



WATER NEWS UPDATE

GOVERNOR SAKAJA TOURS RUAI TREATMENT WORKS



Technical Director, Eng. Lucy Njambi, take the Nairobi Governor, Johnson Sakaja (3rd right), and his Deputy, Dr. James Muchiri(2nd right), on a guided tour of the waste water treatment plant.

Nairobi County Governor, H.E Johnson Sakaja and his Deputy, Dr. James Muchiri recently toured Dandora Estate Sewage Treatment Plant (DESTW) to explore possible investment opportunities under the “Green Opportunities in the Sewerage System” project.

The field visit to the waste water treatment plant also sought to look into the viability of establishing Environmental Resource Centre to enhance environmental awareness and knowledge.

Other areas of investments earmarked include: seeking for partnership with Kenya Wildlife Service (KWS) to establish an eco-tourism center as well as fish farming in aerobic ponds and reusing treated effluent for farming within the plant.

The Governor and his Deputy were received by the Technical Director Eng. Lucy Njambi who took them on a guided tour of the treatment plant. She also briefed the two on the operations in the treatment facility.

“I am quite impressed by the kind of operations that happens within this facility. I am really amazed by the level of commitment by the staff stationed here and the thoroughness of the processes and procedures you have put in place to ensure waste water is treated to the set standards.” Hon. Sakaja said.

He also added that provision of water and sanitation services is one of the top pillars of his blueprint.

“My administration has prioritized provision of water and basic sanitation services to the city residents. You are the people who will help me actualize it. We shall endeavor to pass policies and legislations that supports you as our agent.” He reiterated.

The Governor also promised to beef up security for the staff noting that the presence of the hippos in the aerobic ponds was a threat to their security

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MERU WATER BENCHMARKS WITH NCWSC



Meru Water and Sewerage Company delegates listen keenly to the presentations on various customer care strategies employed by NCWSC.

The Company recently hosted Meru Water and Sewerage Company Services for a peer to peer learning and bench-marking.

The team was received by the Customer Relations Coordinator, James Mucheke, for the one-day exchange programme.

"We are honored and privileged to have chosen our utility for a bench-marking mission on the area of customer care services. We also hope to learn from you for the betterment of service delivery for the two companies." He said

The Meru delegation were interested to learn about management of domestic and commercial customers; installation of meters in single and multiple units.

Other areas of focus were: metering policy; recording of meters and pipelines on maps using GIS; types of pipes and fittings; data verification and validation as well as reports on connections.

Presentations were done to the team by staff from various departments of the Company to the satisfaction of their counterparts. visi



Delegates pose for a photo with NCWSC facilitators to mark the end of the bench-marking mission.