

KACWASCO Reviews Its Performance Contract To Enhance Service Delivery



Ms Christabell Ashiono addressing KACWASCO top management team during the meeting

KACWASCO Management is reviewing, assessing and planning for its 2022/2023 Financial Year Performance Contract to enhance efficiency to offer quality services.

The Performance Contract also targets to offer transparency and accountability in production and supply of water and provision of sanitation.

CECM for Water, Environment, Natural Resources and Climate Change Madam Rodah Masaviru said she is delighted to be part of the process noting that it will offer effective management and performance at the County's water company.

The Performance Contract process will help in effective implementation of the Company's plans. The process involves every staff because each staff has a role to play in ensuring the Company meets its core objectives and goals," said Madam Masaviru.

She lauded the acting CEO Ms Christabell Ashiono for being passionate about performance contracting saying it is encouraging to see her focused towards enhancing service delivery for the satisfaction of customers.

Ms Ashiono said Performance Contract is a key component for the Company as it sets performance targets in terms of operations and revenue

collection.

She said the process will help in holding each staff accountable increasing performance efficiency.



"Each staff has a role to play in ensuring the Company meets its core objectives and goals"

"This process will improve efficiency at the Company to enable us offer world class services and meet our targets," said Ms Ashiono.

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She noted that Performance Contract will also instill the culture of performance among staff as it will be used to measure and evaluate performance of each staff.

“We are focusing on performance contracting as a way of improving our services. The process will be cascaded downwards to ensure every staff is part of it,” she said.

Dr Henry Wati and Ms Rose Omondi who are experts in performance contracting are leading the process.

Managers at the Company led by Commercial and Finance Manager CPA Edwin Lumbasi are present.



CECM for Water Madam Rodah Masaviru (C), KACWASCO Ag. CEO Ms Christabell Ashiono (on her right), performance contracting experts Dr Henry Wati and Ms Rose Omondi with KACWASCO top management team pose for a photo after the meeting

County Water Firms Hold Talks On Enhancing Services



CECM Madam Rodah Masaviru (L) and Chief Officer for Water Eng. Philip Otenyo

The Department of Water, Environment, Natural Resources and Climate Change held consultative talks with the Management of the County water companies to discuss on how to enhance their operations.

The meeting chaired by CECM Madam Rodah Masaviru deliberated on how to improve operational efficiency, effectiveness and service delivery in production and supply of water and provision of sanitation.

“This is a follow up meeting on what

we discussed earlier on how we can better services and meet our operational and revenue targets,” said Madam Masaviru.

KACWASCO acting CEO Ms Christabell Ashiono who led the Company’s key management team appreciated the CECM for the meeting saying the two Water firms should support each other in operational management and efficiency.

“I am glad for this meeting. As County Water companies we endeavor to work closely together and support each other in ensuring

that we offer quality services to our customers,” said Ms Ashiono.

Her Kakamega County Rural Water and Sewerage Company (KACRWASCO) counterpart Ms Maurine Aura thanked the CECM for the meeting saying it will help in providing a road map for enhancing services.

Chief Officer for Water Eng. Philip Otenyo, KACWASCO’s Commercial and Finance Manager CPA Edwin Lumbasi, Technical Manager Mr Celcus Shilehwa, Procurement Manager Ms Caroline Omito and Chief Accountant Ms Valerie Ngira were present.



CECM Madam Rodah Masaviru addressing KACWASCO and KACRWASCO top management team

Ms Clarice Onyango: The Company's 'Ear And Eye'

In the corporate world and in most office settings, before you meet any high ranking official you will likely pass through an Executive Secretary who will direct you accordingly.

In other companies they refer to them as receptionist but their role remains the same; to guide visitors.

KACWASCO is no different and has embraced the same having an Executive Secretary to the office of the Chief Executive Officer (CEO).

Adjacent to the CEO's Office is one Ms Clarice Onyango whose roles and responsibilities are clearly cut out.

Clarice who joined the Company in December 2014 after a competitive interview has worked for the Company for at least 7 years in the same capacity.

She is in charge of administrative and secretarial duties in the CEO's office, She is like the 'ear' and the 'eye' of the Company.



Ms Clarice Onyango in her office

As the Executive Secretary, she reports to the Management, drafts documents, schedules appointments, receives calls and letters on behalf of the Company among other duties.

“When I report to work in the morning, I ensure that the CEO's office is in order, look at his/her itinerary and brief her appropriately on important matters pertaining to his/her office. I also check the Company's mail and update the CEO among others”, Says Ms Clarice.

Since she joined the Company, she has worked and served under various CEOs and managements dealing with different personalities while dispensing her duties.

“I have worked under four different CEOs whom I have been able to serve diligently. I found one Mr Shadrack Juma when I began my work and seven years later, I am now serving under the current acting CEO Ms Christabell Ashiono”, she said.

Clarice said working as the Executive Secretary for KACWASCO has been the most fascinating experience while serving under

different regimes.

