



## Governor Barasa: Water Supply Is A Key Priority For My Government



### Governor Fernandes Barasa flags off the new water bowser

**G**overnor H.E FCPA Fernandes Barasa has reiterated his Administration's committed to ensure all residents get clean and safe water

The Governor noted that water provision is among his six point development agenda and he will give it priority through his programme dubbed 'Amatsi Mumuliango' (water at the doorstep).

"My administration's key priority area will be provision of clean and safe water to all residents at their doorstep," said Governor Barasa.

He said as part of achieving his dream, his Government will prioritize construction of water storage tanks to ensure continuous water supply in the County.

Speaking during a meeting USAID team led by Mr Calvince Kodero (Deputy Chief of Party, Western Kenya Water Project), the Governor welcomed the partnership in the water sector saying the County has done well in infrastructure development and now focus will be shifted to water supply.

"I appreciate the partners for choosing Kakamega County to benefit from this project. Water supply has been a challenge which we have to address now," he said.

He urged the development partners to support the County in Solarization of boreholes, smart metering, pipeline extension and rehabilitation of the water pipeline at Tindinyo.

Mr Kodero said the project targets to sustain water services operations in

urban and rural areas in the selected counties.

The Governor later inspected and flagged off the 16,000 liter capacity water bowser bought by the County Government to supply water during emergencies.

Chief Officer for Water Eng. Philip Otenyo said the bowser will be stationed and operated by Kakamega County Water and Sanitation Company (KACWASCO) and will be available for hire to serve as a source of revenue to the County.

CECM for Water, Environment, Natural Resources and Climate Change Madam Rodah Masaviru, Chief Officer Environment Mr Eugene Wamalwa and CEO KACWASCO Ms Christabell Ashiono among other officials were present.

## Company Starts Rehabilitation Of Water Line In Tindinyo

The Company is in the process of rehabilitating its water line in Tindinyo Scheme to enhance water supply.

The process will also help the Company deal with pipe bursts and leakages to reduce the rate of non-revenue water.

According to the acting CEO Ms Christabell Ashiono, the Company Management is now focusing on operations and maintenance activities geared towards enhancing operational efficiency and water distribution.

“We want to offer real time solutions to any challenges facing the Company especially in Operations and Maintenance (O&M). This will enhance our operations and enable us offer our customers with quality services,” said Ms Ashiono during a meeting with staff of Tindinyo Scheme.

Scheme Manager Ms Celestine Shollei said apart from rehabilitating the water line, they will also be extending the line to reach more people.

“We have been facilitated to start the process of rehabilitating the water line. This will help us curb on the

leakages that lead to water and revenue loss,” said Ms Shollei.

She noted that they have done public sensitization and more people have shown interest in being connected to clean and safe water.

“If we do the new connections then we will be able to collect more than Ksh 1.5 million per month as revenue for the Company,” she said.

The CEO was accompanied by Mr Stanley Wetende (acting HR Manager) who serves as Tindinyo Scheme patron.

## Customer Survey Unearths Illegal Connections, Pipe Bursts And Leakages



### Enumerators and data validators at KACWASCO Headquarters

The ongoing Customer Identification Survey (CIS) in Kakamega Area has unearthed some of the reasons for the high rate of non-revenue water.

The survey has established illegal connections, stuck meters, bursts and leakages which contribute to water loss.

According to the progress report the

enumerators and data validators at the epi-center of the survey have covered at least eight out of 13 zones in the Area.

From the eight zones, the team has successfully collected data from over 4,000 accounts and the same have been successfully updated in the customer accounts database system.

Besides identification of active and

dormant accounts on flat rates among others, the enumerators have been able to unmask illegal connections, bursts and leakages contributing to water and revenue loss.

“Enumerators have been able to report at least 40 bursts and leakages from the areas they have visited. The leakages have so far been repaired by the Company artisans under the direction of the Area Manager who has been very helpful in ensuring success of this activity,” read part of the report.

Illegal connections which were also within the scope of the survey have been checked and nine illegal connections being confirmed by the Company’s enforcement team.

The exercise has experienced challenges and setbacks including unavailability of customers to provide information, closed gates making it difficult for enumerators to access certain accounts and hostility from some customers.

## CEO Conducts Field Visits In Mumias Area

The Company acting CEO Ms Christabell Ashiono engaged in field work visits in Mumias Area to familiarize herself with operations and activities on the ground.

She said the visits will enable her understand areas covered by the Company, challenges and areas to improve on to enhance operations and service delivery.

“I am committed to visiting Areas and Schemes to understand what is happening on the ground. This will enable me to know areas to improve on, challenges and how to better our services to offer quality services to our customers,” said Ms Ashiono.

