

WATER NEWS UPDATE

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NCWSC INDUCTS WATER COMMITTEE ON ITS MANDATE

The Company recently held an induction workshop for the Nairobi City County's Sectoral Committee on Water and Sanitation.

The newly constituted Committee led by its Chairman, Hon. Kennedy Oyugi, was taken through the history of the organization, mandate, regional centres, plans, programs, and projects in place to enhance service delivery to the city residents.

The induction session also covered the Company's leadership and governance structure, key thematic areas in the Strategic Plan, infrastructural investments, production, transmission, and distribution processes amongst others.

"We shall fast-track all legislations geared towards enhancing service delivery to the good residents of Nairobi. We stand ready to consider all matters related to water and sanitation services; water distribution, regulation and sewerage services to guarantee high quality life for Nairobians." stated the Committee Chairman

The Board of Directors led by its Chair, Arnold Karanja, assured the oversight body of the Company's commitment to deliver on its mandate and appealed for passage of enabling legislation to make the City water secure.

"As a Board, we are committed to steering the Company to excellence in terms of service delivery to ensure the Governor's manifesto for a City of Order and Dignity is realized. We continue to formulate policies to enhance sustainable provision of water and sewerage services in collaboration with all our key stakeholders." He stated.



CEC Green Nairobi, Ibrahim Auma, addresses participants during the induction.

Thika Dam undertakes Clean-up Exercise

Thika Dam staff recently conducted a clean-up exercise from the facility's main gate stretching to Thika Dam town.



Thika Dam staff led by Thika Dam Coordinator, Job Kihamba, pose for a photo after the clean-up exercise.

The exercise led by Thika Dam Coordinator Job Kihamba, aimed to ensure the environment is safe, clean, and healthy.

"We normally do quarterly environmental clean-up exercises around our facility but this time we decided to go out. We realized the wastes dumped around which make their way to our dam causing pollution, especially during heavy downpours. The solid wastes are hazardous." He said.

Clean-up in Pictures



Sharnim Arnir
Corporate Affairs & Liasion Department

Southern Region holds Customer Engagement Forum

The Customer Care team from Southern Region recently convened a Customer Engagement Forum at High-rise Estate.



Customer Care Supervisor, Zainab Minage, attends to a High-rise Estate resident.

The clinic sought to educate customers on Company products, processes, and services such as USSD code *888#, bill payment options, and enlightenment on the mandate of the organization.



Staff carrying out disconnection exercise at High-rise Estate

Other objectives included: sensitizing the residents on the equitable distribution schedule, regularization of the illegal connections by contracting customers, debt reduction through payment plans like installments, and fostering collaboration on sustainable water management practices such as water-saving tips.

The team also conducted a disconnection exercise while encouraging customers to pay their bills on time to avoid service interruption.



Customer Care Officer, Hildah Kinyanyi, attends to a customer High-rise Estate

The forum overseen by the Technical Coordinator, Tyson Mwenda, and Customer Care Officer – Hildah Kinyanyi offered a platform for customers to air their grievances and have their issues heard and addressed.

Agnes Cheggeh
Corporate Affairs and Liasion Department

In the ever-evolving landscape of utility management, the need for efficient, real-time incident reporting and handling has never been more critical.

Rolsch Asset Management Company has stepped up to meet this need with the introduction of MapKit, a cutting-edge web Geographical Information Systems(GIS) application. Designed with utility operations in mind, MapKit offers a robust solution for managing technical incidents involving both water and sewer systems.



Donor Projects Manager, Eng. Ephantus Mugo, chairs a session during a training on Asset Management, Mapkit and Waste Water Management at Kenya School of Monetary Studies.

The Company and World Waternet (Dutch utility Company) signed an MOU to partner in a Water Operator Partnership (WOP) phase II under the WaterworX program which runs from 1st January 2022 to 31st December 2026.

Under the partnership, World Waternet procured a Mapkit application license for NCWSC for a period of two years. Mapkit Implementation Committee was put in place to oversee the piloting and implementation of the application starting from the month of June, 2023.

The Committee underwent training and later became Trainers of Trainees (ToTs). Over 500 No. of technical members of staff were trained by the Committee in the months of September and October 2023 in readiness for the implementation.

Complete roll-out of the application has only happened in Northern and Southern regions and on sewer only in the Eastern Region.

Some of the benefits of Mapkit in a utility are:

Enhanced Incident Management

With no limit to the number of staff who can use MapKit, more personnel are empowered to handle technical issues, resulting in a comprehensive and robust incident management system. This ensures that anomalies are quickly identified and resolved, minimizing disruption and maintaining service quality.

Improved Response Times

The application significantly improves response times to reported incidents through streamlined workflows. The real-time capabilities allow for immediate reporting and prompt action, ensuring that issues are addressed swiftly.

This efficiency not only enhances operational effectiveness but also improves customer satisfaction by reducing downtime and service interruptions.

