

CEO To Staff: Preach Peace During Polls



Acting CEO Ms. Christabell Ashiono addressing staff during a past meeting

The Company's acting CEO Ms Christabell Ashiono has asked staff to be peace ambassadors during and after the General Election.

She told the Company's staff to be agents of peace by preaching and maintaining peace as the Country heads to the polls and even after the winner is announced.

Speaking during Staff Performance Management Dinner at Ciala Resort in Kisumu County Ms Ashiono said voting is a Constitutional right for every Kenyan citizen, urging them to vote peacefully and wisely.

"Good leadership is for the benefit of all of us. A peaceful nation will attract investors who will in turn bring forth development not only in the country but even for our Company. I, there-

fore, encourage you to vote wisely," she said.

She reiterated that even though voting is a Constitutional right for every Kenyan citizen, it is important that no staff gets involved in election violence or any activity that undermine peaceful coexistence.

"KACWASCO has always been a strong family and I just want to wish those who will be traveling to vote to do so in one peace and come back in one peace. We need each other before and after the forthcoming elections and therefore it will be valueless if one of us gets lost or affected due to election skirmishes," she said.

She however affirmed that as a Company they will remain essential service providers during the electioneering

period saying that they have put in place measures to guarantee uninterrupted water supply and provision of sanitation services to customers.

"We will continue to offer our services uninterrupted. We have put measures in place to ensure our customers enjoy our services even during the voting day," she said.



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She added; "I look forward to seeing you all back to work after elections."

KACWASCO, KNCCI Hold Meeting To Forge Partnership



KACWASCO and KNCCI top officials during a consultative meeting

KACWASCO and Kenya National Chamber of Commerce and Industry (KNCCI) Kakamega County branch held a consultative meeting to forge partnership aimed at improving service delivery.

The move targets to cement the working relationship to enable the Water firm enhance services it offers to its customers especially the business community who are members of KNCCI.

KACWASCO acting CEO Ms Christabell Ashiono asked KNCCI to sensitize their members on how to support KACWASCO in the fight against illegal water connections and meter tampering.

“I call upon the business community to support us in the fight against illegal connections. Business community has most of the illegal connections and meter tampering cases that causes water loss and deny us revenue,” said Ms Ashiono.

She urged the team to also sensitize

members on need to protect water infrastructure against vandalism.

“As a Water Service Provider, we are mandated with ensuring that customers within our area of jurisdiction get clean and safe water. However, we are facing many challenges which I believe with your support we are going to be able to handle and in turn discharge our duties effectively,” she said.

She noted that the Company is planning to roll out smart metering technology to address cases of meter tampering, stuck meters and estimated bills.

KNCCI Kakamega branch Chairman FCPA Wycliffe Kibisu assured KACWASCO team that they are ready to work hand in hand with the Company to ensure that Kakamega citizenry enjoy quality services.

He said through engaging in various consultative approaches they will be able to support the water company discharge its mandate.

FCPA Kibisu promised to sensitize their members on the importance of paying water bills on time to enable the Company meet its financial obligations.

“As KNCCI, we understand that you face some challenges especially with our members and we promise to support you tackle these challenges. We are going to go further and sensitize our people on the importance of paying their bills on time and the effects of illegal water connections,” he said.

The two entities agreed to work together and partner on various areas of synergy for the greater benefit of KACWASCO and the people of Kakamega County.

CEO KNCCI Kakamega Mr. Nickel Tari, Commercial and Finance Manager CPA Edwin Lumbasi, Quality Assurance Manager Mr. Bush Orondo, Technical Manager Mr. Celsus Shilehwa and acting Procurement Manager Ms. Caroline Omito were present.

Company Gives Amnesty To Customers With Illegal Connections



Acting CEO Ms Christabell Ashiono addressing Media

KACWASCO has given a one-month amnesty to customers and members of the public with illegal water connections to legalize their connections.

Acting CEO Ms Christabell Ashiono said those who will report illegal connections will not be charged.

“I call upon those with illegal water connection to take advantage of this amnesty period and legalize their connections. We will take no legal action against those who will report to us seeking to regularize their accounts,” said Ms Ashiono.

Domestic illegal water connections attract a penalty of Ksh 10,000 and Ksh 30,000 for the commercial one.

The CEO said illegal water connections continue to pose a serious challenge to Water Service Providers across the country noting that KACWASCO has initiated plans to fight the vice.

“Any illegal connection is theft and is punishable by law. We won’t penalize them if they willfully come and report to us. We appeal to them to inform us,” said the CEO.

Currently the Company’s Non-Revenue Water stands at about 43% above the Country’s target of 27%.

