



How We Ensure Clean And Safe Water For Our Consumers



Water Treatment Operator Jalon Oyoo conducting water treatment tests at Tindinyo Laboratory

KACWASCO has managed to keep at bay water borne diseases by conducting strict water tests after every four hours.

The tests done in laboratories at the treatment plant and the central lab at KACWASCO offices in Kakamega towns aim at ensuring quality standards and no bacteria scapes to find itself in consumer's water at the tap.

"We do water tests strictly as guided by WASREB to meet KEBS and international standards required. Through this we have managed to ensure safety of our water," said Mr. Bush Orondo, Quality Assurance Manager.

He confirmed that Kakamega has never had cases of outbreak of water borne diseases as a result of contaminated water.

He said tests are done after every four hours to comply with the health standards and ensure water is clean and safe for consumption.

He noted that at the Kakamega central lab, the tests are done on a daily

basis in the morning, afternoon and evening to cross check what has been done at the water treatment facilities.

"We have quality control units at the treatment facilities which do quality tests and routine analysis to ensure safe abstraction, treatment and distribution of water. This is to ensure our water is safe for consumption," he said. He revealed that the Company has been rated highly by WASREB in quality assurance for its high investments in water testing labs.

"We have well equipped labs to do the tests. Our labs are highly rated and give us accurate results and that is how we have managed to deal with issues like water being contaminated. We have and we will continue to maintain high standards to ensure our water remains clean and safe," Mr. Orondo said.

He affirmed that as a Department they are very strict on the quality of

chemicals used to treat water noting that they cannot accept to compromise quality because they want value for the money.

He said the central lab conducts waste water analysis and physical chemical analysis to check on bacteria.

At the labs they start by analyzing water from the river before the treatment process as this will guide them on the amount of chemicals to be used.

"Everything is done as per the guidelines. Nothing is left to chance because we have to be sure and accurate. Our priority is our consumers having safe water for use," he said.

The labs are located at Tindinyo, Nambacha and Kipkaren treatment plants and the Central lab in Kakamega town.



Quality Assurance Manager Bush Orondo at Kakamega Central Laboratory

KACWASCO Acquires Smart Meters To Improve Meter Reading Efficiency



Ms Jessica Kimuma displaying some of the newly acquired water metres

The Company has acquired 700 smart meters to be installed within Kakamega town to improve on meter reading accuracy and efficiency.

The Company acting CEO Ms Christabell Ashiono said the smart meters will give real time readings and cannot be easily tampered with.

“With smart meters can be able to detect if somebody has tampered with it at my comfort of my office. This will reduce cases of customers interfering with meters,” said Ms Ashiono.



She revealed that they have also purchased 1,000 normal meters in their efforts to improve water connectivity and service to its customers.

This happens in the wake of an ongoing piloting program of smart meters by the Company targeting to install 10,000 smart enabled meters in Kakamega.

The CEO appealed to development partner to support the Company acquire more smart meters to connect all its customers.

“Smart enabled meters is the way to go. We appeal to partners to support us achieve this desire,” she said.

She noted that smart meters will help in curbing revenue loss through non-revenue activities such as illegal connections.

“The meter readings are accurate for smart meters and this will reduce complaints due to estimated billing as this will be a thing of the past,” the CEO said.

Consumers Laud KACWASCO For Quality Services

Consumers have lauded the Company for its quality services and provision of clean and safe water.

Fesbeth Academy Director Ms Ruth Minishi has acknowledged the Company for what she termed as having its customers at heart.

She said her school initially relied on water from the nearby spring and from water vendors before being connected to the Company’s supply line.

She noted that connection to the Company’s water supply helped the institution cut down on huge costs it incurred in getting water from other sources.

She commended the Company for maintaining high quality standards of water supplied to customers including her school.

“The water we receive from KACWASCO is clean, safe and with a good taste. If I was given water samples from various water service providers I will easily identify water from KACWASCO. I personally prefer to take water directly from the line,” said Ms Minishi.

The school Director however requested the Company to reduce its water rationing saying the rationing schedule affects her school as there is high demand for water at the institution.

