



NZOLA WATER AND SERVICES COMPANY LTD

Presented by;

CPA. Mathew Maruti Wakhungu

Managing Director

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Gallery



Pump house inspection at Matisi



A group photo with JAICA



Company Water Bowser



Sedimentation pond at Bungoma WWTP

The Company Formation

- Nzoia Water Services Company Limited (Nzowasco) was formed under the Companies Act (CAP 486) on 4th February 2004 and became operational a year later on 9th February 2005.
- The Company's mandate is to provide water and sewerage services within the County Governments of Bungoma (Bungoma & Chwele, Webuye & Kimilili) and Trans Nzoia (Kitale).
- The company is co-owned by the two County Governments; Trans Nzoia and Bungoma.



Nabuyole WTP

STRATEGIC FOUNDATION

➤ **NZOWASCO Vision**

‘To be a world class water & sanitation service provider.’

➤ **NZOWASCO Mission**

‘To provide quality potable water and sanitation services in a sustainable manner using world class practices for the satisfaction of customers and stakeholders’

➤ **NZOWASCO Slogan**

‘Maji Safi, Maisha Poa’



Strategic Meeting

Corporate Values

➤ **Team Work:**

We combine efforts as a team towards achieving common task

➤ **Integrity:**

We encourage honesty, ethics and truthfulness to all stakeholders

➤ **Competence:**

We provide water and sanitation services using right skills, knowledge, attitude and behavior.

➤ **Innovation:**

We encourage innovation by bringing new ideas and supporting their implementation.

➤ **Excellence:**

We adopt and promote best practices in providing water and sanitation services

➤ **Customer focus:**

We give priority to customer needs

Our performance:

No	Parameter	Sector Benchmark	Current Status	National Average
1.	Water Coverage	>80%	84%	55%
2.	Water quality	90%	98%	92%
3.	Service Levels	24 Hrs	19 Hrs	18 Hrs
4.	Sewerage Coverage	>80%	31%	15%
5.	NRW Level	<25%	48%	43%
6.	Number per 1000 Connections	7/1000	8/1000	-
7.	O&M cost	35%	38%	-

A section of water and sewerage network in Kitale Town



Water Supply & Network Coverage

- Schedule of Design capacity at our various Plants are as follows:-

Scheme	Design capacity m³/d	Actual capacity m³/d
Matisi	7,000	5,250
Nabuyole	7,000	4,400
Nzoia	10,000	4,500
Kapolet	10,500	9,000
Terem	2,500	2,000
Chesikaki	2,500	2,500
Kamtiong	5,000	3,500
Kapkateny	4,000	1,800
Total	48,500	32,950

Notes:

- The company's cumulative Design Capacity stands at 48,500 m³/d, however, the current actual cumulative production capacity is at 32,950m³/d.
- This is due to slow expansion of our water network systems to accommodate optimal production.
- There is need to carry out expansion of our network systems to be able to operate at optimum plant capacity.

Total Connection Statistics

	Active	Dormant	Total
Kitale	16,143	10,415	26,558
Webuye	3,502	1,205	4,707
Bungoma	5,126	4,138	9,264
Kimilili	3,247	3,181	6,428
Chwele	1,783	3152	4,935
Total	29,801	22,091	51,892

Reasons for increased dormant accounts

- Customers inability to service water bills
- Areas affected by demolitions, road construction and railway rehabilitation
- Collapsed industries e.g. pan paper,

Sewerage Services

- Sewerage Coverage stands at **31%**
- We also partner with Private exhausters who are authorized to conduct these services after paying a monthly fee to the Company.
- Sewerage Services are offered to Bungoma County Webuye and Kitale (Matisi and Bidii ponds) regions

Non-Revenue Water

NRW is water that is supplied but does not generate revenue for the Company as a result of the following:

- Meter tampering
- Illegal connections
- Leakages & Bursts
- Meter under-reading
- Data handling errors



Illegal Connection

Causes for Non Revenue Water

- Leakage and bursts are major problem
- Water theft is rampant across the cluster leading to both loss of water and revenue.
- Old dilapidated infrastructure (AC pipes) that are not compatible with the current technology are also a source of NRW.
- Destruction of pipes by the various contractors in both Counties.

