

# KIWASCO

## 1ST QUARTER NEWSLETTER



Unlocking success:  
The Mission is Possible

Fire Safety: Common Causes  
and How to Prevent Them

Visit to AFD (Agence  
Française De Développement)

Collaborating For  
Excellence

*Sports & Culture*

KIWASCO  
Shines at the 14<sup>th</sup>  
WASCO Games  
in Kisii County



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Unlocking success: The Mission is Possible

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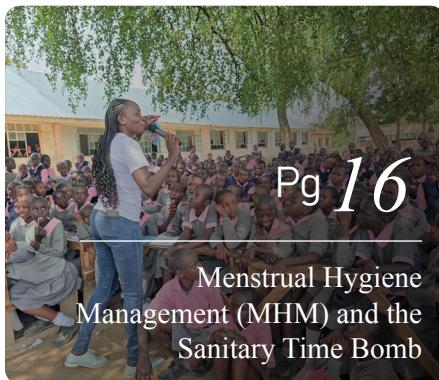
### September 2025

22<sup>nd</sup> Edition

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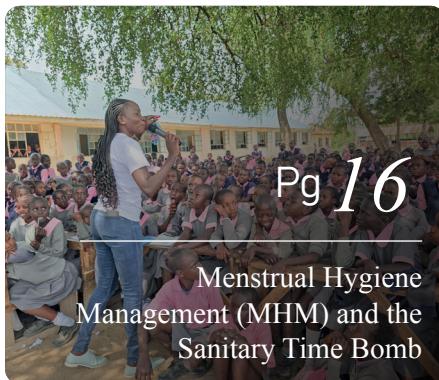
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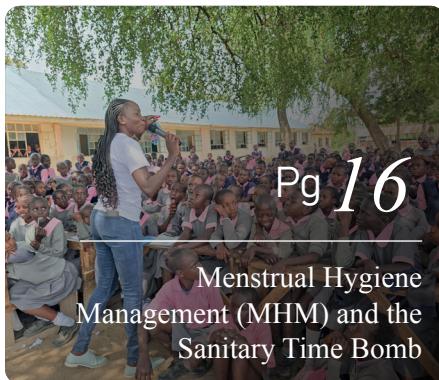
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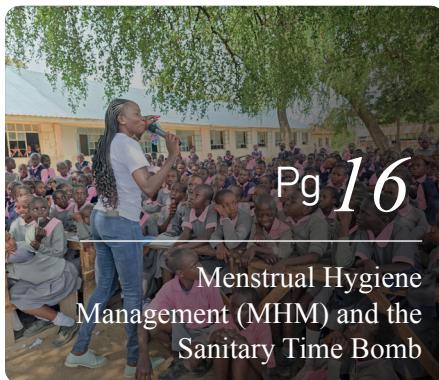
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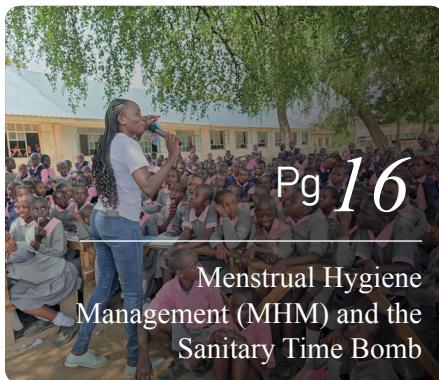
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Fire Safety: Common Causes and How to Prevent Them

# ***Strategic Foundation***

.....

## ***Vision***

To be the most admired service provider.

## ***Mission***

To provide sustainable water and sanitation services for enriched livelihoods.

## ***Value Proposition***

Reliability, Quality & Accessibility

## ***Core Values***

Integrity  
Collaboration  
Excellence



Ladies and Gentlemen,

As the first quarter of the FY 2025/2026 closes, I want to thank you all for the incredible journey we've had during the 3 months of July, August & September. Your continued dedication and passion has remained instrumental in driving our business forward in this fast-paced world and your desire to keep wanting to do things differently never ceases to amaze me.

I am particularly thrilled by the discussion we had during the Business Review Meeting that took place in September regarding production schedule. Based on data driven insights, we agreed to further scale down production at Dunga so as to achieve a 30:70 ratio for Dunga and Kajulu, respectively. I am keen to see how the implementation of this strategy will not only play out on the operational cost reduction (electricity & chemical usage) but also on the NRW trend.

NRW has remained at a relatively low level, however the past 3 months has witnessed a steady increase from a low of 28.18% to a high of 32.57% which is unacceptable. We should always strive to remain below 30% even on a bad month especially now that we are almost conducting a mid-term review of the current Strategic Plan.

