

December Issue // 23rd Edition

KIWASCO

2ND QUARTER NEWSLETTER



When work paused and celebration took over

Lactation Room Empower Working Mothers

Occupational, Safety & Health at the Workplace

Sustainable Sanitation

KIWASCO
Leading the Pact
towards Safe
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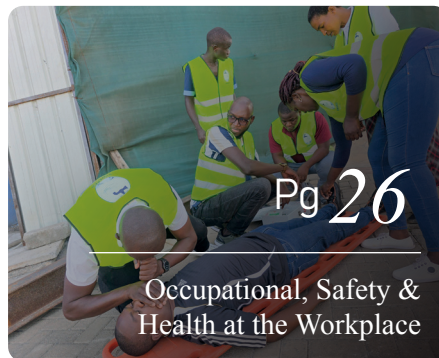
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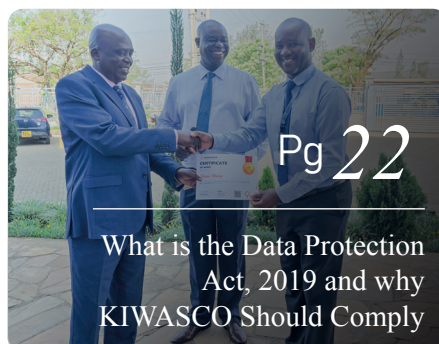
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MD's Address

My dear colleagues,

It is another momentous period when we have come to the end of another calendar year. At this time, many individuals and organizations tend to sink in deep reflection of the year ending.

At KIWASCO, we experienced several challenges & successes in equal measure.

I acknowledge that having a challenge is a good thing, since it inspires us to look for solutions. Successes on the other hand, often calls for a celebration.

However, I want to thank you for the resilience & determination that you showed.

As the new year 2026 and Quarter 3 begins;

It comes with a lot of expectations. There's what you expect as an individual, and that which the company expects of you. Have you already figured out what you want to improve on? In terms of your career, mind, finances, personal growth and the future?

If you do not grow as an individual, how then can you make KIWASCO grow?

Charity, they say begins at home. Make your home and yourself to that image which can mirror the company.

You need to determine which patterns you must break, what mindsets you must unlearn, who you are going to let go off and who you will onboard.

This year, purpose to be bold, clear, innovative, purposeful and deliberate in all that you do.

Above all be exceptional and embrace excellence in all your endeavours in order to meet & exceed customer expectations, which is our main goal.

I wish you all a Happy 2026

When Work Paused and Celebration Took Over: 2025 End-Year Staff Luncheon



Photo file: MD and Board chair pose with staff who were awarded

As the year gently winds down and the festive season beckons, the staff of KIWASCO took a moment to step away from their usual pace of work to converge together in celebration. 11th December was a day intentionally set aside not for meetings or deadlines, but to honour and recognize staff - the individuals whose dedication and effort shape the company every day. As the year gently winds down and the festive season beckons, the staff of KIWASCO took a moment to step away from their usual pace of work to converge together in celebration. 11th December was a day intentionally set aside not for meetings or deadlines, but to honour and recognize staff - the individuals whose dedication and effort shape the company every day.

From the time we reported to work in the morning, the atmosphere felt refreshingly different. Laughter and giggles filled the corridors and offices, an indication that the well-deserved break from routine was imminent.

During the celebrations, that took place at the Kibuye Reservoir grounds, staff were treated to exquisite dishes, signaling the beginning of the celebrations. This was followed by competitive games, talent display and sharing of light moments.

Adding to the mood was the creative wear theme, which invited staff to step beyond the familiar formal dress code. While a bold few embraced the theme fully with colorful and expressive outfits, others made thoughtful, understated attempts, each

one reflecting a willingness to loosen up, adapt, and celebrate creativity in their own way.

Music soon became the heartbeat of the celebration. A live band kept the energy high, setting a lively rhythm that carried through the afternoon. This was blended by a captivating performance by the KIWASCO Choir, whose renditions of classic Kenyan melodies and musical pieces stirred nostalgia, pride, and spontaneous sing-alongs, drawing everyone closer together.

At the helm of the celebrations came moments of reflection and appreciation. Through the year-long awards, staff members were recognized for their commitment, dedication, and outstanding



Photo file: Staff following through the proceedings

contributions in the year. Each recognition told a story of hardwork, perseverance and teamwork, reinforcing the idea that the strength of KIWASCO lies in its people.

The awards were very tight, with only 11 slots to compete from out of a populace of 299 staff establishment. The reward criteria was dynamic, encompassing elements of the company's core values, innovation and adaptability to emerging trends.

Bramuel Ouma, GIS Analysts was awarded with the prestigious award of Best Employee of the Year commonly referred to as 'Spotlight Award' for his efforts in:

- Lead mentor for Water Distribution (NRW management and GIS adoption) in GWOPA.
- Played a key role in driving technical transformation and institutional strengthening across the five mentee WSPs under the GWOPA Pro-poor

WASH Access in Kenya Project.

- Through this, Kakamega and Kiambu attained 93% and 94% NRW maturity respectively by factoring in data driven NRW practices.
- Championed GIS as a strategic decision-support tool, guiding utilities from basic mapping to the application of spatial analytics for asset management, L.I.A planning, NRW reduction and hydraulic modelling.
- Ensured that technical improvements supported equity and expanded access to water and sanitation services in low-income areas, this contributed to reaching 286,395 people with improved services.
- Led the team that won the innovation award in the 2025 Kenya WATSAN Conference.

In the year, we had two staff retiring from service i.e James Wesa

and Cephas Muga. As the company appreciated them with a retiree's package, they also took time to look back at their achievements and also encourage fellow staff to plan for retirement.

The celebration was rounded off with speeches from Heads of Departments and Board of Directors. The tone of their speeches struck a thoughtful balance between gratitude, hope and inspiration. The speakers reflected on the year's journey, acknowledged challenges overcome, celebrated milestones achieved, and encouraged unity and renewed energy as the company looks ahead.

As the afternoon drew to a close, it became clear that the end-year staff luncheon was more than just an event. It was a shared pause, a moment of connection, appreciation, and celebration that captured the true spirit of the festive season and left everyone refreshed, valued, and ready for the year ahead.

