



NEWSLETTER VOL. 035

Kakamega County Water And Sanitation Company

Special Edition



DECEMBER 2022

2022 In Review

Governor FCPA Barasa to residents: I will deliver water at your doorsteps



Kakamega Governor H.E FCPA Fernandez Barasa takes oath of office at the Bukhungu International Stadium

Governor H.E FCPA Fernandes Barasa promised that his government will ensure most of the County residents are connected to clean and safe water.

Under his ambitious programme dubbed “Amatsi Mumuliango,” the Governor said his Administration is keen on ensuring residents get water at their doorsteps.

“My Administration shall endeavor to connect as many households as is practically possible to water supply in what I shall call “Amatsi Mumuliango,” water at the door step,” said Governor Barasa in his maiden speech during his swearing in ceremony held at Bukhungu Stadium.

He noted that connecting households to clean and safe water is not a favor to residents but their right as enshrined in the Constitution of Kenya 2010.

“Ensuring that our households are connected to clean water is not just a moral and administrative obligation, but it is also a Constitutional requirement that binds us,” he said.

The Governor regretted that residents especially women are still covering long distances in search of clean water from streams and springs.

He recalled 40 years ago when he was still young, how they used to walk long dis-

tances to fetch water for domestic use.

“Water supply is an essential infrastructure that supports socio-economic growth and sustainable development. While growing up as a young boy in Khabondi village, I recall with a lot of pain and regret the long distances that we covered with our mothers, brothers and sisters in search of water. It cannot be that 40 years down the line, our wives and children are subjected to the same fate,” he said.

By rolling out the programme, the Governor will be picking up from where his predecessor H.E Dr Wycliffe Oparanya left through his Amatsi Khumukuru programme.

Maji Safi, Maisha Bora - Quality Water, Healthy Livelihood

New Water CECM Promises Efficiency And Accountability



The new CECM for Water, Environment, Natural Resources and Climate Change Dr Marriam Barasa

The new CECM for Water, Environment, Natural Resources and Climate Change Dr Marriam Barasa has pledged to ensure residents get clean and safe water at their doorsteps.

Speaking during a familiarization tour at KACWASCO, Dr Barasa said the Governor H.E FCPA Fernandes Barasa is passionate about every homestead is connected to water under his Amatsi Mumuliango programme.

“We are on a fact-finding mission to help us on service delivery as we take over

the Ministry. Water is a Constitutional right and we intend to help our Governor achieve his agenda of ensuring every resident access clean and safe water,” said Dr Barasa.

She asked all stakeholders in the water sector to be creative to help address challenges facing the sector.

She promised to enhance accountability, effectiveness and efficiency in service delivery to ensure they meet the set targets. Incoming Chief Officer for Water Ms Jessica Weku Wesonga asked all players in the sector to work as a team to ensure great achievements are realized.

“We are rooting for open door policy so that we achieve our targets of offering quality services,” said Ms Wesonga.

Outgoing Chief Officer for Water Eng. Philip Otenyo said completion of the five million cubic meters water storage tank at Murhanda will help address water shortage in Kakamega town.

He asked the new team to help KACWAS-

CO in laying water pipeline from the tank to Kakamega town.

“I will be at the forefront to advance the interests of our water Company in my new assignment. The issue of pipeline destruction during road construction should be a thing of the past,” said Eng Otenyo.

Chief Officer for Environment, Natural Resources and Climate Change Mr Justin Mutobera said part of their mandate is to maintain and manage water sources by conserving the environment.

KACWASCO acting CEO Ms Christabell Ashiono asked the Ministry to support the Company to expand its sewer line to cover more parts of Kakamega and Mumias towns.

“Our infrastructure for sewer cannot sustain the population in Kakamega and Mumias towns. I request the Ministry to support us in this area,” said Ms Ashiono. Senior officers from the Ministry and KACWASCO were present.



Dr Marriam Barasa addressing KACWASCO top management during the meeting

Focus On Service Delivery, Water C.O Tells KACWASCO Staff

Chief Officer for Water and Sanitation Ms Jessica Weku Wesonga has asked KACWASCO staff to focus on service delivery to ensure residents access clean and safe water.

She said supply of clean water to residents is a top priority for Governor H.E FCPA Fernandes Barasa under his Amatsi Mumuliango programme.

“The County is relying on us to deliver on our mandate of having residents access water at their doorsteps. Our focus is to give service to our people,” said Ms Wesonga during KACWASCO staff end year meeting.

She noted that residents expect water at their doorsteps and not excuses that will deny them water which is a basic right. She assured staff that her Ministry has the interests of staff at heart and will support them in discharging their duties.

KACWASCO acting CEO Ms Christabell Ashiono appreciated staff for their support that has improved service delivery and revenue collection.

She urged staff to focus on operational



Chief Officer for Water and Sanitation Ms Jessica Weku Wesonga addressing KACWASCO Staff at KACWASCO Headquarters

performance by ensuring customers get quality services.

“We will closely monitor performance of all staff. We will be rewarding those who perform beyond the expectations and sanction those who will fail to meet their targets,” said Ms Ashiono.

Earlier, the CEO and the Company’s core management team held a consultative meeting with staff who had earlier been

seconded to the rural water company.

She assured the staff that they are welcome back and urged them to embrace team work.

