

Company Conducts Desludging Exercise At Tindinyo Treatment Plant



Ms Judy Mwathi with other KACWASCO staff supervising the process

The Company conducted desludging exercise at Tindinyo Water Treatment Plant to improve on efficiency in water production and supply.

According to Ms Judy Mwathi, the Production Supervisor at the Plant, the two-day process involves removing of sludge that settles in the baffle chambers, sedimentation basins, filters and cleaning of the walls.

She said the activity is carried out after every three months so as to improve the operational efficiency of the plant and water production capacity.

“Accumulation of sludge reduces the efficiency of the facility and makes it untidy. We carry out this exercise after every three months. The process takes approximately two days to complete.

In a day we clean two treatment units and then finalize on the two remaining units the following day,” she said.

She added that they ensure that the process is done on time and when there are low rains to avoid accumulation of sludge.

“Delaying allows accumulation of sludge reducing water retention time in the baffle chambers and basins thus lengthening the minimum time required for water to mix with the chemicals,” explained Ms Mwathi.

She however noted that during the process, water production goes down and therefore consumers get water in low quantities and at low pressures.

“During this process we have to close down a section of the plant and this

means that consumers receive water in low quantities while some end up not getting water at all since water can be directed to one section,” she noted.

The Company is also expected to conduct similar process at Nambacha and Kipkaren Water Treatment Facilities as it targets to enhance the quality of water supplied to customers.



Ms Ongadi: Benchmarking Mission At KIMAWASCO Was A Shot In The Arm

The recent benchmarking mission to Kilifi County was a shot in the arm for KACWASCO Area and Scheme managers who are now determined to improve efficiency and revenue collection at the Company.

For Ms Lynda Ongadi, Area Manager for Mumias said visiting Kilifi-Mariakani Water and Sanitation Company (KIMAWASCO) was a learning experience of its kind and whose outcome will see enhanced operational efficiency, service delivery and improved revenue collection.

According to Ms Ongadi, the one-day benchmarking exercise saw them compare and share notes and experiences with their counterparts from KIMAWASCO on five pertinent areas; Non-Revenue water and illegal connection handling, customer handling mechanisms, revenue collection strategies, billing and adjustment mechanisms.

Among the issues that got her keen interest and attention to detail was the commitment of KIMAWASCO staff in handling non-revenue water and illegal connections.

"I really admire the efforts that KIMAWASCO has put in place to curb this menace, non-revenue water. At KIMAWASCO it is not about who is assigned to this area, it is a collective responsibility to carry our regular checks and patrols to reduce water loss through bursts, leakages and theft," said Ms Ongadi.

She said the Company buys water from the Coast Water Development Works Agency at a high cost and incur extra huge costs on electricity for pumping it to reach the widely spread customers in the area of operation and thus was keen to ensure the Company does not lose any drop of water.

promptly," she added.

On customer relationship management, she said KIMAWASCO has invested heavily on maintaining good rapport with its customers and was able to maximize on revenue collection.



KACWASCO Area and Scheme managers with some of KIMAWASCO staff members at KIMAWASCO head offices

"At KIMAWASCO, it is in their mind that any fault in distribution would automatically translate to a loss of water which will sink the Company into revenue loss. For this reason, they have a proactive and a motivated team that is always on the watch-out to thwart any attempt of illegal connections as well as promptly respond to problems related to distribution," she noted.

Ms Ongadi said all meter readers are centralized at the Company and move to the areas and satellites (schemes) at regular intervals then report back to the main office.

"When these meter readers are checking meter readings they also compile reports on the problems and faults observed that require attention of the management and are addressed

"This Company has identified and grouped its customers. Their staff make regular follow up with them to ensure they receive water and address any complaint they may have," she said.

According to Ms Ongadi, KIMAWASCO has also roped in management in revenue collection by assigning them a number of client accounts to monitor and follow up in case of delays in payment while maintaining good company-customer relationship.

"This is something we can implement here as some of our clients feel better served in a professional way by seniors in the similar capacities as them. They are uneasy being served or reminded to make payments with junior staff like meter readers and artisans," she said.

She went ahead to note that KIMAWASCO staff are closely working with the members of the Nyumba Kumi to reach out to their customers and advise them to make payments and negotiate with the company on payment plans.

Ms Ongadi said behavior change in staff would see the Company easily implement the lessons learnt and enable KACWASCO ascend to greater height.

KACWASCO Awards Active Social Media Customers

The has appreciated roles played by some of their customers to ensure that the company perfects its operations and satisfies needs of clients.

Acting CEO Ms Christabel Ashiono said that through the company's social media and other platforms, the customers have been able to act as watchdogs and push for rectification of areas that the company was doing badly.

"Our clients have been keenly following us and criticizing us where we do wrong. We take their criticism positively and correct areas that they single out as being done wrongly," said Ms Ashiono.

The CEO made the remarks at the Company's offices as she rewarded customers who have supported them through various public platforms.



Ms Christabel Ashiono (C) with some of the active social media customers

Ms Ashiono thanked them for their continued support to ensure the Company lives up to its goals.