Collections on the other hand, seems not to have stabilised. I expect in at least 1 out of the 3 months in the quarter, to see over 100% collection efficiency due to the accounts that don't pay monthly, but this is not the case. Billing, on the other hand, should always be on an upward trajectory, especially

## Managing Director's Address

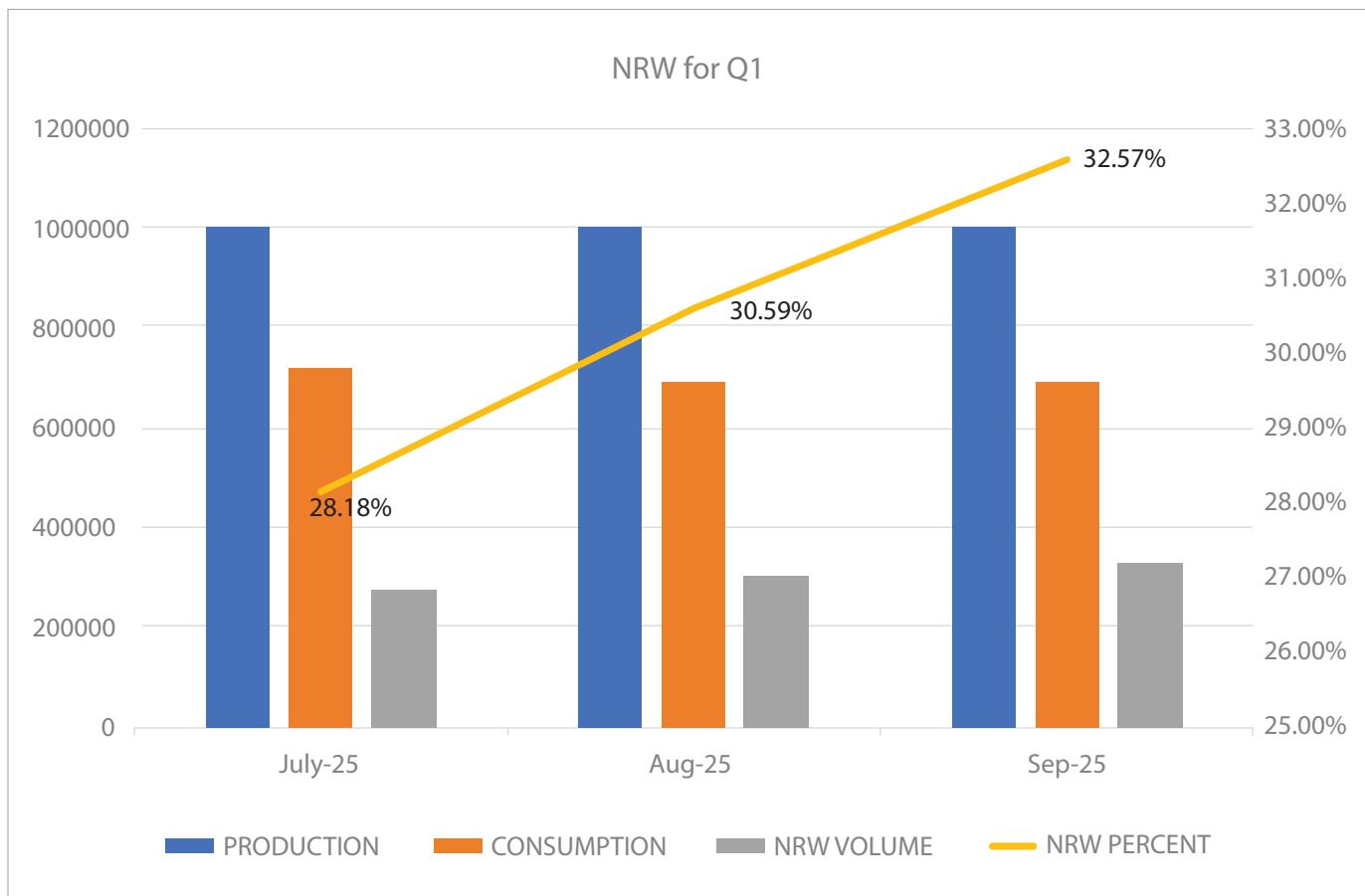


Photo file: a graph indicating the performance of NRW during the quarter

with the interventions from NRW department. Like I emphasised during the Business Review meeting, I want to see clear strategies on debt collection with tangible results. Also, let us align the terminologies used in the CRM to ensure consistency in the reports generated.

On the network side, several projects are expected to be completed by the end of this quarter or early next quarter. I hope that the project leads will ensure that timeliness are adhered. Further to the completion of the projects, I need to witness visible outcomes in terms of supply stability, reduction in complaints, increase in billing and reduction in NRW.

Another important feature is on leave management. Every staff is now expected to utilize at least 15 days of continuous leave absence to qualify for their annual leave allowance. This is a new development being implemented from this FY 2025/26 to address the perennial issue of staff not proceeding on their annual leave. Group payment of leave allowance is now a thing of the past.

