

KACWASCO Rehabilitates Kambi Somali Sewer Line



Waste Water Supervisor Mr Amos Wanjala at the site

The Company has rehabilitated and reconnected Kambi Somali sewer line giving a sigh of relief to the residents.

The sewer line has not been operational for the last ten years.

Rehabilitation is expected to cure the perennial overflow of sewer exposing residents to health hazards.

The sewer line serves at least 150 households who had opted to seek other options to dispose their waste.

Mr Amos Wanjala, Waste Water Supervisor said once the process is complete the sewer services will resume immediately.

“This problem had forced a number of our clients to have their own septic tanks to dispose their waste depriving the Company revenue,” said Wanjala.

According to Wanjala, 50 meters of the old sewer line connecting the households to the nearby Nabongo sewer pond had been affected by the blockage forcing the Company to use the exhauster to remove the accumulated wastes which is an expensive exercise to undertake.

“Most of the time our exhauster is engaged and if the accumulated sewer is not drained in good time it overflows flooding the area and posing health risks to the community around,” he said.

The Company acting CEO Ms Christabell Ashiono lamented that some of the developers have constructed their buildings on the sewer blocking efforts to unclog it when it is blocked.

She cautioned the developers against interfering with the sewer line.

“We are committed to ensure we provide quality sanitation services. However, our efforts are hindered by developers who have constructed on the sewer line,” said Ms Ashiono.

She asked the developers to consult the Company whenever they want to construct their buildings to enable the Company relocate the sewer line or look for alternatives.

The CEO said the Company is committed towards enhancing sewerage services in Kakamega town as the town targets to be elevated to the City status.

“We must have a proper sewerage system if we are keen to have Kakamega as the next City. As a Company we will do our best to ensure we have a proper sewerage system in place,” she said.

She noted that the Company will construct a Decentralized Treatment Facility at Nabongo in Kakamega town to help address the challenge of sanitation.

Currently, the Company has two sewer ponds at Shirere and MMUST.

Shitoli Area Team Conducts Public Sensitization Exercise

The Company's Shitoli Area team carried out public sensitization exercise on the recently laid water supply line as it seeks to bring more customers on-board.

The exercise conducted at Lukose and presided over by the Area Manager Ms Nancy Tarus was attended by over 60 potential customers and community administrators.

Ms Tarus said at least 8 new customers have committed to be connected to the Shiruli-Lukose water supply line and they are expecting more people to be connected.

"Our meeting has been successful as witnessed by the overwhelming acceptance from the customers to come on board and be connected to our supply line," said Ms Tarus.

She said they used the opportunity to

sensitize and create more awareness to the customers on the company's scope of operation and encourage them to report complaints and cases of illegal connections that would affect water supply.

The Company acting CEO Ms Chris-



KACWASCO's Shitoli Area team with Lukose community Area residents pose for a photo after the exercise

tabell Ashiono lauded the team for their efforts to reach out to the community to sensitize them on the importance of getting clean and safe water from the Company.

She encouraged other Areas, Schemes and staff to embrace public sensitization exercises to create public aware-

ness and educate the public on services offered by the Company.

"That was a great work done by the team. We should focus on activities that will make KACWASCO a customer centered Company and ensure our customers are well equipped with information that will make them make wise decision including being connected to our clean and safe water," said Ms Ashiono.

Ms Ashiono recognized and acknowledged the efforts of the Area Patron Ms Valerie Ngira for being at the forefront in embracing and pushing for public awareness sessions to bring more customers on board.

She said Ms Ngira has and continues to play a pivotal role in ensuring the success of Shitoli Area and KACWASCO at large.

Nambacha Water Treatment Plant Undergoes Desludging Process

Kakamega County Water and Sanitation Company (KACWASCO) conducted a desludging exercise at its Nambacha-based water treatment plant.

The three-day exercise happened barely a week after a similar exercise at Tindinyo Treatment Plant as the Company seeks to improve its operational efficiency.



According to Mr Issa Kassim the Production Supervisor at the Plant, apart from removing accumulated sludge and cleaning the walls the process also removes algae that causes foul smell in water.

"This is part of our routine maintenance for the whole system. The accumulated sludge in

the sedimentation basins and baffle chambers can lead to the collapse of the walls and shut down water treatment process," said Kassim.

He said before the exercise begun the Company informed the consumers in Mumias and Lwakhupa that are largely served by the Plant of the exercise to expect water at low pressures.

He however said they put in place measures to ensure continued supply of water to consumers.

"We have enough water for our consumers stored in the storage tanks. We are also carrying out desludging exercise in phases to enable us to continue supplying water to them as we conduct the process," he said.

Nambacha Water Treatment Plant Production Supervisor Mr Issa Kassim supervising the process

KACWASCO, Laison Company Hold Talks On Smart Meter Partnership



some of the smart meters manufactured by Laison Technology Company

KACWASCO Management led by acting CEO Ms Christabell Ashiono held a consultative meeting with Laison Technology Company to discuss areas of partnership in smart metering project.

The China based Company through its Country Sales Manager Mr Shadrack Juma explained a variety of smart meters his Company manufactures saying the meters will help KACWASCO improve its operational efficiency and address the issue of non-revenue water by dealing with illegal connections and detecting bursts and leakages on time.

He noted that the smart meters cannot be tampered with saying they will help the water firm increase revenue as the meters give accurate results during meter reading.

“To use these meters the customer will have to pay for the water first through pre-pay mode. This means one will use the water he/she has paid for,” said Mr Juma.

He said the smart meters are able to generate reports on an hourly, daily, weekly and monthly basis.