She said her high sense of professionalism and work ethic has enabled her to smoothly transition and adjust to changes at the top management.

“Sticking to my professional work ethics has put me in good books with my bosses. I understand my job, my day-to-day responsibilities and I do exactly that. I am glad to say that I have had a good working relationship with all previous CEOs and the current one.

She thanked the Company Management for supporting her to carry out her duties as required.

“I have had good managers who have provided me with a conducive working environment. Whenever I have raised any matter requiring their attention, they have always responded promptly”, she stated.

Clarice who joined the Company with a Bachelor's Degree in Development Studies from Maseno University now holds a Master's Degree in International Relations and plans to further her studies and thrust herself in the world of academia to teach and train in future.

KACWASCO To Give Customers Power To Read Their Meters

The Company is in the process of establishing 'Maji App' to give customers power to read their meters and send the readings to the Company for billing.

This is part of the efforts by the Company to reduce estimated water bills and address water loss due to faulty water meters.

The App will also enable the Company get readings from the customers especially those who are not available during meter reading exercise.

It will also help the Company to monitor water consumption by customers reducing cases of customer's interference with the meters.

Currently, the Company allows customers to take a photograph of their meters and send to the Company for billing.

The customer can also visit the Company with the photo of the readings.

"This will sort out complaints of estimated bills by customers because they can now provide accurate meter readings for billing," said acting CEO Ms Christabell Ashiono.

She noted that the 'Maji App' will provide the much-needed solution on various matters related to metering including meter reading accuracy.

The App will be linked to the Company's ERP System which will enable automatic generation of water bills for customers.

The App can be accessed by customers on their mobile phone and they can use it anywhere provided they have access to Internet

NRW Team Embarks On Door-To-Door Meter Survey

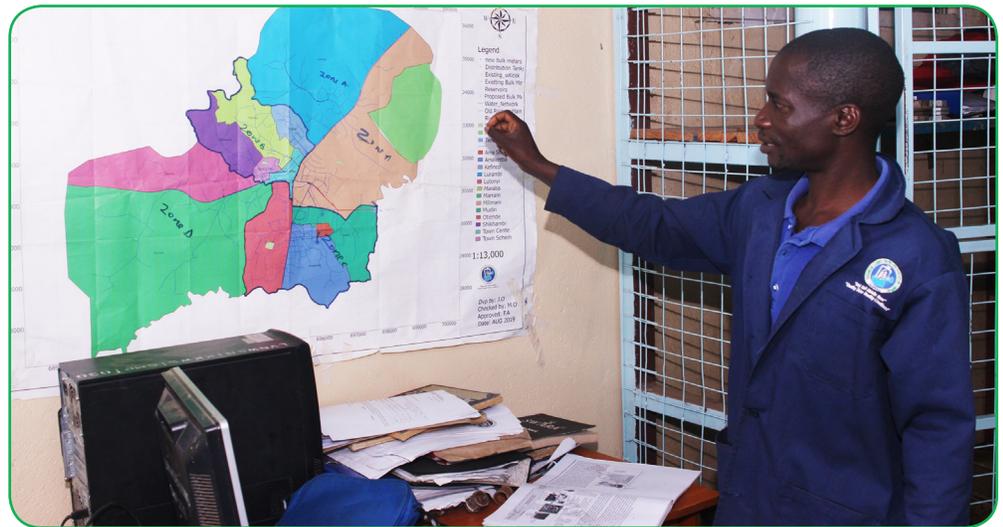
The Non-Revenue Water team has embarked on door-to-door meter survey to identify and fix meters that have problems to reduce the rate of NRW.

Mr Elphas Odunga, the Company's Manager for NRW said they have developed a work plan to conduct the survey and test all consumer meters, a process he said will help them identify stuck meters and service them.

and reduce cases of estimated bills. We want also to have staff trained on various aspects related to NRW so that they champion the process in their respective areas," he said.

He decried the high levels of NRW in some Areas and Schemes noting that they are as a result of illegal connections.

He said it is easier to identify bursts



NRW Manager Mr Elphas Odunga showing KACWASCO Zones at his office

"We have a work plan to visit all consumer meters. This process will help us fix any problem related to metering so that we get accurate meter readings," said Mr Odunga.

He said the process will also help them have data for all consumer meters. He revealed that the Company has acquired smart enabled meters to replace the old meters and also for new connections.

Mr Odunga noted that in their efforts to reduce the NRW, they have lined up a series of trainings for staff to champion the process.

"Our focus is on servicing of the meters so that they can work properly

and leakage on the water pipeline but illegal connections continue to pose a huge loss to the Company in terms of water and revenue.

"As a Department, we investigate the causes of water loss. We are losing a lot of water to illegal connections," he said.

However, he noted that in liaison with the Inspection Unit they conduct routine inspection exercise to root out such cases.

"I urge the Management to consider supporting us on having a NRW champion in every Area and Scheme so that we can deal with NRW cases on spot," Mr Odunga said.

