



Press Release

For Immediate Release

KIWASCO EMERGES BEST IN CUSTOMER SERVICE

Kisumu, 20th March 2018..... Kisumu based water utility company (KIWASCO) has been recognized as the Best Utility in Customer Service by the water sector regulator - Water Service Regulatory Board (WASREB) during the Water Services Sector Awards 2018. At a recent meeting during the launch of sector performance report dubbed the Impact 10 report at the Laico Regency Hotel, the utility was feted for providing exemplary customer service to its over 50,000 Customers based at the Lakeside city of Kisumu.

The areas of focus that are critically analyzed before a utility is awarded best in Customer Service includes How a it manages customer complaints, channels used in communicating to customers, how available the utility is to respond to customer queries, the period it takes for the utility to respond to a given query and the amount of time it takes to resolve the same, and effective use of call cards. KIWASCO beat 48 other water utilities in the country to emerge best in these areas.

Speaking during the event, CS water Simon Chelugui challenged all the water service providers present to reevaluate their way of serving the public by carrying out a self-assessment to see how best they are performing. He added: "I urge water services providers not to oppress customers by overcharging."

KIWASCO Ag. Managing Director Thomas Odongo said: "We are honored to receive the coveted WASREB's Customer service awards, as a company we have put our best foot forward in terms of customer service amidst a myriad of challenges." Adding that he is happy that the utility's efforts have been recognized and promised to put in place measures that will see the company improve in other areas that they were not feted for.