



## CEO Briefs Governor-Elect On Status Of The Company



**Governor-Elect H.E FCPA Fernandez Barasa (C) being briefed by senior officers from the Department of Water, Environment, Natural Resources and Climate Change**

The Department of Water, Environment, Natural Resources and Climate Change held a consultative meeting with the Governor-Elect H.E FCPA Fernandez Barasa to brief him on the status of the Department.

KACWASCO acting CEO Ms Christabell Ashiono who accompanied CECM Madam Rodah Masaviru and Chief Officers; Eng. Philip Otenyo (Water) and Mr Eugene Wamalwa (Environment) noted that they briefed the Governor-Elect on the status of various projects being done under the Company.

She said they briefed him on the status of the 5,000m<sup>3</sup> Lirhandanda Water storage tank which she noted that once completed will solve water rationing in Kakamega town.

“The project which is sponsored by the County Government is 90 per cent complete. We expect the contractor to complete finishes on the site offices before handing over the project,” said Ms Ashiono.

She said they also briefed him on the rehabilitation of eroded raw water line at Tindinyo which is funded by KACWASCO that aims to enhance water production from Tindinyo.

“We also highlighted progress made in procuring three Decentralized Treatment Facilities by the County Government and relocation of Ilesi-Joyland project being done by KURA which initial works have started,” she said.

The CEO said they also used the opportunity to inform the Governor-Elect on their efforts to fight

Non-Revenue Water which currently stands at 43.82%.

“We are committed in the fight against NRW and we are optimistic the new administration will support us so that we can reduce it to the recommended level of 25% and below. We informed him on the progress of recruiting three members of the Company Board who will fill the vacancies of the members whose terms expired,” the CEO said.

Ms Ashiono while congratulating the Governor for his victory said she is looking forward to his Government to support the Company in provision of clean and safe water and sanitation services in an efficient and world class manner to ensure every citizen access the commodity as enshrined in the Constitution.

## Company Starts Customer Survey To Clean-Up Its Account Database



**CFM CPA Edwin Bukweye briefing Enumerators at the Company headquarters**

**K**ACWASCO has commenced phase one of Customer Identification Survey (CIS) in Kakamega Area.

This is after the Company successfully conducted a two-day training for the Enumerators and Data Validators.

The survey team consisting of 20 Enumerators and 10 Data Validators was flagged off at the Company headquarters on Monday by the Customer Care and Public Relations Manager

Ms Mary Mariga before embarking on their assignments.

According to Ms Mariga, the exercise will go on for a period of 30 days before it is rolled out in other areas and schemes during phase two.

She said the survey is as a result of many undelivered bills, disparity in the rate of serviced water accounts and water production.

High percentage of estimated bills,

non-revenue water and cases of illegal connections and double allocations also forced the Company to have the survey which is done in a span of two years.

Ms Mariga said the survey will develop a database for all customers to enable the Company access them easily.

She noted that through the survey, the Company aims at improving service delivery, identifying customers and their needs and cleaning its customer account database after analyzing data from the field survey.

“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 is done digitally through Smart phones with Customer Service and Public Relations section working in liaison with ICT headed by Mr Ezekiel Asera.

## Nambacha Treatment Plant undergoes clean-up exercise

**T**he Company is conducting desludging exercise at its Nambacha-based Water Treatment plant to improve quality of water and efficiency of the facility.

This is part of the Company’s routine maintenance conducted after every three months to ensure it produces and supplies clean and safe water to its customers.

The Customers were notified prior to the exercise by Mumias area Manager Ms Lynda Ongadi that they will re-

ceive water with low pressures.

“We wish to inform the public that Nambacha Water Treatment Plant will be undertaking desludging process as from 10/9/22 to 12/9/22.

During this period, we shall run half the plant capacity and advise you to fill your tanks. We apologize for any inconvenience,” read the statement from Ms Ongadi.

According to Issa Kassim, Nambacha Treatment Plant Production Super-

visor, the three-day process involves removing of sludge that settles in the baffle chambers, sedimentation basins, filters and cleaning of the walls.

“Accumulation of sludge reduces the efficiency of the facility and makes it untidy. We conduct the exercise to ensure the facility is clean,” said Kassim.

Already the Company conducted a similar exercise on its Tindinyo Water Treatment Plant and is expected to do the same on Kipkaren Water Treatment Plant.

## CPA Bukweye: The Rhumba And Manchester United Diehard

“Winning back customer satisfaction, ensuring collections can cover operations, and reduction in non-revenue water are some of the main areas I will feel proud of to have achieved if I happen to exit this great Company,” said CPA Edwin Bukweye Lumbasi, Commercial Finance Manager during a chat with the Company’s Communication team.

He explained that consistent water supply is one of the major aspects that will maintain a good relationship between the Company and its customers and in turn boost revenues.

CPA Lumbasi joined KACWASCO in May 2020 as the Commercial and Finance Manager.

He is in charge of the Finance, ICT, Customer Care, Procurement Departments, and the Debt Management Unit.

He explained that his work involves financial management and preparation of the financial report, monitoring revenue collection and billing.

He said he is privileged to be among the team that participated in the development of the current 2021-2026 Strategic Plan reviewing the tariff and ensuring that the Company obtains a license.

