



# Kakamega County Water And Sanitation Company



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## How ERP Has Revolutionized The Company's Operations

On July 1st 2021, KACWASCO went live on an Enterprise Resource Planning (ERP) system a fully web-based and cloud-based system.

This means its users can access it from anywhere globally provided that one has internet access.

This formed a great milestone in the Company and a departure from the previous system which was network-based and on premise that handled billing aspects only.

“ERP is an all-round system that has transformed the Com-

pany since it has automated core functions and made them available online globally,” said Mr Ezekiel Asera, the Company ICT Manager.

He said ERP brings core services to a convergence with a 360-degrees view.

These services include; technical services (covering Production, Distribution, Water Quality Control, Non-Revenue Water Management, GIS), Commercial and Financial Services (covering Meter reading and Billing; Reports and Bills generation, Finance and Accounting services; Customer Services and Relations Management); Human Resource Management Services and Performance Management; Staff self-service portal; Procurement and Stores; Logistics and Transport management services; among other services.

“To access the ERP, one has first to get authenticated by providing a Username and password, after which one is allowed access to the system,” he said.

According to Mr Asera starting the ERP system was a major milestone since it was a direct changeover from the billing system that had been in use since 2010.

He noted that during the transition from the old system to ERP all customer data was migrated successfully.

New Customer Account numbers were rolled out to eliminate the challenges of

the old number system that had some Account numbers appearing similar to others since they had been created based on per Area or Scheme. With the ERP holding all the Accounts in a single database, duplicity could not be tolerated, and so a new numbering system was formulated

that identifies an account in the format of AAZZXXXX where AA indicates the Area/Scheme and ZZ indicates the zone in which an account is, and the XXXX part is the connection number. This has brought uniformity on the account numbering and effective data management of customer data,” he said.

incorporated and introduced the use of USSD for mobile access to Customer core services.

For KACWASCO, the USSD is \*873\*048#, which upon dialing on a mobile phone, provides the user with options such as; to Query Bill, Lodge Complaints, Report an Illegal Connection, Get a Mini statement, Apply for Exhauster Services, Pay Your Bill or Pay for an Invoice (such as for Water Bowser Services) and also access our online App.

“This mobile phone USSD facility has enhanced our service provision by bringing customer core services closer to the customer,” Mr Asera said.

He added; “Indeed this has seen a great reduction of people visiting our offices for services that can easily and instantly be accessed on their mobile phones.”

On the side of Company staff, the ERP has provided a Self-Service module and Mobile App through which the employee can do their typical tasks such as Leave Application (and Approving, for supervisors); Access and download Pay-slips; Stores and Purchase requisitions (and approving for supervisors); Imprest Applications and Surrender (and related approving by supervisors); and Transport requisition, Fuel requisition, and Work Ticket (and their relating approving, by supervisors) which has seen a great efficiency in internal operations and administra-

tion services.

“The Company is now geared towards being totally paperless driven,” he said. Mr Asera said ERP has revolutionized functions that were initially not linked (before adoption of ERP) by automating them and re-engineering various workflows for key procedures and processes.

“This is greatly noticeable and appreciated in the Finance and Accounts sections which now have a fully-fledged financial module powered by MS Dynamics. In this we have integrated Data and Services from Billing, Technical, Human Resources, Procurement, and the typical Accounting services to have a 360-degrees view of the Company operations. Customer bills are recognized automatically in the finance module and generations of reports relating to Sales and Revenues are now easily produced and auto-reconciled. From HR, the payroll byproducts are automatically generated from the system once key monthly payroll details are updated as required every month,” he said.