My fellow colleagues, I want to advise that it is important for staff to proceed on leave so as to remain productive and become high performers. It is improper and unhealthy to work day in day out, month in month out, without rest.

Even in the bible in the story of creation we are told God rested on the 7th day; so who are you? Let's learn to always prioritize our mental state over any other thing at all times.

As we embark on the Second quarter, I would like to advise you to continue pushing boundaries and strive for excellence in everything we do. With the schools closing early, festivities are bound to also commence quite early so let's give a strong start.

Thank you for your dedication and hard work.

**Thomas Odongo**  
**Managing Director**

# Unlocking success: The Mission is Possible



Photo file: Eng. Jura officially launches the spinning wheel competition and unveils the CS week celebrations

In the first week of October 2025, Kisumu Water and Sanitation Company Ltd (KIWASCO) joined the global community in celebrating Customer Service Week 2025 under the theme "Mission Possible."

Customer service week is a global event celebrated annually to recognize the importance of customer service and the people who serve and support customers every day. For KIWASCO, the week provided an opportunity to reaffirm its commitment to delivering quality water and sanitation services while celebrating the team that makes the mission possible.



Photo file: Staff pose during the launch of the CS week



Photo file: Staff pose during the launch of the CS week



Photo file: Staff pose during the launch of the CS week



Photo file: Faith presents a gift to a customer who won the trivia quiz



Photo file: Myrko (VEI) hands over an umbrella to a winning customer



Under the theme “*Mission Possible*,” KIWASCO highlighted the power of teamwork and customer-centric service in overcoming the challenges of providing safe, reliable, and sustainable water and sanitation solutions to the people of Kisumu. The theme resonated with KIWASCO’s ongoing mission to ensure that every household has access to clean, quality water, no matter the obstacle.

Throughout the week, KIWASCO engaged both staff and customers in a range of exciting and interactive activities focused on service delivery. Participants took part in trivia games and a “Spin the Wheel” challenge that saw winners walk away with branded gifts and shopping vouchers.

The celebrations culminated in a customer engagement forum held at the head office, where customers shared their feedback and concerns regarding service delivery. While making his presentation, George Odero, Production Manager reaffirmed the company’s mission to provide quality water and sanitation services for improved livelihoods. He reminded customers that the water they receive originates

from the natural catchment and local environments, emphasizing the importance of environmental conservation. “If the catchment is sick, then the water is sick, but if the catchment is healthy, the water is healthy,” he stated.

Ms. Prudence Mabuya – Central Area Manager, highlighted KIWASCO’s consumer categories, which include domestic/household, communal, multi-dwelling, kiosk, and commercial users.

She explained that tariffs vary depending on usage and customer category. She informed the meeting of the possible reasons for high bills, meter reading schedule and the billing and payment timelines.

Brian Orwa, Physical losses coordinator, defined non-revenue water (NRW) as water produced but not billed due to physical losses (leaks, bursts) or apparent losses (illegal connections, meter tampering). He went further to inform the audience that illegal connections are a major contributor to NRW and reminded them of the outlined multiple reporting channels. He concluded by informing

them that verified reports of illegal water connections are rewarded with KSh 1,000, whereas that of meter theft reward is Ksh. 10,000 whereas offenders are fined

The forum highlighted KIWASCO’s remarkable progress in expanding access to safe and reliable water across Kisumu. A major highlight of the month was the augmentation of water supply to Nyalunya, a peri-urban area that has long struggled with limited access to water supply, thus marking a significant milestone in advancing equitable service delivery.

Participants had various feedback on the service delivery of KIWASCO. Some were very satisfied, while others expressed candid concerns ranging from no water, low pressure, high billing, sewage blockage, poor water quality, persistent leakages etc.

Ruth Orego of Home Emaus Blessed School commended KIWASCO’s efforts, particularly its service delivery and response timelines, while also calling for continued improvement in sewerage and sanitation response, a sentiment echoed by many of the attending customers.

In its continued commitment to sustainability, KIWASCO donated tree seedlings throughout the week to customers who showed interest in growing trees. This was a move aimed at greening the environment and bestowing the responsibility not only to the organizations mandated but to the general public. As an organization that wholly depends on the natural ecosystem for its sustainability, we hoped to champion this worthy cause among our esteemed customers.

Staff and customers were treated to a mind-boggling trivia session throughout the week to gauge their understanding of the company

products, services and programmes including the Social Connections Program, which enables vulnerable consumers to pay for new water connections in affordable installments over a period of up to 12 months. Additionally, there was a discussion on the Last Mile Water & Sewer Connection Initiative. Staff were also tested on their knowledge of the Community Led Initiative for NRW management among other quizzes.

