

## Governor Oparanya: This Is My Scorecard For Water Sector



**Governor Wycliffe Oparanya opens a water tap during the launch of Musembe water project**

**G**overnor H.E Dr FCPA Wycliffe Oparanya highlighted key projects his Government has done in Water Sector since inception of Devolution in 2013 to ensure every County citizen access clean and safe water.

Speaking during the Madaraka Day celebrations at Bukhungu Stadium, the Governor said his administration has invested heavily in the sector as access to clean and safe water is enshrined in the Constitution under the Bill of Rights.

“Through our various investments, the proportion of citizens accessing safe and clean water has increased from 36% in 2013 to 61% in 2022,” said Dr Oparanya.

He said he established the Kakamega

County Water and Sanitation Company (KACWASCO) to provide water and sanitation services in the urban areas and the Kakamega County Rural Water and Sanitation Company (KACRWASCO) for provision of water and sanitation services in the rural areas.

The Governor noted that the two companies are serving over 36,000 households with clean and safe water.

“To enhance structured water resource exploitation, my Government prepared a County Water Master Plan 2018 –2022 and in collaboration with KIWASH, developed a database for all water sources which has facilitated planning for development and management of the water sector,” he said.

He said his Government has increased

storage capacity by 6,332.5m<sup>3</sup> (cubic meters) and enhanced access to safe and clean water by drilling fifty-seven (57) boreholes and rehabilitated forty-three (43) others across the County.

“We have solarized thirty-one (31) water supply projects which has reduced operational costs and constructed and installed two (2) containerized water treatment plant systems as an improved technology for the County water projects at Musembe Dam and Lumino Dam Water Supply Projects,” he said.

Dr Oparanya added that through the support from World Bank, the County Government constructed Lwakhupa Water Supply Project and the ongoing construction of Nandamanywa, Kuvasali and Butwehe water projects.

“In partnership with Kenya Red Cross, we constructed Misango water supply project. My Government constructed 87 rain water harvesting and storage systems in public institutions including schools, polytechnics and health centers across the County,” said Dr Oparanya.

Governor Oparanya who will be leaving office in August this year after serving his two-term tenure said that through access to clean and safe water from springs covering quite a number of rural households the levels of exposure to water borne diseases has reduced in Kakamega County.

He said his administration has protected and developed 810 springs and in collaboration with Evidence Action, installed 4,124 chlorine dispensers in vicinity of springs, wells and other water sources for clean and safe drinking

## KACWASCO, FAMILY BANK CEOs Meet To Explore Partnerships



**KACWASCO and Family Bank top management team during the meeting at KACWASCO Headquarters**

**K**ACWASCO acting CEO Ms Christabell Ashiono and her Family Bank counterpart Ms Rebecca Mbithi led their teams for a consultative meeting to explore areas of partnerships.

The meeting held at KACWASCO boardroom discussed how the two organizations can work together to implement various development projects and programmes geared towards enhancing services delivery at the Water Company.

“I appreciate Family Bank for their

continued support. We enjoy a good working relationship with the Bank and we endeavor to cement it for the benefit of the company,” said Ms Ashiono.

She asked Family Bank to support the Company by financing some of the projects which she said if achieved will increase water production and supply to meet the ever increasing population.

“Our target is to ensure all citizens are connected to clean and safe water. To achieve this we need partners to support us financially in implementing

some of the projects we feel will help the Company satisfy the demand for clean piped water” she said.

The CEO said part of the projects they target include; rehabilitating Shichirayi borehole, reviving old Kakamega water treatment plant and Kaimosi-Shitoli-Butere water line.

She said the old Kakamega water treatment plant if revived will be able to produce 6,000 cubic meters water that will help address shortage of the commodity.

Ms Mbithi appreciated KACWASCO for choosing Family Bank as their financial partner noting that they are ready to support the Company meet its financial obligations.

“I am grateful for the partnership and as Family Bank we don’t take this for granted. We are ready and willing to support the Company,” said Ms Mbithi.

She affirmed her commitment to supporting the earmarked projects saying that they will benefit common mwanaichi and help the Company expand and grow.



**Family Bank CEO Ms Rebecca Mbithi (L) and KACWASCO acting CEO Ms Christabell Ashiono during the meeting**

# CEO Presides Over Training For Company Staff

**K**ACWASCO acting CEO Ms Christabell Ashiono presided over the training of various cadres of staff as part of her efforts to promote capacity building to enhance service delivery and efficiency.

Meter readers, non-revenue team and artisans were trained on day one before they embarked on a benchmarking mission at KIWASCO while drivers and administrative staff were trained on the second day of the program.

Ms Ashiono said the Company is investing in staff capacity building through training to equip them with skills and knowledge that will lead to improved services.

“Capacity building and training is a key component for the Company to equip our staff with relevant skills that will help them discharge their duties effectively. Our aim is to improve and enhance our services and to achieve this, there is need to ensure our staff have the required skills to perform their duties,” said Ms Ashiono.