The CEO who was accompanied by Technical Manager Mr Celcus Shilehwa and Mumias Area Manager Ms Linda Ongandi visited Elureko, Ichinga, Ekero, Ebubole and Nambacha Water Treatment Plant in Navakholo.

She said the Company will conduct patrolling of the main water line to address leakages and bursts to curb water loss.

She urged staff to be at the forefront in the fight against Non-Revenue Water saying the Company continues to lose a lot of water through NRW activities.

“There is rampant cases of illegal connections in Mumias and we must deal with them to save the Company from these losses. We must be on the watch out to establish such cases and report them for action to be taken,” she said.

The CEO said they will engage the County Government and local leaders to work together in laying of water pipes in the area to ensure such projects are beneficial to residents.



**Ms Christabell Ashiono (Second Left) accompanied by Technical Manager Mr Celcus Shilehwa, Mumias Area Manager Ms Linda Ongandi and other KACWASCO staff during the field visit.**

“We have water pipes laid by contractors contracted by local leaders. Some of these contractors have done shoddy work and some of the pipelines do not have any economic value to the Company and community,” she said.

Ms Ashiono said the visit at Nambacha Treatment Plant has enabled her to establish the main issue at the lagoons.

“I have established the issues at the lagoons and given a direction on what is to be done by the team to fix the issues,” she said.

She reiterated the importance of staff performance saying she will be keen and monitor performance of each staff to deal with laxity.

“Laxity in undertaking assignments will not be tolerated. It won't be business as usual, we have to deliver,” the CEO told Mumias Area staff.

She affirmed that staff should work hard to earn salary increment that will come with implementation of the Scheme of service, progression structure and new organogram for the Company.

Mr Shilehwa noted that the Company will be rolling out a programme to register all private plumbers as a way of dealing with illegal connections.

“Once we register the plumbers we will expect customers to only engage the registered plumbers. Failure to which will lead to penalties,” he said.

Ms Ongadi asked the Company Management to support the Area in extension of the water line to connect more people.

“There is high demand for water and to address it we have to extend our pipeline to reach these people,” she said.

## CEO Shifts Focus To Operations And Maintenance Activities To Improve Revenue Performance

The acting CEO Ms Christabell Ashiono has said her key focus now is on operations and maintenance activities to improve the Company's revenue performance.

She said she is committed to supporting staff to perform their duties to enhance revenue collection and meet their daily revenue targets and operational efficiency.

Speaking during a meeting with Murhanda Scheme staff, she advised them to sensitize residents to apply for water connections in the area.

She said once the five million liter water tank at Lirhanda is completed later this year, there will be enough water to be distributed to new customers.

She urged staff to be at the forefront to encourage people to be connected to clean and safe water.

"I request you to go out and sensitize people on the importance of applying and being connected to clean and safe water. We are expecting to have more than enough water for our customers once the Lirhanda tank is completed and to make maximum use of this water, we need to get new customers on board," she said.

She noted that the Company will upgrade the current main water line to improve on water supply and distribution in Murhanda.

She said once the line is upgraded it will enhance water supply to customers in the area and improve revenue collection.

Ms Ashiono expressed her commitment to support staff in discharging their duties, urging them to reciprocate the gesture by improving on service delivery, efficiency and revenue collection.

"As Management, we are committed to supporting staff carry out their duties effectively. We expect them to put in more efforts to achieve their daily targets," she said.

The CEO revealed that the Company is in the process of implementing the new organogram, scheme of service and career progression and will be effected beginning October this year.

She used the occasion to thank staff for their unwavering support towards improving both operational and revenue performance at the Scheme and Company level.

Scheme Manager Mr Valentine Makaka noted that upgrading of the main water line will improve water supply and revenue collection.

He said the move will see at least 135 inactive customers activated to access clean and safe water from the Company.

"We have a high demand for water but with the current main water line we cannot serve them well," said Mr Makaka.

## I'm Keen On Performance, CEO Tells Kakamega Area Staff



Ms Christabell Ashiono with Kakamega Area staff

The Company acting CEO Ms Christabell Ashiono has asked staff to focus on improving their performance to enable the Company achieve its operational efficiency, service delivery and revenue collection.

Speaking during a consultative meeting with Kakamega Area staff, she advised the staff to ensure they deliver on the tasks assigned to them so as to serve customers better.

"Performance is key for me and I am keen on performance of every staff. We need to be serious with our work so that we can enhance our service delivery," said Ms Ashiono.

She noted that all staff will sign performance appraisals to gauge their performance.

"I cannot trade performance with anything else. We just have to perform and deliver on our roles and duties as expected," she said.

The CEO urged staff to embrace teamwork saying that through teamwork they will be able to achieve their targets.

She noted that the Company is keen on addressing challenges including stuck meters and leakages to improve on water supply.

The team was led by its Area Manager Mr Idd Osundwa.

