

March Issue // 24<sup>th</sup> Edition

# KIWASCO

## 3RD QUARTER NEWSLETTER



Celebrating Strength,  
Growth, and Resilience of  
Women

The Public Consultation  
Meeting on Tariff Review

*Empowering Young Scholars  
Through Education*

Projects

Delivering The  
Urban Wash Project  
- A KIWASCO,  
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A Fresh Dawn to  
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# Managing Director's Address

Quarter 3 of the FY 2025/2026 has ended.

I must say it has been a very busy period for the company as the year started with many critical activities lined up. These included the mid-year review of the strategic plan, the Annual General Meeting and the tariff review process got to an advanced stage, culminating in a public consultation meeting.

The Board Chairman Ms. Phyllis Chepkemboi led the Board of Directors, Management and select staff in the midterm review of the 2023-2028 strategic plan. In this review, we evaluated our achievements against the ambitious targets, celebrated the successes, forged ways to tackle emergent sector challenges, and sharpened the institutional road map, to ensure KIWASCO remains resilient, responsive, and a high-performing water utility. The review process is crucial since it keeps us abreast of our progress and enables us to align accordingly.

The 20th Annual General Meeting was held on April 23rd at Tom Mboya Labour College. The Auditor General read the financial statements for the FY 2024/2025 and gave KIWASCO a qualified opinion. The board members and stakeholders present discussed this report in detail. The Chairman as well as I, also took the shareholders through the company performance for the period under review.

## Forging partnerships

During the quarter, we signed 2-Memorandum of Understandings.

The MoU with Populations Service International (PSI) had the following areas of cooperation;

- Institutional development and capacity support
- Operational efficiency
- Financing and resource mobilization
- Improving access to water and sanitation services

The MoU with Freshlife in partnership with Sequence Holdings Limited and UNICEF Kenya, intends to support the development of a Non-Sewered Sanitation (NSS) Deployment Playbook Pilot. The Playbook draws on Fresh Life's experience on delivering non-sewered sanitation services and will be piloted with local partners to understand how it can support sanitation providers, utilities, and governments to expand access to safe sanitation.

This quarter witnessed one of the major water supply projects kick off, the long awaited Nyamasaria - Kachok - Orongo Water Reticulation Project. The project is delivered through a blended financing model, combining a results-based conditional grant with commercial financing, supported by KfW through the Water Fund. The project which began in March 2026, is scheduled for completion within nine months (December 2026), ushering in improved reliability and broader coverage of the clean water supply for communities along the entire stretch.

The Nyamasaria Aquauplift project was concluded and commissioned in February by H.E. Henk Jan Bakker, Ambassador of the Kingdom of the Netherlands to Kenya. The completed project has delivered significant improvements, including:

- New household water connections
- Reactivation of dormant connections
- Construction of two water kiosks
- Installation of a 150m<sup>3</sup> elevated steel water tank



On increasing employee productivity, we engaged Deloitte Kenya on a job evaluation exercise. The exercise seeks to review the current organizational structure, skills metrics, align staff career paths, map the jobs to the external market level, develop a rewards and recognitions policy and establish the nexus between the job descriptions and the organizational core values. This exercise will be completed in Quarter 4.

On the O&M operations, I must say that I am a sad man since our target on billing has been below. Collections on the other hand registered some improvement, however, we should strive to do better. The commercial teams should strive to collect the debt of over 316M currently owed. Drinking water quality target should be maintained at 100% all times. The technical teams should ensure production figures are maintained as per the monthly targets set and leakages and burst should be handled as per the turn around time to avoid losses.

On NRW, we have not achieved our projected target of 30% and the financial year is fast folding up.

Let us strive as team, tighten the loose ends in our daily operations so that we can achieve the envisioned target. We must stay focused to make our gains sustainable.

Besides, can we keenly look into activities that will take KIWASCO to the next level. Our budgets must be guided by real needs that propel the organization forward.

This is food for thought for as we start Quarter-4.

# NON-REVENUE WATER

## MANAGEMENT CONFERENCE 2026

**ABSTRACT PAPERS BY KIWASCO STAFF**

*Scan the QR code to access*



# The Public Consultation Meeting on Tariff Review



Photo file: A section of the board of directors sit in during the meeting

On April 22, 2026, in a powerful demonstration of community partnership, stakeholders backed KIWASCO's proposed five-year tariff review in a public consultation meeting held at Tom Mboya Labour College, ensuring diverse voices directly shape the future of KIWASCO's water and sanitation service provision mandate. The meeting brought together a large turnout of relevant stakeholders, ranging from residents' associations, water vendors, community leaders, County officials, industrial representatives, learning institutions, People Living with Disabilities and the regulator WASREB and others. They all gathered for one crucial reason - to discuss the proposed tariff adjustments for the years 2026 - 2031. The event was convened by WASREB and attended by the Acting CEO, Mr. Richard Cheruiyot, alongside other officials.

