



Kakamega County Water And Sanitation Company



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Company Rolls Out Water Pipeline Extension Programme

The Company has embarked on its ambitious programme of extending its water pipeline across all Areas and Schemes to reach more customers.

Acting CEO Ms Christabell Ashiono said the Company is committed to connecting more people to its clean and safe water as part of efforts to achieve Governor H.E FCPA Fernandes Barasa vision of water to all residents at their doorstep.

“We have started extension of pipelines across our area of jurisdiction so that more people can be able to get clean and safe water,” said Ms Ashiono.

She said the Programme is ongoing in all Areas; Kakamega, Mumias, Shinyalu and Shitoli and Schemes; Tindinyo, Murhanda, Butere, Malava and Lumakanda.

The CEO noted that the Company is also doing maintenance of the water pipelines to improve on water supply by fixing leakages and pipe bursts which cause water loss.

“We are also conducting routine maintenance of the pipelines so that we reduce on water loss through pipe bursts, leakages and also deal with illegal connections,” she said.

In Shitoli Area, the Company is relocating its two-inch pipe to serve clients



KACWASCO O&M artisan during the pipeline extension exercise

who reside behind Sigalagala National Polytechnic to improve on service delivery and coverage.

In Tindinyo Scheme, the Company rehabilitated Fr Khun line and Ikuywa main line to enhance water supply.

Mr Alfred Juma, Scheme Manager for

Butere noted that they have repaired the nine-inch supply line to Manyulia after the line was destroyed by heavy rains.

“We have also extended the water lines in Butere Girls’High School to ensure the school has enough water,” said Mr Juma.

Maji Safi, Maisha Bora - Quality Water, Healthy Livelihood



Waste Water Team Embarks On Clean-Up Of The Sewer Line In Kakamega Town



Kakamega Area Waste Water team during routine cleaing of sewer lines in kakamega town

Kakamega Area Waste Water team has intensified regular cleaning, rehabilitation and maintenance of sewer lines in Kakamega town.

The team led by Waste Water supervisor Amos Wanjala said they are up to the task to ensure the sewer pipelines are working efficiently.

“We are leaving nothing to chance in this area, we want to ensure we maintain high sanitation levels by conducting regular cleaning and rehabilitation of the sewerage system in Kakamega town,” said Wanjala.

He said they are undertaking repairs, sealing and unblocking sewer lines and manholes to ensure proper flow of waste water.

According to him, the exercise has been necessitated by frequent blockages and bursts as well as over accumulated silts from surface run-offs due to heavy rains.

He noted that at Friends Church in

Kakamega town, the team has successfully removed accumulated silts from at least 10 manholes that interrupted the flow of waste water leading to spillage and overflows.

At the area around Peacock in Kakamega town, the team has dug temporary manholes to help access the sewer line, unblocked and sealed the broken parts of the sewer line.

The Wanjala-led team has also carried out cleaning exercise at the sewer ponds situated at Masinde Muliro University of Science and

Technology (MMUST) as well as the Shirere based sewer ponds.

Wanjala said the rehabilitation of sewer lines at Amalemba Scheme, Otiende area, town scheme among others are also on the team’s radar.

The team is seeking to cover all the 120 manholes within Kakamega Area.

He confirmed that the team has also made covers for manholes in areas they have covered.

He said the open manholes were inappropriately used by the public to dispose-off their solid wastes which led to frequent blockages and posed danger to the public.

He noted that with the rising population in Kakamega, the volumes of waste water produced increased proposing extension of existing sewer lines and laying of new ones at areas around Amalemba, Milimani and Bishop Sulumeti Girls’ High School among others.

“Extension and construction of these new lines in my view will not only help in disposal of sewer but also help bring more customers on board and hence generate revenue for the Company,” he said.

Company Marks Customer Service Week



Commercial and Finance Manager CPA Edwin Bukweye, KACWASCO staff and customers cut the cake during the event

The Company marked the end of Customer Service Week celebration themed 'Celebrate Service' with pomp and color.

Customers and staff who graced the event at the Company's Headquarters celebrated in style saying good customer relationship is key towards enhancing services.

Commercial and Finance Manager CPA Edwin Bukweye used the opportunity to call upon customers to be the Company's brand ambassadors adding that as a Company they are committed to providing better services.