She noted that the Company Management is keen on performance that is why it is facilitating training for all staff.

The training for meter readers and artisans will help them perform total meter management as it will converge their skills and duties.

“After the training, our meter readers and artisans will be able to perform various duties including meter reading, meter servicing, revenue collection among other duties,” she said.

The CEO said the Company is also focusing on individual performance urging staff to be at the forefront in ensuring the Company meets its obligations of supplying clean and safe water as well as provision of sanitation services and revenue collection.

She urged all staff to embrace teamwork, discipline and focus on their work to ensure efficiency and quality



**KACWASCO Ag. CEO Ms Christabell Ashiono** services.

She thanked staff for their efforts and support towards the growth of the Company.

Commercial and Finance Manager CPA Edwin Lumbasi, Technical Manager Mr Celcus Shilehwa, Quality Assurance Manager Mr Bush Orondo, Human Resource Manager Ms Linet Wasaba and ICT Manager Mr Ezekiel Asera were present.



**Ms Christabell Ashiono addressing staff during the training at Kisumu**



# STAFF TRAINING THROUGH THE LENS





# STAFF TRAINING THROUGH THE LENS



## KACWASCO CEO Pays A Courtesy Call On Her KIWASCO Counterpart



**KIWASCO MD Mr Thomas Odongo (L) and KACWASCO Ag. CEO Ms Christabell Ashiono at KIWASCO main offices**

**K**ACWASCO acting CEO Ms Christabell Ashiono paid a courtesy call on her Kisumu Water and Sanitation Company (KIWASCO) counterpart Mr Thomas Odongo in his office.

The CEOs discussed areas of partnerships and engagements on water production and supply and provision of sanitation services.

Ms Ashiono said Water Service Providers (WSPs) should embrace benchmarking on various aspects to improve efficiency, effectiveness and enhance service delivery.

“As KACWASCO, we believe in the spirit of benchmarking and partnerships because that is the only way we can grow as a Company and meet our objectives,” said Ms Ashiono who was accompanied by Mr Bush Orondo (Quality Assurance Manager) and Ms Linet Wasaba (Human Resource Manager).

She added; “We have a lot to learn from KIWASCO including reve-

nue collection systems, water supply and sanitation services. We will implement what we learn from here at KACWASCO for the benefit of our clients.”

A team from KACWASCO comprising of meter readers, non-revenue water and artisans visited KIWASCO on a benchmarking as part of a working relation between the two WSPs.

Mr Odongo welcomed the KACWASCO team saying that it was important to share knowledge for the growth of the companies and improve service delivery.

The MD noted that his Company is willing and ready to partner and engage with the Kakamega County Water firm for exchange programmes aimed at enhancing service delivery, water connectivity and sanitation services.

“I am grateful for the visit. We have a lot to learn from each and I thank you for choosing to learn from KIWASCO,” said Mr Odongo.

He promised that his Company will be visiting Kakamega soon for benchmarking exercise.



### In brief:

**T**he Company acting CEO Ms Christabell Ashiono joined Kenyans in celebrating this year's Madaraka Day at Bukhungu Stadium.

The celebrations were led by the Governor H.E Dr FCPA Wycliffe Oparanya who used the opportunity to highlight some of the development projects and programmes his administration has done since 2013.



**CEO Kakamega County Investment Agency Ms Elizabeth Asichi (L) and KACWASCO Ag. CEO Ms Christabell Ashiono during the event**

The Governor noted that his Government has invested heavily in water sector to ensure every citizen access clean and safe water at their doorstep as he promised residents in his manifesto and as per the Constitution of Kenya 2010. (*See separate story on page 1 on projects in water sector*).

The celebrations were the last to be marked by H.E Dr Oparanya as the pioneer Governor for Kakamega after serving his Constitutional two terms.



**KAKAMEGA COUNTY WATER & SANITATION COMPANY**  
**KACWASCO**  
*Maji Safi Maisha Bora*

## Happy MADARAKA DAY

There will be no true freedom without virtue, no true science without religion, no true industry without the fear of God and love to your fellow citizens.

*Happy Madaraka Day*

*Ms Christabell Ashiono*  
AG. CEO - KACWASCO

Kakamega County Water and Sanitation Company - Kacwasco

USSD CODE  
\*873\*048#

www.kakamegawater.co.ke

# KACWASCO Rebuilds Its Working Relations With LVNWWA



**CECM for Water Madam Rodah Masaviru, Chief Officer for Water Eng. Philip Otenyo, LVNWWA CEO Eng. Samson Gongi, Ag. CEO KACWASCO Ms Christabell Ashiono and officials from LVNWWA during the meeting**

**K**akamega County Water and Sanitation Company (KACWASCO) and Lake Victoria North Water Works Agency (LVNWWA) have agreed to rebuild and forge a harmonious working relationship.