The meeting was attended by Ms Maurine Aura (Acting CEO for KACRWASCO), P.Eng.Tech Celsus Shilehwa (Technical Manager), CPA Edwin Bukweye (Commercial and Finance Manager), Ms Caroline Omito (Procurement Manager) and Mr Ezekiel Asera (acting HR Manager).

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

The acting CEO Ms Christabell Ashiono 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.

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 Mur-

handa.

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.

WASREB Lauds KACWASCO For Compliance



WASREB Ag. CEO Mr Joseph Keter Addressing KACWASCO senior officers

Water Service Regulatory Board (WASREB) lauded Kakamega County Water and Sanitation Company (KACWASCO) for its compliance and implementation of laws regulating the water sector in the country.

According to WASREB which is the body mandated to regulate the water sector, KACWASCO operates with a valid license and renewed its water tariff in line with the regulations.

“KACWASCO has performed well in its compliance with our regulations and we encourage all water companies to emulate from KACWASCO to ensure they are compliant,” said WASREB acting CEO Mr Joseph Keter during the launch of 2022 Impact Report in an event held in Nairobi.

The Impact Report focuses on performance of Kenya Water Services sector by analyzing performance of the sector and Water Service Providers.

The Report is based on indicators like water quality, non-revenue water, water coverage, hours of supply, staff productivity, revenue collection efficiency, metering ratio, operations and maintenance costs among others.

In the Report, KACWASCO was ranked position 38 overall in the country.

The Company performed well in reve-

nue collection efficiency, staff productivity, metering ratio and water quality. However, the Report highlighted that the Company is still facing challenges in hours of supply, non-revenue water, personnel costs and O&M cost.

Mr Keter lauded Kakamega County for being the only County that has implemented the rural water services regulations by having separated rural water service provision from the urban services through establishment of Kakamega County Rural Water and Sewerage Company (KACRWASCO).

The Company acting CEO Ms Christabell Ashiono who was represented by ICT Manager Mr Ezekiel Asera said with the new Strategic Plan 2021-2026, new tariff and the newly implemented ERP system, KACWASCO will be aiming at registering outstanding performance to become the most improved WSP in the next Impact Report release.

KACWASCO, USAID Sign MOU To Improve Water Services

KACWASCO and USAID Western Kenya Water Project (WKWP) have signed a Memorandum of Understanding (MoU) aimed at improving water supply services in Kakamega County.

The MoU will enable the implementation of WKWP activities that focus on increasing the availability and access to water services in the County while enabling better management of water resources.

KACWASCO acting CEO Ms Christabell Ashiono said at least 25,000 residents will benefit from the project by gaining access to improved water services.

“The MoU signed will help us improve on operations, water services delivery and facilitate access to financing,” said Ms Ashiono.

USAID was represented by Chief of Party Mr Japheth Mbuvi.



FROM RIGHT: CECM for water Dr Marriam Barasa, Madam Rodah Masaviru, KACWASCO Ag CEO Ms Christabell Ashiono and USAID CoP Mr Japheth Mbuvi pose for a photo after signing the MOU

KACWASCO Commits To Reducing NRW Activities



Ag. CEO Christabel Ashiono addressing Officials during the opening ceremony

The Company acting CEO Christabel Ashiono has said the Company is committed to reducing revenue loss through non-revenue water.

She said non-revenue water activities

like illegal connections, pipe bursts, water theft and spillage continue to pose a challenge to Water Service Providers (WSP) across the country.

The CEO urged all stakeholders in the

water sector to collaborate in a bid to reduce water and revenue loss as per this year's theme; reducing non-revenue water through community engagement and sports.

"I call upon all stakeholders especially partners to support Water Service Providers in the area of non-revenue water to reduce it to below 20%. This will help the water companies reduce water loss and improve on supply of the commodity to users and revenue collection," said Ms Ashiono.

She asked Water companies to embrace benchmarking as a way of interacting and sharing ideas on enhancing service delivery.

KACWASCO Promises To Be Accountable To Its Customers

The Company has developed policy recommendations that will enable it strengthen its accountability for improved water service delivery and water resource management.

In a stakeholders' engagement forum held in Mumias following research on customer awareness and accountability rights, the Company Commercial and Finance Manager Mr Edwin Bukweye, Customer Service and Public Relations Manager Ms Mary Mariga presented findings that will help streamline service delivery and accountability.

The research dubbed 'Community Empowerment for Better Services and Accountability' that was carried out in the low-income areas of Mumias West Sub County showed that many residents in the aforementioned areas were not aware of their human rights to water and sanitation services.

The study further revealed that most customers were not aware of the tools that guide service delivery and thus did not utilize them.

It emerged that Face to Face or office station visitation were the tools that



Customer Service Manager Ms Mariga addressing stakeholders during the meeting

were used by most people.

countability.

Many customers in the earmarked areas of Lumino, Shibale, Mjini and Angola lacked exposure to important tools, policies and instruments guiding services such as Customer Service Charter, Company and USSD Codes among others.

Lack of information on the Human Rights to water and Sanitation, apathy, lack of concern and insensitivity of the water service provider towards the customer's needs led to response to consumer complaints taking a longer time lowering their moral to demand for ac-

The research sought to establish how best the community can hold the Company accountable for better service delivery.

The Company recommended that Water Services Regulatory Board (WASREB) should compel Water Service Providers (WSPs) to develop and operationalize important tools and policies to intensify awareness creation on service tools, policies and documents and communities to organize themselves into groups or CBOs to hold the Company accountable.