Summary of staff awarded in 2025

Awards Category	Awardee
Non-Staff	Gilbert Olewe
Potential Star (GIT)	Gordon Onyango
Rising star/Learning & Growth	Winnie Majanga
Safety Award	James Jacob
Service excellence award	Felix Sadimba
Leadership award	George Odero
Innovation award	Bramuel Ouma, Venessa Akinyi and Lilian Andanje
Unsung Hero Award (Support Departments)	Nelson Ibacha
CEO's Merit award	Lilian Andanje
HOD of the Year	Antony Ogwang'
Spotlight award (Employee of the Year)	Bramuel Ouma



Photo file: Ms Eldah dancing to the melodies



Photo file: Customer care staff pose with Shem



Photo file: Shem welcomes Director Satwinder to the luncheon



Photo file: Staff don in the day_s theme Staff don in the day_s theme



Photo file: Staff dancing to the melodies



Photo file: SBoard chair Phyllis dancing with Oguta



Photo file: Director Okong_o making his address



Photo file: James Jacob receives an award for safety compliance



Photo file: Bramuel receiving an award



Photo file: Cephas Muga being given his send-off gift



Photo file: Staff following through the proceedings (2)



Photo file: A game of wits



Photo file: Choir making a performance



Photo file: Ceremonial cake cutting

KIWASCO Leading the Pact towards Safe Sanitation in a Changing World

As the world marked World Toilet Day 2025 under the theme “Sanitation in a Changing World,” Kisumu stood out as a city confronting the sanitation-climate nexus head-on. With Lake Victoria at the heart of its economy and daily life, the region feels the impact of climate change more intensely, making sanitation a critical pillar of resilience.

At the center of these efforts lies Kisumu Water and Sanitation Company (KIWASCO), whose work has become essential in safeguarding public health, protecting

the environment, and creating an enabling environment for fostering climate-ready sanitation systems.

Rising rainfall, flooding, and shifting weather patterns are amplifying sanitation risks in Kisumu, according to Carolyne Odero, the Low-Income Area Manager at KIWASCO. “In settlements like Migosi,” she stated, “poorly managed septic tanks overflow during heavy rains, releasing waste that eventually reaches Lake Victoria. This cycle endangers water quality, contributes

to outbreaks of waterborne diseases, and even affects local livelihoods.”

A stark example was witnessed when fish in aquaculture cages died due to declining water quality, an economic blow that underscored just how interconnected sanitation and environmental health are.

Such challenges have reinforced the need for a bold sanitation leader in the County. KIWASCO stepped into that role in the year 2019 with a renewed sense of purpose, following the enactment of the Water Act 2016.

The company has broadened its sanitation mandate to meet the realities of a growing and climate-vulnerable city. Today, the utility is at the forefront of ensuring that both sewer and non-sewered households access safe, reliable, and dignified sanitation services.

Recognizing that sewer networks cannot reach every household, KIWASCO has invested heavily in onsite sanitation, strengthening the management of septic tanks, pit latrines, and other non-sewered systems. This investment includes providing support for the sanitation actors involved in the sanitation value chain of emptying, transportation, and safe disposal of waste, ensuring that all households, are able to maintain safe hygienic living conditions.

In addition to improving onsite sanitation, KIWASCO has also focused on professionalizing the sanitation workforce. Through partnerships with organizations such

as Opero Services, FreshLife, Sanwise Technologies, Kenya Redcross Society, Kisumu Young Agripreneuers (KIYA), Water & Sanitation for the Urban Population (WSUP), licensed exhauster operators and manual pit emptiers, KIWASCO has created a stronger, more formalized network of sanitation service providers.

The sanitation operators receive occasional comprehensive training, acquire personal protective equipment, and benefit from ongoing technical support, all of which contribute to safer, more hygienic, and accountable service delivery. By investing in the workforce, KIWASCO ensures that sanitation services are not only effective but also consistently meet the needs of the residents of Kisumu.

KIWASCO's commitment to public health is also evident in its rapid response during health crises. During the last cholera outbreak incident, the utility played a critical role in the

coordinated intervention, ensuring continuous water supply, providing emergency sanitation support, and collaborating closely with the County public health teams. This swift and effective response enabled Kisumu County to contain the outbreak and prevent further spread, highlighting the importance of strong sanitation leadership in protecting public health. Through these collaborative efforts, KIWASCO has proven its capacity to adapt to both everyday challenges and public health emergencies, further solidifying its role as a key player in improving sanitation across Kisumu.

Kisumu has achieved 61% safely managed sanitation, up from 33% just a few years ago. This significant progress reflects the company's consistent investment in expanding services, improving waste treatment, and supporting communities with safe disposal options.

In her remarks while celebrating World Toilet Day 2025, Eldah



Photo file: A freshlife customer receives soap

Odongo Ag. Head of Commercial Services at KIWASCO stated that this global celebration is only a reminder that sanitation is not only about toilets; it is about dignity, health, and the sustainability of our shared environment. Ms Odongo informed the participants that KIWASCO advocates and promotes affordable sanitation solutions that eliminate human-faecal contact, reduce disease transmission and protect the environment.

The rallying call for the year was that ‘you’ll always need a toilet’. With this, KIWASCO partnered with Saniwise Technologies to donate a toilet to an old man living in Obunga

slums, who had a dilapidated toilet facility. In the same spirit, we also partnered with Freshlife to donate a toilet to a person living with disability so that they could use it as an income-generating activity at the busy Dunga Beach. In addition, the company offset bills for over 20 fresh life operators who had their toilets closed due to non-payment caused by financial constraints. Further, alongside Freshlife, we donated buckets and soap to participants in order to assist them improve toilet hygiene.

While a lot of work still remains to achieve universal coverage according to SDG 6, KIWASCO’s efforts have placed Kisumu on a promising path

- one that prioritizes public health, environmental protection, and climate resilience. The company continues to champion these values through community engagement, strategic partnerships, and investments in systems that protect Lake Victoria and other water bodies from pollution.

As climate change effects reshape the region, KIWASCO remains committed to strengthening sanitation services and ensuring that Kisumu is well prepared for the challenges ahead. From supporting frontline sanitation service providers to managing onsite systems and safeguarding water sources, KIWASCO’s work is central to Kisumu’s journey toward safe, climate-resilient sanitation.



Photo file: Launch of Freshlife toilet



Photo file: Demonstration of sanitation technologies by Opero



Photo file: Thomas Odongo officially opens a Saniwise toilet



Photo file: Caro hands over soap to a customer



Photo file: Branded buckets on display



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number to email address

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0700 517 517

Lactating Rooms Empower Working Mothers

Kisumu Water and Sanitation Company's new lactation room is redefining workplace support, empowering mothers to breastfeed confidently, boost productivity and balance their careers with nurturing their children.

By Rodgers Otiso, Kisumu
Healthscience@standardmedia.co.ke

In Kenya, three out of 10 mothers no longer breastfeed their children, often forced by demanding schedules and unsupportive workplaces to rely on bottle-feeding. But in Kisumu, a quiet transformation is unfolding.

A modern lactation room at the Kisumu Water and Sanitation Company (Kiwasco) is giving mothers a safe, private and comfortable space to express milk, breastfeed, and continue their professional responsibilities without compromise. For working women, the facility represents far more than convenience, it is empowerment, improved productivity, and a firm step towards gender equality in the workplace.