The public consultation meeting marked a major step towards open governance, ensuring inclusivity in decision making and community involvement. Building on this spirit of transparency, the day kicked off on a high note with a powerful performance by KIWASCO Staff Choir. During the opening remarks, Mr. Richard Cheruiyot said that KIWASCO remains one of the top-performing water utilities in Kenya, with an overall scorecard that is mostly 'green' to indicate very good performance. KIWASCO board chair Ms. Phyllis Chepkemboi explained that maintaining an 816 km water pipeline network, 60% of which has outlived its original design requires serious funding. Because the utility operates on a strict cost-recovery model rather than chasing profits, a tariff adjustment is necessary to keep up with rising operational costs, expand network

coverage, and speed up response times for burst pipes.

While the need for funding was clearly established, the County Government of Kisumu, led by CECM Ms. Judith Oluoch and various Members of the County Assembly (MCAs), made it clear that any adjustments must respect the fact that water is a fundamental human right. They urged the Managing Director to ensure that the new tariff structure must protect vulnerable, low-income earners, such as Mama Mbogas and families living in the informal settlements who have the least capacity to pay. While the need for funding was clearly established, the County Government of Kisumu, led by CECM Ms. Judith Oluoch and various Members of the County Assembly (MCAs), made it clear that any adjustments must respect the fact that water is a fundamental human



Photo file: A section of stakeholders following the proceedings

right. They urged the Managing Director to ensure that the new tariff structure must protect vulnerable, low-income earners, such as *Mama Mbogas* and families living in the informal settlements who have the least capacity to pay.

The Managing Director, Mr. Thomas Odongo informed the meeting that KIWASCO's proposed rates remain among the lowest in the Country. Whereas the national average for city water utilities stands at KES 115 per cubic metre, KIWASCO's proposed average is KES 88 per cubic metre. To ensure fairness in service delivery, Mrs. Eldah Odongo, while making her presentation, highlighted several existing "pro-poor" initiatives, such as the Social Connection Policy, which allows low-income families to pay a

connection deposit upfront while spreading out the remaining balance comfortably over 12 months. She continued to explain that KIWASCO also utilizes Delegated Management Models (DMMs) to work with community-based operators in areas where direct piping is difficult, alongside strictly monitoring regulated water kiosks to keep rates affordable.

The plenary session was interactive, turning the meeting into an open, lively, and highly consultative discussion. Community members openly shared their feedback, raised concerns and fears, sought reassurance and Mr. Thomas Odongo led the management team to provide satisfactory responses. The energy displayed during this session demonstrated the strong

understanding and partnership between the company and the community and the zeal to see KIWASCO prosper.

Following the extensive discussions, the meeting concluded with an overwhelming show of support, captured visually as stakeholders raised their hands in agreement, reflecting deep trust in KIWASCO's leadership. WASREB concluded the meeting with a way forward that once the tariff is approved, a one-month notice period will be issued to consumers ahead of implementation.

Through turning a regulatory meeting into an honest, community-driven dialogue, the company, together with the people of Kisumu, proved that achieving universal access to clean, safe water is a goal they are ready to reach together.



Photo file: A stakeholder addressing the meeting



Photo file: Ms. Filgona posing her concerns during the tariff review meeting



Photo file: The stakeholders following the meeting proceedings



Photo file: The MD, Thomas Odongo addressing the stakeholders



Photo file: VEI, Country Manager, Mr. Webers following the proceedings of the meeting

# Empowering Young Scholars Through Education

We have continued to deepen our commitment to sustainable community development through education. Originally introduced in 2022 in partnership with Nation Media Group, we began by supporting schools in Kajulu East through the distribution of reading materials under the Newspaper in Education (NiE) programme. Over the years, the initiative has expanded significantly and now supports 12 schools following the onboarding of additional institutions, namely Kudho Primary School and Manyatta Comprehensive School.

This programme was informed by the shortage of adequate reading materials in many schools across Kenya, including Kisumu County,

particularly among Cluster Four institutions. Consequently, the programme aimed to strengthen learners' reading culture, enhance access to information, and empower them to become informed and responsible citizens. By integrating newspapers into classroom learning, the programme supports literacy development, critical thinking, and real-world awareness among learners.

Later, in 2024, the Company extended its support to needy but brilliant learners transitioning to secondary school. Through the support of community leaders, we successfully selected the first cohort of 10 learners from Kajulu East under the former 8-4-4 education system. The students are currently in Form

Three and will sit their final examinations next year as they mark the end of the outgoing education system.

Building on the solid foundation and academic progress established by this pioneer group, the Company inaugurated its second cohort under the Competency-Based Curriculum (CBC). This new chapter marked a significant milestone and demonstrated our adaptation to the changing education landscape in the country. The 10 beneficiaries represented our first group of CBC scholars transitioning to Senior School Education at Grade 10 level.

For inclusivity in the selection process, our focus shifted to Nyalenda



Photo file: MD, Thomas Odongo handing over a cheque to of the learners during the flagging off ceremony.



Photo file: Students reading Taifa Leo & Daily Nation newspapers

A and Nyalenda B wards within Kisumu Central Constituency. The beneficiary schools included Joel Omino, St. Mark's Nyabera, Kasagam, Pandpieri, and Nanga Junior Schools.

A colourful flag-off ceremony was held at the Company's Head Office, bringing together county stakeholders, community leaders, parents, and students. For the families involved, the day marked the beginning of a life-changing chapter, offering profound relief from the financial burden associated with secondary school education. Parents expressed deep gratitude that their children could now focus on their studies without the constant fear of being sent home for school fees.