"We really appreciate our customers for supporting us by using of water. We want to appreciate you with this branded t-shirts and pens so that even

as you walk out there wearing them you can help us identify bursts, leakages and report those who steal our water. Remember we are a big family and thus we need each other for us to make our services more better. 'Asanteni Sana' and may you continue taking our water," said CPA Bukweye.

Mrs Mary Mariga, Customer Service Manager, quoting the book of Colossians 3:23, urged her colleagues to give out their best when serving customers.

"This is a very important day that we would like to appreciate those customers who have always believed in us. As we mark the end of customer service week today, I just want to appeal to all KACWASCO staff to serve customers with one heart knowing that God is watching. Let us give our

best putting in mind that water is life," she said.

Her sentiments were echoed by Kakamega Area Manager Mr Iddi Osundwa who said through such celebrations, they are able to address all customer related issues and also improve on service delivery as a Company.

He noted that all concerns raised by customers were taken with gratitude and that they are going to be addressed with immediate effect.

"We are always committed to make our services better. We take all the issues raised by our customers as a wake up call to us to improve on our services. I therefore ask you to continue having faith in us for us to serve you more better," said Mr Osundwa.

He added: "To my colleagues; let us always keep and embrace that good customer relationship because this is what keeps us going."

Customers led by retired judge Mr. Festus Azangalala, Mr Alex Murai from Kefinco and Mrs Phanice Wendo from Bukhulunya showered KACWASCO with praises saying it is among the best Water Service Providers in the country.

"I have been a customer for many years ago and all I can say is you people offer the best services. I just call upon all of us to embrace that good relationship between you as the service provider and us as customers because we all need each other and always remember that water is life," said Mr. Azangalala.

CEO MEETS GOISOFT TO DISCUSS SMART METERS PROJECT



Ms Christabell Ashiono (L) and KACWASCO top Management during the meeting with GoSoft Integrated Solutions Limited team

The Company's Management team led by acting CEO Ms Christabell Ashiono today held a meeting with GoSoft Integrated Solutions Limited to discuss partnership in smart metering project.

The CEO said KACWASCO is moving towards 100 per cent smart metering to address the challenge of high Non-Revenue Water (NRW).

She noted that the high NRW rate has contributed to high water and revenue loss.

"We are now focused on getting solutions that will reduce the high NRW rate. We believe that through smart meters we will be able to reduce NRW and save the Company from water and revenue loss," said Ms Ashiono.

She affirmed that the Company is ready to have partnership in smart metering project especially in acquiring production and zonal meters before advancing to consumer meters.

Mr Joseph Kibui, the Chief Commer-

cial Officer at GoSoft said smart meters have high meter reading accuracy and able to address the issue of estimated bills.

"Smart meters will offer a solution on illegal connections, leakages and meter theft as it is possible to monitor it at the comfort of your office," said Mr Kibui.

He said smart meters use modern technology and it will be easier for the service provider to connect or disconnect water if the customer has not paid for it as this can be done while in the office.

Ms Moureen Ogutu, Relationship Manager for Public Sector at Safaricom said they will support the initiative by enabling connectivity.

Mr Edwin Bukweye (Commercial and Finance Manager), Mr Celsus Shilehwa (Technical Manager), Mr Bush Orondo (Quality Assurance Manager), Ms Caroline Omito (Procurement Manager) and Mr Ezekiel Asera (ICT Manager) were present.

M&E Committee Holds Meeting To Discuss Implementation Of The Strategic Plan

Monitoring and Evaluation Committee held a meeting to discuss progress made in implementation of the Company's Strategic Plan 2021/2026.

The Committee chaired by Internal Audit Manager Ms Powell Mmbone targets to ensure every part of the Strategic Plan is implemented and within the set timelines.

Speaking during the meeting, ICT Manager Mr Ezekiel Asera said the meeting aimed at discussing the progress made so far in implementing the Strategic Plan which serves as the development blueprint for the Company.

"The meeting is about discussing and assessing implementation of our Strategic Plan, the budget involved, timeliness and individuals responsible in the whole process," said Mr Asera.

He said the performance contracts and appraisals and annual reports will form part of the documents they will be using to monitor progress made in implementation of the Plan.

Ms Mmbone said her Committee will be holding regular meetings to get information on the extent the Strategic Plan has been adhered to.

"We will be going through every part of the Strategic Plan and how it is being implemented so that we ensure it is implemented fully," She said Ms Mmbone.

She said the meetings will also be used to assess if the Company is on the right track of implementing the Strategic Plan.