For Berly Obedi, a Financial Accountant at Kiwasco, the new facility has been life-changing. Cradling her third child, she recalls earlier struggles. "Before the lactation room, I pumped milk wherever I could find space — sometimes unsafe or unhygienic. Even with my second child, I faced the same challenges," she says. "Now I have a clean, private space to pump, store milk properly, and even breastfeed. It allows me to focus on work knowing my child is well cared for."

Berly, who has worked at Kiwasco for 14 years, says the facility has brought balance to her work and motherhood. "It has made nurturing my children while working much easier. I stay hydrated, ensure my babies have enough milk, and maintain exclusive breastfeeding for six

months. I encourage other companies to do the same."

Lucy Agora, an administrative assistant, echoes the sentiment; "I have used the lactation room for the last year. It has helped me a lot because we have a refrigerator to store milk safely. I express milk twice a day, at around 10am and 2pm." For first-time mothers, the facility is equally invaluable.

For first-time mothers, the space is equally invaluable. Emmy Muga, Corporate Affairs and Communication Officer, says it supported her through pregnancy.

"Whenever I get tired from long hours at work, I come here, grab my favourite drink and relax on the couch. It helps my body recharge. This space has helped me remain productive while taking care of my baby," shares.

The lactation room reflects Kiwasco's wider commitment to employee welfare. Thomas Adongo, Team Lead at Kiwasco, explains that the new headquarters, which houses the facility, was designed with employees' needs in mind. "Many of our staff are below 35, at peak reproductive age. We prioritised a gender equality and social inclusion policy that includes a mother's room. The facility enhances productivity, reduces absenteeism, and enables mothers to care for their children while fulfilling their duties," he says.

The room serves two mothers at a time and includes a refrigerator, baby-care consumables, and comfortable seating for mothers and their helpers. "Even fathers can visit. The facility strengthens the mother-child bond and supports career continuity. Breast milk is vital for





immune development and cognitive growth. With this room, babies receive proper nutrition while mothers continue their work seamlessly,” Adongo adds.

Eldah Odongo, Head of Commercial Services and project manager for the lactation room, says the initiative was driven by first-hand experience. “As a mother and leader, I understand the challenges of working while breastfeeding. Many women stop early because they lack proper facilities. When designing the building, we ensured the lactation room was included. Privacy, hygiene and accessibility were our priorities,” he says.

The initiative began in 2021, when Kiwasco partnered with Gender Industries and the United States Agency for International Development (USAid) to assess the company’s gender status. The assessment identified a need for affirmative action, leading to the formation of a gender committee trained over two

years in collaboration with the Danish Community Planning Association, Reproductive Engineering of Kenya and the Federation of Kenyan Lawyers. These partnerships resulted in a strengthened gender and social inclusion policy, approved in September 2024. The lactation room became operational in March and has been active since.

Maxwell Ongeto, Acting Human Resources and Administration Manager, says the facility has boosted productivity. “Previously, employees returning from maternity leave struggled to balance family responsibilities with work. The lactation room allows them to adjust quickly while maintaining output. Alongside flexible working arrangements and wellness programmes, the room has enhanced employee satisfaction and performance. Eight staff members have used it after maternity leave, with five more expected by the end of the year.”

National statistics highlight the importance of such facilities. The Ministry of Health reports that three in 10 Kenyan mothers no longer breastfeed, while the State Department for Public Health notes bottle-feeding rose from 22 per cent in 2022 to 34 per cent in 2025. Public Health Principal Secretary Mary Muthoni links this rise to unsupportive workplaces and the lack of breastfeeding-friendly environments.

Globally, breastfeeding remains vital to child survival. WHO and Unicef estimate that over 820,000 children under five could be saved annually through optimal breastfeeding. Exclusive breastfeeding for six months boosts immunity, supports cognitive development and improves long-term outcomes.

Kenyan legislation protects breastfeeding rights. The Breastfeeding Mothers Act (2019) requires buildings with at least 50 occupants to provide a clean, private lactation room. Employers must allow nursing breaks, while the Constitution guarantees every child adequate nutrition and healthcare. Other relevant laws include the Employment Act (2012), Health Act (2017) and Breast Milk Substitutes Act (2012).



Previously, employees returning from maternity leave struggled to balance family responsibilities with work. The lactation room allows them to adjust quickly while maintaining output.”

Maxwell Ongeto, Kiwasco Acting Human Resources Manager

Why Creating Safe Spaces for Men Truly Matters



Photo file: Male staff of KIWASCO follow through the discussion

November is often referred to as a men's month. Yet, beyond the observance of International Men's Day on November 19, conversations around men's wellbeing, challenges, and contributions frequently remain muted, misunderstood or not given adequate attention. In many spaces, the day passes quietly, overshadowed by competing global observances like the International Toilet Day.

International Men's Day, as noted by internationalmensday.com, is dedicated to recognizing the positive contributions men make to their families, workplaces, and communities, while also raising awareness about men's health and overall wellbeing. At its core, the day calls for reflection, recognition, and action, particularly in creating spaces

where men can be seen, heard, and supported.

At KIWASCO, this call was intentionally answered through the first ever *Kikao cha Wazee*, a dedicated forum that brought together men across the company - both young and old, to engage in honest conversation about their lives, aspirations and overall wellbeing. What could have been a symbolic commemoration instead became a meaningful platform for connection, learning, and growth.

Why *Kikao cha Wazee*?

According to insights from Maxwell, Ag. Human Resource Manager, the motivation behind *Kikao cha Wazee* was both global and deeply personal. While November

is officially recognized as a month for men, it is often one where men feel largely overlooked. In many cultural contexts, particularly within this region, men are expected to remain strong; bearing the financial, emotional, and social weight of families and communities with little room for vulnerability. Long-standing societal expectations have discouraged men from speaking openly about their stuck realities of life.

Life's pressures, coupled with financial strain and mental stress, are rarely discussed openly. "This forum was therefore created to offer men a safe space to pause, reflect, and speak freely about the realities they face as fathers, husbands, leaders, and professionals," Maxwell reiterated. He continued, "It is an opportunity

to normalize conversation, reduce isolation, and affirm that men do not have to navigate life's demands alone," he concluded.

Purposeful Conversations, Informed by Data

The session was guided by three clear objectives:

- To create a safe environment for self-expression
- To encourage collective reflection on shared challenges
- To foster peer learning through shared experiences.

The choice of discussion topics i.e health, financial wellness, and retirement planning; was deliberate and informed by internal insights. The 2025 Employee satisfaction survey findings revealed a concerning trend: a significant proportion of staff reporting illness for the first time were men. This highlighted the urgent need to address mental and physical wellbeing, particularly given the strong connection between

financial pressure, lifestyle-related illnesses, family responsibilities, and psychological distress.

Health and Wellbeing

Discussions on health revealed a common and concerning pattern. Many men tend to seek medical attention only when their condition has significantly worsened, often relying on over-the-counter medication instead of routine check-ups. This approach not only delays proper diagnosis but also increases long-term health risks.

