



Kakamega County Water And Sanitation Company



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KACWASCO To H.E DR OPARANYA: Thank You Sir!



KACWASCO staff led by acting CEO Ms Christabell Ashiono joined other County staff in marking the County Staff 10 years Devolution score card celebrations at Bukhungu Stadium.

The staff used the occasion to thank the Governor H.E Dr Wycliffe Oparanya for his development projects and programmes that have transformed the County since he was elected as the pioneer Governor in 2013.

Dr Oparanya appreciated the staff for their support that enabled him discharge his duties and deliver on his vision.

“I thank you for the immense support that has enabled me achieve my vision for the County,” said Dr Oparanya.

He used the celebrations to highlight key achievements in all County Departments and awarded various people with County honorary awards.

Ms Ashiono in an earlier interview in her office, thanked the Governor for the role he has played to ensure growth and success of the Company.

She noted with appreciation that the Governor was instrumental in the formation of the joint Committee that spearheaded the separation of KACWASCO from Kakamega-Busia Water Supply.

She said it was the initiative of the Governor that enabled the Company to take over water supply and sanitation services from the then Lake Victoria North Water Services Board (now Lake Victoria North Water Works Development Agency).

“The Governor has been keen on governance matters. He has supported the establishment and appointment of the Board of Directors (BOD) which is very instrumental in the day to day running of the Company,” said Ms

Ashiono.

She noted that the Governor also assented to the Kakamega County Water and Sanitation Act 2021 which established KACWASCO as a limited Company from a Corporation making the Company compliant with laws and regulations.

“Assenting to the Act made KACWASCO compliant with WASREB regulations and restored our relationship with the regulatory body,” she said.

She added; “Apart from many initiatives and support, through the Governor, KACWASCO has achieved a lot in terms of infrastructural development and financing of key operations especially during Covid-19 pandemic.”

During the event held at Bukhungu Stadium, KACWASCO staff had the opportunity to showcase their working tools.

Maji Safi Maisha Bora - Quality Water Healthy Livelihood

KACWASCO, Collection Africa Hold Talks On Debt Collection



KACWASCO top management officers led by Ms Christabell Ashiono and Collection Africa team during the meeting

The Company acting CEO Ms Christabell Ashiono has appreciated the efforts by Collection Africa firm in helping KACWASCO recover debts owed by its customers.

Speaking during a consultative meeting on the progress made by the firm on debt collection Ms Ashiono acknowledged the Company faces challenges of collecting revenue from dormant accounts and those owned by customers who evade to pay their bills.

“Last month we recorded improved revenue and this can partly be attributed to your efforts in helping us recover debts owed to us,” said Ms Ashiono.

She however urged the debt collection firm to keep up the good work so as to help the Company recover its money from defaulters.

Faith Mutsami, Supervisor Debt Management Unit at KACWASCO said they are using various avenues and ways to help the Company re-

cover debts owed to them by some of the customers who have either been using water and not paying for their bills and those who stopped using the resource and have outstanding balances.

“The Company is trying to recover debts of about Ksh 300 million as of now. This are debts from both active and inactive or dormant accounts and we are hopeful of managing this,” she said.

She noted that with the incorporation of Collection Africa Firm they have been able to convince and bring back on board some of the customers who ceased using the Company’s resource as well as persuade most of the defaulters to pay their debts.

“Collection Africa Firm is doing a good job. I am convinced that as a Unit working hand in hand with them, we are going to see this huge debt reduced,” she noted.

She appreciated Ms Ashiono for her moral support, facilitation and the

various trainings and workshops she organizes which she said always motivates them to do their work diligently and efficiently.

Collection Africa’s Head of Collection Mr Derrick Omondi said for the past one month they have seen at least Ksh one million paid either partially or fully by some customers from a debt of Ksh 30 million owed to the Company.

He promised to continue working hand in hand with KACWASCO so as to ensure that as a debt collection firm they are able to add value in the process and in turn improve the Company’s revenue.

CPA Edwin Lumbasi (Commercial and Finance Manager), Ms Mary Mariga (Customer Service Manager), Mr Bush Orondo (Quality Assurance Manager), Faith Mutsami (Supervisor Debt Management Unit) and Theophilus Omoding (Debt Management Officer) were present.