“Through teamwork we were able to come up with a Strategic Plan, obtaining the license and reviewing our tariff which I feel is a milestone for the Company as it helped improve our collections. One of our key goals is to stabilize the balance sheet,” he said.

He added: “We have also improved the suppliers’ confidence in the Company by having a payment plan for all

our suppliers.”

He noted that he previously worked as the Regional Accountant for Lake Victoria South Region under the Water Resources Authority before joining KACWASCO.

“After leaving Lake Victoria South Region as the Regional Accountant in 2020, I came to KACWASCO at a time when COVID-19 was at its peak. It was a challenging moment since by that time all our major clients like schools and hotels had to close down and this negatively affected us since our revenues had to drop but I am happy that we have been able to stabilize over time and hopeful that a lot will be achieved,” he said.

In September last year, Mr Bukweye was then seconded to Kakamega County Rural Water and Sanitation Company (KACRWASCO) where he worked for a period of eight months as its first acting CEO.

“KACRWASCO had its challenges given that it was a new Company but I feel proud because within those eight months we managed to have both the Strategic Plan and the Business plan in place. We began billing,” said CPA Bukweye.

Mr. Bukweye who is also the patron of the Murhanda Area and Malava Scheme admitted that KACWASCO as a Company faces many challenges which call for combined efforts to help tackle them.

“Our key challenge is the high percentage of Non-Revenue Water (43%) through commercial and physical losses which I am hopeful that through the ongoing Customer Identification Survey we are going to man-



**CFM CPA Edwin Bukweye**

age it. We also still have challenges with our cash flows despite review of the tariff which we need to look into,” he said.

Mr Bukweye who is a rhumba maniac and a die-hard of Manchester United and AFC Leopards Football clubs called upon other staff to do the best in their areas of jurisdiction to help the company achieve its ‘Customer’s Delight’ motto.

“Remember that our services are essential, so when allowed to serve let us do our best. Let us be brand ambassadors of this great Company, work with pride, and know that customers always come first,” Mr. Bukweye urged his colleagues.

## Management Scales Up Efforts To Deal With Non-Revenue Water

The Company has scaled up efforts to fight high cases of Non-Revenue Water in a bid to reduce it from the current 43.82% to the recommended 25%.

To tackle the challenge, the Company is focusing on dealing with illegal connections, bursts and leakages to reduce water loss that denies the

Company revenue.

Acting CEO Ms Christabell Ashiono has promised to award Ksh 1,000 to whistle-blowers who will report cases of illegal connections.

“We have a reward to any person who will report to us cases of illegal connections. This is a challenge that we

are committed to dealing with so that we can get value for the water we produce,” said Ms Ashiono.

She advised enumerators who are conducting Customer Identification Survey to be on the look out to establish and report all cases of illegal connections.

## Company Commences Process Of Replacing Worn-Out Water Pipes

The Company has commenced the process of replacing the old and worn-out 8-inch PVC pipes with HDPE pipes in parts of Kakamega Area.

The process aims at reducing cases of frequent pipe bursts as well as achieving its customer satisfaction goals.

According to Kakamega Area Manager, Mr Iddi Osundwa, most of the PVC pipes that were laid many years back are worn out and therefore there is the need to replace them.

“Most of the pipes are old and worn out making them prone to bursts because they can’t withstand high pressure. We therefore see the need to replace them with High Density Pipes (HDPE) which are very good and long lasting” said Mr Osundwa.

He said the process is being done gradually due to the high cost of the HDPE pipes, promising that their target is to see all the old pipes replaced.

“We have so far done 250 meters replacement in parts of Amalemba, 500 meters in Matende, 200 meters in Shivagala, Lurambi and Sichirai. We also have one running from our tanks in Milimani to Bishop Stam,” said he

said.

He added; “This is an ongoing process being done gradually because the HDPE pipes and other big pipes are very expensive to purchase, which makes it hard to replace them all at once. I am convinced that with these replacements we will be well placed in case we begin a daily 24-hour water supply.”



O&M team fixing water pipes in Kakamega town

Mr Osundwa said replacement of the pipes will save the Company from water loss and cost of frequent repairs.

He said they are also doing a deep relay of some of the pipes that are shallow and those that have been exposed due to soil erosion and end up bursting when subjected to pressure.

He lauded the ongoing Customer Identification Survey, saying that

through it they have been able to identify cases of illegal water connections, repair leaking meters and also fix bursts in various zones within Kakamega Area.

“Through the ongoing Customer Identification Survey, we have so far managed to disconnect several illegal water connections and repaired some bursts that have been making the Company to lose water unknowingly, hence making our revenues go down”, he exclaimed.

Mr Osundwa noted that the Company’s Operations and Maintenance team lead by Mr Carl Rudolf, Distribution Supervisor in Kakamega Area, managed to restore water in parts of the town center, Marram, Joyland and parts of Otiende Estates that had been interrupted by bursts on an 8-inch pipe at KANU House near Kakamega town.

“I want to appreciate our O&M team, which is always alert to attend to any cases of water interruptions. I am happy that they have been able to handle a few cases of bursts in Nyayo Tea zone, Kefinco and near KANU House in time to see that water is restored back in the affected areas,” Mr Osundwa noted.



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