During the ceremony, the Managing Director, Thomas Odongo, described the scholarship programme as a core component of the Company's Corporate Social Responsibility agenda, with education remaining one of its key pillars. This was echoed by the Kisumu County CECM for Education, Mr. John Awiti, who commended KIWASCO for its deliberate efforts to nurture future scholars within the community. He also applauded the Company for complementing the already stretched bursary programme. During the ceremony, the Managing Director, Thomas Odongo, described the scholarship programme as a core component of the Company's Corporate Social Responsibility agenda, with education remaining one

of its key pillars. This was echoed by the Kisumu County CECM for Education, Mr. John Awiti, who commended KIWASCO for its deliberate efforts to nurture future scholars within the community. He also applauded the Company for complementing the already stretched bursary programme.

Another official urged parents and students to complement this financial support with discipline, responsibility, and strong moral values to ensure long-term success.

The young beneficiaries also shared their heartfelt appreciation, explaining how this critical support has empowered them to boldly pursue their professional dreams. Below is what they had to say:

**Ketrine Adhiambo** (St. Vitalis Nanga Junior School): "Thanks to the Refresh Life Scholarship Program, I can now pursue my dream of joining secondary school without worrying about fees. I promise to work hard and one day become the MD of this company."

**Dolly Patience** (Pandpieri Junior School): "You have given me the chance to learn and change my family background. I promise to study like there is no tomorrow and make you proud."

**Clifford Ketenyi Mbiti** (St. Mark Nyabera): "The Refresh Life Scholarship has unlocked one of the key gates in my life. I promise to maintain discipline, hard work, and respect for my parents, and shine in my studies." Clifford Ketenyi Mbiti

(St. Mark Nyabera): "The Refresh Life Scholarship has unlocked one of the key gates in my life. I promise to maintain discipline, hard work, and respect for my parents, and shine in my studies."

**Eunice Otieno Adhiambo** (Joel Omino Junior School): "Being a beneficiary has given my parents hope that one day I will have a good life. I promise to work extra hard to prove that education is the key to success."

At the community level, local leaders commended KIWASCO for funding of this transformative programme noting that the effects of this programme will be felt for generations to come as these empowered students eventually graduate and give back to society.

Moving forward, we remain focused on expanding the reach and enhancing the impact of the Refresh Life Scholarship Programme. Through sustained investment and strategic partnerships, KIWASCO continues to prove that its commitment to the people of Kisumu goes well beyond its core corporate mandate of providing potable water and sanitation services to transforming individual lives and building resilient communities.

Through this strategic collaboration, KIWASCO continues to invest in education as a key pillar for sustainable community development. The company remains committed to empowering young learners and contributing to long-term social and economic transformation.



Photo file: Students following proceedings during the NIE re-activation



Photo file: Joel Omino learners receiving an award for the best performing school under the NIE program.



Photo file: Kudho Comprehensive School entertaining the guests.



Photo file: The scholarship beneficiaries pose for a group photo.



Photo file: Ms. Caroline presenting a gift to a learner from Kudho School.

# Learning, Growing and Leading Inside the KIWASCO Graduate in Training Journey



Photo file: The GIT students following the presentations during the induction.

There is a unique kind of energy that fills the room when potential meets opportunity. Since February 2026, the rooms of the Kisumu Water and Sanitation Company (KIWASCO) have been bustling with exactly that kind of energy. The company recently onboarded her third Graduate in Training (GIT) cohort and the excitement is real. Out of a highly competitive pool of applicants, 40 of us recent graduates were selected for this incredible one-year paid journey. On top of that, we are lucky to share this space with 25 of our peers who joined a complementary Graduate Mentorship Programme supported by WWF-Kenya. Together, we aren't just interning, we are being shaped into the future leaders of not only the water sector but also in the professional world.

From day one, KIWASCO has felt less like a rigid corporate machine and more like a platform that genuinely cares about our growth. This isn't the kind of program where you sit in a corner running errands. It is a deeply supportive, almost maternal environment where the leadership is fully invested in brushing off our rough academic edges and turning us into polished professionals.

It feels so motherly. We are paired with departmental supervisors and mentors who look out for our career growth. This deliberate, caring guidance has made the scary transition from a university mindset to a live, fast-paced work environment feel natural and empowering. That same maternal care extends to how KIWASCO

teaches us to nurture the world around us. As GITs, we have been stepped forward to participate in tree planting activities, getting our hands dirty to green our community. It feels poetic, really, while KIWASCO is watering our dreams and helping us grow, we are out there planting seedlings and doing the same for the environment. It's their way of teaching us that leadership isn't just about sitting in an office, it's about taking care of the community that sustains us.

What makes being a GIT here so special is how KIWASCO looks at growth holistically. They don't just care about our professional output, they care about our hearts, our health and how we bond as a family.

A perfect example of this was a special day the company hosted just

for us, a beautiful GIT speaking and bonding session. It felt more like a warm family gathering. They treated us to wonderful food and drinks, music and we spent the day laughing and connecting through team-building games that brought us so much closer together. But what made it truly unforgettable were the guest speakers who sat down with us.