Data Driven Decision Making

By documenting incident footprints and maintaining spatial historical data on network failures, supply failures, leaks, and bursts, MapKit provides valuable insights for strategic planning and operational decision-making regarding pipeline renewal and upgrades, leading to more effective and targeted infrastructure improvements.

High Quality and Complete GIS Datasets

MapKit plays a crucial role in ensuring the quality and completeness of network GIS datasets. The application is used to update GIS data from new connections to extension mains, resulting in a drastic and dramatic reduction in mapping turnaround times.

Proactive Maintenance Scheduling

The application provides a proactive maintenance schedule for the network apparatus allowing utility managers to perform at-a-glance visual checks of the maintenance status of every component.

This feature helps prevent unexpected failures and extends the lifespan of infrastructure by ensuring that maintenance tasks are performed timely and efficiently.

Accountability in Material Usage

MapKit enhances accountability in material usage by enabling detailed mapping and documentation of the materials used in the resolution of each incident. This feature helps in tracking resource utilization, managing inventory, and ensuring that materials are used efficiently and appropriately.

Individual Accountability for Work Done

Every incident reported through MapKit is assigned to a specific field staff member, enhancing individual accountability. This ensures that all tasks are monitored and completed, and it provides a transparent record of who is responsible for each action.



Planning, Monitoring and Evaluation Manager, Mbutu Mwaure, in discussion with Netherland's Water Governance experts on areas of possible partnership in the development and adoption of the 8th thematic area on Climate Change in the Company's next Strategic Plan

Real-time work Supervision and Reporting

MapKit facilitates real-time supervision and reporting of work progress through desk monitoring. This feature allows managers to oversee ongoing projects, monitor performance, and ensure that tasks are completed on time and to the required standard.

MEET MARGARET WANGUI MWANGI, THE TRAILBLAZER IN WELDING

1. What does your job entail in the organization?

I am a Mechanical Assistant at the Operations and Maintenance Department attached to the Workshop. My work broadly entails welding and fabrication of leaking and burst pipes, new connections, and re-routing of lines. I joined the Company in November 2022 where I was first deployed to the Electro-Mechanical section before getting transferred to the Workshop last year.

2. What did you study to become a welder?

I did a Diploma Course in Mechanical Engineering (Production Option) at Nyeri Technical Training Institute, formerly called Nyeri Polytechnic. I completed the course in 2012 and graduated in 2014. I am also a Certified Mechanical Technician. I have also done Project Management and currently pursuing a Higher National Diploma in Mechanical Engineering although I have taken a break due to family commitments.

3. What motivated you to study Engineering?

After High School, I was faced with a dilemma on what to pursue. Luckily, a friend to my dad who is a Mechanical Engineering Lecturer at Nyeri Technical Training Institute introduced me to the technical course. The tutor inspired me to pursue the course. My dad who is a Surveyor also encouraged me to set my sights on an Engineering course.



Margaret Wangui reinstating an 8-inch water supply pipeline at Ngomongo Village.

4. Of the over 3,000 staff in the Company, you happen to be the ONLY female welder. How is that like for you?

It is true that I am the only woman welder around. However, that hasn't crossed my mind much. I do not feel like I am the odd one out. My male colleagues are very supportive and treat me well. On the job site, one's gender does not matter as much as performance. At the end of the day, everyone does their part and gender is rarely a talking point.

5. Is welding a hard nut to crack for women?

Welding is an acquired skill. I think anyone who wants to be a welder and is capable of performing the job should be a welder. It is not a difficult venture as long as you have the passion, interest, and the will to weld. Women can be trained and just as capable as men to perform the tasks associated with welding.

Sometimes it can be hard, and very challenging physically. However, the hard parts are difficult for either gender like dealing with heavy or hot material, and long hours of work to get the job done.

6. Why aren't there more women in welding?

Welding industry, like many other traditionally male-dominated fields, has historically had fewer women compared to men. While men have the advantage of being more daring, women need to overcome their phobia for disciplines that require extra courage and resolve. We also have very few women welders out there in the field when it comes to mentors or role models.

7. What are some of the key projects you have been part of since joining the organization?

I was part of the team that did inter-connection (DN 1000 to DN 600) at Kwa Maiko, in Githunguri, Kiambu County. The line transmits water from Karimenu Dam to Kiambu Reservoir. I also participated in a meter chambering project in Kibra. I am grateful for the opportunity and feel so proud of myself to have been part of the two projects.

8. What should a woman entering welding expect in the workplace?

It's important to understand that women make up a small percentage of current welders. Welding requires intense attention to detail, with a focus on very minor details. For the new entrants, I want to encourage them to take the initiative since the industry is fast opening up. Last, but certainly not least, it takes sheer hard work, patience, and determination to thrive and survive in this trade.