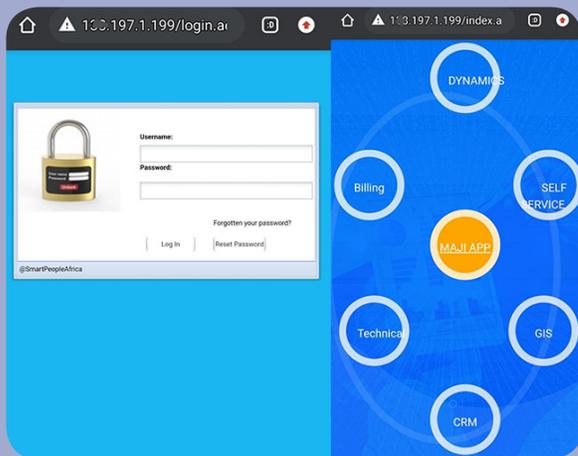
The Customer Billing process is now handled more efficiently, faster and easily and Meter readers aided with mobile phones set with the Smart Billing module are able to capture customer meter readings which is transferred to the system automatically as actual readings and the bill is generated.

The ERP system is able to show the status of each Bill SMS sent as either Delivered to the customer's phone or not.

The system has an elaborate and robust Customer Relations Module with key features such as; Auto-Tickets generations, Tickets handling, escalations and resolution mechanisms.

The Management is able to monitor the resolutions of complaints raised and generate various appropriate reports, in relation to Customer services and complaints.

“With all these success aspects of the ERP and much more, KACWASCO is proud to have gone for an ERP and successfully implemented,” Mr Asera noted.



KACWASCO ERP Login interface (L) and the Main Interface after successful log in

**ERP is an all-round system that has transformed the Company since it has automated core functions and made them available online globally**

# Tindinyo Scheme Targets Ksh 1M In Revenue Collection

With high demand for water, Tindinyo scheme is one of the schemes that record high revenue collection boosting the Company's efforts of generating more income to run its operations.

Ms Celestine Shollei, the scheme manager said they are now targeting to collect at least Ksh 1 million per month, something she said is possible.

She noted that the secret behind their increased revenue collection is good customer relations and efficiency at work.

"We have increased our revenue from Ksh 450,000 to Ksh 600,000 per month. We are now targeting to hit the Ksh 1 million mark," said Ms Shollei.

She added: "We have the secret. Customer relations and sufficient supply of water will make customers pay the bills and also clear the arrears."

She said good customer relation has worked in their favor reducing the burden of arrears as most customers pay their bills on time.

She said due to efficiency in service delivery, more people want water to be connected in their homesteads.

"Each day we get new requests for water connectivity, some have been connected and other are still waiting for the process to be completed," she said.

She revealed that before join-

ing the scheme, it had 600 registered water users but the number has increased to over 900 with more others still pending.

"There is high demand for water in this area and we are trying our level best to serve them," she said.

She said part of their efforts to win customers was to do follow ups on those who had stopped using water from the scheme and ensuring servicing of water meters to give accurate bills.

Ms Shollei said the challenges they face include; some customers lacking a mobile phone to pay for their bills through MPESA. However, with proper sensitization most customers are now adopting to the new mode of paying bills.

"Some people want to be connected to water but our pipes have not reached their areas. Extending the pipes to their homes is a bit hard due to lack of enough funds," she said.



**Ms Celestine Shollei in her office**

She added; "Road construction also pose a serious challenge to us because our pipes are destroyed and affect our operations."

## KACWASCO Lauded For Improved Revenue Collection



**Technical Manager Mr Celcus Shilehwa during the service Delivery meeting**

Kakamega County Water and Sanitation Company (KACWASCO) has been lauded for its improvement in revenue collection and provision of clean and safe water to consumers.

County Secretary and Head of Public Service Ambassador CPA James Ochami noted that the Company has done remarkably well in revenue collection.

"The Company has the potential to collect more revenue and I laud them for their efforts in supplying water to consumers and improvement in revenue collection," said CPA Ochami.

He urged the Company to target institutions that owe them millions of shillings including Government institutions.

Chief Officer for Service Delivery and Advisory Unit Dr Phitalis Masakhwe said he is happy with the progress made in construction of the five million liter capacity storage tank at Murhanda in Shinyalu Sub County.

He said once completed more residents will be connected to clean and safe water as the tank will also solve cases of water shortage and rationing in Kakamega town.

In his presentation during the Service Delivery meeting held at the County Chambers on behalf of the Company's acting CEO Ms Christabel Ashiono, Technical Manager Mr Celcus Shilehwa said the Company has recorded improvement in revenue collection from Sh 12 million in the last financial year to Sh 26 million.