They didn't talk about spreadsheets or technical metrics, they spoke to us about real life skills, guiding us on how to navigate adulthood, mental well-being and personal growth. It is so rare for a company to care about who you are becoming as a person and that day left all of us feeling incredibly seen and valued. First and foremost, we got to listen to a powerful piece of talk from Eng. Oria, who really challenged us on what it means to truly stand out.

He didn't give us a generic motivational speech; instead, he spoke straight from the heart about how to carve out our own unique space in the professional world. He reminded us that standing out isn't about being the loudest in the room, but about excellence, integrity and bringing your authentic self to the

table every single day. Hearing that kind of wisdom from someone who has walked the path before us felt like a big, encouraging push, making us realize that KIWASCO isn't just preparing us to fit into the industry, they are molding us to stand out and lead it.

At KIWASCO, we don't just stay in our designated desks, we get to interact with different departments, from the technical teams handling water quality and infrastructure to the commercial and communication teams through the company's virtual weekly learning hours, among other sections.

Along the way, we've also welcomed industrial training students, "attachees," who joined us in the experience for three-month stretches. Having them around adds another layer of vibrant energy, creating a community where we are all learning, sharing experiences and pushing each other to do better every day.

The highlight of our growth happens during our weekly GIT training sessions. These classes have become a space for us to learn things a university syllabus simply doesn't

cover. We've dive into the realities of data protection and information security, realizing how crucial it is to handle utility data with absolute integrity. We've had sessions on personal development and building our professional brands, which completely changed how we carry ourselves in the workplace.

We also spent time mastering customer service excellence, learning how to listen to our consumers with empathy and handle their needs with the utmost care, because at the end of the day, the community is why we are here. To make sure all this great work is properly documented, we've been trained on professional report writing, helping us communicate our daily operational wins clearly and effectively. We are also learning financial literacy, because growing professionally means nothing if you don't know how to manage your personal resources. Honestly, every week feels like unwrapping a new tool for our future.

The impact of this program goes both ways. KIWASCO is pouring so much into us, teaching us how to look at communication strategically, how to tell impactful stories about water



Photo file: The executive team led by the Corporate Services Manager, Nick Moseti engage with the students

governance and how to value the community we serve. In return, we are pouring our fresh perspectives, energy and dedication back into the

company. We are assisting with bringing a renewed passion to daily operations. We came here as graduates looking for an opportunity

but through this program, KIWASCO is truly shaping us into ethical, capable leaders who are ready to make a difference in the world.



Photo file: KIWASCO team pose for a group photo with the GIT students



Photo file: An ongoing student sharing her experience with the new recruits during the induction



Photo file: A student addressing the meeting during the induction.



Photo file: The MD, addressig the graduate in training students during the induction meeting.



## 'BEAT PLASTIC POLLUTION'



Choose reusable



Say no to single-use



Support circular solutions

#BeatPlasticPollution #PlasticFreeFuture #SustainableLiving #EcoAction

## Transforming Urban Water Infrastructure Through the Aid on Delivery Model-Nyamasaria, Kachok & Orongo Water Project



Photo file: Team converge for a debrief with contractor after the ground breaking activity.

The challenge of funding infrastructures in rapidly growing urban centers remains a significant bottleneck for water utilities across water service providers in Kenya. Reliance on limited public funds and direct government grants often falls short of the massive capital required to expand networks, update aging systems and provide reliable utilities to growing populations. A pioneering approach known as the Aid on Delivery (AoD) Programme led by the Water Sector Trust Fund (WSTF) with funding from the Government of Kenya and the German Development Bank (KfW) presents an innovative, market-driven solution to this perennial challenge.

Our expansion project targeting the Nyamasaria to be implemented under the AoD model is a significant development initiative designed to improve water supply and service delivery in the Nyamasaria area of Kisumu county. Nyamasaria is a rapidly growing area facing challenges to water access, reliability and infrastructure, this project aims to address these challenges by expanding the water distribution networks, increasing storage capacity and enhancing water management systems, ultimately transformi9ng water service delivery in Kisumu

According to the project manager only about 25 percent of Nyamasaria

has been reticulated with formal water connections. The remaining majority of the population has had to walk long distances to fetch water of questionable quality from open wells, kiosks, or local lakes, leaving residents vulnerable to waterborne illnesses. Alternatively, families have been forced to rely on informal water vendors who charge costs that skyrocket during the dry season.

This financial and physical strain is deeply rooted in infrastructure limitations rather than a lack of water resources. Kiwasco has efficient water production plants including, Dunga and Kajulu Water Treatment Plants, which together produce a

robust 80,000 cubic meters of treated water per day. The challenge has purely been the lack of capital to extend the distribution network into underserved communities.

By leveraging the AoD framework under the WSTF Phase IV Programme, KIWASCO is executing a comprehensive technical design master plan to bridge this gap. The project expands the physical network by constructing 14.63 kilometers of optimized distribution pipelines, scaling up water connection reticulation in Nyamasaria from the baseline of 25 percent to a projected 75 percent. The technical blueprint also incorporates the construction of a 500-cubic-meter steel water storage tank at the existing Watson's Tank site.

This storage addition is crucial; it serves as a hydraulic buffer to stabilize distribution pressures, eliminate the localized overpressures caused by direct pumping, and guarantee an uninterrupted supply during power outages or treatment plant maintenance. Through this expanded layout, the project delivers 750 new direct metered connections, consisting of 740 individual household connections and 10 communal water kiosks specifically designed to bring safe, affordable water to lower-income zones.