Participants were encouraged to reframe their perception of healthcare, viewing hospitals not as places of fear, but as spaces for prevention, care, and healing. Simple lifestyle changes, such as regular brisk walking and stress management practices, were emphasized as effective ways to improve blood circulation, reduce stress, and enhance overall wellbeing.

Financial Wellness and Investment

Financial pressure emerged as

one of the most significant stressors affecting men. Participants were encouraged to look beyond salary dependency and explore additional income streams through investments, small-scale businesses, and structured financial instruments such as treasury bonds.

From an organizational perspective, financial literacy was underscored as a critical component of men's wellbeing. HR insights highlighted that men often carry disproportionate financial responsibility, even in dual-income households, yet tend to be less prepared for long-term financial security. Joint financial planning with spouses was therefore emphasized as a pathway to shared resilience and stability.

Men were also challenged to view employment as a growth journey. The idea was not to leave work life the same way one entered it, but to grow professionally, personally, and financially, whether through asset



Photo file: Mr. Lugaliki of CPF gives a key note address during International Men's Day



ownership, business development, or increased financial independence.

Retirement Planning: Thinking Beyond Employment

Retirement planning was another central pillar of the conversation. A key message resonated strongly: preparation should begin on the very first day of employment. Participants were encouraged to leverage existing resources such as inherited land, agribusiness opportunities, and rental investments to build sustainable income beyond pension benefits.

Rather than viewing retirement as an end, men were urged to see it as a transition into a productive and purpose-driven phase of life; one supported by real assets, diversified income streams, and continued engagement in meaningful activities.

Strengthening Workplace Culture Through Connection

Beyond individual wellbeing, *Kikao cha Wazee* played a vital role in strengthening organizational culture. By bringing together men from different departments and levels; interns, technical teams, finance, commercial staff senior leadership etc, the forum broke down silos and fostered collaboration.

From a human resource perspective, such spaces enhance employee engagement by affirming that staff are valued as human beings first, not just as workers. When employees feel seen and supported, morale improves, productivity increases, and retention is strengthened.

The session reinforced KIWASCO's commitment to a people-centered culture, one that recognizes that emotional connection is foundational to effective leadership and collaboration. Rather than providing prescriptive solutions, the forum emphasized listening, dialogue, and learning from one another.

Beyond a One-Off Event

Importantly, *Kikao cha Wazee* is not envisioned as a one-time initiative. The HR unit plans to continue hosting such forums more often, potentially on a quarterly basis, while expanding engagement to address intergenerational needs, mentorship, work-life balance, leadership development, and emerging skills in an increasingly digital and automated world.

These initiatives form part of a broader response to employee feedback, ensuring that future

programmes are informed by staff needs and grounded in meaningful participation.

Parting Shot - A Message to Men

As the forum concluded, a powerful message emerged: being a man is not easy, and no one has life completely figured out. Men were encouraged to release unrealistic pressure, embrace resilience, and focus on creating value wherever they are; at home, at work, and in their communities.

Progress, it was emphasized, is not about perfection but about service, consistency, and growth. When men are given space to connect, reflect, and be supported, they are better equipped to thrive, not only as employees, but as fathers, partners, and leaders.

Through *Kikao cha Wazee*, KIWASCO reaffirmed its commitment to creating intentional spaces that nurture holistic wellbeing, strengthen organizational culture, and recognize the human stories behind the workplace.

Contributions received from;

Maxwell K'Ongeto – Ag. Human Resources & Administration Manager

Reuben Omany – Disconnection & Reconnection In-Charge

Leveraging GIS Analytics for Efficient Asset Management and Non-Revenue Water



Photo file: Augmenting Networks in Nyamasaria, Kisumu

How Smart Mapping Is Saving Water and Money at KIWASCO

When water is lost through leaks and bursts, illegal connections, or billing gaps, it represents wasted investment and reduced service reliability. For KIWASCO, managing Non-Revenue Water (NRW) isn't just a technical exercise; it's about ensuring that every shilling invested in water production is consumed by customers.

The challenge is significant: like many water utilities across Kenya, KIWASCO loses a substantial portion of treated water before it generates revenue. But there's good news. By harnessing the power of Geographic Information Systems (GIS), KIWASCO is turning the tide,

transforming how we manage our network and dramatically reducing water losses.

What Is GIS, and Why Does It Matter?

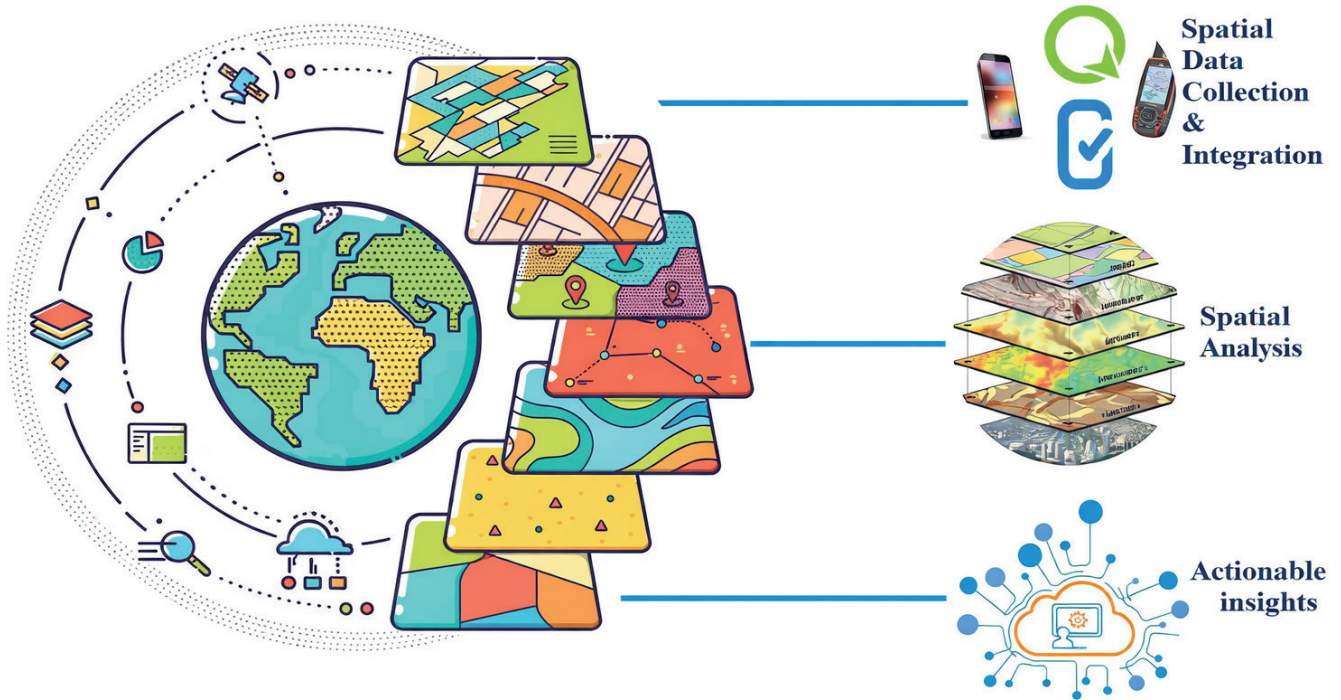
Think of GIS as a living, intelligent map of our entire water network. Unlike traditional paper maps, GIS doesn't just show where pipes are located, it tells their complete story: how old they are, what material they're made of, what are their sizes, when they were maintained, and most importantly, where problems keep occurring.