“In case of leakages, bursts or low pressures they are able to send notification to the server for prompt action,” he said.

Mr Juma noted that the meters if adopted by the Company will improve cash flows, ease close pipeline monitoring as well as address historical debt problem.

For debt management he said the smart meters, integrated with Company’s ERP system will be adjustable to allow Customers to offset their pending bills while they continue to enjoy water services.

Ms Ashiono said KACWASCO is focused on embracing smart metering technology as a means of dealing with the high rate of non-revenue water.

She said priority will be given to production and zonal areas.

“We are very keen on reducing non-revenue water challenge and smart metering technology is one way we target to embrace to help us deal with this challenge,” said Ms Ashiono.

She said if adopted, the Company will start by rolling out the smart meter project in Kakamega area.

“I appreciate Laison Technology Company for reaching out to us. We look forward to the partnership for the benefit of KACWASCO,” she said.

Laison Technology Company is expected to carry out a three-month free piloting project in Kakamega to check the effectiveness of the meters.

CPA Edwin Lumbasi (Commercial and Finance Manager), Mr Celsus Shilehwa (Technical Manager), Mr Bush Orondo (Quality Assurance Manager and chairperson resource mobilization committee), Ms Caroline Omito (Procurement Manager), Mr Ezekiel Asera (ICT Manager), Mr John Ogoti (GIS Manager) and Mr Gideon Were (Legal officer) were present.

KACWASCO Conducts Training For Customer Service Staff

KACWASCO acting CEO Ms Christabell Ashiono has urged Customer Service staff to understand clients better so as to serve their needs effectively.

She said the staff can only be able to adequately deal with the needs of the Company’s customers if they understand them better.

“Take your time to learn more about our customers because they are the reason why we are here. Knowing the customers will help in enhancing operational efficiency and revenue collection,” she said.

Speaking while opening the Customer Care training for Customer Service, Debt Management and Billing staff, she said the training is key to improve their competencies and will result into the Company offering world class services to its customers.



Ms Christabell Ashiono (C) and Customer Service staff after the training

“This training aims at sharing ideas and experiences that will improve the overall performance of KACWASCO,” said Ms Ashiono.

She noted that improved interactions with the customers will enable the Company improve efficiency in dealing with customer related matters making the Company customer centered.

She asked the team to monitor the consumption trends of the customers in order to detect any cases of non-revenue water.

“When our customers are happy then we are also happy and this will enhance our performance as a Company,” she said.

Shinyalu Area Staff Praise CEO For Creating A Friendly Working Environment



From Right: Ms Christabell Ashiono, Shinyalu Area Manager Mr Joab Ouma and Shinyalu Area staff during the meeting

Shinyalu Area staff have heaped praises on acting CEO Ms Christabell Ashiono for her leadership style saying she has created a friendly and conducive working environment to spur performance.

Speaking during a meeting with the CEO at their office in Shinyalu, they said she has embraced open door policy giving a listening ear to every staff regardless of their cadre and social class.

“We have seen tremendous improvement at the Company in terms of performance and revenue collection.

This can be attributed to the new leadership which is staff centered and motivating,” said Miriam Nyakwata,

Customer Care officer.

Her words were echoed by Laban Wesonga who noted that her regime has seen staff accorded an opportunity to go for training and benchmarking outside Kakamega.

“We are witnessing transformation at the Company courtesy of our new CEO. She is closer to all staff and facilitating them to do their work,” said Wesonga.

Area Manager Mr Joab Ouma urged the staff to work hard to meet their

monthly revenue targets and improve efficiency.

“We have to develop and maintain a good relationship with our customers to enable them pay their dues on time. If we get high revenues then it will grant us more training and benchmarking opportunities,” said Mr Ouma.

The CEO appreciated the staff for their immense efforts that have enabled the Company to improve on efficiency and effectiveness in service delivery.

She asked them to create a good rapport with customers by appreciating them to make the Company consumer centered.

“We want to bring more customers on board. We can do this by working on the dormant accounts and also creating a good relationship with our customers,” said Ms Ashiono.

O&M Teams Restore Water Supply In Kakamega And Mumias Areas

Kakamega and Mumias Operations and Maintenance (O&M) teams have restored water supply services in their respective towns after major bursts on the distribution pipelines at Kakamega Sports Club and Total Petrol station in Mumias.

The bursts on the twelve-inch and eight-inch pipelines in Kakamega and Mumias main pipelines respectively caused water shortage in the towns and their outskirts.

Kakamega Area Manager Mr Idd Osundwa and his Mumias Area counterpart Ms Lynda Ongadi said the unprecedented events forced them to shut down water distribution to the affected areas as the O&M teams camped at the sites to restore water

supply.

“The burst caused spillage of water and as a Company this was a loss to us in terms of water and revenue. This forced us to close distribution of water in the entire area to save us from the loss,” said Mr Osundwa.

He added; “I am happy we have restored distribution of water and our customers can now enjoy our clean and safe water.”

They lauded the Company acting CEO Ms Christabell Ashiono and Management for the urgent interventions to enable the team get necessary materials to fix the problem.

“We placed in the request to be facil-

itated to repair the pipe and within a short period we have procured the required materials to fix the problem. The Management acted swiftly to facilitate us restore water distribution services within a short period and for us this is commendable,” said Ms Ongadi.

Ms Ashiono commended the O&M teams for their efforts to restore water distribution.

She said the teams worked tirelessly to ensure the Company’s customers get clean and safe water.

“I thank the teams for their efforts and quick interventions that have seen them work till late to ensure our customers get water. I appreciate their efforts,” said Ms Ashiono.