Crucially, the AoD model demands that utilities design projects that are financially self-sustaining and operationally efficient, which means directly tackling the issue of Non-Revenue Water (NRW). Like many utilities, KIWASCO has historical inefficiencies, carrying a baseline NRW rate of 37.81 percent due to physical pipeline leaks, overflow, meter inaccuracies, and unauthorized connections. This is significantly higher than the industry target of 25 percent. To fulfill its performance targets, the project integrates advanced monitoring capabilities by installing 9 specialized zonal bulk meters. These bulk meters allow the utility to isolate

distribution zones, accurately track consumption anomalies, and aggressively mitigate physical and commercial losses. Curbing these inefficiencies directly translates to accurate billing, minimized water losses, and a dramatic boost in utility revenue. This newly generated revenue enhances KIWASCO's long-term capability to maintain its infrastructure and independently finance future network expansions into other underserved, peri-urban regions.

Ultimately, the true value of the Aid on Delivery model lies in the

transformative outcomes it secures for local communities. The Nyamasaria project is projected to expand its reach to serve over 53,000 direct and indirect beneficiaries over a ten-year design horizon. For the residents of Nyamasaria, the most revolutionary outcome is the transition to a continuous, reliable 24-hour supply of safe, potable water. Eliminating intermittent access drastically upgrades the daily quality of life by improving livelihood, brings about aggressive community, reduce conflicts, improves public health and eliminates the economic exploitation of informal water cartels.



Photo file: During the project ground breaking at Kachok



Photo file: Ground breaking

# Improve The Efficiency of Your Water Meters for Optimal Recording



Charges for calibration are as follows;

Description (In Inches)	Unit Cost (Kshs)	
	Mechanical water meter	Electro-magnetic flow/Ultrasonic flow meter
1/2"	500	2,000
3/4"	800	2,500
1"	1,000	3,000
1 1/2"	1,500	3,500
2"	2,500	4,000
3"	3,500	5,000
4"-8"	6,000	8,000
9"-32"	8,000	10,000
Training	Kshs.10,000 per day for both Mechanical, Electro-magnetic & Ultrasonic flow meters.	



## A Fresh Dawn to Nyamasaria Residents

Photo file: HE.Henk Jan Amb of the Kingdom of the Netherlands to Kenya accompanied by the MD - Thomas Odongo and DG - Kisumu County Dr.Owili during the plaque reveal.

The Managing Director for KIWASCO Mr. Thomas Odongo paid a courtesy call to the Governor of the County Government of Kisumu H.E Prof. Anyang' Nyong'o and his cabinet ahead of the launch of the Nyamasaria Aqua Uplift project.

Their discussions were centered on energy efficiency for KIWASCO & City of Kisumu, improved water and Sanitation services, climate resilience with a focus on combating flooding, establishment of a sponge City and capacity-building and economic growth of Kisumu.

He was impressed with the steps KIWASCO is making towards ensuring water coverage in Kisumu improves especially for the peri-urban areas like Nyamasaria. For years, life in Nyamasaria and the neighbouring areas of Nyalunya and Buoye revolved around one persistent challenge: water. Residents woke up not knowing whether water would flow from their taps. Many relied on costly water vendors, unsafe river water, or boreholes to meet their daily needs. Some continued receiving water bills even when no water was reaching their homes.

Today, that reality is changing.

The completion of the Aqua Lift Water Project has brought a reliable supply of clean water closer to thousands of households, restoring dignity, convenience, and hope to a community that has waited for years for a lasting solution.

Ironically, these challenges sit on the shores of Lake Victoria. Yet for many residents, access to piped water remained a dream due to ageing infrastructure, rapid population growth, climate-related challenges, and the high cost of extending services. As demand grew, existing pipelines could no longer meet the needs of expanding settlements.

The burden fell hardest on women and children, who often spent hours searching for water or managing households without a reliable supply. Many families were forced to buy water from water vendors at high prices often without any guarantee of quality or safety.

Through support from partners, we embarked on a project designed to address these long-standing

challenges. Implemented between June 2024 and June 2025, the Aqua Lift Water project with of €348,975.05, (approximately KSh 51 million), the investment delivered tangible outcome mitigating the perennial problem. More than 10 kilometres of new water distribution pipelines were laid, 200 new household connections were installed, and 296 previously inactive connections reactivated.

Additionally, 90-yard taps serving multiple households were established, alongside two new water kiosks. A 150-cubic-metre elevated storage tank was also constructed to improve water availability and supply reliability.

As a result, approximately 17,160 residents in Nyamasaria, Nyalunya, and Buoye now have improved access to safe and affordable water. Schools, ECDE centres, a health facility, and the upcoming bus park serving an estimated 5,170 people daily are also set to benefit from the improved infrastructure.

The project was officially commissioned at Nyalunya Primary

School in a ceremony attended by the Ambassador of the Kingdom of the Netherlands, Henk Jan Bakker, Kisumu County Deputy Governor Dr. Owili, MD. Thomas Odongo, members of the KIWASCO Board, staff, community leaders, and hundreds of residents.

