

Prof Ayiro noted that every staff should be committed to enhance service



Board Chairman Prof Laban Ayiro (C) during a boardroom meeting with the management shortly after unveiling Madam Christabel Ashiono (on his right) as the acting CEO.

delivery to improve water supply in areas covered by the Company.

"Focus on positive things that will help the Company grow. Our focus should be teamwork and working towards achieving our targets in terms of revenue collection and supplying water to all our customers," he said.

Madam Ashiono thanked the chairman and the Board for the trust and confidence bestowed upon her to steer the Company as CEO.

She promised all staff of her support to ensure they deliver on their mandate and meet their targets.

"For me, all staff are equal and I will embrace each staff and support them fully. My office is open for consultations to ensure we pull resources towards achieving our main goals as a Company. We have to strive to offer quality services to our customers," said Madam Ashiono.

CEO promises reforms to enhance service delivery and friendly working environment

The acting CEO Madam Christabel Ashiono has taken over office and promised to initiate reforms that will transform the company and ensure more than 200,000 residents of Kakamega town and its environs access tap water.

Madam Ashiono noted that top on her agenda will be to seal all loopholes that corrupt officers were using to swindle money from the Company.

She noted that the Kakamega County owned parastatal had the potential to produce enough water for supply to residents among other services adding that reforms would enable the company achieve all this.

She noted that in a bid to address the persistent water rationing residents were experiencing, the Company has invested Sh87 million erecting a five million liter capacity water tank for storing water at Lirhanda in Shinyalu Sub County to

ensure constant supply of water to clients.

"The project that was launched by Governor Dr Wycliffe Oparanya will be completed in the next four months and will resolve water rationing challenges that residents have been facing," she said.

Madam Ashiono added that the Company was relying on a storage tank at Mlimani estate in the town that had only two million litres capacity. The CEO noted that to ensure efficiency, deal with corruption and increase revenue collection, the Company has launched the cashless revenue collection system that has been welcomed by clients.

She noted that the Company has reviewed its tariff adding that the new tariff introduced has been embraced by water users.

She noted that since introduction of the new tariff the Company has increased its revenue collection from Sh19 million per month to Sh24 million for the same period.

"The new tariff is user friendly. Our clients have welcomed it because it compels the Company to only charge clients for water used," the CEO said.

She added that some of the clients were now paying less for water as compared to what they used to pay with the old tariff.

Madam Ashiono revealed that the Company is owed more than Sh287 million by water bill defaulters adding that they have embarked on collecting the money from such clients.

She said institutions and Government owned agencies are among clients with huge water bill arrears and urged them to pay.

"We have set up a Tele Sales centre with dedicated staff who follow up on defaulters on daily basis," she said. She added that the Company was thinking of engaging debt collecting agency to help collect the money.



Acting CEO Madam Christabel Ashiono at the Company's boardroom.

The CEO asked staff to accord her support so that she can deliver on her mandate. She thanked Governor Oparanya and the Company's Board of Management for the confidence they have in her by appointing her to lead the Company.



Ongoing construction of a Ksh 87m water tank at Lirhanda in Shinyalu Sub County

Ksh 87m water project to end water rationing in Kakamega

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We expected construction works to be completed within the next four months

The Company has invested Ksh 87 million on water storage tank at Lirhanda in Shinyalu Sub County that would solve the perennial water rationing and ensure constant supply of the commodity to residents of Kakamega town and its environs.

The Company Board Chairman Prof Laban Ayiro said once the five million liter capacity tank is completed in the next four months it will end water crisis in Kakamega town and its environs.

"We expected construction works to be completed within the next four months," said Prof Ayiro.

He asked the County Government to support the Company to start piping process from the tank to Kakamega town to ensure improved supply of water.

"Once we complete construction we have to distribute this water to our customers. We can do that only if we have done piping and that is why I request the County Government under

the leadership of H.E Dr Wycliffe Oparanya to support us achieve this process," he said after inspecting the construction works at Lirhanda.

He revealed plans to acquire additional land next to the tank to serve as water works offices for staff working at the facility. "We plan to connect water in every homestead and have the clients pay once they start using water. We will pipe water to their homestead as part of the efforts to achieve the promise made by the Governor to connect water to all people," he said.

The acting CEO Madam Christabel Ashiono said currently the Company is relying on the storage tank at Milimani estate in Kakamega town that has a capacity of 2,250 cubic meters which were not adequate.

"The Company has been forced to ration water because of inadequate storage facilities but once the Lirhanda water storage project is complete our clients will enjoy constant supply of water," she said. She noted that she was aware of the

complaints from residents due to persistent water rationing but assured them that the challenge will be a thing of the past once the project is finished and operationalised.