KACWASCO Reviews Its Performance Contract To Enhance Service Delivery



Madam Rodah Masaviru addressing KACWASCO top management team during PC review meeting

KACWASCO Management reviewed the Company's 2022/2023 Financial Year Performance Contract to enhance efficiency to offer quality services.

The Performance Contract also targets to offer transparency and accountability in production and supply of water and provision of sanitation.

The then CECM for Water, Environment, Natural Resources and Climate Change Madam Rodah Masaviru said she is delighted to be part of the process noting that it will offer effective management and performance at the Coun-

ty's water company.

"The Performance Contract process will help in effective implementation of the Company's plans. The process involves every staff because each staff has a role to play in ensuring the Company meets its core objectives and goals," said Madam Masaviru.

She lauded the acting CEO Ms Christabell Ashiono for being passionate about performance contracting saying it is encouraging to see her focused towards enhancing service delivery for the satisfaction of customers.

Ms Ashiono said Performance Contract is a key component for the Company as it sets performance targets in terms of operations and revenue collection. She said the process will help in holding each staff accountable increasing performance efficiency.

"This process will improve efficiency at the Company to enable us offer world class services and meet our targets," said Ms Ashiono.

She noted that Performance Contract will also instill the culture of performance among staff as it will be used to measure and evaluate performance of each staff.

"We are focusing on performance contracting as a way of improving our services. The process will be cascaded downwards to ensure every staff is part of it," she said.

Dr Henry Wati and Ms Rose Omondi who are experts in performance contracting are leading the process.

Managers at the Company led by Commercial and Finance Manager CPA Edwin Lumbasi are present.



Madam Rodah Masaviru (C), KACWASCO Ag. CEO Ms Christabell Ashiono (on her right), performance contracting experts Dr Henry Wati and Ms Rose Omondi with KACWASCO top management team pose for a photo after the meeting

Company Starts Customer Survey To Clean-Up Its Account Database

KACWASCO commenced Customer Identification Survey (CIS) to clean up its customer database.

According to Customer Service Manager Ms Mariga, 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.



Customer Service Manager Ms Mariga addressing Enumerators and Data Validators during CIS training

“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.

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

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

KACWASCO Acquires Smart Meters To Improve Meter Reading Efficiency



New meters purchased by KACWASCO

The Company acquired smart meters to be installed within Kakamega town to improve on meter reading accuracy and efficiency.

The Company acting CEO Ms Christa-bell Ashiono said the smart meters will give real time readings and cannot be easily tampered with.

“With smart meters can be able to de-

tect if somebody has tampered with it at my comfort of my office. This will reduce cases of customers interfering with meters,” said Ms Ashiono.

She revealed that they have also purchased 1,000 normal meters in their efforts to improve water connectivity and service to its customers.

This happens in the wake of an ongoing

piloting program of smart meters by the Company targeting to install 10,000 smart enabled meters in Kakamega.

The CEO appealed to development partner to support the Company acquire more smart meters to connect all its customers.

“Smart enabled meters is the way to go. We appeal to partners to support us achieve this desire,” she said.

She noted that smart meters will help in curbing revenue loss through non-revenue activities such as illegal connections.

“The meter readings are accurate for smart meters and this will reduce complaints due to estimated billing as this will be a thing of the past,” the CEO said.

KACWASCO Revives Shichirai Water Borehole To Increase Water Supply



Shichirai borehole at Lurhambi Sub County

The Company revived its Shichirai borehole to increase water supply and connectivity.

Already the Operations and Maintenance (O&M) team drawn from Kakamega Area have embarked on the process of rehabilitating and replacing the old water lines to start water supply to customers.

According to the Area Manager Mr Idd Osundwa the borehole which was initially being operated using a diesel generator has not been in use since 2010.

“It was found to be uneconomical to continue using generator to pump water from the borehole to serve the small

number of customers who were relying on this water. We opted to use water from our Milimani storage tanks,” said Mr Osundwa.

Mr Osundwa noted that over time population in the area has tripled and with more development activities coming up such as incoming Shichirai Market and bus park necessitating the need to revamp the borehole and the old line to meet the ever-growing demand for water.

Basing on the water supply schedule Shichirai relies on the 50 Cubic meters tank receiving water twice a week.

He said the borehole is still in good condition and with power supply it is able to pump up to 5,000 liters of water per hour translating to 60,000 liters in 12 hours enough to serve the area ending water rationing.

“I am confident that once the rehabilitation works are done and the borehole is operational, Shichirai will be assured of daily water supply. Hours of supply and

customer satisfaction levels are likely to increase,” he said.

The O&M team is finalizing digging of trenches before laying two-inch HDPE pipes to replace the old ones connecting the borehole to the storage tank.

Ahead of anticipated increase in volume and hours of supply in the area, the Area Manager is planning to conduct sensitization meetings with residents and the local leadership to inform them on the same.

From about 300 active accounts, he anticipates to attract 500 more accounts from new applicants and activation of accounts on dry lines.

“We are projecting increase in revenue collection and customer confidence in our service. We are appealing to those with dormant accounts to consider visiting our offices to clear their balances ahead of connection and re-connections exercise,” he said.

Due to high cost of electricity, Mr Osundwa said moving forward they would consider solarizing the borehole operations and only use electricity on need basis.