Climate resilience remains a key consideration in our project designs. Privy to the fact that Nyamasaria frequently experiences flooding, high water tables, and changing rainfall patterns we incorporated durable piping systems, improved storage facilities, elevated infrastructure, regular water quality monitoring, and community awareness programmes on water conservation. These measures are intended to ensure that the gains made under the project remain sustainable for years to come.

The atmosphere reflected a sense of shared achievement as we all stood together, united by a common goal of ensuring reliable water services for all.

Residents watched in awe as they witnessed the official handover of a transformation they had long hoped for. The moment marked the arrival of a renewed and reliable water supply, bringing fresh hope to the community. Community leaders

expressed appreciation for the consultative approach adopted during implementation, noting that local participation played a key role in the project's success.

As the norm, this event wouldn't have gone by without demonstration of our commitment to mitigating climate effect. Thus, we conducted a ceremonial tree-planting exercise at the venue having the present dignitaries plant several seedlings within the school.

The team later converged for a debrief at the head office, where discussions focused on ongoing and future initiatives under the VEI partnership programme. Conversations centred on expanding services to underserved communities, reducing non-revenue water, strengthening climate resilience, and

improving operational efficiency.

The visit further culminated to the official opening of KIWASCO's Lactation Room, an establishment that provide a clean, private, and safe space for nursing mothers within the company. Since inception in 2024, this space has supported breastfeeding mothers enabling them balance work responsibilities and ensuring proper nurturing of the babies. Thus, creating an inclusive workplace that supports staff welfare and gender equality.

The project was jointly funded by VEI (Water for Life), KIWASCO, and WaterWorX, an absolute demonstration that collaboration, shared responsibility, and a commitment can significantly improve lives through better access to basic services.



Photo file: Pupils from Nyalunya Comprehensive School presenting an entertainment item during the event  
Pupils from Nyalunya Comprehensive School presenting an entertainment item during the event.



Photo file: Community elder addressing the congregation



Photo file: Guests join KIWASCO choir in a dance during the event



Photo file: H.E. Henk Jan during a ceremonial tree planting



Photo file: MD.Thomas Odongo during the ceremonial tree planting



Photo file: During the event opening



Photo file: Board Chair, Ms. Phyllis Chepkemboi making an address.



Photo file: VEI Country Manager, Mr. Myrko addressing the congregation.

## Delivering the Urban Wash Project - A KIWASCO, Red Cross Kenya Collaboration



Photo file: Community meeting in progress

For many residents living in Kisumu's informal settlements, access to safe water and adequate sanitation has remained a challenge, following the effects of flooding, disease outbreaks, ageing infrastructure, rapid urban growth and financial capacity. These challenges not only affect service delivery, but also pose significant public health risks. Over the years, KIWASCO has been in the forefront tackling these challenges, but our efforts have always been impeded by lack of adequate resources. It is against this backdrop that the company has continually collaborated with development partners to help in bridging this gap. In 2025, KIWASCO signed up a partnership with the Netherlands Red Cross Society through VEI WWX and Red Cross Society of Kenya, to implement a Disaster Preparedness and Urban WASH Improvement Project.

The project was designed to strengthen disaster preparedness, improve access to water services,

promote better sanitation and hygiene practices, and deepen community engagement on water and environmental issues. The project successfully delivered on its objectives while creating lasting value for both the company, the partners and the communities we serve.

One of the key area of focus was strengthening KIWASCO's preparedness and response capacity in the face of emergencies. Staff drawn from technical and frontline departments underwent specialized WASH in emergencies training, enhancing their ability to respond effectively to floods within the installations, disease outbreaks within the community, sudden service disruptions, and other emergency situations. This training strengthened internal coordination and improved our readiness to safeguard essential services during periods of crisis. The acquisition of modern water quality testing equipment further enhanced the ability to monitor water safety and

respond promptly to emerging public health concerns.

According to KIWASCO Head of Commercial Services, Mrs. Eldah Odongo, this project was informed by the increasing frequency of disasters that not only destroy infrastructure but also disrupt access to essential services. "We have quite a number of disasters affecting communities, including floods, drought and disease outbreaks. That is why this collaboration was important," she said.

Alongside institutional strengthening, the project placed considerable emphasis on expanding access to safe and reliable water services within underserved communities. Extensive community engagement and household assessments were undertaken to identify eligible beneficiaries for last-mile water connectivity interventions. These efforts laid the groundwork for extending services to vulnerable households, achieving upto 102-active connections within the

implementation period. It supported widely the company's broader objective of promoting equitable access and affordability to water supply across its service area.

While speaking to Faith Otieno, a mother of two from Manyatta B, who is among the project beneficiaries, she said that access to water is no longer a journey measured in kilometres and hours spent queuing at communal water points. Today, it is as simple as turning on a tap. She continued, "This project has helped me and the community in so many ways. We are no longer forced to walk long distances to fetch water for washing, cooking and other household chores. "It has also improved hygiene because water is now readily available," she added.

The community outreach activities strengthened collaboration between the company and its customers. Through organised community forums, household engagements, and awareness campaigns, residents were encouraged to actively participate in protecting water infrastructure by reporting pipe leaks, illegal connections, and other service-related concerns. This approach also increased public awareness and fostered a stronger sense of shared responsibility in the management and protection of water resources.