KACWASCO, Media Hold Talks



Acting CEO Ms Christabell Ashiono (L) addressing Journalists during the meeting at the Company's boardroom

The Company’s top Management team held a meeting with journalists from various media houses based in Kakamega to deliberate on partnership to enhance free flow of information to the public.

The meeting also sought to equip the members of the Forth Estate with relevant information and knowledge on water production and distribution among other issues.

The Management team led by acting CEO Ms Christabell Ashiono used the forum dubbed ‘media breakfast’ to enlighten the journalists on the Company’s mandate, services, progress made so far and challenges faced in discharging its duties.

The CEO acknowledged the role of the media in sensitizing and providing factual information to the customers it serves.

“This is an important forum for us to share and complement one another. We should pride ourselves as part and parcel of this Company and support it to achieve its mandate, goals and targets in supply of water and provision of sanitation services,” said Ms Ashiono.

She promised to work closely with media to reach out to the Company’s

customers and general public with relevant information and responding to concerns raised by the public in order to improve the Company’s operational efficiency.

She implored the journalists to be at the forefront to support the Company in the fight against Non-Revenue Water especially illegal connections, meter tampering, reporting pipe bursts and leakages.

She also asked the media team to help the Company reach out to customers who owe the Company huge debts saying the debts which run in millions affect operations at the Water Company.

“Help us to reduce the NRW to below 30% by highlighting such cases in your news reports. We look forward for a partnership that will enable us deal with these challenges that lead to water and revenue losses so that our customers can get quality services,” she said.

Commercial and Finance Manager CPA Edwin Bukweye, Technical Manager Mr Celsus Shilehwa, acting Procurement Manager Ms Caroline Omito, Mr Stanley Wetende (HR) and Ms Valerie Ngira (acting Chief Accountant) were present.

Janilah Muruli: The Company's Top Meter Reader



Mr. Celsus Shilehwa presents a certificate of recognition to Janilah Muruli as the best meter reader 2022

“Working for this great Company has made me learn a lot, ranging from hard work, teamwork, dedication, discipline, and being responsible just to mention but a few,” said Janilah Muruli, a meter reader in Kakamega area.

Janilah joined KACWASCO in 2018 with little knowledge about meters, but after some time, through support from the then Shinyalu Area Manager, Mrs. Linda Ongadi, she started gaining knowledge of what meter reading was all about.

“After joining KACWASCO, I was posted to Shinyalu Area, which by that time was being managed by Mrs. Linda Ongadi. She supported me in various ways, helping me understand more about meter reading and revenue collection,” she said.

She noted that her work as a meter reader contributes largely to the

Company’s revenue and that is the reason for her devotion, dedication and hard work in her job.

“Meter reading is a very sensitive-exercise which calls for one to be very observant. For the Company to generate revenue, I have to make sure that all meters in my area of jurisdiction are read correctly to achieve accuracy in billing,” she noted.

She said while at Shinyalu Area, she loved her job and went ahead to embrace teamwork to meet the Company’s targets.

She added that in 2021, she was then posted to Kakamega Area under the management of Mr Idd Osundwa and Mr Jackton Opiyo.

“While at Shinyalu I had to work to my level best. This seemed to impress my employer, who chose to post me to Kakamega Area. My work here has been made easier and I just want to thank my current managers, Mr Osundwa and Mr Opiyo who always offer moral support and frequently encourage me when at work,” she added.

She, however, noted that her work is sometimes thwarted by various challenges she faces while in the line of duty.

“Being a meter reader requires a lot

and sometimes we end up facing many challenges which hinder us from dispensing our tasks to our level best. Some customers are violent, some close their gates and even others have fierce dogs, which makes meter reading impossible, thus leading to cases of estimated bills,” she said.

Ms. Janilah said she couldn’t hide her joy after her name was called as the overall best meter reader in the Company during the recent Staff Performance Management Dinner that was held at Ciala Resort in Kisumu County.

“I’m humbled to be recognized as the best among my colleagues. I definitely don’t take this for granted. I’m going to work extra hard to maintain an upward trend while carrying out my duties,” she exclaimed.

She added; “I want to appreciate our CEO Ms. Christabell Ashiono for her immeasurable efforts in ensuring that we go about our duties fully. She has always supported us, ensuring we get salaries on time, and giving us opportunities for benchmarking and training which have molded us. I have learned a lot from this training.”

She said that her dream is not only to work as a KACWASCO employee but to go the extra mile in helping the Company achieve its targets.

“I look forward to achieving a lot with this Company. I call upon my colleagues to always devote themselves to their work and take it as a personal responsibility for the betterment of this great Company. Let’s embrace teamwork, hard work and always be KACWASCO’s brand ambassadors out there,” Janilah said.



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