Madam Ashiono said the storage tank is one of the mega projects being done by the water company to ensure all urban dwellers get water throughout.

She noted that the Company was unable to satisfy the demand for water in the urban areas due to storage challenges.

"The Company produces enough water but storage facility has been the problem. This is why we are fast tracking installation of storage tank to deal with the matter," she added.

She said the population in the town was growing rapidly increasing demand for water.

She noted that it is because of this reason that they were putting measures in place to ensure that the population access the essential commodity.

Company starts maintenance works to improve water supply



Tindinyo water treatment plant.

The Company has started maintenance works on the its mainline from Tindinyo to Kakamega town to enhance water supply to customers.

The process also targets to root out illegal connections that have caused the Company to lose water and revenue.

According to the Technical Manager Mr Celcus Shilehwa the Company lose up to 40% of water which translates to Ksh 15 million to illegal connections and bursts of pipes caused by road construction works.

"This is our annual maintenance of our mainline to improve water supply. It will also deal with non revenue water caused by burst of pipes, illegal connections and theft," said Mr Shilehwa.

Speaking after inspection of the ongoing maintenance works at Tindinyo, he said the Company has initiated various measures to curb illegal connections.

"We are adopting digital technology and universal metering to help us reduce the loss," he said.

The acting CEO Madam Christabel

Ashiono regretted that the Company continues to lose water due to illegal connections noting that the management is committed to address the challenge.

"Continuous maintenance of our pipes will help to curb this loss. We will be able to know where we are experiencing this loss and deal with it," said Madam Ashiono who accompanied the team during the inspection.

She said there is some illegal connections on the mainline which lead to great loss to the Company.

She noted that she is aware of the outcry by customers due to water rationing saying that once the maintenance works are completed, there will be improved supply of water ending shortage and rationing of water.

However, she also regretted that the Company is owed Ksh 287 million by customers urging them to pay the debts to help the Company enhance its operations.

"This is a huge debt that affects our operations and I urge those who owe us to pay so that they help us meet our targets as a Company," she said.

CEO holds consultative meeting with Kakamega journalists

The acting CEO Madam Christabel Ashiono held a consultative meeting with journalists from Kakamega to discuss areas of partnership and working relationship for the growth of the Company.

In the meeting held at the Company's boardroom, the CEO expressed her willingness to work closely with media to convey accurate, factual and verifiable information to the public.

"We are grateful for the support we get from media and we promise to continue working together to ensure the growth of our company," said Madam Ashiono.

She used the opportunity to share with the journalists her vision for the company and efforts put in place to improve services and enhance service delivery.

She said despite few challenges facing the Company, she is committed to addressing the challenges to ensure the Company achieves its mandate of supplying clean pipe water to its customers.

"As a Company we are embracing open door policy. We are ready to get information from all stakeholders and act on it to improve our services. I encourage you to be free to get



Acting CEO Madam Christabel Ashiono (C) during a consultative meeting with journalists from Kakamega at the Company's boardroom.

information and give us feedback that will enable us stabilize the Company and also improve our services," she said.

The journalists appreciated the CEO for organizing the meeting and recognizing the role of media in

conveying information to the public.

They promised to support the Company by publishing verified and factual information with a view of reaching to stakeholders and growth of the Company.



Board Chairman with Company Management after signing performance contract

Management team sign performance contracts to enhance service delivery

The Company top management led by acting CEO Madam Christabel Ashiono today signed performance contracts to enhance service delivery at the water company.

The exercise which was presided over by the Company's Board of Management chairman Prof Laban Ayiro sets targets for each staff as part of the efforts to streamline services at the company.

Prof Ayiro urged the staff to ensure they meet the targets they have set for themselves as part of efforts to improve services.

"I appreciate the Management for implementing the performance contracting process. This is a commitment by staff to ensure efficiency and effective service delivery to customers," said Prof Ayiro.

He asked the officers to live to their

commitments to ensure enhanced revenue collection and provision of quality services to the customers.

"Performance Contract is like a covenant. This time we have to do things differently to achieve our targets and also offer quality services. We will be doing monitoring and give feedback to ensure we achieve our targets," he said.

Madam Ashiono said the Company has established a Monitoring and Evaluation Committee to spearhead the process urging the committee to work closely with other staff for the overall goal of enhancing service delivery.

"Let us take performance contracting with the seriousness it deserves because we will appraise each staff and performance of each staff will be pegged on the targets set," said Madam Ashiono.



Board Chairman Prof Laban Ayiro (L) and acting CEO Madam Christabel Ashiono (C) during the signing of Performance Contracts by the Company Management.