KACWASCO Rehabilitates Kambi Somali Sewer Line

The Company rehabilitated and reconnected Kambi Somali sewer line giving a sigh of relief to the residents.

The sewer line has not been operational for the last ten years.

Rehabilitation is expected to cure the perennial overflow of sewer exposing residents to health hazards.

The sewer line serves at least 150 households who had opted to seek other options to dispose their waste.

Mr Amos Wanjala, Waste Water Supervisor said once the process is complete the sewer services will resume immediately.

“This problem had forced a number of

our clients to have their own septic tanks to dispose their waste depriving the Company revenue,” said Wanjala.

According to Wanjala, 50 meters of the old sewer line connecting the households to the nearby Nabongo sewer pond had been affected by the blockage forcing the Company to use the exhaustor to remove the accumulated wastes which is an expensive exercise to undertake.

“Most of the time our exhaustor is engaged and if the accumulated sewer is not drained in good time, it overflows flooding the area and posing health risks to the community around,” he said.

The Company acting CEO Ms Christa-

bell Ashiono lamented that some of the developers have constructed their buildings on the sewer blocking efforts to unclog it when it is blocked.

She cautioned the developers against interfering with the sewer line.

“We are committed to ensure we provide quality sanitation services. However, our efforts are hindered by developers who have constructed on the sewer line,” said Ms Ashiono

She asked the developers to consult the Company whenever they want to construct their buildings to enable the Company relocate the sewer line or look for alternatives.

Governor Oparanya: This Is My Scorecard In Water Sector



Governor Wycliffe Oparanya opens a water tap during the launch of Musembe water project

The then Governor H.E Dr FCPA Wycliffe Oparanya highlighted key projects his government has done in Water Sector since inception of Devolution in 2013 to ensure every County citizen access clean and safe water.

Speaking during the Madaraka Day celebrations at Bukhungu Stadium, the Governor said his administration has invested heavily in the sector as access to clean and safe water is enshrined in the Constitution under the Bill of Rights.

“Through our various investments, the proportion of citizens accessing safe and clean water has increased from 36% in 2013 to 61% in 2022,” said Dr Oparanya.

He said he established the Kakamega County Water and Sanitation Company (KACWASCO) to provide water and sanitation services in the urban areas and the Kakamega County Rural Water and Sanitation Company (KACRWASCO) for provision of water and sanitation services in the rural areas.

The Governor noted that the two compa-

nies are serving over 36,000 households with clean and safe water.

“To enhance structured water resource exploitation, my government prepared a County Water Master Plan 2018 –2022 and in collaboration with KIWASH, developed a database for all water sources which has facilitated planning for development and management of the water sector,” he said.

He said his government has increased storage capacity by 6,332.5m³ (cubic meters) and enhanced access to safe and clean water by drilling fifty-seven (57) boreholes and rehabilitated forty-three (43) others across the County.

“We have solarized thirty-one (31) water supply projects which has reduced operational costs and constructed and installed two (2) containerized water treatment plant systems as an improved technology for the County water projects at Musembe Dam and Lumino Dam Water Supply Projects,” he said.

Dr Oparanya added that through the

support from World Bank, the County Government constructed Lwakhupa Water Supply Project and the ongoing construction of Nandamanywa, Kuvasali and Butwehe water projects.

“In partnership with Kenya Red Cross, we constructed Misango water supply project. My government constructed 87 rain water harvesting and storage systems in public institutions including schools, polytechnics and health centers across the County,” said Dr Oparanya.

Governor Oparanya who will be leaving office in August this year after serving his two-term tenure said that through access to clean and safe water from springs covering quite a number of rural households the levels of exposure to water borne diseases has reduced in Kakamega County.

He said his administration has protected and developed 810 springs and in collaboration with Evidence Action, installed 4,124 chlorine dispensers in vicinity of springs, wells and other water sources for clean and safe drinking water.

Dr Oparanya Launches Ksh 17.2m Waste Water Treatment Facility In Mumias

The then Governor Dr FCPA Wycliffe Oparanya launched the Ksh 17.2 million Decentralized Waste Water Treatment Facility in Mumias town.

He said the facility will help in handling waste water which has been a challenge to the town.

"I thank Water Sector Trust Fund for funding this project that will address the challenge of waste water in Mumias," said Dr Oparanya.

He said the facility will serve at least 2,300 households in Mumias.

He noted that it is expensive to construct a sewerage system and the waste water treatment facility will offer an alternative.

"It will cost us at least Ksh 2 billion to construct the sewerage system in Mumias. However, with such facilities we have an alternative. We need three more in Mumias to solve the issue of waste water management," he said.

He noted that under the project WSTF also



H.E Governor Dr Wycliffe Oparanya Unveils a plaque at the Decentralized Waste Water Treatment Facility in Mumias

constructed 200 toilets in low-income areas within Mumias town.

Mr Willis Ombayi, CEO Water Sector Trust Fund said his organization is committed to working with the devolved units to enhance water supply services and improving on sanitation.

He said apart from the Ksh 17.2 million fa-

cility, they have also given the County Ksh 65.2 million to cushion it from the effects of Covid-19.

"Recently we signed a partnership with KACWASCO to fund Malava water project at a cost of Ksh 19.8 million. We are grateful for the support and cooperation we get from the County," said Mr Ombayi.

KACWASCO Moots Plans To Revive Old Water Treatment Plants

The Company started the process of seeking development partners to support it in the revival of its old water treatment plants in a bid to increase its water production capacity.