As Customer Service Week came to a close, KIWASCO reaffirmed its commitment to continuous improvement, innovation, and excellence in service delivery. The

company looks forward to building even stronger relationships with its customers as it continues to turn its mission into reality.

The 2025 Customer Service Week served as both a celebration and a reminder of the critical role customers play in achieving KIWASCO's vision and mission. By embracing the theme "*Mission Possible*," the company reinforced its dedication to overcoming challenges, enhancing customer satisfaction, and ensuring access to safe, high-quality water and sanitation services for all residents of Kisumu County.

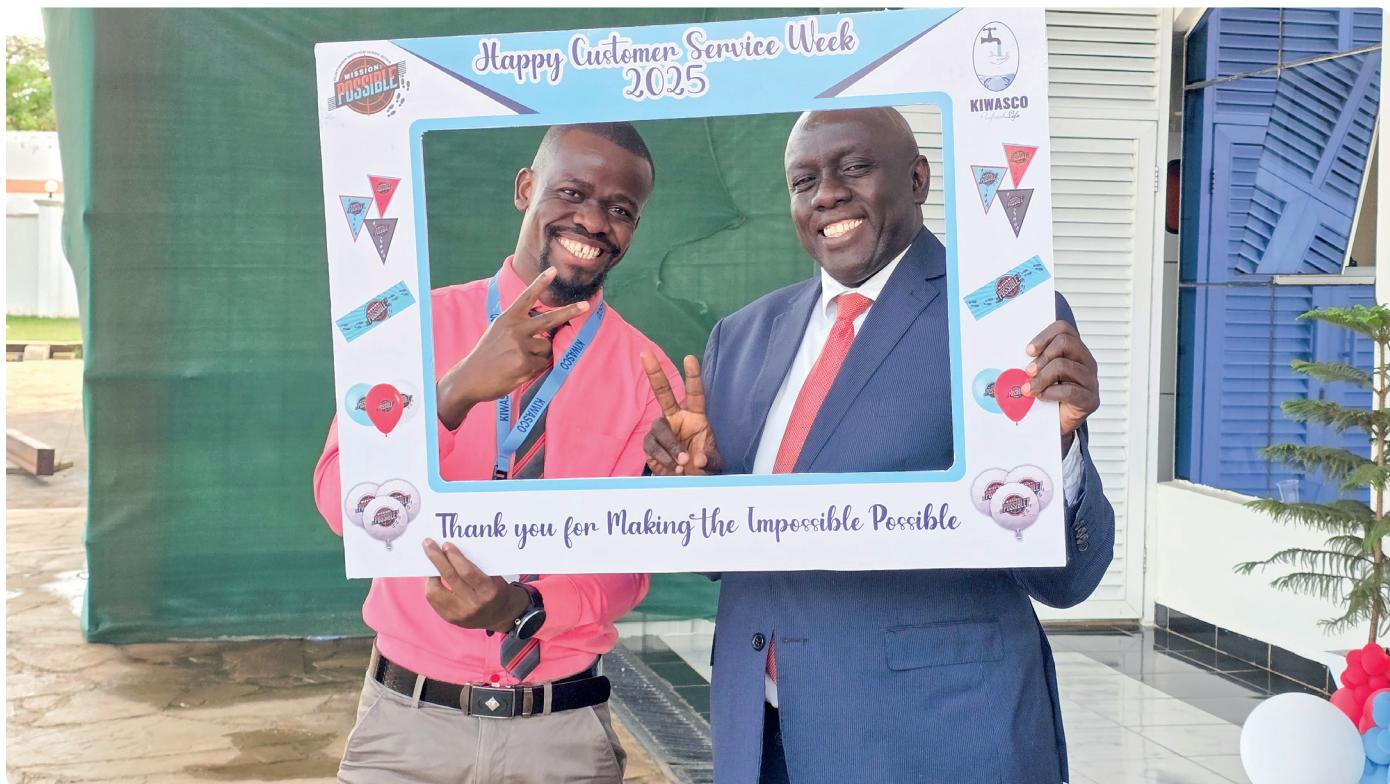


Photo file: Eng. Jura and Maxwell pose for a photo



Photo file: staff line up to take a chance at the spinning wheel competition



Photo file: staff receive various gifts after winning the spinning wheel competition

# MAPEMA NDIO BEST!



## Payment Channels:



**KIWASCO**  
*Refresh Life*



0700517517



057 500 7000



Photo file: The winning netball women's team

## KIWASCO Shines at the 14<sup>th</sup> WASCO Games in Kisii County

The 14th Edition of the WASCO Games boomed to life in Kisii County with thrilling energy and unmatched excitement. 43-water utilities from across the country converged at the heartbeat of the Gusii Highlands, ready to battle it out in a week-long tournament filled with passion, teamwork, and sporting excellence.