By combining spatial information (locations on a map) with operational data (maintenance records, leak reports, customer complaints), GIS

creates a complete, real-time picture of our water system. This means when a leak is reported at Sijeh Junction Manyatta, the record of the time and date it was repaired, the pipe diameter, material, exact location, and the probable cause of the event is recorded and this information can be seen and retrieved any time to aid in decision making.

From Guesswork to Evidence-Based Decisions

For years, utility maintenance relied heavily on experience and intuition. Veteran engineers and technicians knew which areas were "trouble spots," but couldn't always explain why. GIS changes that equation entirely.



When we map years of maintenance records across our network, clear patterns emerge. We now answer critical questions with confidence: Which zones experience the most frequent failures? Which pipe materials or diameters fail most often? Where do repeated repairs indicate deeper structural problems?

Through spatial analysis, we've identified specific hotspots within the network segments that account for quite a share of our water losses. One street might have experienced twelve leakages in two months, while the parallel street had none. The data tells us exactly where to focus our limited resources for maximum impact.

Real Impact: How GIS Is Transforming KIWASCO's Operations

Nyamasaria Aqua uplift Program

In Nyamasaria, residents had grown accustomed to frequent no water and low-pressure cases. Our GIS analysis revealed why: aging pipes with diameters too small for the area's growing population were failing under pressure.

Armed with this evidence, KIWASCO secured funding for a comprehensive upgrade. The

Nyamasaria Aqua Uplift Program replaced 1.5 kilometers of the old network from Mowlem stage all the way to Nyalunya Reservoir tank. Beyond pipeline replacement, the project included construction of critical water storage infrastructure: 1 retention tank at Mowlem stage and 1 reservoir tank in Nyalunya, specifically designed to address the chronic no-water and low-pressure issues plaguing the region.

The project targeted seven key areas: Koluoch, Bonde, Yago, Nyalunya, Sial Kotieno, Akado, and Rae.

The results speak for themselves:

Six of these areas: Akado, Mowlem, Nyalunya, Rae, Bonde, and Yago, are now enjoying steady, reliable water supply. The combination of upgraded pipelines and strategic storage capacity has transformed water delivery in this growing community, demonstrating how targeted infrastructure investment, guided by GIS intelligence, delivers tangible improvements.

How We Prioritize: Making Every Replacement Count

With **816.299** kilometers of pipeline in our network and limited budgets,

we can't replace everything at once. So how do we decide which pipes get priority?

Once GIS identifies hotspot areas, we use a systematic scoring approach based on four critical factors:

- **Age:** Older pipes are more likely to fail and may be made of materials we no longer use
- **Material:** Some materials degrade faster due soil and water conditions of the geographic location
- **Infrastructure Leakage Index (ILI):** This measure actual losses versus expected losses; higher numbers mean more urgent action needed
- **Diameter:** Larger pipes impact more customers when they fail, making their replacement more critical

Each factor receives a score and weight in our analysis, and the combined calculation ranks every problematic pipeline across our network. This objective, data-driven approach ensures we invest where impact will be greatest.

The Broader Benefits: Beyond Leak/ burst spatial patterns and trends

While reducing physical losses is crucial, GIS delivers value across our entire operation:

Smarter Valves Maintenance: We've digitally mapped over 737 valves across the network, tracking their condition and service history. This proactive approach has significantly improved valve servicing and replacement, ensuring better control of water flows and quicker isolation during emergencies.

Better Billing Accuracy: GIS-based meter mapping has improved our ability to locate and service customer meters. This supports accurate billing, reduces commercial losses, and strengthens accountability.

Strategic Planning: When planning network expansions or

considering new developments, we use GIS to model impacts, identify capacity constraints, and optimize designs before breaking ground. This has reduced planning errors and has led to prioritize investments for maximum impact that are aimed at reducing non-revenue water.

The Road Ahead

Our GIS journey is far from complete. We're continuously updating our database as field activities occur, adding new layers of information, and refining our analytical approaches. Each month brings new insights that help us serve our customers better while using resources more efficiently.

The integration of GIS into our operations represents more than

just adopting new technology; it's a fundamental shift in how we think about water service delivery. We've moved from reactive maintenance to proactive asset management, from intuition-based decisions to evidence-driven strategy.

The results validate this approach: KIWASCO's overall Non-Revenue Water has decreased from 37% in the 2024 to 31.5% in 2025, For our 49,000+, customers across Kisumu, this means more reliable service, fewer disruptions, and sustainable water delivery for years to come.