"We noticed that some of our key customers and stakeholders were not present during the Consumer Summit. As a Company we have taken this step to call them and recognize them in a special way and forge a better working relationship," she said.

Ms Ashiono noted that they have awarded 15 social media users who

have been the most active in following and supporting the Company activities, helping it to promptly respond to customer needs and growth of the Company.

"They help us bridge the gaps in our service delivery through their complements and criticism that help us grow," she said.

The CEO asked them to take advantage of opportunities at the company in order to enhance more relations and collaborations.

The customers thanked the Company for recognizing and gifting them pledging to continue supporting the Company activities in a bid to improve service delivery.

"We commend the Company for reaching out and taking our complements and critics positively to better the lives of many," said Gigan Mwavuli, one of the customers.

CEO To Lumakanda Staff; Thank You For Your Efforts

Acting CEO Ms Christabell Ashiono toured and held a consultative meeting with Lumakanda Scheme staff appreciating them for their efforts to enable the Company meet its goals.

She noted that the Scheme has recorded improvement in performance and revenue collection urging the team to remain focused to meet their targets.

"I appreciate you for your efforts that have seen improvement in performance and revenue. I encourage you to continue with that spirit," said Ms Ashiono.

She added: "The greatest strength lies in knowing and understanding your

customers and I urge you to do so to enable the Company be customer centered."

She encouraged staff to be focused and disciplined while discharging their duties.

Scheme Manager Mr Augustus Sumbi said they have put in place measures and strategies to improve and enhance performance.

He said their focus is on proper billing and reducing non-revenue water.

Technical Manager Mr Celcus Shilehwa asked the team to ensure all con-



Ms Christabel Ashiono (C) poses for a photo with Lumakanda scheme staff

nections are metered to enable the Company get revenue for water supplied.

Procurement Manager Ms Caroline Omito who is also the Scheme Patron thanked the staff for their efforts urging them to be at the forefront to ensure efficiency and effectiveness in service delivery.

KIWASCO Benchmarking Is Paying Off Says Non-Revenue Water Officers

As a way of promoting benchmarking and capacity building for staff, the Company organized a benchmarking tour at KIWASCO to enable staff learn from their peers.

The training saw at least 200 KACWASCO meter readers and artisans get the opportunity to acquire skills and knowledge on how to improve in revenue collection and reducing non-revenue water.

Mr Elphas Odunga, the non-revenue officer at the Company said through benchmarking at KIWASCO they are determined as a Unit to overcome the non-revenue water monster.

“At KIWASCO meters are selected basing on the quality and flow of water and this helps in ensuring that the right meter is installed at the right place. They also use the meter testing bench certified by the Kenya Bureau of Standards which ensures the accuracy of the meters,” said Mr Odunga.

He said KACWASCO should ensure that all meters are protected through meter chambers and have a unique Company seal.

“All our meters need to be protected with a meter box and a KACWASCO seal because we will be able to notice a meter that is tampered with by the customer,” he said.

He added that in KIWASCO they use the concept of District Metered Areas (DMA) whereby one main meter is installed in slums and hostile areas and meter reading done by caretakers well known to the consumers.

He said; “If we embrace the DMA concept in all the areas it will be easier for us as KACWASCO to get actual bills from areas such as Maraba, Juakali and Makaburini where most of the consumers are very hostile. The caretakers will do meter reading on our behalf as well as reporting illegal connections and this will increase the

Company’s revenue collection.”

Mr George Ikarot, an artisan at the non-revenue Unit said KIWASCO have sensors on their distribution tanks which alerts them in case of overflows thus help in dealing with water loss on time.

He noted that they also have a Rapid Response initiative (RRI) which he said if implemented by KACWASCO it will play a bigger role in managing water loss through bursts and leakages.

“KIWASCO has a Rapid Response Unit which is always alert in case of any bursts and leakages even at night and I think this is one of the factors that have helped in reduction of non-revenue water,” said Mr Ikarot.

He urged the Company to consider connecting all the major consumers such as institutions with smart meters which he said are highly sensitive so as to increase the Company’s revenue.

CEO Visits Murhanda Scheme, Promises Better Days Ahead



Ms Christabell Ashiono (C) with Murhanda Scheme staff

Acting CEO Ms Christabell Ashiono today visited Murhanda Scheme promising staff better days ahead.

She said the Company has recorded improvement in performance urging

staff to keep up the spirit and enhance it.

“Last month we recorded high performance in revenue collection and there is need to maintain the record and do more to improve on what we recorded,” said Ms Ashiono.

She appreciated staff for their hard work and efforts that have paid -off in improved operational efficiency at the Water Company.

“We must achieve 100% service to our population as per the requirements of our License. We have to put in more efforts, measures and plans that will

enable us achieve it,” she said.

She advised the staff to be the Company’s brand ambassadors noting that they should develop good rapport with the customers to enable them serve them better and also ease their revenue collection exercise.

She cautioned them against engaging in malpractices that might taint the image of the Company.

Scheme Manager Mr Valentine Makaka noted that his Scheme recorded the highest revenue last month promising to do better in the subsequent months.

“Last month we recorded the highest revenue and we are determined to keep improving so that we meet and even surpass our target,” said Mr Makaka.