From the rhythm of vibrant cultural performances to the blaze of colour during the grand parade of utilities, the atmosphere was charged with anticipation and pride. The opening ceremony, presided over by the Cabinet Secretary for Water, Sanitation and Irrigation, Eng. Eric Muriithi, at Gusii Stadium, set the perfect tempo for the week; a powerful celebration of unity, athletic

spirit, and shared purpose under this year's inspiring theme: "Combating Climate Change Through Sports."

In his remarks, the Cabinet Secretary commended the utilities for creating a platform that blends sportsmanship with networking and knowledge-sharing; significant components for enhancing water and sanitation service delivery. He further pledged continued government support for the sector, emphasizing that universal access to clean water and sanitation remains both a constitutional right and a cornerstone of Kenya's socio-economic transformation.

The event brought together spirited teams competing in diverse disciplines such as athletics, football, volleyball, netball, badminton, darts,

board games, cultural dances, the newly introduced categories of Tug of War, Basketball, and Zilizopendwa.

Kisumu Water and Sanitation Company (KIWASCO), was among the standout participants who proudly staged tight competition across multiple disciplines. We fielded strong teams in women's netball, men's football, men's volleyball, tug of war, golf, athletics, indoor games, cultural dance, zilizopendwa, and set-piece choir.

Despite the highly competitive environment, we managed to scale through the preliminary stages with commendable margins against formidable opponents. Among the memorable moments was KIWASCO's dominant 5-0



Photo file: Sports patron, Shem Otieno receiving one of the trophies for the winning teams



Photo file: Ondigo being crowned with a medal by the MD



Photo file: Volley ball men psyching up ahead of the final game



Photo file: Ondigo at his best during the scrabble game



Photo file: George in action during the ajua competition



Photo file: KIWASCO football team greets TRANSZOWASCO ahead of the debut match



Photo file: Team KIWASCO enters the stage in style during the procession

victory over TRANSZOWASCO, a thrilling display of teamwork and determination that left fans cheering in excitement. The netball queens were equally unstoppable, outplaying every opponent that crossed their path, including the dreaded and mighty Nairobi City Water netball legends in the WASCO games. Their team spirit and precision in tackling each game proved that tenacity always wins the game.

On the court, the volleyball men staged a masterclass game against pioneer teams like Nyeri Water, Nairobi City Water among other veterans to clinch an indomitable first position in their category, a true mark of champions. Ajua, an ancient game among old chaps, that has evolved over the years gaining power play in the tournaments as well as attracting a shrill and contested space. KIWASCO has always had a finesse presentation in the game and this year wasn't an exception as we managed to battle it out to emerge in second position.

In the closed halls, KIWASCO choir, angelic voices could be heard serenading the air at Kisii Cultural Hall. The Set-Piece Choir and Zilizopendwa groups earned second and third place respectively. These outstanding results propelled KIWASCO to an impressive overall 8th position in the tournament standings, a testament to our continued commitment to improving our skills in the tournament. We are proud of every team member who represented KIWASCO with passion and integrity. Their hard work and dedication continue to reflect the true spirit of our organization.

During the closing ceremony, WASPA Chairman, Mr. Thomas Odongo, celebrated the growing momentum of the Games, noting the increased participation. He lauded the sense of unity and camaraderie fostered through sports, urging participants to carry the same spirit of teamwork, resilience, and determination into their daily service

delivery.

Guided by the theme, the games also championed environmental stewardship. In a symbolic gesture, over 1,000 trees were planted, highlighting the sector's collective commitment to a greener, more sustainable future. This was a strong indication that attending WASCO is not just playing for winning but proving that when sports and sustainability team up, everyone wins – utilities gain resilience, achieve sustainability and our planet gets the protection it desperately requires.

During this edition, the WASCO secretariat also launched an online digital registration portal – a gamechanger in how the sports activity will be managed going forward. The key features are fast player registration, provides real time fixtures and results as they stream, crystal clear transparency and accountability and also enhanced administrative support.



Photo file: The delegation poses for a photo during a break while at the AFD offices

## Visit to AFD (Agence Française De Développement)

The Permanent Secretary (PS) under the Ministry of Water, Sanitation & Irrigation Mr. Julius Korir, led a delegation comprising officials from KIWASCO and Lake Victoria South Water Works Development Agency (LVSWWDA) for a strategic meeting with the French Development Agency (AfD).

The meeting was held at the AfD headquarters in Paris, chaired by Mr. Cyril Gerardon, Deputy Director for Africa. This meeting focused on strengthening the longstanding partnership between Kenya and AfD, with a project portfolio exceeding KES 65 billion in the water and sanitation sectors and significant impact in Nairobi, Mombasa and Kisumu cities.

Regarding Kisumu, the meeting addressed the financing opportunities in water, energy and food nexus – with a focus on the ongoing projects,

expanding the partnership to cover opportunities including NRW, climate change adaptation (solar), implementation of the City Wide Inclusive Sanitation plan (CWIS) and proposal of the waste-to-value Fecal Sludge Treatment Plant (FSTP).