Sanitation and hygiene promotion remained a central component during the 6-months implementation period. Outreach activities conducted across

several low-income settlements reached thousands of residents with practical information on water conservation, acceptable sanitation practices, hygiene and behaviour change promotion, and responsible water use. These engagements contributed further to the greater public cognizance of the relationship between safe water, proper sanitation, and improved health outcomes, particularly in areas that remain vulnerable to waterborne diseases like Nyalenda, Manyatta and Obunga. Sanitation and hygiene promotion remained a central component during the 6-months implementation period. Outreach activities conducted across several low-income settlements reached thousands of residents with practical information on water conservation, acceptable sanitation practices, hygiene and behaviour change promotion, and responsible water use. These engagements contributed further to the greater public cognizance of the relationship between safe water, proper sanitation, and improved health outcomes, particularly in areas that remain vulnerable to waterborne diseases like Nyalenda, Manyatta and Obunga.

According to Kenya Red Cross Project Officer, Alfred Mboga, none of the targeted project areas recorded cholera cases during the recent outbreak that hit parts of the region. "This project has helped communities understand the critical moments for handwashing and the importance of

household hygiene," he said.

Another component of the project was jointly identified the global WASH calendar of events that would be celebrated. World Menstrual Hygiene Day was marked through a successful engagement at Nyalunya Comprehensive School, where learners received hygiene education and dignity kits. Similarly, World Rivers Day provided an opportunity to advance environmental conservation efforts through tree planting activities at the Kajulu catchment area. To put emphasis on our commitment to providing decent sanitation solutions within the City, we jointly marked the World Toilet Day where Fresh Life donated a containerized toilet to a person living with disability whereas KIWASCO reactivated 24 closed toilets by clearing their pending balances.

While the first phase of the project is now successfully completed, its outcomes will continue to improve many households. The strengthened capacity within the the company, improved community awareness and collaboration, and expanded opportunities for access to water have enhanced water-security in the City.

KIWASCO has continued to demonstrate the power of collaboration in addressing complex urban WASH challenges through partnerships and the outcome have continued to enhance sustainability in the various fronts i.e. sanitation, access to water, environment among other areas.



Photo file: Part of Red Cross team meeting with one of the project beneficiaries



Photo file: The Project Manager together with the colleagues during the meeting



# 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

# Celebrating Strength, Growth, and Resilience of Women



Photo file: Ladies posing for a photo

In a vibrant display of appreciation and professional development, Kisumu Water and Sanitation Company (KIWASCO) hosted an impactful event to mark the World Womens’ Day. This occasion that was dedicated to recognizing, empowering, and uplifting the women within our organization served as a powerful reminder of the vital role women play not only within our company but across the broader community.

The event was held under the inspiring theme “Give to Gain,” creating a dynamic space for female staff members to engage in deep learning, honest reflection, and meaningful connection. By curated program that balanced professional talks with personal well-being, we together continued to reinforce our commitment to fostering an inclusive workplace where women are supported to lead and thrive at every stage of their lives.

A central component of the celebration was a series of in-depth sessions designed to address topics that directly impact women in today’s modern society and workplace. This was intended to provide a safe and open environment for participants to engage freely, ask questions, and share their own lived experiences.

An emotionally raw subject discussed was menopause, a natural stage of life that is often overlooked in professional settings. The session offered valuable insights into understanding and managing this transition, focusing on awareness to break the silence surrounding menopause ensuring women are informed about the changes their bodies undergo and how to boldly handle the occurrences. In addition, women were called upon to prioritize their health and well-being during this period. It was during this moment that the women, in unison, called on management to create a workplace

culture where women feel comfortable discussing their experiences without stigma or discrimination.

Speaking during the session, Ms. Anjao shared a comprehensive lesson on financial literacy. She equipped the participants with practical knowledge on how to manage their finances more effectively. Key to her discussions were, tracking income and expenses to maintain financial health and building a financial cushion and planning for long-term security. She further encouraged women to take an active role in their financial futures by seeking independence and education

The "Give to Gain" theme opened a platform that went beyond professional skills to address the complex societal pressures that many women navigate daily. A powerful discussion was held regarding the expectations surrounding

childbearing and marriage, single motherhood, building support system among other topics. Throughout these discussions, there was a heavy emphasis on the importance of women to women support in helping one another overcome such unique challenges. The "Give to Gain" theme opened a platform that went beyond professional skills to address the complex societal pressures that many women navigate daily. A powerful discussion was held regarding the expectations surrounding childbearing and marriage, single motherhood, building support system among other topics. Throughout these discussions, there was a heavy emphasis on the importance of women to women support in helping one another overcome such unique challenges.

A resounding cry for work-life balance emerged as women shared practical experiences on how they handle this aspect of life. Some women went ahead to share real life strategies that has worked for them in balancing career ambitions with personal life. Ms. Sharon encouraged the fellow women to move away from the "survival" mindset and embrace an intentional approach to their daily schedules. Based on her experience, she emphasized on the importance of mastering time management, setting boundaries and managing work and family stresses.



Photo file: Ms. Okwiri during her presentation



Photo file: Ms. Sharon sharing her sentiments in the meeting.

The highlight of the event was the exhibition segment where the ladies showcased their diverse talents and entrepreneurial skill and creativity. The display corner was decorated with various products ranging from food stuff, fashions, books among other goodies. This was intended to inspire the other ladies to explore their own passions and opportunities beyond their formal roles within the company while marketing the various goods to any potential buyers.

