

## CEO Attends 6th WASPA Conference on Water Loss Management



### Dignitaries following proceedings at Eka Hotel, Eldoret

The Company acting CEO Ms Christabell Ashiono was among dignitaries who attended this year's WASPA Conference held in Eldoret.

The three-day Conference held between 28th and 30th June brought together at least 300 delegates from water sector institutions, water utilities, National and County Governments, research institutions and development partners among other key players.

The Conference themed 'Deployment of Advanced Metering Infrastructure (AMI) in Water Loss Management' saw the delegates share good practices, deliberate on prevailing challenges and formulate strategies to leverage AMI.

According to the WASPA CEO Mr Antony Ambugo, many water service providers continue to grapple with massive water losses frustrating its agenda of ensuring safe water and safely managed sanitation.

In his message, he said high metering efficiency is the diagnosis for water loss management and that deployment of AMI is one of the solutions that will quickly transform fortunes of WSPs through accurate drop by drop billing of water consumption.

Eldoret Water and Sanitation Company, the host WSP is said to have carried out successful pilots of the AMI and more WSPs are set to adopt the same after sharing of knowledge and best practices in water loss manage-

ment.

Ms Ashiono said KACWASCO is committed to reducing the non-revenue water burden by installing smart meters to curb on water loss.

She said the smart meters have low chances of being tampered with and provide accurate meter readings.

"As a Company we are doing our best to address the challenge of water loss. We are in the process of acquiring smart meters and we are hopeful

this will help us reduce this burden," she said.

She noted that the Conference was important to Water Service Providers (WSPs) as they learnt and shared information, ideas and experiences that will enable them handle water loss in their respective WSPs.

She said KACWASCO hopes to use smart meters and HDPE pipes to realize NRW levels of less than 25% from the current 44%.

Ms Ashiono affirmed that by equipping meter readers with required information and knowledge and applying technology in meter reading is a game changer in the fight against NRW.

## Butere Scheme; The Shining Star in Revenue Collection

Acting CEO Ms Christabell Ashiono has recognized and appreciated Butere Scheme for being number one in revenue collection last month.

She said the Scheme collected 117.41% surpassing their target.

She noted that the Scheme has maintained consistency in revenue collection as per July 1, 2022 revenue records.

"I congratulate Butere Scheme for being number one in June and being the first to surpass their daily target this new month of July 2022," said Ms Ashiono.

The CEO lauded all Area and Scheme managers for their efforts aimed at enhancing operational efficiency and revenue collection saying their efforts contribute towards the growth of the Company.

However, she encouraged Lumakan-



**Butere Scheme Manager Alfred Juma (R) following proceedings during the Consumer summit 2022**

da Scheme to work extra hard to ensure they collect revenue from all customers and improve on their revenue streams.

"I encourage Lumakanda Scheme to put in more efforts to collect and improve on revenue. They have the potential and they should do their best to enhance their revenue collection and operations," she said.

Ms Ashiono said the Company staff

led by their Area and Scheme managers will be signing new performance contracts and revenue collection targets for the new financial year 2022/2023 in a bid to improve the Company's revenue performance.

"I thank all Area and Scheme managers and key management team for their hard work and commitment that enabled the Company to achieve improved performance last financial year.

This new financial year, we will be signing the performance contracts and targets to improve on our operational performance and revenue collection," the CEO said.

She noted that as Management, they are committed to improving operations at the Company through capacity building and trainings which will offer the staff with skills and knowledge and in turn help them offer world class services to the customers.

## Inspection Unit conducts crackdown on illegal connections

Cases of water theft through illegal connections continue to pose a challenge to Water Service Providers (WSPs) across the country.

The vice contributes a large portion of the Company's non-revenue water rate which stands at 44%.

In the efforts to tackle this monster the Company enforcement team together with Malava Scheme Manager Ms Josephine Khagasa while conducting a raid at Malava Scheme managed to nab a number of people who have been involving themselves in the act.

Ms Khagasa said they have been ex-

periencing high levels of water loss for a while which she said have been hindering the Company's efforts to achieve its target of 25% of non-revenue water as required by WASREB from the current 44%.

"We have tried to connect most people here with clean and safe piped water from KACWASCO. Unfortunately our revenues have always remained stagnant despite recording high levels of consumptions all because of such cases of illegal connections," She lamented.

She warned residents against engaging in water theft saying if found they will face the law.

"I appeal to the people stealing our water to stop the habit because if we find them then the only option is to arrest them and charge them according to the law," she said.