The AfD team promised to consider support for resource mobilization and project implementation with options of a public-private partnership approach and other non-sovereign funding models. They have also included support for capacity enhancement in both water and sanitation.

In his remarks, Mr. Cyril hoped to extend cooperation to other towns in Kenya, which have demonstrated growth potential. He mentioned that AfDB has a strong portfolio of about 500 million Euros; however, their priority right now is not to introduce new projects but to conclude on the current portfolios.

Mr. Korir, on the other hand, praised the partnership, stating that it has led to achievements such as the expansion of the Country's water supply and wastewater services, as well as a reduction in pollution of Lake Victoria. The reports he receives from KIWASCO also indicate a decline in NRW for the past year from a high of 38% to a low of 35%. The PS concluded by saying that the Ministry of Water is looking at deeper and bigger-scale corporations for infrastructural developments such as construction of dams, and also expanding the scope of sanitation in Kisumu.

Mr. Odongo, KIWASCO MD stated that he was considering a management contract and structured action plan for seeking support for governance strengthening and NRW improvement, beginning with a capacity assessment. Ms Jackline,

Photo file: Participants visit the Kenyan Embassy in France



CEO LVSWWDA, emphasised the need for more sanitation investments, aligned with water expansion.

The visit reaffirmed AfD's longstanding commitment to Kenya's water and sanitation sector and highlighted significant opportunities for expanded, innovative, and more

sustainable financing, particularly through non-sovereign, concessional, and blended instruments. Kenya emphasised the urgency of more grants, stronger utility capacity, and integrated water–sanitation investments to meet national goals. Both sides acknowledged ongoing

challenges but expressed strong goodwill to deepen collaboration in the coming years.

The delegation later took part in a study tour that involved a visit to a drinking water plant, waste wastewater treatment plant and the Embassy of Kenya in France.



Photo file: Participants follow proceedings during the meeting at AFD headquarters

# LET US READ YOUR WATER METER

CURRENT READING-PREVIOUS  
READING= **MONTHLY CONSUMPTION**

## Example:

Consider a meter whose previous reading  
was  
**0019 8217** & current reading captured as  
**0029 8499**

Select the black digits & calculate as  
follows:

**0029-0019=10 units consumed.**



Calculate amount payable  
according to WASREB  
approved Water Tariff

 0700 517 517  057 5007000

# Menstrual Hygiene Management (MHM) and the Sanitary Time Bomb



Photo file: Pupils of Nyalunya Comprehensive School display menstrual products donated to them by KIWASCO

## Introduction

The World Health Organization (WHO) and Kenya's Menstrual Hygiene Management Policy (2019–2030) emphasize that MHM is not just a hygiene issue - it is a human right, gender equality, and public health issue. Poor MHM can lead to infections, reduced participation in work, school absenteeism and gender disparities.

In Kenya, Menstrual Hygiene Management (MHM) is primarily coordinated under the Ministry of Health (MoH).

However, because MHM cuts across several sectors, it is also supported by:

- Ministry of Water, Sanitation and Irrigation – for ensuring access to safe water, sanitation, and disposal facilities.
- Ministry of Education – for school-based programs, curriculum integration and provision of sanitary products to learners.
- Ministry of Gender, Culture, the Arts and Heritage; State Department for Gender and Affirmative Action – addressing stigma, taboos and gender equity issues.
- County Governments – including Kisumu County, which is responsible for local implementation and community-level interventions.

## What is Menstrual Hygiene Management (MHM)?

MHM is the process by which women and girls:

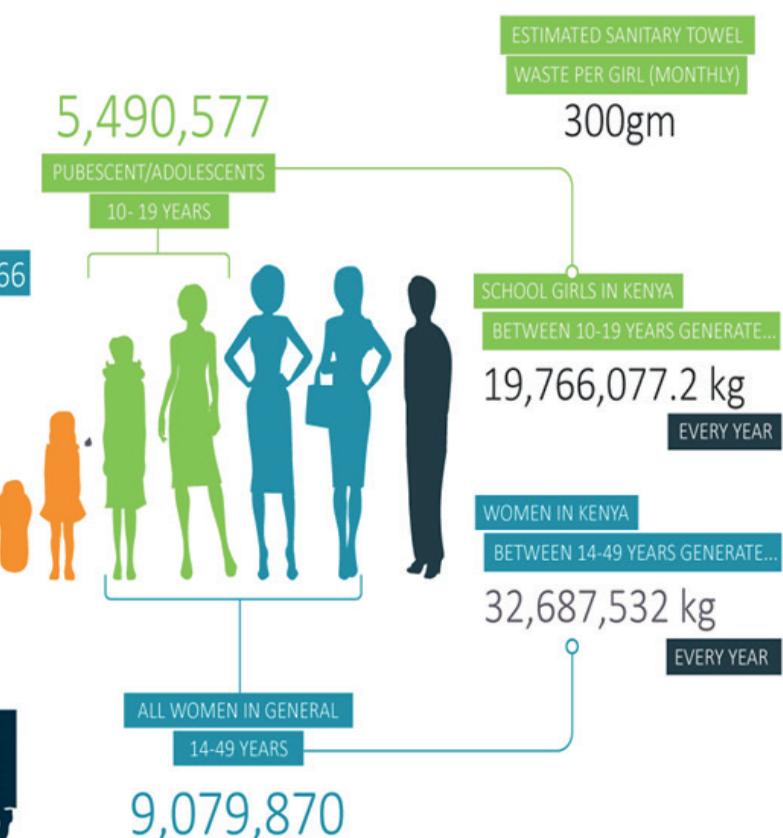
- Use clean menstrual products such as sanitary pads, tampons, menstrual cups, or reusable cloths to absorb or collect menstrual blood.
- Have access to safe, private, and dignified facilities for changing, washing, and disposing of these products.
- Maintain proper hygiene through access to clean water, soap, and safe sanitation facilities.



Kenyan School Girls generate at least 19,766 tons of Sanitary towel waste each year

Kenyan women altogether generate at least 32,687 tons of sanitary towel waste each year

This waste has three likely destinations



- Receive accurate information and education about menstruation to manage it without stigma, fear, or discrimination.
- Are supported by enabling environments - workplaces, schools and communities that recognize menstruation as a natural biological process and provide the infrastructure, policies and social support needed.

MHM is about ensuring menstruation is managed safely, hygienically and with dignity.

In Kisumu City, as in many parts of Kenya, menstruation remains a sensitive topic. Despite growing awareness, several challenges persist:

- Inadequate Sanitation Facilities: Many schools and public spaces lack gender-segregated, safe, and private sanitation facilities with water and disposal options. This discourages

- girls from attending school during menstruation and limits women's mobility and participation in public life.
- Cultural taboos, misinformation: Persistent cultural myths such as the belief that menstruating women are impure or should not cook extend stigma and silence around menstruation.
- Lack of Comprehensive Education: Many girls and boys receive limited information about menstruation. Teachers often feel uncomfortable discussing the topic, and many parents avoid it altogether.

N/B: Estimated decomposition time for sanitary waste - pads, tampons and diapers is 500 years!

#### The Challenge of Menstrual Waste Disposal in Kisumu

Menstrual waste brings specific challenges to KIWASCO's infrastructure:

- **Blockages in Sewer Networks:** Non-biodegradable pads and tampons are frequently flushed into our sewer lines or improperly disposed in sewer manholes. Our sewer team has identified sanitary waste as a significant contributor of sewer blockages. These blockages reduce flow capacity, increase maintenance costs and disrupt service delivery.
- **Treatment Burden:** Menstrual waste that reaches Kisat Water Resource Recovery Plant and Nyalenda Oxidation ponds complicates screening and sludge management. The pads are entangled in mechanical screens, requiring manual removal, which slows down operations and raises occupational hazards for staff.
- **Pit Latrine and Open Pit Disposal:** Disposal of menstrual waste in pit latrines or open pits accelerates filling



Photo file: Boys from Nyalunya School are asked to demonstrate how menstrual products are used

rates and poses a risk of groundwater contamination. When these pits are eventually emptied, the presence of non biodegradable sanitary waste introduces secondary challenges for KIWASCO's biological sewer treatment processes.

### Ongoing Interventions and Innovations

Recognizing these challenges, Kisumu has seen a surge in MHM focused initiatives, often driven by collaboration between KIWASCO, strategic partners and county government.

i. **Kisumu Urban Apostolate Programmes (KUAP) - Pandipieri MHM Project:** Launched in early 2023, this initiative formerly supported by the Western Kenya Sanitation Project WKSP USAID aims to break menstrual taboos and improve hygiene practices. It engages community health volunteers (CHVs), local leaders and

- ii. schools to provide education, distribute menstrual products and promote safe disposal methods.
- iii. **Fresh Life collaboration:** Through Fresh Life's model, every container based toilet is equipped with sanitary bins. This strategic intervention prevents pads from entering sewer lines and ensures safer collection and disposal.
- iv. **Gasia Poa initiative:** In partnership with Gasia Poa, solid waste including menstrual waste is segregated. This reduces the burden on sewer systems and aligns with circular economy approaches.
- v. **School-Based Programs:** Several schools in Kisumu have integrated MHM into life skills education, supported by the private sector and the Ministry of Education. These programs provide reusable sanitary pads, train teachers and establish girl-friendly sanitation facilities.
- vi. **Community Engagement:** Grassroots campaigns in Kisumu are challenging stigma and promoting open conversations. These efforts

UN Recognition - The United Nations in Kenya spotlighted Saniwise Technologies for its award-winning eco-toilet.