*Article written by
Vanessa Akinyi
Dennis Jagongo*

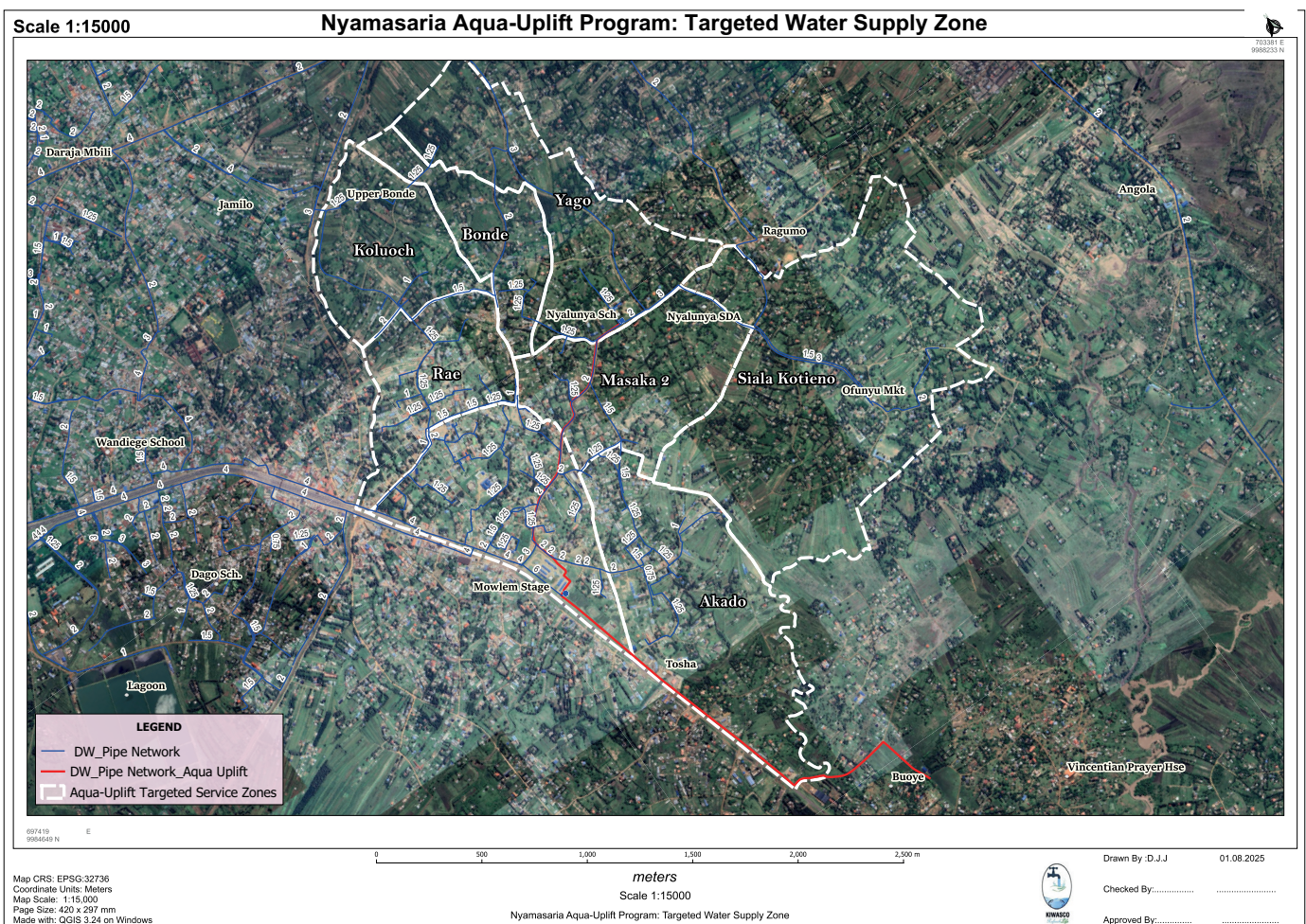


Photo file: Nyamasaria targeted zones



WHAT SHOULD YOU DO IN CASE YOUR METER IS STOLEN?

IMMEDIATELY NOTIFY KIWASCO ABOUT THE THEFT

Report the incident immediately to KIWASCO for action to avoid further losses.

OBTAIN POLICE ABSTRACT AS PROOF OF THE THEFT

Meter theft is a criminal offence hence the need to file a report with the nearest Police Station and obtain an abstract.

PAY KSHS. 3,000 FOR REPLACEMENT

Upon confirmation, the office will generate an invoice of Kshs. 3,000 after which the meter shall be replaced within 24 working hours.



KIWASCO
RefreshLife

CONTACT



0700 517 517



057 500 7000

Q2 Performance



Commercial Performance

MONTH	TARGET	BILLING	COLLECTION	%
October	102,761,107.93	93,920,308.19	95,415,753.60	101.59
November	101,252,878.02	88,862,173.27	89,162,199.19	100.34
December	95,649,172.65	94,557,438.02	97,331,702.05	102.93%

NRW Performance

October	November	December
33.94%	34.66%	28.76%

Other Performance

Water Coverage	93%
Sewer Coverage	18%
Sanitation Coverage	60%
Water Quality	99.53%
Customer Satisfaction	79.9%
Employee Satisfaction	73%

Potable Water Quality Summary for 2nd Quarter 2025/2026

PARAMETER		DUNGA WATER WORKS						KAJULU WATER WORKS						TOTAL / AVERAGE						
		Oct 2025		Nov 2025		Dec 2025		Oct 2025		Nov 2025		Dec 2025		Oct 2025		Nov 2025		Dec 2025		
12	Raw Water Turbidity (NTU)	10.8		6.62		14.6		116.52		109.9		118.6		63.7		58.26		66.6		
13	Treated Water Turbidity (NTU)	0.78		1.04		1.66		4.63		4.11		4.77		2.71		2.58		3.22		
14	Raw Water Colour (TCU)	226		173.16		316		757.55		783.6		954.2		491.78		478.38		635.1		
15	Treated Water Colour (TCU)	0		0		0		0.51		0.40		0.36		0.26		0.20		0.18		
16	Residual Chlorine (mg/l)	1.10		1.04		1.07		1.04		1.11		1.12		1.07		1.08		1.10		
17	Raw Water PH	7.56		7.74		7.72		7.77		8.20		8.20		7.67		7.97		7.96		
18	Treated Water PH	7.00		7.03		7.05		7.02		7.29		7.29		7.01		7.16		7.17		
PHYSICOCHEMICAL (TREATMENT WORKS)																				
19.a	Samples Planned	Planned Analysed	1116	1065	1080	1012	1116	996	372	372	360	360	372	372	1488	1437	1440	1372	1448	1368
19.b	Samples Achieved	Samples Completed	1065	1063	1012	997	996	988	372	368	360	357	372	371	1437	1431	1372	1354	1368	1359
19.c	Compliance (%)	(%)	95.43	99.81	93.70	98.52	89.25	99.20	100	98.92	100	99.16	100	99.73	96.57	99.58	95.27	98.69	94.48	99.34
BACTERIOLOGICAL (TREATMENT PLANT)																				
20.a	Samples Planned	Planned Analysed	5	5	4	4	5	5	5	5	4	4	5	5	10	10	8	8	10	10
20.b	Samples Achieved	Samples Completed	5	5	4	4	5	5	5	5	4	4	5	5	10	10	8	8	10	10
20.c	Compliance (%)	(%)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
PHYSICOCHEMICAL (END POINT / DISTRIBUTION)																				
21.a	Samples Planned	Planned Analysed	10	85	9	72	9	90	16	102	17	104	17	130	26	187	26	176	26	220
21.b	Samples Achieved	Samples Completed	85	85	72	71	90	90	102	101	104	102	130	130	187	186	176	173	220	220
21.c	Compliance (%)	(%)	100+	100	100+	98.61	100+	100	100+	99.02	100+	98.08	100+	100	100+	99.47	100+	98.30	100+	100
BACTERIOLOGICAL (END POINT / DISTRIBUTION)																				
22.a	Samples Planned	Planned Analysed	18	41	16	21	16	26	30	43	32	33	32	38	48	84	48	54	48	64
22.b	Samples Achieved	Samples Completed	41	41	21	21	26	26	43	43	33	33	38	38	84	84	54	54	64	64
22.c	Compliance (%)	%	100+	100	100+	100	100+	100	100+	100	100+	100	100+	100	100+	100	100+	100	100+	100
TOTAL (T/W+END POINT)																				
23	Samples Planned	Planned Analysed	1149	1196	1109	1109	1146	1117	423	522	413	501	426	545	1572	1718	1522	1610	1532	1662
24	Samples Achieved	Samples Completed	1196	1194	1109	1093	1117	1109	522	517	501	496	545	544	1718	1711	1610	1589	1662	1653
25	Compliance (%)	(%)	100+	99.8	100+	98.56	100+	99.28	100+	99.04	100+	99.00	100+	99.82	100+	99.59	100+	98.70	100+	99.46