KAKAMEGA COUNTY WATER & SANITATION COMPANY - KACWASCO

Annual CONSUMER SUMMIT

THEME: "PROTECTING OUR BRAND"

Golf Hotel Grounds | **20th May, 2022** | **8.00am - 1:00 pm**

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Company Strives To Enhance Service Delivery

The Company has procured motorbikes, computers, laptops, pipes and chemicals in its efforts to enhance operational and service delivery.

The acting CEO Ms Christabell Ashiono said they have purchased ten motorbikes, 18 computers, 14 laptops, pipes and other accessories to help staff discharge their duties effectively

The bikes will be distributed to artisans and meter readers to enhance their operations and mobility during field work.

“We have started to give motorbikes to our field officers to help them meet their targets and also support them in terms of moving from one place to the other while discharging their duties,” said Ms Ashiono during the handing over of the bikes.

She noted that the motorbikes will be under the ownership of the staff based on the Company policy that allowed for cost sharing between the Company and the user.

“It is a win-win situation whereby the Company takes care of 40% of the cost and the staff takes care of the 60% which is done through monthly de-

ductions,” she explained.

She said the computers and laptops will be given to area and scheme managers to boost their work as the Company strives towards automating all its services.

“We have automated most of our services and there is need to have these gadgets to help our offices work effectively,” she said.

She noted that she expects efficiency in operations and services from the

officers who will get the gadgets and motorbikes.

Ms Carolyne Omito, the acting Procurement Manager said the Company will buy 10 motorbikes every financial year.

She said they are also expecting three (3) vehicles in a bid to boost transport section at the Company.

“We are expecting 3 vehicles; 1 double cabin, 1 single cabin and a Probox to ease transportation,” she said.



Company Keen On Performance Monitoring

The Company is now focusing on performance monitoring and evaluation in a bid to enhance performance and service delivery.

The move also targets to improve on operations and help the Company meet its revenue targets and provision of clean water.

To achieve this, the Company has developed a reward scheme to award staff who perform exemplary and sanction non-performers.

According to Human Resource Manager Ms Linnet Wasaba the scheme targets to instill and mold a culture of performance among staff.

She said they will be recognizing and appreciating staff on a monthly basis starting June this year.

“We are implementing performance management to monitor and evaluate our staff based on their performance. The exercise will be done monthly for staff and quarterly for the management team,” said Ms Wasaba.

She said top performers will be awarded with monetary and non-monetary awards while non performers will be sanctioned through warning letters.

She revealed that the Monitoring and Evaluation team will be analyzing individual’s performance that will provide results on whose basis they will rely on to award staff.

“The award will include promotions, vouchers, lunches, certificate of achievement, congratulatory cards and encouragement letters,” she said.



Human Resource Manager Ms Linnet Wasaba in her office

She added; “For non-performers, they will get warning letters and if they do not improve for a year then we can consider withholding their yearly increments or demote them.”

Ms Wasaba confirmed that they have started doing staff evaluation for the month of April and will use a mixture of methods to make decisions on how to award performers and sanction non-performers.

Amos Wanjala: Managing Sewerage System Professionally Is My Desire



Waste Water Management supervisor Mr Amos Wanjala at Shirere Sewerage Facility

The increasing population in Kakamega town and its environs has increased production of waste water which demands for proper disposal.

According to the Company Waste Water Management supervisor Mr Amos

Wanjala, Kakamega area produces an average of 800,000 litres of waste water on a daily basis.

To manage this, the Company has stepped up the sewerage services to ensure proper treatment and disposal of waste water from households, institutions and industries.

The Company manages two sewer ponds located at MMUST and Shirere in Kakamega town.

Mr Wanjala manages a team of 12 staff who handle the sewer line and sewerage ponds.

His team ensures that issues related to sewer lines such as blockages and bursts are handled in a professional manner.

“Waste water is unhealthy to human life. The bad smell associated with it is not something worth pleasing. My team is always alert to handle sewer matters,” said Mr Wanjala while supervising cleaning works at the Shirere sewer pond.

He noted that for him, waste water management is more of passion than an avenue to earn a living.

“Environmental management is key in all aspects. I have the passion of conserving the environment,” he said.

He said he is committed to ensuring that not even a drop of raw sewer contaminates clean water or bursts to affect citizens.