The process targets to revive old Kakamega and Shitoli treatment plants as part of the efforts to produce enough water to meet the increasing demand for clean and safe water due to the ever-swelling population in the County.

Acting CEO Ms Christabell Ashiono noted that reviving the two water treatment plants will enable the Company address shortage and rationing of water in Kakamega town and its environs.

"If we manage to revive the two plants then we will have enough water to supply to our customers in Kakamega town without rationing schedule as we are do-

ing now," said Ms Ashiono.

She said currently the Company is forced to ration water in Kakamega town due to the shortage of the commodity noting that this is as a result of population increase in Kakamega town.

Once revived the Company will have five water treatment plants to supply clean and safe water across the County.

Currently, the Company relies on Tindinyo water treatment plant (Nandi County) to supply water in Kakamega town, Shinyalu and Shitoli, Nambacha Water Treatment Plant (Navakholo) to supply water in Mumias, Kipkaren Water Treatment Plant (Lugari) to supply water in Lugari, and boreholes to supply water in Butere and Malava.

The CEO said the Company is committed towards ensuring all homesteads in the

County are connected to clean and safe water.

"The desire of H.E the Governor was to see every citizen access clean and safe water. We are working around the clock to ensure we achieve it," she said.

She appealed to the public to support the Company in its fight against Non-Revenue Water (NRW) especially illegal connections, pipe bursts and stuck meters.

She said the Company losses a lot of water through NRW activities denying it a huge amount of revenue.

"We continue to experience water loss through illegal connections and pipe bursts. I appeal to the public to help us deal with illegal connections by reporting such cases to our offices," Ms Ashiono said.

KACWASCO Rolls Out Programme To Plant 10,000 Trees

The Company rolled out an elaborate programme to plant trees in a bid to conserve the environment especially water sources and catchment areas.

Speaking during a tree planting exercise at Nambacha Water Treatment Facility, acting CEO Ms Christabell Ashiono announced that tree planting will be included in the Company's calendar of events for every financial year.

She said the Company is committed to support initiatives that will conserve the environment noting that if the environment is not well taken care of then there is high chances of water sources drying up.

"We have a duty to protect our water sources. We are committed to support programmes that target mitigation of climate change," said Ms Ashiono.

The CEO said the Company will plant trees in all its water treatment facilities and water springs.

She noted that the Company will soon plant at least 1000 seedlings at Malava water spring.

"We will donate some trees to the community so that they can also plant as we target to have a clean and green environment," she said.

She added: "We encourage the community to plant indigenous and fruit trees that are beneficial to the society."

Quality Assurance Manager Mr Bush Orondo said the Company will distribute at least 10,000 indigenous trees to be planted around water sources noting that the Community will also get a share to be part of the initiative.

"This is the beginning of this noble initiative. We will seek partnership with various organizations and the community to achieve our goal of protecting the environment," said Mr Orondo.

Ms Mary Mariga (Customer Service Manager) and Ms Lindah Ongadi (Area Manager, Mumias) said they will champion for environmental conservation to ensure water sources do not dry up due to effects of drought caused by climate change.

Kefa Juma, a renowned journalist asked the community to protect trees noting that they will continue to work closely with the County's water firm to plant more trees.

At least 800 trees were planted during today's joint event between KACWASCO and Kakamega Media team



Ag. CEO Ms Christabel Ashiono (C) KACWASCO Staff and Kakamega journalists during the tree planting exercise

KACWASCO, WWANC To Partner To Conserve River Yala Catchment Area



Ag. CEO Ms Christabel Ashiono addressing WWANC officials during the meeting at KACWASCO's Boardroom

The Company is seeking to partner with Women in Water and Natural Resources Conservation (WWANC) to conserve River Yala water catchment area.

The initiative dubbed Yala River Water Fund will also bring on Water Fund and Nature Conservancy to help achieve its mission.

Ms Stella Wanjala, Co-founder and Director Women in Water and Natural Resources Conservation said degradation of forests, human settlement in Wetlands and siltation in most of the dams are some of challenges that have pushed her team to start the initiative of conserving the environment.

"I want to appreciate the fact that all of us love water and natural resources with about 75% of water being used in Kenya having its towers in western and central parts of Kenya. I therefore call upon all of us to be at the forefront of securing our water catchment areas because if we don't put in place such interventions then we might end up living with no water at all in the near future," she said.

She acknowledged that setting up a water treatment plant is expensive and therefore the need to use the nature-based solutions that will help save water sheds,

clean water and also improve the livelihood of those in riparian land.

She said the Yala River Water Fund targets to ensure that the communities living around water resources can also benefit from the water that comes from their community.

"We all understand that the people who live around water sources may not directly benefit from the water and this has brought in conflicts between the communities at the source and those downstream, which can lead to those around the sources destroying them. With this Fund in place, we will all come together and embrace the importance of conservation of the river and the water," she added.

She said there is need for support from those who benefit from water to help educate those who stay around the water sources so as to help conserve them.

She noted that embracing the initiative will help in enhancement of diversity, restoration of critical ecosystem such as Kakamega forest, improve stream health, enhance biodiversity, improve quality and quantity of water, control soil erosion as well as create job opportunities for the community.

The acting CEO Ms Christabell Ashiono, lauded the efforts by the organization towards protecting water sources in the region.