A. Treatment Works

Treatment Works performance remained stable and largely compliant throughout Q2, despite significant raw water quality challenges, particularly at Kajulu Water Works where turbidity and colour levels were consistently high. Dunga Water Works maintained excellent treated water quality with low turbidity and complete colour removal. Kajulu achieved effective colour removal and stable disinfection; however, treated water turbidity remained relatively elevated (at the edge) during periods of high raw water loading, indicating the need for continued optimization of clarification and filtration

processes. Overall physicochemical and bacteriological compliance at treatment works remained high, confirming effective process control.

B. Distribution Network

Water quality within the distribution system remained safe and compliant across the quarter. Physicochemical compliance at end-point monitoring locations consistently exceeded regulatory thresholds, with minor localized non-compliances attributable to distribution system dynamics rather than treatment deficiencies. Bacteriological compliance was maintained at 100% throughout, demonstrating effective

residual chlorine management and sound network integrity.

C. Overall System Performance

Water quality within the distribution system remained safe and compliant across the quarter. Physicochemical compliance at end-point monitoring locations consistently exceeded regulatory thresholds, with minor localized non-compliances attributable to distribution system dynamics rather than treatment deficiencies. Bacteriological compliance was maintained at 100% throughout, demonstrating effective residual chlorine management and sound network integrity.

T/WORKS	OCTOBER	NOVEMBER	DECEMBER
DUNGA	99.80%	98.56 %	99.28%
KAJULU	99.04%	99 %	99.82%
BOTH PLANTS	99.59%	98.70%	99.46%
2ND QUARTER	99.25		

Photo file: Summary of monthly performance by individual plants both in the distribution and within the plants (overall)

Application of the Act & Terms

The Act is broad based and covers all persons and entities who deal with or store data.

The Act imposes a number of obligations on data processors and data controllers in respect of the manner in which personal data is processed and sets out their duties to the data subjects.

The Act establishes the office of the Data Protection Commissioner and mandates that any data controller or data processor be registered with the Data Commissioner.

The Data Commissioner is required to maintain a register of the registered data controllers and data processors, which register is a public document, available for inspection by any person.

Collection of personal data

The Act provides that every data controller or data processor shall ensure that personal data is:

- Processed lawfully, fairly and transparently in accordance with the right to privacy
- Collected for specified and legitimate purposes
- Limited to what is necessary and store data within a specific time frame
- Collected only where a valid explanation is provided whenever information relating to family or private affairs is required
- Accurate and, where necessary, up to date, with every reasonable step being taken to ensure that any inaccurate personal data is erased or rectified without delay
- Kept in a form which identifies the data subjects for no longer than is necessary
- A data subject must be informed and consent to their data being transferred outside of Kenya, especially for sensitive personal data.

As a rule, a data controller or data

processor ought to collect personal data directly from the data subject.

Notwithstanding the general rule on collection of data directly, the Act provides that personal data may be collected indirectly where the:

- Data is contained in a public record, or the data subject has deliberately made the data public
- Data subject or their duly appointed guardian has consented to the collection from another source
- Collection from another source would not prejudice the interests of the data subject
- Collection of data from another source is necessary for the prevention, detection, investigation, prosecution and punishment of crime, enforcement of a law which imposes a pecuniary penalty; or protection of the interests of the data subject or another person.

Duties of data controllers and data processors

Before collecting personal data, in so far as practicable, data controllers or data processors are required to inform the data subject of -

- The rights of the data subject (specified under section 26 of the Act)
- The fact that personal data is being collected
- The process of getting consent from data subjects
- The purpose and means for collection
- The third parties whose personal data has or will be transferred to and details of safeguards adopted
- Their contacts and whether any other entity may receive the collected personal data
- The main legal responsibility for data protection
- Risks before processing sensitive data
- The data being collected

pursuant to any law and whether such collection is voluntary or mandatory; and

- The consequences if any, where the data subject fails to provide all or any part of the requested data.

The Act further imposes stringent conditions for processing of sensitive personal data which is distinguished from personal data.

The burden of proof for establishing a data subject's consent to the processing of their personal data for a specified purpose is borne by a data controller or data processor.

The Act provides that a data controller who, without lawful excuse, discloses personal data in any manner that is incompatible with the purpose for which such data has been collected or a data processor who, without lawful excuse, discloses personal data processed by the data processor without the prior authority of the data controller, commits an offence under the Act.

The Act provides that a data controller may designate or appoint a data protection officer who shall advise the data controller or data processor and employees on data processing requirements provided under this Act or any other written law, ensure on behalf of the data controller or data processor that this Act is complied with, facilitate capacity building of staff involved in data processing operations, provide advice on data protection impact assessment and cooperate with the Data Commissioner and any other authority on matters relating to data protection.

The rights of a data subject

Section 26 of the Act provides that a data subject has a right to:

- Be informed of the use to which their personal data is to be put
- Access their personal data which is in the custody of data controller or data processor



Photo file: Shem receiving a certificate from MD

- Object to the processing of all or part of their personal data
- Rectification of false or misleading data
- Deletion of false or misleading data about them
- The processing of your personal data be limited or suppressed
- Can withdraw consent at any time if processing is based on consent
- The right to file a complaint with the Office of the Data Protection Commissioner (ODPC)

A right conferred on a data subject may be exercised;

- If a minor, by a person who has parental authority or by a guardian;
- Where the data subject has a mental or other disability, by a person duly authorised to act as their guardian or administrator; or
- In any other case, by a person duly authorized by the data subject.

Processing of personal data relating to children

Data controllers or data processors are prohibited from processing personal data relating to a child except where consent is given by the child’s parent or guardian. The data should be processed in such a manner that protects and advances the rights and best interests of the child.

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and best interests of the child.

Data controllers or data processors shall be required to incorporate appropriate mechanisms for age verification and consent, to process personal data of a child, determined based on:

- Available technology
- Volume of personal data processed
- Proportion of such personal data likely to be that of a child
- Possibility of harm to a child arising out of the processing of personal data and
- Such other factors as may be specified by the Data Protection Commissioner (ODPC).

However, the Act provides that a data controller or data processor that exclusively provides counselling or child protection services to a child, may be exempted from the requirement to obtain parental consent.