"As a Company we have registered improvement in our revenue collection and we are committed to collect more money from water users," said Mr Shilehwa.

The meeting was chaired by CECM for Public Service and County Administration Madam Rachel Okumu who is holding brief for the Governor H.E Dr FCPA Wycliffe Oparanya who is away on official duties.

# KACWASCO Embracing CSR Activities To Support The Community

The Company has embraced the idea of Corporate Social Responsibility (CSR) to support the community in various ways.

According to Customer Service Manager Ms Mary Mariga, the Company has engaged in various activities that target to give back to the society.

“We have participated in CSR activities for a long time and we will continue with such activities in support of the community,” said Ms Mariga.

She noted that some of the CSR activities they have done include; buying shoes for street children and offering Christmas gifts

to the less privileged in the society.

“In the past activities we supported schools, mosques and rehabilitation centers within Kakamega County” she said.

She said during Covid-19 pandemic, they donated water tanks to various schools in Kakamega.

“We also planted trees at Tindinyo to conserve the environment and protect our source of water,” she said.

She added that they mostly do the activities during major



events at the Company and holidays.

“Our aim is to touch the lives of less privileged in the society and also support our water consumers in one way or the other. We endeavor to make this CSR a major event in our Company,” Ms Mariga said.

## CSR Activities at a glance



# Customer satisfaction is my pride - Ms Mariga



**Ms Mary Mariga during World Water Day celebrations**

Customer satisfaction is the pride of Ms Mary Mariga, the Company Customer Service Manager.

She said seeing customers satisfied with the level of service delivery in terms of water supply and their concerns addressed makes her work comfortable and enjoyable.

For her solving customer's complaints and concerns within the shortest time possible and effectively is an achievement and she has been overseeing this since she joined the Company in 2012.

"I am happy if I see our customers happy and satisfied," said Ms Mariga.

Ms Mariga who is a former language teacher at Mbale Secondary School said she does not regret changing professions from the classroom to the field.

"I am comfortable working as a Customer Service Manager than it was being a teacher. Here I interact with many people not just students and teachers as it was before," she said.

She added; "I have a lot of satisfaction in my job at the Water Company than it was while teaching. I love interacting with our customers and solving their complaints is one of the things I value much in my work."

She said her day to day work involve handling customer matters ranging from queries, concerns and complaints.

"We receive queries from customers, log them into the system and monitor them to ensure they are resolved," she said.

She noted that she is also tasked with responding to mails from customers and interacting with them through social media platforms.

"With the ERP system we have improved on our services and we are able to serve the customers better," she said.

She noted that as a Department they also sensitize and create awareness among customers on the Company's products and services.

"We train staff on service delivery. We also do research on various aspects that affect water sector," she said.

For her mentoring young staff is one way of giving back to the society and helping staff grow professionally and spiritually.

"Mentorship is key to the

growth of the Company as staff are encouraged to work hard and do their best. I also encourage them on spiritual matters," she said.

**KAKAMEGA COUNTY WATER AND SANITATION COMPANY**  
KACWASCO

*Maji Safi, Maitsha Bora*  
Quality Water, Healthy Livelihood

**WATER MOBILE**  
FOR ANY PUBLIC QUERIES, CONCERNS, COMPLAINTS ETC

STEP 1: DIAL \*873\*048#  
STEP 2: SELECT AN OPTION  
STEP 3: SEND  
STEP 4: FOLLOW INSTRUCTIONS

**HOW TO PAY**

- M-PESA** PAYBILL NO. 772153  
MPESA DEPOSIT ACCOUNT: 983061
- DEPOSIT ACCOUNT FAMILY BANK: ACCOUNT NO: 078000040459**  
FAMILY BANK REVENUE ACCOUNT: 078000040724
- KCB BANK: 1273194454**
- CO-OPERATIVE BANK ACCOUNT: 01100632410100**
- POSTA PAY ( ANY OFFICE )**

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**Consumer Summit**  
Coming Soon!!!