"I commend you for having thought of such a project. As KACWASCO, we are committed to seeing this project materialize for the benefits of the Company. We are also keen especially in service provision and that is why we welcome the initiative as it will help us solve the problem of siltation and erosion at our main treatment facility in Tindinyo that requires urgent repair," said the CEO.

She expressed the Company's desire to take the initiative with the keenness it deserves adding that the Company is committed to working together with WWANC to make the project a success

She pointed out some areas which ought to be incorporated in the project as key areas of focus in conservation of river Yala as well as other water catchment areas which are key sources of water for KACWASCO.

Mrs Mary Mariga (Customer Service Manager), Ms Powell Mmbone (Internal Audit Manager) and other officials from WWANC were present.

CEO Conducts Field Visits, Checks on The Welfare of Staff

Acting CEO Ms Christabell Ashiono conducted field visits to various Areas and Schemes to check on the welfare of staff and progress of various projects being undertaken by the Company.

She visited Shitoli and Shinyalu Areas and Murhanda, Malava and Butere Schemes where she used the opportunity to appreciate staff for their efforts to enhance performance to offer world class services to the customers.

“I thank all staff for their support, efforts, sacrifices and commitment towards the success of the Company. As Management, we are ready to support and facilitate all staff to discharge their duties effectively,” the CEO said while addressing staff of Shitoli Area in the presence of Area Manager Ms Nancy Tarus.

While in Shinyalu Area and Murhanda Scheme, she urged staff to continue working hard promising better days.

She noted that the Company is committed towards implementing scheme of service and career progression for staff to improve on their welfare.

“We have started with those on permanent and pensionable terms and we will soon be considering those on contract and casual workers to improve on their terms of work. We are also working hard

to ensure every staff works in a conducive environment to enable them enhance their performance,” she said.

Joab Ouma (Area Manager-Shinyalu) and Valentine Makaka (Scheme Manager-Murhanda) were present.

While addressing staff of Malava Scheme, the CEO warned all Company staff against laxity and any kind of indiscipline saying such will be dealt with according to the Company's policies.

She also cautioned staff against collud-

ing with customers to engage into illegal water connections which deprive the Company its rightful revenue.

“Some of the illegal connections are done by some of our staff. Be warned that we will strictly deal with such cases in line with the law,” she said.

Commercial and Finance Manager CPA Edwin Bukweye asked staff to double their efforts to enable the Company achieve its revenue collection targets.

“We are targeting progressive and steady

performance in revenue collection. This calls for collective efforts,” said CPA Bukweye.

In Butere, Ms Ashiono lauded the Scheme Manager Alfred Juma for his leadership style that has enabled the Scheme to perform better in revenue collection.

She promised to facilitate the Scheme in its water pipeline extension programme to connect more people to clean and safe water.

“We have seen tremendous growth in terms of revenue collection and provision of services. I thank the Scheme Manager and staff for their commitment and hard work,” she said.

Mr Juma asked the CEO to support the Scheme upgrade more water pipelines saying the demand for water is high.



KACWASCO Marks Consumer Summit promising to improve On Efficiency



Board of Directors Chairman Prof Laban Ayiro (R) addressing staff and Customers during the Consumer Summit

KACWASCO marked its annual Consumer Summit with a promise of improved efficiency in service delivery and supply of water in Kakamega town.

The Company also used the forum which was held at Golf Hotel to award its customers and other stakeholders for their loyalty and support.

The Board of Directors chairman Prof Laban Ayiro said as a Company they are committed to ensuring that there was stable supply of water to consumers in Kakamega town.

“Our target is to ensure our clients are supplied with water 24 hours each day,” said Prof Ayiro.

He encouraged the Company management and staff to enhance efficiency and put measures in place to ensure every citizen access the basic commodity as enshrined in the Constitution.

“My dream is to see Kakamega town have

water 24 hours every day. We can achieve this if we strengthen our purpose and work hard towards achieving it,” said Prof Ayiro.

Quoting Romans 15:1-7, he asked staff at KACWASCO to be at the forefront in service delivery to the community urging them to bear the burden of one another.

Acting CEO Ms Christabell Ashiono noted that the Company has lined up a series of activities, programmes and projects that target to increase efficiency and improve on water supply especially in Kakamega town.

“We are doing our level best to serve our customers. I thank the Board for their immense support that has seen the Company improve on its services,” said Ms Ashiono.

She used the occasion to inform the stakeholders the key milestones made by the Company.

She said the Company automated all its services to enhance operations and give real time results.

“ERP system has revolutionized our services and we are now able to offer most of the services on the online platform,” she said.

She noted that the Company acquired a license from WASREB giving it full mandate to operate as a legal entity.

“I am grateful to WASREB for accepting to review and approve our new tariff. Due to the change of the economy, it was necessary to review our tariff to be able to offer better services,” the CEO said.

She added; “We have also launched our five-year Strategic Plan that targets to reduce non-revenue water from the current 44% to at least 25%. The Strategic Plan will also offer operational guidance with a view of enhancing our service delivery.” Board members, stakeholders, consumers, staff among others were present.

Pomp And Color As KACWASCO Holds Inaugural Staff Dinner

It was pomp and color as KACWASCO held its inaugural Staff Performance Management Dinner at Ciala Resort in Kisumu.

The Dinner, first of its kind left many staff yearning for more with the acting CEO Ms Christabell Ashiono who graced the event promising to heed to their desire but only if they ensure the Company performs well in operations and revenue collection.