9. What are some of the professional hazards or risks associated with welding?

The intense rays can damage your eyesight, the welding tools generate tremendous heat and there is a risk of inhaling fumes, gases, or particles from the welding process. To keep the risks at bay, it calls for strict adherence to safety procedures that include wearing the right attire, including protective lenses and heat-resistant gloves. I am happy the Company has been proactive in providing us with Personal Protective Clothing (PPEs).



Margaret Wangui while at work at night at Toi market, Nairobi

10. What would you say is the future of the welding industry in the face of disruptive technologies?

Technology is here to stay. You can't wish it away. Artificial Intelligence is a big thing now. For example, General Motors has introduced robots to do spot welding. So far, AI has particularly been tried and tested in a factory setting and is bearing fruits. We are yet to see more game-changing innovations in this space.

11. Your parting shot?

The sky is the limit for anyone who puts in the hard work toward their goals. For the newbies, every new job comes with new exposures and experiences. Do not despise or turn down opportunities that come your way. Grab them!

KENYAN ELECTED TO IWA STEERING COMMITTEE

Victor Ambuso Ouko has been voted in to International Water Association's Young Water Professional Steering Committee as Chapter Coordinator.

The two-year Steering Committee will provide advice to IWA about the Young Water Professional perspectives for the sector and the Association's strategy to make the world water secure.



Victor Ambuso (2nd row, left) with other newly elected IWA Young Water Professionals Steering Committee

The position of Chapter Coordinator attracted contestants from Australia, Zambia, Ecuador, the United Kingdom, Kenya, Ghana, Colombia, Brazil, Denmark, Canada, Pakistan, and South Africa.

As a YWP Chapter Coordinator with a key focus on Utility Representation, Victor is expected to steer the implementation of strategies and approaches to strengthen YWP Chapters through identification and diagnosis of global challenges facing the water sector from the youth perspective.

On receiving his news, Victor was elated and promised to offer transformative leadership to the youth lobby group.

"Young people have the vibe and innovative spirit to drive positive change on a scale that transcends borders. I will seek to empower YWPs and foster their immense potential to open the path towards a more water-secure world, ensure their voice and perspectives are heard at the decision-making table on global water matters." He stated

The victorious Victor also thanked the Managing Director, Eng. Nahashon Muguna for the support and recommendation to the International Water Association to vie for the position.

He also expressed his gratitude to Chapter Patron- Madam Monica Tuli, Chair- Charity Supeyo, Vice-Chair Kelvin Mwangi, and all IWA members for their vote of confidence in him to offer his leadership at the global youth advocacy platform.

Ambuso currently serves as a Community Development Assistant at the Informal Settlements Region and has been very instrumental in the implementation and sustainability of the Prepaid Water Dispenser (PPDs) project across various informal settlements within the Company.

The newly elected Steering Committee will formally take office in August 2024 during the Emerging Water Leaders Forum, being held during the IWA's World Water Congress & Exhibition in Toronto, Canada.

The Company congratulates Victor for the well-deserved milestone.

PREPARATIONS FOR WASCO GAMES IN TOP GEAR

Preparations for the 13th edition of Water Companies Sports Organization (WASCO) games to be hosted by Murang'a Water and Sanitation Company (MUWASCO) in collaboration with the County Government of Murang'a is gathering pace.

The annual sporting event whose theme is "**Combating Climate Change through Sports**" is scheduled to take place from 19th -23rd August 2024 with over 6,000 participants from the 60 water companies expected to register and participate.

The WASCO Chairman, Musa Ouma, said preparations are in top gear adding that nothing is being left to chance with the new entrants expected.

"It is all systems go. Everything is going as planned. This year, we are having new kids on the block joining the fray. Gatamathi, Muranga South, Meru Rural, Amathi, Baringo, Kapenguria and Kisii Water companies have expressed intent to participate with Mombasa Water, and Nolturesh- Loitoktok Water making a comeback after many years of non-participation" He stated.



WASCO Chairman, Musa Ouma, receives the Prime Cabinet Secretary, Hon. Musalia Mudavadi, for the official opening of the 12th edition of WASCO games

The Chairman added that the sporting event whose main objective is to promote cohesion and team spirit in the Kenyan water sector will feature a total of 19 disciplines namely; volleyball, netball, football, badminton, chess, pool, table tennis, squash, draught, choir, folk song, folk dance, athletics, shot put, discus, long jump, javelin, and golf.

The Chair added that for the first time, an opening match between the host and defending champions and an exhibition match between Managing Directors and WASCO National Governing Council members will be showcased.

"We plan to bring on board more disciplines in our endeavor to explore, exploit, and nurture new sporting talents and skills in the water fraternity." He noted.

The Deputy Secretary General, Mary Mburu, said plan is in place to plant 10,000 tree seedlings in a yet-to-be-identified local school in Murang'a County in support of the Government's ambitious plan of planting 10 billion trees by 2032.



The newly elected WASCO officials during a recent induction ahead of the 13th edition of the WASCO games to be hosted by Muranga Water

TEAM CHUI IN PICTURES



TEAM CHUI IN PICTURES