The processing of personal data is exempt from the provisions of the Act if the same is necessary for national security or its disclosure is required under any written law or an order of the court or for the prevention or detection of a crime.

Data Protection Impact Assessment (DPIA)

A data protection impact assessment shall include the following;

- A systematic description of the envisaged processing operations and the purposes of the processing, including, where applicable, the legitimate interest pursued by the data controller or data processor
- An assessment of the necessity and proportionality of the processing operations in relation to the purposes
- An assessment of the risks to the rights and freedoms of data subjects

- The measures envisaged to address the risks and the safeguards, security measures & mechanisms to ensure the protection of personal data and to demonstrate compliance with this Act, considering the rights, and legitimate interests of data subjects and other persons concerned.

Way Forward

It is essential for data controllers or processors to familiarize themselves with the provisions of the Act and to develop policies and systems that are compliant with the requirements of the Act, 2019 and general regulations.

Data controllers and processors are required to process data lawfully whilst minimizing its collection and ensuring that there are sufficient safeguards in place to protect personal data.

*The Writer is;
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FOR EXHAUSTER SERVICES

 **057 500 7000**

KIWASCO
RefreshLife





Photo file: A first-aider conducting a CPR examination on a staff

Occupational, Safety & Health at the Workplace

KIWASCO currently has 20 trained first aiders and fire marshals, selected representatively from different departments and operational stations. In November, they underwent a first aid and fire safety training, conducted by the Kenya Red Cross Society, a nationally recognized and reputable humanitarian organization with accredited capacity in first aid training, emergency preparedness, and disaster response. KIWASCO currently has 20 trained first aiders and fire marshals, selected representatively from different departments and operational

stations. In November, they underwent a first aid and fire safety training, conducted by the Kenya Red Cross Society, a nationally recognized and reputable humanitarian organization with accredited capacity in first aid training, emergency preparedness, and disaster response.

Here's a brief about the training, expectations and outcomes and way forward on safety at the workplace.

Why is first aid training important in a workplace environment such as ours?

First aid training is critical because

it equips staff with the skills to respond promptly and effectively to injuries or medical emergencies that may occur at the workplace. In an environment with operational, laboratory, and field-based activities, immediate response can significantly reduce the severity of injuries, prevent complications, and, in some cases, save lives while professional medical help is being sought.

What prompted the company to organize for the first aid training and fire drill?

The training was organized as part of

the company's ongoing commitment to strengthening workplace health, safety, and emergency preparedness. As our operations expand and evolve, it is important to periodically refresh staff skills, assess readiness, and ensure compliance with occupational safety and health requirements. The exercise also provided an opportunity to proactively identify gaps and reinforce a strong safety culture before an actual emergency occurs.

What is the role of First Aiders in the company?

The primary role of KIWASCO first aiders is to provide immediate and appropriate first aid to employees, visitors, or contractors in the event of injury, illness, or emergency before professional medical help is accessed.

Key responsibilities include:

- Administering basic life-saving interventions
- Stabilizing casualties and preventing further injury
- Coordinating emergency

- response and referrals
- Maintaining first aid kits and records
- Participating in emergency drills and safety trainings
- Supporting the company's broader health and safety objectives
- Administering basic life-saving interventions
- Stabilizing casualties and preventing further injury
- Coordinating emergency response and referrals
- Maintaining first aid kits and records
- Participating in emergency drills and safety trainings
- Supporting the company's broader health and safety objectives

What key first aid skills or knowledge were covered during the session?

The session covered practical and essential first aid skills, including

basic life support, management of bleeding, handling fractures and soft tissue injuries, response to burns, fainting, and shock, as well as cardiopulmonary resuscitation (CPR). Participants were also guided on how to assess a casualty, ensure scene safety, and use available first aid equipment correctly.

Why are regular fire drills essential, even in workplaces with no history of fire incidents?

Regular fire drills are essential because emergencies often occur without warning. Conducting drills ensures that staff are familiar with evacuation procedures, assembly points, and their roles during an emergency. Even in workplaces with no prior fire incidents, drills help reduce panic, improve response time, and minimize potential injuries or losses should a real fire occur.

What were the main objectives of conducting a live fire drill for staff?



Photo file: First aiders being trained on the use of fire extinguishers

The key objectives were;

- To test the effectiveness of existing emergency response procedures,
- To assess staff awareness of evacuation routes and assembly points,
- To build confidence in responding to fire emergencies.
- To evaluate coordination among staff and identify areas requiring improvement in communication, response time, and overall preparedness.

How did staff respond during the fire drill and were there any key lessons or observations from the exercise?

Staff’s response during the drill was mixed.

While many employees evacuated as required and followed the established procedures, it was observed that some staff did not respond immediately to the emergency alarm and continued with routine activities. This highlighted the need for continued sensitization on the seriousness of emergency alarms and the importance of prompt action during drills. The exercise therefore served as a valuable learning opportunity, emphasizing the need to strengthen awareness, reinforce accountability, and improve overall response time in future emergency situations.

How would you describe the company’s current position in terms of safety awareness and emergency preparedness?

The company is at a progressive stage in terms of safety awareness

and emergency preparedness. There is growing staff awareness of safety responsibilities and emergency procedures, supported by management commitment and structured training initiatives. While continuous improvement is necessary, the training demonstrated a solid foundation upon which to build.

In what ways does this training reinforce the company’s commitment to employee safety and well-being?

By investing in first aid and fire safety training, the company demonstrates that employee safety and well-being are a priority. The training provides staff with practical skills, promotes a culture of prevention and preparedness, and reassures employees that their health and safety are actively protected within the workplace.

What impact do you expect this training to have on staff going forward?

The training is expected to;

- Increase staff confidence in handling emergencies
- Improve individual and collective response during incidents,
- Promote safer day-to-day work practices.

Over time, this will contribute to reduced workplace injuries, better emergency coordination, and a stronger safety-conscious workforce.

What is the structure of Occupational Safety and Health (OSH) at KIWASCO?

- Top Management – Provides oversight, policy direction, and resource allocation for OSH matters
- Safety and Health Committee – A statutory committee comprising a Management representative (Human resource) and worker representatives responsible for identifying hazards, reviewing incidents, and recommending corrective actions
- Designated Health and Safety Office (SHE-Q) – Responsible for day-to-day coordination of OSH activities, inspections, training, and compliance monitoring
- First Aiders and Fire Marshals – Operational-level responders supporting emergency preparedness and response
- All Employees – Responsible for adhering to safety procedures and reporting hazards or incidents

This structure ensures OSH is mainstreamed into daily operations rather than treated as a standalone function.

Are there plans for future safety, first aid, or emergency response trainings?

Yes. The company intends to continue conducting periodic safety trainings, refresher courses, and drills to maintain high levels of preparedness. Future activities will build on the lessons learned from this exercise and align with regulatory requirements and best practices in occupational health and safety.

Staff Changes

EXIT



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Reach Out



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