



Kakamega County Water And Sanitation Company



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KACWASCO Congratulates Governor-Elect H.E FCPA Fernandez Barasa



H.E FCPA Fernandez Barasa (R) and his Deputy Hon Ayub Savula (C) receiving their certificate from IEBC County Returning Officer

The Company's Board of Directors, Management and Staff congratulated the Governor-Elect H.E FCPA Fernandez Barasa and his Deputy Hon Ayub Savula after they were declared winners in the August 29th election.

Acting CEO Ms Christabell Ashiono said the victory of H.E FCPA Barasa as the second Governor was an expression of confidence that the people of Kakamega County have in his manifesto and the belief that he will apply it to propel the County to the next level of prosperity.

"KACWASCO believes that under his direction, Kakamega County will continue to thrive in all spheres of the economy," said Ms Ashiono.

She noted that as a County owned wa-

ter firm, they are looking forward to working with the new administration to enhance provision of water and sanitation services.

The CEO took the earliest opportunity to ask the Governor to support the Company in infrastructure development and financially to meet its obligations.

She said the Company targets to roll out smart water meters to enhance accuracy in meter reading and billing, an investment she noted that requires a lot of funding which is a challenge to the Company.

"Our focus is to have every citizen access clean and safe water as per the Constitution. To achieve this we need financial partners including the County Government to support us in this programme," she said.

She said the Company is also planning to revive its old water treatment facilities in Kakamega and Shitoli to increase water production and supply in the County.

"If we are supported in these areas then I am optimistic that we will realize the target of having all homesteads connected to clean and safe water," said Ms Ashiono.

She expressed optimism that the new administration will live to its manifesto by ensuring more people are connected to water supply.

She said she has confidence in the Governor and his team that they will fully support the Company to achieve its 2021-2026 Strategic Plan objectives of enhancing operational efficiency, service delivery and revenue targets.

Maji Safi, Maisha Bora - Quality Water, Healthy Livelihood

CEO: KACWASCO To Use Customer Survey To Improve Customer Services

KACWASCO acting CEO Ms Christabell Ashiono has underscored the importance of Customer Identification Survey to be conducted by the Company saying it will help the Company improve on operational efficiency, service delivery and revenue collection.

Speaking while addressing Enumerators and Data Validators who will conduct the exercise, she said the Company is keen on the survey as it will help in knowing the number of customers who are active to enable the Company serve them better.

“We are rolling out this exercise in Kakamega Area for one month then do it in other areas and schemes. Our main goal for this exercise is to have an updated database for all our customers,” said Ms Ashiono.

She noted that the survey will also be used to establish the connection and meter details, determine the number of stuck, buried and malfunctioning meters among other objectives.

The CEO asked the enumerators to also help unearth illegal connections and other non-revenue water activities while conducting the exercise.

“We want to use this survey to get the real and factual information on the

ground. We are very keen on this exercise and we will facilitate the team to enable them deliver on what is expected of them,” she said.

The survey also targets to reduce non-revenue water and increase revenue for the Company.

Commercial and Finance Manager Mr Edwin Bukweye said the exercise is in line with the Company’s 2021-2026 Strategic Plan and will be a shot in the arm towards improving service delivery, efficiency and effectiveness in responding to customer needs.

Ms Mary Mariga, the Customer Service and Public Relations Manager said the exercise aims at improving service delivery, identifying customers and their needs and cleaning its customer account database.

“We are hoping that by the end of this exercise we shall know the number of active, inactive and dormant accounts we have, the problems facing customers with regard to access to water and billing and put in place an action plan to address the issues raised,” said Ms Mariga.

The data collection activity will be done digitally through smartphone and will see Customer Service and Public Relations section work in liaison with ICT headed by Mr Ezekiel Asera.



Ms Christabell Ashiono addressing Enumerators and Data Validators during the training

County Administrators Pledge To Support KACWASCO During Customer Survey Exercise

The County administrators have pledged to support KACWASCO during Customer Identification Survey to ensure it is a success.

The administrators mostly community administrators promised to give KACWASCO staff and field enumerators the required support as they begin the exercise starting next week.

The exercise seeks to identify active and inactive customers to understand their needs and challenges in order to help the Company in formulating and implementing an action plan.

Led by Mr Ramadhan Wakhui who is the Kakamega town Municipality administrator, the over 10 administrators who attended the training exercise for the enumerators and data validators organized by the Company unanimously endorsed the plan.

They lauded the Company for considering to involve them to ensure that the survey is conducted successfully to help the company improve on service delivery.

“We appreciate the Company for recognizing our role in this important exercise. We are ready to support the field enumerators collect data in our areas of jurisdiction,” said Wakhui.

The administrators agreed to sensitize and inform the residents in their respective areas about the exercise and encourage them to cooperate.

Public Endorses Clustering Of Water Functions Of KACWASCO, KACRWASCO

Residents of Kakamega County have endorsed the move by the County Government to cluster the functions of Kakamega County Water and Sanitation Company (KACWASCO) and Kakamega County Rural Water and Sanitation Company (KACRWASCO).

