



KACWASCO Moots Plans To Revive Old Water Treatment Plants



Technical Manager Mr Celcus Shilehwa with a team from MENA water during a field visit at old Kakamega Water Treatment Plant

The Company is in 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 doing 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, Kipkar-en 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 home-

steads 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.

Company Conducts Desludging Exercise At Tindinyo Water Treatment Plant



Desludging process at Tindinyo water treatment plant

The Company has completed desludging exercise at Tindinyo Water Treatment Plant to improve the quality of water produced and supplied to customers.

The process targets to clean the facility as part of the Company's efforts to ensure it supplies clean and safe water.

According to Ms Judy Mwathi, the Production Supervisor at Tindinyo, the three-day process involved 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 to improve the operational efficiency of the plant and water production capacity.

the efficiency of the facility and makes it untidy. We conduct the exercise after every three months to ensure the facility is clean," said Ms Mwathi.

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

"Accumulation of sludge reduces water retention time in the baffle chambers and basins thus lengthening the minimum time required for water to mix with the chemicals," she said.

Ms Mwathi said during the process, water production goes down and therefore customers get water in low quantities and pressure for that period.

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.

"Accumulation of sludge reduces

Apply For Temporary Turn Off Of Water When Unavailable, CEO Advises Customers

Water consumers have been advised to be applying for temporary disconnection of water when they away from their homes for a long period.

Acting CEO Ms Christabell Ashiono said the Company targets customers who will not be at their homes for a period of more than one month so that they don't incur water bills during that period.

She urged customers to consider notifying the Company in advance to disconnect their water supply for the period they will not be available.

Speaking at the Company premises,

Ms Ashiono noted that this way, it will avoid estimated bills which are mostly based on previous consumption history.

"We humbly appeal to our beloved customers to consider reaching out to as to apply for water turn-off for the period they will not be available," said Ms Ashiono.

The CEO said once the customer is back, the Company will reconnect the water.

"A customer is required to pay Ksh 200 as the turn off fee. Reconnection will be done once the customer is available," she said.

She decried the increasing cases of customers locking their gates to deny meter readers access to the meters during meter reading period.

She said this leads to high cases of estimated bills which sometimes deprive the Company revenue.

"Meter readers sometimes find it hard to access our meters and this leads to estimated billing. Sometimes we underestimate and in the process we get less revenue," she said.

She urged the customers to allow the Company access their meters to enable them generate accurate water bills.

Jessica: The Company's Compliance Champion

She joined the Company in 2018 as a Customer Care Assistant where she was posted in Murhanda Area and then later Soy before being transferred back to the Company headquarters in May 2021 as the store Supervisor.

Ms Jessica Kimuma, the Company's Store Supervisor said her Unit which operates under the Procurement Department deals with receiving material, issuing, material maintenance and also taking care of the Company's property.

She said when she joined the Company as a store supervisor, things were being operated manually and in a disorderly manner which made the place look messy.

"When I came here there was no order. I always had disagreements with some of the staff who wanted things done their way but I always stood by what was right. I had to make sure that there is order by organizing and labelling all the items because it is my pleasure when things are done in an orderly manner and by following procedures that are put in place," she said.



Ms. Jessica Kimuma at her work station

She said things were being operated manually before the introduction of the Enterprise Resource Planning (ERP) system which she says over time has made her work easier.

"With the introduction of the ERP system, things are done procedurally thus easing congestion. Unlike before, there is order in requesting materials since everybody has to follow the required process," said Ms Kimuma.

She noted that the support accorded to her by the CEO motivates her to work hard.

"I appreciate our CEO for her unwavering support. She is always committed to ensuring that all the materials required are acquired on time and thus contribute to the smooth running of the Company," she said.

She added; "The Procurement Department is evolving. Many things are changing and I want to

thank our CEO for organizing training and benchmarking that has made me learn a lot."

Ms Kimuma who was recognized as the Company's compliance champion during Staff Performance Management Dinner at Ciala Resort in Kisumu noted that she wasn't expecting her name to be among those who were being recognized by the Company for their exemplary Performance.

"I felt so happy when my name was called. I wasn't expecting it since I wasn't aware that my input was being monitored by the Company and this can be attributed to my tough stand towards my job," she explained.

She however promised that she looks forward to making sure the Company's store is on a standard level by improving it more through installing bin holders and strengthening the shelves.

She urged the staff to embrace teamwork and the ERP system to ease operations at the store which she said will improve the Company's efficiency in service delivery.



CEO Ms Christabell Ashiono awards Ms. Jessica Kimuma

Kakamega O&M Team Starts Process To Restore Water In Kefinco Area

The Company is in the process of repairing water pipes within Kefinco area following bursts caused during road construction in the area.

Kakamega Area Manager Mr Iddi Osundwa said the bursts interrupted water supply in the area appealing to the affected customers to be patient as

they fix the pipes.

“During road construction, our water main line supplying water to Kefinco area was damaged leading to water leakage and cutting off our customers from the supply,” said Mr Osundwa.

He said following the damages on the water pipes, the Company was forced

to shut down water supply in the area to avoid water and revenue loss,” he said.

“Our Operations and Maintenance team is working around the clock to fix the problem. We want to have new pipes fixed to enable us reconnect our customers,” he said.

William Baraza: Colleagues Motivated Me To Further My Studies

CPA William Lucas Baraza joined KACWASCO in 2018 as a meter reader after completing his Accounting Technician Diploma course.

He said after working for some time he discovered that KACWASCO had a huge number of learned and high skilled staff which he said through the support and encouragement from the then Principal Legal Officer Ms Christabell Ashiono (now acting CEO) motivated him to go to further his studies by studying a CPA course.

Three years later after completing his studies, luck followed him as he was moved from meter reading to work in the Finance Department.

“I was motivated by my colleagues who I met at KACWASCO to go further my studies after completing my Accounting Technician Diploma Course. I saw the need to further my education by enrolling for CPA studies so as to sharpen my skills. After completing my CPA exams last year, I was asked to work in the Finance Department,” said CPA Baraza.

He added; “My work entails day-to-day analysis of the Company’s finances and handling of the Company’s technical

financial issues under the supervision of the CEO, Chief Finance Manager and the Chief Accountant.”

He narrated that throughout his life at KACWASCO he has been able to learn a lot in the water sector sharpening his skills and also gaining more experience in his work.

“The Company has been a backbone to my achievements and I am sure if given a chance to head some positions be it here at KACWASCO or any other place I will be ready to accomplish the task,” he said.

“I feel motivated when I see my colleagues being recognized and rewarded for their good work because this brings the eagerness in me to put in more efforts in my work. I am personally working hard so that one day I may be proud for being recognized for my contribution towards the growth of the Company.”

He advocated for more training and benchmarking saying that they have offered a platform for exposure and gaining more knowledge.

“I am grateful for the exposure we get through the trainings because they give us an opportunity to exchange



CPA William Lucas Baraza

skills. Apart from that they have also make employees feel part of the Company and I am sure more of such trainings will enable the Company achieve a lot,” he said.

He acknowledged the Company acting CEO Ms Ashiono for her good leadership, her unending support and her motherly nature towards all the Company staff.

He urged his colleagues to embrace teamwork for the betterment of KACWASCO.

“To my colleagues, never look down to yourself. Have confidence in whatever you do. Let us work as a team with or without supervision to make the Company so that we get to celebrate together in times of success,” he said.



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