Water Quality Assurance

- Our produced water is of good quality because it meets the WASREB standards > 98% of the Benchmark
- We undertake internal bacteriological and physical tests on a daily basis to ensure that water produced complies with quality standards.
- The company regularly carries out water quality surveillance tests along the distribution network and designated consumer points.
- We conduct quarterly water and waste water quality analysis tests at certified external labs. These results are shared with our regulatory bodies and NEMA.



Pro-poor initiatives;

- NZOWASCO has made initiatives to reach Low Income Areas (LIA) through extension of water and sanitation.
- These areas largely comprise of unplanned urban settlements, characterized by limited access to water and sanitation.
- Projects carried in these areas, are largely funded by WSTF. The projects have seen construction of improved toilet facilities at plot level and public sanitation facilities(PSF).
- The Company has so far constructed 3 public sanitation facilities in Chwele, Kitale and Kanduyi.
- The company partnering with WSTF made efforts to expand sanitation services by constructing 600 plot level sanitation facilities in Low income areas (300 Bungoma and 300 in Kitale Town).
- The Company is currently undertaking construction of one PSF in Bungoma Town and 8.65 km water line extension and a Water kiosk in Kitale Town.



PSF in Chwele

ICT and Innovation:



- We continue to take advantage of ICT to improve service and customer experience
- Customer care online link www.erp.nzoiawater.or.ke where our customers can access balance, statements and bills.
- Online link for clients to raise complaints on the website www.nzoiawater.or.ke
- Mobile meter reading
- Integration of payments and real time responses- is work in progress

Online Services

ONLINE SERVICES

NZOWASCO ERP SYSTEM

Customer Experience

- The Company has a Customer Service Charter and ensures it is adhered to.
- We have Digitalized complaint management system – Tracking of complaints
- Hotline services **No: 0800720882**
- We are active on the following Social Media: twitter and facebook handle @nzoiawaterco
- The social media handles are used to interact with customers through giving information and responding to queries.



Projects & Partnerships

- The company recently completed the following projects:
 - ❖ Waitaluk - Amagoro –Kapkoi water extension line
 - ❖ Rotich-Maliki Water extension line
 - ❖ Sikata –Lusaka road Water extension line
- So far the Rotich and Amagoro lines have 30 new connections, we project 500 connections by the end of the year.
- Joint projects with LVNWWDA and the County Government of Bungoma are; KOICA I completed and operating and KOICA II which is being developed.
- County Government Trans-Nzoia in terms of infrastructure development of KIPTOGOT-KOLONGOLO water project.

Corporate Social Responsibility

- In partnership with LVNWWDA, NZOWASCO was able to offer 58 Tanks and Sanitizers to the public to curb Covid 19



Human Resource and Administration

- Staffing – Total staff -279
- P &P and long contracts -191
- Short contracts (6 months)- 88

Challenges

- Vandalization of service lines especially during road construction
- Non payment of water bills by Government institutions.
- Theft of water meters gate valves and sewer manhole covers
- Lack of co-ordination in physical planning wayleave for pipelines
- Water theft by customers
- Old pipeline network causing water losses
- Inadequate investments
- Weather patterns affecting Treatment plants in terms of siltation and water levels



Challenges cont'd

- Political interference e.g Chesikaki leading to high NRW&loss of revenue.
- Lack of funds to renovate the treatment works.
- High cost of production: increased chemical usage due to high turbidity at the abstraction points.
- High power bills for two stage pumping stations: Matisi, Nzoia and Nabuyole in Webuye.
- Limited number of vehicles to reach our expansive network especially during emergency

Recommendations

- Financial support from the County government of Bungoma and Trans-Nzoia to meet production input costs
- The Government institutions to pay their water bills and arrears.
- Consultative meeting for planning, implementation and planning of water and sanitation projects
- Joint implementation of projects which affect water network e.g. road construction
- Water and sewer network expansion and upgrading to accommodate the increasing demand

THANK YOU

**Nzoia water Services Company Provide Clean and
Potable Water to all.**

Maji Safi, Maisha poa