She however acknowledged the Company's acting CEO Ms Christabell Ashiono for her unwavering support which she attributed to a tremendous improvement in both the Company's revenue and Customer service delivery.

"Our CEO is always been there for us whenever we are in need be it financial, material or even moral support and I appreciate her for that," she said.

# Embrace Teamwork To Improve Performance, CEO Tells Malava Scheme Staff



**CEO Ms Christabell Ashiono (C) and Quality Assurance Manager Mr Bush Orondo (R) with Malava Scheme staff members**

Acting CEO Ms Christabell Ashiono has urged Malava Scheme staff to embrace teamwork in their efforts to improve the scheme's operational performance and revenue collection.

She said besides individual responsibility, team work is crucial as it will help the staff understand each other and also achieve the Company's goals fully.

"For this Company to grow we expect support from you as ours staff. I therefore request you to work as a team and also provide advices that can help us solve the challenges on the ground," said Ms Ashiono.

She encouraged them to use a persuasive language so as to make sure that they bring more consumers on board by connecting them with clean and safe water from the Company.

"I encourage you to change the way you do things and go out there on the ground, identify those residents without water and ensure that they are

connected with water as this will help increase the company's revenue," she said.

On matters performance, Ms Ashiono urged the Scheme Manager Ms Josephine Khagasa to set revenue targets for her staff so as to help her know those performing and the under-performing ones.

"As a Company we are very keen on performance. Setting revenue targets will help increase the Company's revenue as well as making the scheme better," the CEO said.

Mr Bush Orondo, Quality Assurance Manager who ac-

companied the CEO encouraged the staff to up their game and work diligently for the benefit of the Company and consumers.

"I know we can do better as a Scheme, I urge you to ensure that all customers who get water are actively connected. I also encourage you to freely report to the Management whenever there is a problem and by doing this the Scheme's performance will improve," said Mr Orondo.

The staff led by their Scheme Manager Ms Khagasa promised to do their best to improve their performance as a Scheme.

They noted that they face many challenges among them cases of illegal connections and dry lines which they said affects their performance.

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# Reducing Non-Revenue Water Through Proper Metering

In an effort to curb the Non-revenue water menace, Kakamega County Water and Sanitation Company (KACWASCO) organized a training session for meter readers and artisans which was aimed at equipping them with more knowledge on meters.

Mr Elphas Odunga, the non-revenue officer at the company acknowledged the training saying that it will play a vital role in reducing non-revenue water and improve revenue collection for the Company.

He said in order to achieve this, various factors should be considered right from purchasing, installation, meter reading and servicing of the meters.

He said meters come in different types; that is the ultrasonic and electromagnetic which are installed at the point where raw water is tapped from and the mechanical types which are normally installed at the consumers homestead.

“When buying meters factors such as water quality, brand of the meter, manufacturer’s date and material of the meter should be considered because this helps get high quality meters that can sense any drop of water that enters the meter and thus increasing the company’s revenue,” he said.

Mr Odunga added that during installation meters should be installed in line with the flow of water, temperatures of a place and also proper installation either horizontally or vertically according to the type of the meter.

“Sometimes meters get installed wrongly. It is advisable to install the meters in a horizontal way because it ensures high accuracy of the meter,” explained Mr Odunga.

He said meter servicing is a very sensitive exercise which requires maximum attention so as to avoid tampering with the internal parts of the meters.

He urged the artisans to first do proper investigation of the problem on the meter, have knowledge of the part that has the problem and then use the right tool during servicing of the meters.

“It is important that the artisans first identify the cause of the problem on the meter before they begin servicing it so as to know if it is caused by the consumers themselves or due to wearing of the meter itself. Using the right tool also helps to avoid interfering with the internal parts of the meter,” he said.

He however noted that the emergence of the smart meters has made it easier for them to monitor the customer’s consumption rate from the comfort of their desk and also reducing the risks



**Mr Elphas Odunga displaying a meter during the Artisan and Meter readers training at Kisumu of the meters being tampered with.**

“With the smart meters now in place we will be able to establish the problem on time because everything is integrated in the system and also do away with the issue of estimates in customer’s consumption thus reducing non-revenue water,” he noted.

During the training meter readers and artisans also had the opportunity to go for benchmarking at the Kisumu water and sanitation company (KIWASCO) where they had to acquire more knowledge to help them discharge their mandate to the maximum.



**New meters purchased by KACWASCO**



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