The move targets to improve supply of clean and safe water and provision of sanitation services in the County.

In a meeting by officers from the organizations, they resolved that they would utilize the resources and manpower at their disposal to ensure efficient service delivery.

The meeting which was attended by CECM for Water, Environment, Natural Resources and Climate Change Madam Rodah Masaviru, Chief Officer for Water Eng. Philip Otenyo, LVNWWA CEO Eng. Samson Gongi, Ag. CEO KACWASCO Ms Christabell Ashiono and officials from LVNWWA.

Ms Ashiono who organized for the meeting appreciated the deliberations and willingness by LVNWWA to work together with the County Government and the County Water Service providers on areas of collaboration.

“LVNWWA has agreed to support KACWASCO to enhance its operations and infrastructure development,” she added.

Eng. Gongi said; “We have long been waiting and appreciate efforts by the Ag. CEO KACWASCO to have the meeting take place.

Our collaboration is key to ensuring that we discharging our respective mandates effectively for the greater benefit of the County citizenry. We welcome the move and commit to supporting the WSPs.”

During the deliberations LVNWWA agreed to hand over existing boreholes to the Company to run and operate them for sustainability and proper management.

LVNWWA CEO said 30 boreholes have been completed and will be handed over to the Company for sustainability.

“We have agreed to bring all stakeholders on board before and during the handing-over so as to ensure sustainability of the projects,” said the



**From Left: Ag. CEO KACWASCO Ms Christabell Ashiono, CECM for Water Rodah Masaviru, LVNWWA CEO Eng. Samson Gongi and Chief Officer for Water Eng. Philip Otenyo.**

CEO.

He further said that the design for bulk water supply; Bungoma - Kakamega is complete and discussions over the project are at advanced stage at the Ministry level.

Other projects undertaken by the Agency include the Last Mile connectivity within Kakamega area for water and sewer distribution of which the parties affirmed their commitment of working together to ensure the success of the project which is funded by African Development Bank.

Further, the equipping of the lab will be undertaken as the funding for the same has already been received and procurement process completed.

“In the pipeline we have Khwisero - Butere water projects and last mile for Mumias town,” said the CEO LVNWWA.

A working team involving officers from the County Department of Water, LVNWWA, KACWASCO and KACRWASCO has been formed to carry forward the negotiations that will rebuild and cement the working relationship.

The Ag. CEO KACWASCO thanked all the stakeholders for honoring her invite for the meeting despite the short notice.

She further thanked LVNWWA for the continued support and commitment for further assistance which including capacity building.

The Agency also advised KACWASCO to forward a capacity gap analysis/training needs analysis.

# Mumias Area: The Best in Customer Service

**M**umias Area emerged as the most improved area in customer service and delivery category in this year's consumer summit.

Ms Linda Ongadi who is the Area Manager said it took collective and individual responsibility of her staff to enhance service delivery and customer satisfaction.

"I have a hardworking team that is always on alert and ready to respond to our customer needs and all matters affecting our distribution system including bursts and leakages," said Ms Ongadi.

She said the Area which draws its water from Nambacha Treatment Plant



**Ms Linda Ongadi (C) receiving a trophy during the Consumer Summit at Golf Hotel**

in Navakholo Sub County has managed to ensure 24 hour supply and

improved customer satisfaction levels.

She noted that the adoption of the ERP which automated most of the processes and reduced physical engagement with her customers had boosted her efforts in enhancing service provision.

"With the ERP system we have been able to promptly respond to all matters affecting our customers from distribution to billing," she said.

Ms Ongadi said improved customer service had boosted efforts in revenue collection.

She noted that her team had maintained close working relationship with individual customers and institutions making a timely response and hence reduced complain.

## CEO Meets Kakamega Area Team



**A**cting CEO Ms Christabell Ashiono held a consultative meeting with Kakamega Area team to discuss how to enhance service delivery and improve revenue.

During the meeting held at the Company's Boardroom, the CEO urged the team to embrace teamwork and collective responsibility while dis-

charging their duties.

"We should embrace KACWASCO as our own Company. Let us support its growth," said Ms Ashiono.

She appreciated the team for their improved performance in revenue collection and efficiency in provision of services.

She noted that the Area contributes the highest revenue into the Company's basket urging them to continue with the efforts.

Ms Ashiono revealed plans to have all staff undergo training as part of her efforts to promote staff capacity building with the aim of increasing efficiency.

"We will have training for all staff so that they can be equipped with skills and knowledge that will improve efficiency," she said.

Kakamega Area Manager Mr Idd Osundwa noted that the Area has 16,999 registered water users but 9,275 are active.

She praised his team for being result-oriented and focused on meeting their targets.

"I am happy with the efforts we put in daily to ensure efficiency and effectiveness in providing services to our customers," said Mr Osundwa.