Relief As Company Reconnects Water Supply To Maram Estate

It is a sigh of relief to residents of Maram Estate and its environs after the Company repaired the distribution pipeline that was destroyed during construction of a bridge.

The recommendation of water supply comes some days after the supply was interrupted following the burst of the pipe at Fesbeth Academy Bridge.

Kakamega Area Manager Mr Idd Osundwa said as a Company they resolved to work on the affected pipeline instead of waiting for the contractor who was delaying the process.

“We were receiving calls from residents who were in dire need for water. We acted immediately without waiting for the contractor to repair it,” said Mr Osundwa.

He added; “The problem on this line was caused by the construction of the bridge. We have tried to engage the contractor who was in charge to help

solve the issue but he is taking us in circles.”



Mr Idd Osundwa (L) helping the O&M Team lay the pipes

He urged the contractors to first engage the Company before commencing on any construction so as to ensure that no party is affected during the process.

He lauded the Company acting CEO Ms Christabell Ashiono for being supportive when need arises.

“I want to thank our CEO for always supporting us by giving us a listening

ear when we present our issues to her. I thank her for acting fast and ensuring that we get the required materials to enable us work on the pipeline,” he said.

According to Mr Ibrahim Ongoli, a water kiosk operator at Maram, the reconnection of water is a relief to many of the residents who rely on the Company’s commodity.

“A big number of people here rely so much on water from KACWASCO. This water kiosk has been a source of income for me and my family. I appreciate the Company’s efforts in ensuring that we get reconnected back to water supply,” he said.

“Ever since I started operating this kiosk I have never heard complaints of people being affected with this water. I always see the Company officers do regular water tests to ensure that customers get clean and safe water,” said Mr Ibrahim.

WASREB Lauds KACWASCO For Compliance

Water Service Regulatory Board (WASREB) has lauded Kakamega County Water and Sanitation Company (KACWASCO) for its compliance and implementation of laws regulating the water sector in the country.

According to WASREB which is the body mandated to regulate the water sector, KACWASCO operates with a valid license and renewed its water tariff in line with the regulations.

“KACWASCO has performed well in its compliance with our regulations and we encourage all water companies to emulate from KACWASCO to ensure they are compliant,” said WASREB acting CEO Mr Joseph Keter during the launch of 2022 Impact Report in an event held in Nairobi.

The Impact Report focuses on performance of Kenya Water Services sector by analyzing performance of the sector and Water Service Providers.

The Report is based on indicators like water quality, non-revenue water, water coverage, hours of supply, staff productivity, revenue collection efficiency, metering ratio, operations and maintenance costs among others.

In the Report, KACWASCO was ranked position 38 overall in the country.

The Company performed well in revenue collection efficiency, staff productivity, metering ratio and water quality.

However, the Report highlighted that

the Company is still facing challenges in hours of supply, non-revenue water, personnel costs and O&M cost.

Mr Keter lauded Kakamega County for being the only County that has implemented the rural water services regulations by having separated rural water service provision from the urban services through establishment of Kakamega County Rural Water and Sewerage Company (KACRWASCO).

The Company acting CEO Ms Christabell Ashiono who was represented by ICT Manager Mr Ezekiel Asera said with the new Strategic Plan 2021-2026, new tariff and the newly implemented ERP system, KACWASCO will be aiming at registering outstanding performance to become the most improved WSP in the next Impact Report release.

In Brief...

Nambacha Water Treatment Plant can now receive Water from the main intake along River Lusumu in required amounts after the area team removed logs that had partly blocked the intake.

“We have been receiving low volumes of water from our intake point, upon visiting the area we found two logs blocking the flow of water into the intake,” said Issa Kassim, the Production Supervisor at Nambacha.

He confirmed that after removing the logs, the Plant is now getting adequate water for treatment and supply to Mumias Area.

“We managed to remove the logs, open the screens and the system is okay,” he said.

Meanwhile, Mumias O&M team managed to restore water supply to Mumias Town after a breakdown of the air valve on the main water line that forced the Company to temporarily close the supply.

Mr Livingstone Waudu who led the team stressed on the need for public sensitization to enable the public report such incidences on time to avoid water loss.