The move targets to make KACRWASCO which will now be under the management of KACWASCO to be commercially viable, enhance operational efficiency, improve on management and enhance service delivery.

CECM for Water, Environment, Natural Resources and Climate Change Madam Rodah Masaviru said the move to have the two water firms under one Management will reduce on the cost of operations and save money which will be channeled to improving water supply in the County.

“Our aim is to have the two companies save on their costs of operations and use that money to improve on water production and supply, and enhance services offered to the customers,” said Madam Masaviru during the public participation exercise held at Kakamega County Polytechnic in Kakamega town.



Member of the public raise their hands to endorse the clustering process

She said the move came about following County Executive Committee resolution amidst concerns on the performance of the rural water company.

County Attorney Ms Vivian Mmbaka said since KACRWASCO was established and handed over its roles, it has continued to incur losses as they only generate Ksh 500,000 which cannot meet its monthly expenditure of Ksh 3 million.

She noted that with the clustering, the Board of Directors for KACRWASCO will be dissolved and the Company put under the management of KACWASCO.

“Since its establishment, the County Government has not gotten any returns on the investments put in

KACRWASCO despite the support from the County Government and KACWASCO. This led to this move of having the Company operate under KACWASCO,” said Ms Mmbaka.

KACWASCO acting CEO Ms Christabell Ashiono noted that the move taken by the County Government means that KACRWASCO will be under KACWASCO until it becomes commercially viable.

Members of the public who were given the opportunity to contribute to the matter gave a green-light for the process.

Mr Japheth Nandikove from Navakholo Sub County said the move will reduce on the costs of running the two companies.

What Clustering Of Functions Means

According to KACWASCO acting CEO Ms Christabell Ashiono, clustering of functions for the two water firms is geared towards realizing enhanced management, reducing expenses and enhancing effective service provision.

She said every operation at the rural water company will remain unchanged except the Board of Directors for the rural Company which will be dissolved in line with the law.

“All the operations carried out by KACRWASCO are going to remain as they are including retention of all the staff. The only thing that is changing is the dissolving of the Board of Directors and having it operate under KACWASCO’S Board of Directors and Management,” she said.

She added: “Cabinet resolved and directed this move in order to ensure commercial viability and ultimate sustainability of KACRWASCO.”

She said the rural Department will operate as a cost center under KACWASCO and will cover Lumino, Musembe, Mutoma, Misango, Khwisero, Soy, Lwakhupa, Ebubole among other water schemes to generate revenues from their operations to run their day to day activities as well as efficiently run the schemes to ensure provision of services in the rural areas to fulfill the manifesto of H.E the Governor of water at the doorstep ‘Amatsi Khumukuru’.

Stanley Wetende: HR Shoes Are Big But I Can Fit In



Mr Stanley Wetende in his office

The Company's Human Resource Department plays a vital role in ensuring that the Company's staff ranging from those under job scale 3 to scale 7 are qualified and competent.

According to Mr Stanley Wetende, the acting Human Resource Manager, their work determines the Company's performance through the employment of qualified staff.

"As a Department, we play a bigger part in ensuring that the staff recruited by the Company especially from job scale 3 to 7 including the Area and Scheme Managers going downwards are capable of doing a good job. For the Company to perform well, we put into consideration the educational background of an individual, experience and also the track record of the person during the recruitment process," said Mr Wetende.

He added: "We also monitor the welfare of the employees by ensuring that they have insurance coverage, they

are provided with the required working tools and making sure they are paid on time."

Mr Wetende, who joined KACWASCO in August 2017 as Human Resource Assistant said he never thought and expected that he will be chosen to step in as the acting Human Resource Manager after the Departure of his former boss Ms Linet Wasaba.

He jokingly expressed his desire to head the Department in future stating that for the few months he has been there as the acting HR, he has gained more experience of how the Department operates.

"I have a degree in Human Resource Management. I have what it takes to head this Department if given the opportunity. I have learnt many things ever since I joined the Company, more so from my former boss Ms Wasaba. I may not be 100% perfect but I know everything is a learning process and so, when the opportunity comes, I will have to take it and do my best"

he said.

He admitted that ever since the exit of Ms Wasaba there has been an overload of work, promising that as a Department through the help of his assistant Ms Esther Nafula they are determined to discharge their duties accordingly so as to help the Company meet its desired targets.

He acknowledged the Company's acting CEO Ms Christabell Ashiono for always being ready to help every staff equally without discrimination.

"She is always ready to listen and help without taking sides. I think she is one of the best leaders I have ever worked under. I think she is an example that other managers should emulate," said Mr Wetende.

He urged the Company staff to embrace team work and always adhere to their performance appraisals.

"For this Company to continue growing and achieve its goals, it is our mandate as staff to embrace team work and undertake our duties as required in the performance contract and appraisals," he explained.

"I would also like to request our able CEO to continue using the awarding policy because through it employees will be motivated to work hard and in turn help the Company achieve its targets."

He advocated for more training and benchmarking, saying besides helping build skills among the employees, they will also help come up with new ideas that will bring forth more success to KACWASCO.



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