Donned in 'dinner wear' it was an occasion that completely went out of the normal office and work set up breaking the official Management-staff approach.

From the young, the middle aged to the old, the staff treated each other to an unusual dress code that best served and suited the event.

The soothing music and dance style by Kayamba Africa entertainment crew played to the eardrums of the staff, main guests of the occasion as it welcomed them to the night of 'eating' and 'drinking'.

The rhumba music spiced the occasion

giving a life-line to those who love the music as they demanded for more and more.

The Company acting CEO could not resist the jovial mood that dominated the airwaves at the venue as she led the rest of the staff in swift but sure dance moves. From the meals to the drinks, it was all systems go as the Company quenched the thirst of all and sundry.

The event that came as a surprise for many on the de-day, was received with a lot of applause as the staff enjoyed the rare moment in the stillness of the night full of a cold breeze from the neighboring Lake Victoria.

In the wee hours the music faded away signaling the end of the inaugural staff dinner that will remain on the lips of attendees for some few months before they move.



Dr. Henry Wati (PC Expert), TM Celcus Shilehwa, CEO Ms Christabell Ashiono and CFM CPA Edwin Lumbasi toast champagne during dinner

CEO Warns Private Plumbers Against Illegal Activities

Acting CEO Ms Christabell Ashiono warned private plumbers against interfering and vandalizing water infrastructure.

She noted that the plumbers are engaged in illegal activities that deny genuine customers enough water supply.

"Some people are sabotaging our efforts of ensuring our customers get water as planned. Most of the suspects are private plumbers because they have technical knowledge that enable them interfere with our pipeline," said Ms Ashiono.

She added; "I give a stern warning to those planning to interrupt our services that we have launched a crackdown and

those who will be found culpable of such illegal activities will face dire consequences."

The CEO said the Company will soon roll out a programme to register private plumbers for them to engage in legal business.

She attributed the high rate of illegal connections and theft of water to the plumbers noting that the Company will not spare them to continue with the vice.

Mr Bush Orondo, the Company's Quality Assurance Manager said some people close valves on the main water distribution line.

He said two suspects have been arrested and will be arraigned in court.

"Following complaints from our customers, we have arrested two suspects who close the water valves to block water flow in Kakamega town. They will be dealt with according to the law," said Mr Orondo.

Ms Mary Mariga, the Customer Service Manager urged customers to report cases of suspicious works on the water line to the Company for action.

"I urge our customers to be on the watch and report any people who intend to disrupt water supply and those who interfere with our water line," said Ms Mariga.

KACWASCO Launches Construction Of Malava WSTF Water Project



Ag. CEO Ms Christabel Ashiono addressing Malava residents during the event.

The Company commissioned the construction of the Malava Water Project to enhance water supply services in the area. The Project which is funded by the Water Sector Trust Fund (WSTF) will serve at least 2,600 upon completion.

Speaking during the site hand over,

launch and sensitization meeting, the Company's acting CEO Ms Christabell Ashiono noted that the project will include rehabilitation of the water spring, construction of a 250 cubic meter water storage tank and laying of the water pipeline.

"This Project will help us address the high demand for water in this area. As a Company we are committed to ensuring we bring water closer to the residents as per the manifesto of the Governor H.E FCPA Fernandes Barasa," said Ms Ashiono.

She noted that Malava is experiencing increase in population leading to a high demand for water yet the Company's 50 cubic meter water storage tank cannot satisfy the demand.

"There is high demand for water as a result of ever-increasing population, to serve the well with enough water we found it necessary to have this project to increase water supply," she said.

She said currently, Malava town and its environs relies on water boreholes and spring for supply of clean water which is not enough.

The CEO asked development partners to support the Company in construction of a sewerage system in Malava saying there is need for proper waste water disposal in the town.

KACWASCO FC to Play in FKF County League

The Company's football team, KACWASCO FC is set to play in the FKF County league during the new season to be started next year.

In a race against time to ensure the team secures a slot in the league, the Team Manager Mr Bernard Wandere, Coach Mr Isaac Mare and Captain Athanus Masheti held a meeting with FKF Kakamega Branch Chief Executive Officer Shelton Amwayi to deliberate on the same.

"From our engagement with the branch CEO, we have met the necessary requirements and we have shared the same with

the Company management including registration fee and logistics for the entire league and with the support from the Company, we can make it for the league," said Mr Mare.

The team has proposed to have Bukhingu stadium as its home ground and is lobbying for an alternative with Shieywe Secondary school playground on its radar.

According to Mr Wandere the existing team mainly comprising of the Company staff will be more than fit for the league with enhanced training.

"Most of our players are Company staff with various engagements and so we shall

not be training on fulltime basis but maximize on weekends and available holidays to undertake required regular training," he noted.

Partnership and structured working relationship between the two entities also formed part of the discussions.

"We want to make sure that we market our products to all our customers. We want to utilize the league as an avenue to market our Company as a brand," he added.

He noted that should the Company team be given a nod to participate in the league, it will also market their players.

Kakamega Scoops The Runners Up Trophy In WASCO Football



Ag. CEO Ms Christabel Ashiono holds the trophy at Moi Stadium Kisumu after WASCO closing ceremony

The Company's football team's dream of winning WASCO title were shattered by Nairobi Water who beat them 5-4 on post-match penalties.