The team also appealed to the Company Management to deploy full-time personnel to patrol and monitor the water lines to detect faults on the lines on time and repair them promptly.

Kakamega O&M Team moved with speed to repair damaged pipes and restored water supply to Maraba Estate and parts of Kefinco after the pipes were destroyed by Kinde Engineering Works Limited who are connecting fiber optics in the area.

The team while trenching the area to install fiber Internet damaged several water pipes causing water loss that led to KACWASCO to close water supply to the affected areas.

Willy On The Wheel

“I tensed when I was told to drive the Governor H.E Dr Wycliffe Oparanya. I had never imagined to drive somebody of such caliber,” said Willy Rotich as he narrated his life on the wheel since he joined the Company in July 2012.

Mr Rotich joined the Company as a casual driver who was assigned to drive the Exhauster, a job he did perfectly for seven years.

“I enjoyed driving the Exhauster because through it I learnt a lot of values like humility, customer etiquette and appreciating what I have,” he said.

In the course of his work, he could go as far as Lokichar in Turkana County to assist in disposal of waste.

He said the journey to Lokichar is not only far but a life threatening journey that if one comes back alive he has to thank God.

“That route is full of bandits. I was surprised to see children aged 14 years carrying guns. It really traumatized me but nothing I could do,” Rotich said.

He said even though the journey to Lokichar was risky, it left him with indelible marks of life time experiences and memories.

In 2019, Rotich was approached to shift from the Exhauster to driving the Managing Director (MD) in his official car.

At first, he declined the offer saying he was comfortable with the Exhauster.

“I told the MD that I have another vehicle and I was comfortable with it. He insisted to a point that I took up the new role,” he said.

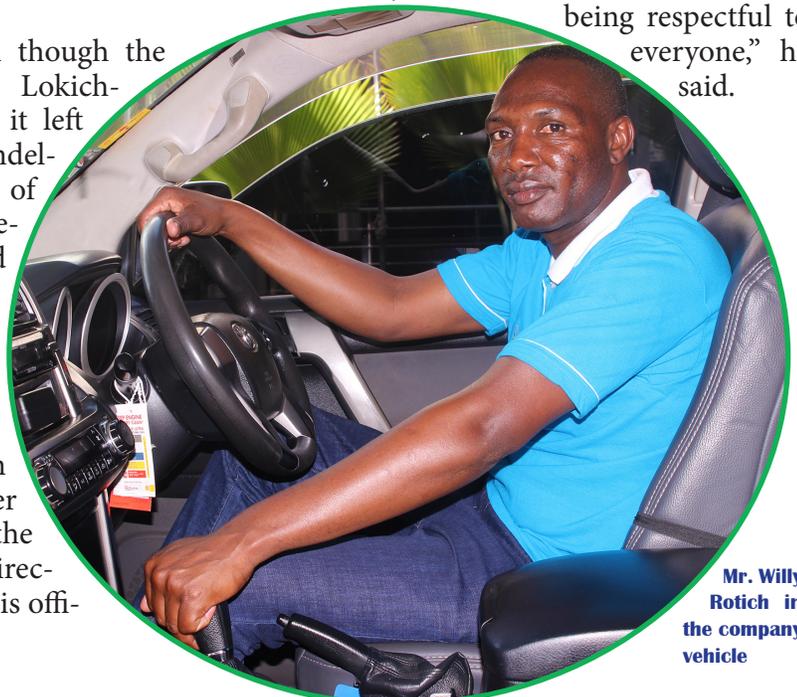
He added; “After a series of discussion with the MD I decided to take up the task with hopes that it is just for few days then I return to my normal work.”

His hopes of driving the MD for few days never materialized since the driver he had relieved died forcing Mr Rotich to take over the role for unknown period.

“It was so devastating to me to a point that I was like why me to take over from my colleague in such circumstances,” he narrated.

To date Rotich drives the VIP vehicle which carries the CEO, Board Chairman and other VIP guests.

“To carry the VIP has taught me many lessons including the need to be smart always, ensure the vehicle is clean and being respectful to everyone,” he said.



Mr. Willy Rotich in the company vehicle