This event brought about the actual feel of the theme *Give to Gain* as

women had the opportunity to pour into and drink from each other's cups. Every open discussion, every collaborative session, and the overall highlights of the event brought out the best of each woman in the room. The secret resolution growth box provided a moment of goal setting and self-reflection. These beautiful moments were wrapped in pure warmth and joyful interludes of entertainment, keeping the space receptive, heartfelt, and open for sharing. When our women thrive, our entire organization and the community we serve thrive.



Photo file: The women following proceedings during the event



Photo file: Women engage in a jig during the meeting.



Photo file: Ms. Grace share her views with the fellow participants



Photo file: Ms. Aurelia advertising her business plug to the ladies.



Photo file: Ladies holding placards communicating the year's celebration theme



Photo file: Secret -2



Photo file: Ms. Sharon sharing her sentiments in the meeting.

# SAVE WATER AT HOME

Turn off the faucet when you brush your teeth, shave, lather your hands, hair...



Take short showers

Don't use the toilet as a waste basket.



Use the dishwasher and washing machine when they are full. Not when they are partially loaded.



Water your plants at night.

While you're running the water waiting for it to heat up, use it for other things.



## Q3 Performance



### Commercial Performance

Month	Target	Billing	Collection
Jan	104,050,153.74	100,018,321.32	89,285,804.67
Feb	97,259,848.96	90,615,460.83	90,279,239.39
March	107,117,143.56	89,277,268.38	117,564,109.00

### NRW Performance

January	February	March
28.35%	28.85%	34.32%

### Other Performance

Water Coverage	93%
Sewer Coverage	18%
Sanitation Coverage	96%
Water Quality	99.53%
Customer Satisfaction	79.9%
Employee Satisfaction	73%








# TALK TO US

-  **057 500 7000**
-  [customercare@kiwasco.co.ke](mailto:customercare@kiwasco.co.ke)
-  Tom Mboya, Along Nyere Rd.
-  [www.kiwasco.co.ke](http://www.kiwasco.co.ke)



## WHAT NOT TO DO IF YOUR WATER METER IS STOLEN

-  Do NOT connect water using flexi pipes, hoses, or temporary fittings.
  -  Do NOT draw or access water from the stolen meter point.
  -  Do NOT fail to report the theft to KIWASCO and the Police.
  -  Do NOT tamper with pipes or service lines
-  **Illegal connections are a criminal offence and may lead to fines, disconnection, or prosecution.**



**Call Us On:  
057 500 7000**

**Report to our office at:  
Tom Mboya along Nyerere RD.**

**Report to the nearest  
police Station**

# Staff Changes

## JOINERS (JAN - MARCH 2026)



*Dorine Anyango*  
*Sewer Operator*



*Joshua Owino Oria*  
*Planning Design &  
Construction Engineer*



*Grace Mahugu*  
*Information  
System Auditor*



*Ausline kageha*  
*Supply Chain Ass*



*Sylvier Josephine Wangang*  
*Customer Care Ass*



*Gilbert Olewe*  
*Waste Water Operator*

## CONFIRMATIONS (JAN - MARCH 2026)



*Mrs. Eldah Odongo*  
*Head of Commercial  
Services*



*CPA Nicholas Moseki*  
*Chief Manager  
Corporate Services*

## EXITS



*Cephas Muga*  
*Water Operator*

## CONDOLENCE MESSAGE FOR *Hon. Salmon Orimba*

We are deeply saddened by the passing of **Hon. Salmon Orimba**. Our first interaction with Waziri was in 2018 when he joined the Board of Directors of KIWASCO following his appointment as the CECM for Water, Environment, Natural Resources & Climate Change in the County Government of Kisumu.

Waziri was an exceptional Board member, distinguished by his vast knowledge of the water sector. He was always at the forefront of our development initiatives - whether participating in tree-planting activities at Kajulu Intake, attending strategic plan review workshops or being fully present at every Board orientation and induction session, where he consistently showcased his deep expertise in governance.

Waziri also initiated discussions on the Kisumu County Water Bill and played a significant role in bringing together all relevant stakeholders at one table. His leadership ensured open dialogue, collaboration and alignment among institutions tasked with improving water governance across the County.

He played a key role in reviewing our current Board Charter and went further to facilitate its signing by the County Attorney. This milestone has continued to contribute to KIWASCO's strong governance ratings during WASREB audits.

As one of the Governor's representatives on the Board, Hon. Orimba was instrumental in ensuring that the people of Kisumu enjoyed improved water supply and sanitation services. He served as a vital link between the County Government and KIWASCO. Notably, he made significant contributions to the discussions that led to the County Government donating land for the construction of the KIWASCO head office in Tom Mboya. Though he transitioned to another ministry in 2022, his legacy has remained deeply rooted in our institution.

We extend our heartfelt condolences to his family, friends, and colleagues in the County Government of Kisumu during this difficult time.

*Go well, Waziri. Until we meet again.*



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## Reach Out



[www.kiwasco.co.ke](http://www.kiwasco.co.ke)



[info@kiwasco.co.ke](mailto:info@kiwasco.co.ke)



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