The entertaining match was the climax of the week-long championship as both teams settled for a barren draw during regular time in a mouthwatering final match at Kisumu National Polytechnic grounds.

Penalties were used to determine the winner and Kakamega who were cheered by the partisan fans that danced to isukuti tunes were unlucky as they lost one penalty while their opponents netted five to carry the day.

Kakamega cruised to the finals after sinking Embu 2-1 while Nairobi qualified after an earlier win awarded to Nakuru Water who had humiliated them 5-4 in penalties in the other semi was overturned after their appeal against Nakuru who were found guilty of fielding ineligible players.

Kakamega coach Isaac Mare commended his team for reaching the finals which he termed as one of the toughest matches.

"We were the best team ever but we lost in the penalties. Luck was not on our side

during the penalty kicks. The playground was muddy making it hard for my players to play well. I am satisfied with the results because penalties can go either way and this year it was not our side. We live to fight another day," said Mare.

The Team Captain Athanasius Masheti said the decision by WASCO officials to award Nairobi against Nakuru worked against them as they were prepared to face Nakuru.

"We knew and were prepared to meet Nakuru who had edged out Nairobi in the semi-finals. Nairobi filed a baseless petition against Nakuru and to our surprise it was ruled in their favor. This disoriented our preparedness as each team has a way of playing and we had learnt how to deal with Nakuru," said Masheti.

Team manager Bernard Wandere said the penalties have been their greatest undoing in the past and promised to work extra hard to emerge victorious in the next editions.

"We have been runners up for the longest period and we needed a win. We live to fight again next time," said Wandere.

The officials thanked Company CEO Ms Christabel Ashiono for her support to the team that enabled them perform bet-

ter.

"The CEO has been of great support to us. She did her best to ensure the team prepares adequately and travelled for the championship," he said.

Ms Ashiono who was at the grounds to cheer her team lauded them for making it to the finals and emerging the runners up.

"We are happy for our team. Whichever the result we have given our best. This is the true spirit of sportsmanship," said Ms Ashiono.

She also thanked County staff who turned up in large numbers to cheer the team.

I was surprised and touched by the love and support staff from other Departments showed us during the finals," she said.

The CEO noted that the WASCO games that brought together over 50 Water companies across the country provided a learning avenue through benchmarking and sharing ideas.

"We have benefited a lot from these games. We were not here only to win but to learn and benchmark," she said.

KACWASCO FC Humbles Kakamega Media FC 4-0 In A Friendly Match



KACWASCO scores first goal during KACWASCO FC VS Kakamega Media FC friendly match at Bukhungu Stadium

Kakamega Media FC coach Mr Kefa Juma applauded KACWASCO FC for their exemplary performance in a friendly match that saw his team thrashed 4-0 at Bukhungu Stadium.

Speaking after the match, Kefa said their opponents outshined them throughout the 90 minutes due to the experience that his team was lacking.

He urged his players not to tire but to keep on training in unity for them to avoid humiliation whenever they are called to participate in any competition.

“First, I want to thank KACWASCO for organizing such an entertaining friendly match to help us sharpen on our skills and nurture talents within the County. My boys played well but just a few mistakes that cost us which they need to work on for them to do better in future,” he said.

He added: “I also want to advice my team that they should continue training and embrace team work for them to perform better in future.”

KACWASCO FC Team Manager Mr Bernard Wandere promised that as a Company they will be organizing more of such competitions to nurture talents in the society and also enhance a good working relationship between the Company and Kakamega County citizenry.

“I appreciate our Kakamega Media team for showing up to take part in this friendly. This is one way of strengthening the bond between us for mutual benefit. We call upon you as journalists to always be ready to help us improve on our service delivery. I want to assure you that we plan to have more of such games so that we can be able to nurture the great talents amongst ourselves,” he noted.

Mr John Ogoti netted two goals with Ainea Andete and Yakin Mutekheli scoring a goal each to sink the Eric Ayiro captained Kakamega Media FC.

KACWASCO FC coach Mr Isaac Mare and Captain Athanus Masheti said the team will continue to work hard and play more friendlies in preparation for WASCO games next year.

Nyota FC Sinks KACWASCO FC 4-1 In A Friendly Match

KACWASCO FC suffered a 4-1 defeat in the hands of FKF Division one side Nyota FC.

Nyota FC scored three goals in first half and the fourth goal during the 67th to cement its lead in the match they highly dominated.

KACWASCO's only goal was scored by captain Athanus Masheti during the 74th minute.

Nyota Media CEO Mr Fred Wesonga said despite the win, KACWASCO FC was a better team.

“KACWASCO FC is a good team. They have given us enough practice we need before we start the league next month,” said Mr Wesonga.

He noted that through the partnership with the County's water firm, they will identify, nurture and expose talents at the grassroots.

“We have seen good players in KACWASCO FC and we look forward to nurturing such talents,” he said.

He added: “We will continue to collaborate and partner in various activities that will benefit the community.”

KACWASCO FC Team Manager Mr Bernard Wandere said his team has learned a lot from Nyota FC promising to do better in the next match.

“We have witnessed a good game, no injuries and all players have displayed high discipline. Today was not our day but next time we will come prepared for a win,” said Mr Wandere.

His Nyota FC counterpart Mr Gerald Kitele said the game was a good build up for his team noting that it gave his team a chance to learn as they prepare for the league.



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