

Kisumu Water and Sewerage Company Ltd (KIWASCO)

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PRESS RELEASE

For immediate release

8th March 2017

REF: WATER HYACINTH MENACE AND LACK OF WATER IN PARTS OF TOWN

We have received many complaints about the reliability and quality of water supplied to our esteemed customers.

We wish to emphasize that the challenge of intermittent water supply is caused by the water hyacinth in Lake Victoria which is now at its old stage and rotting. This has greatly hampered our operations due to the poor quality of raw water we receive.


In a bid to supply residents with good quality water, there are occasional shutdowns of the Dunga Treatment plant which has led to numerous cases of customers lacking reliable water supply.

We sincerely apologize in cases where poor quality water has inadvertently reached the consumer point and advice that you continue reporting such cases to us so that we take necessary corrective measures.

We want to assure all customers that despite this, the quality of water supplied is good and the water is safe for human consumption. The company is working round the clock to ensure consistent water supply to all customers. I want to urge you to use water sparingly during this difficult time.

We would also wish to dispel the propaganda that KIWASCO staff are on strike. We want to assure you that all staff are in their respective workplaces and operations of the company are going on normally.

For additional information, please contact the Customer Care Manager's Office through the following contacts: Tel: +254(057)2024100, 2023977, Cell: 0721757382.


Eng. David Onyango, HSC
Managing Director.