These accolades position Saniwise Technologies as a rising star in sustainable sanitation and youth-led innovation via the circular economy - trash to treasure conversion of sanitary waste to eco toilet solutions. Waste to value. Waste to wealth creation.



Photo file: Trash to treasure conversion – Sanitary waste conversion to ecological toilet bricks

are crucial in shifting social norms and empowering girls to manage menstruation with dignity.

### Institutional Arrangements and Policy Gaps

Menstrual waste is classified both as a hazardous waste (due to human blood) and solid waste (due to its non-biodegradable nature). No institution has taken full responsibility for its management. Ministries of Health, Water, Education, and Gender all play partial roles, but menstrual waste disposal remains undefined in mandates.

At the national level, Kenya's MHM

Policy (2019–2030) emphasizes access to products and education but is less explicit on sanitary waste management systems. This gap leaves utilities like KIWASCO to shoulder the operational consequences without clear institutional backing or budgetary support.

Sanitation isn't complete until menstrual waste is managed.

### Conclusion

Kisumu City has made commendable strides in addressing MHM, but sustained investment, integrated stakeholder collaboration and community ownership are essential

to ensure that every girl and woman can manage menstruation safely and confidently. By embedding MHM into water, sanitation, education, and gender strategies, Kisumu can become a model for inclusive urban health and development.

To strengthen MHM, Male involvement in MHM education is critical. Every man should break the barrier by purposing to buy a sanitary pad for his spouse, girlfriend, lady friend, sister or daughter. Man up. Action the challenge!

Written by  
Joel Obunga



Photo file: A facilitator gives a talk on menstrual health management to pupils of Nyalunya Comprehensive school during a past event

# Strengthening Non-Revenue Water Management Through Staff-Community Collaborative Initiatives for Reporting Leakages



Photo file: A community meeting in Manyatta whereby residents are informed about CLI

**K**isumu Water and Sanitation Company (KIWASCO) continues to prioritize reduction of Non-Revenue Water (NRW) as a key performance goal in improving operational efficiency and service delivery. One of the most effective strategies in achieving this target is through **active staff and community reporting of leakages and bursts**. Prompt identification and reporting of leaks plays a critical role in minimizing physical water losses, safeguarding infrastructure investments, and ensuring equitable water distribution across the supply network.

Engaging both staff and the community in leak detection creates a culture of shared responsibility in water conservation. Staff members, being more familiar with system operations and infrastructure layouts,

are better positioned to notice unusual system behaviors such as pressure drops, wet spots along pipeline routes, or abnormal meter readings. Their

vigilance ensures that such issues are reported and addressed before they escalate into major losses or damage.



Photo file: Eng. Opiyo explains to Headteachers about CLI during the inception of the programme



*Photo file: A section of the committee members for CLI and Kisumu Youth Parliament pose for a photo after one of their meetings*

On the other hand, community members form the first line of observation in the field. By empowering the community to report leakages through dedicated reporting channels, KIWASCO enhances its responsiveness and ensures that hidden or unattended bursts are quickly addressed. This community-based approach not only improves system reliability but also builds trust between the company and its customers.

To strengthen this initiative, KIWASCO is implementing a **community-led Initiative** targeting organized groups within the community who are trained, equipped, and motivated to identify

and report leaks. These groups will be recognized and awarded for their active contribution towards reducing water losses, fostering a sense of ownership and partnership in safeguarding water resources.

While complementing these efforts, the company conducts **quarterly leaks and burst scouting exercises**, focusing on peri-urban and far-flung areas that often experience delays in reporting due to limited accessibility. The most recent exercise, carried out in September 2025, saw the deployment of trained scouts who successfully identified **2,049 leakages** within the month, a clear indication of the scale of hidden losses and the value of systematic field surveillance.

Through these combined strategies of staff vigilance, community participation, capacity building, incentive programs, and proactive scouting, KIWASCO demonstrates a comprehensive and sustainable approach to NRW reduction.

Ultimately, reporting leakages is not just an activity for the technical/NRW department only, but a collective responsibility that strengthens water conservation, reduces operational costs, and ensures more reliable service to the people of Kisumu.

*Written by  
Brian Orwa,  
Physical Losses Coordinator*



## CUSTOMER RESPONSIBILITIES



Ensure minimum storage in your house of 200Ltrs for domestic use & 6-hours of average consumption for commercial or industrial use.

13

Do not discharge solids or old drugs, diapers and cotton wool into the sewer system

14

Industries should pre-treat their waste to conform to the required standard before discharging into the public sewer.

15

Avoid unethical practices that would compromise the standard of service delivery.

16

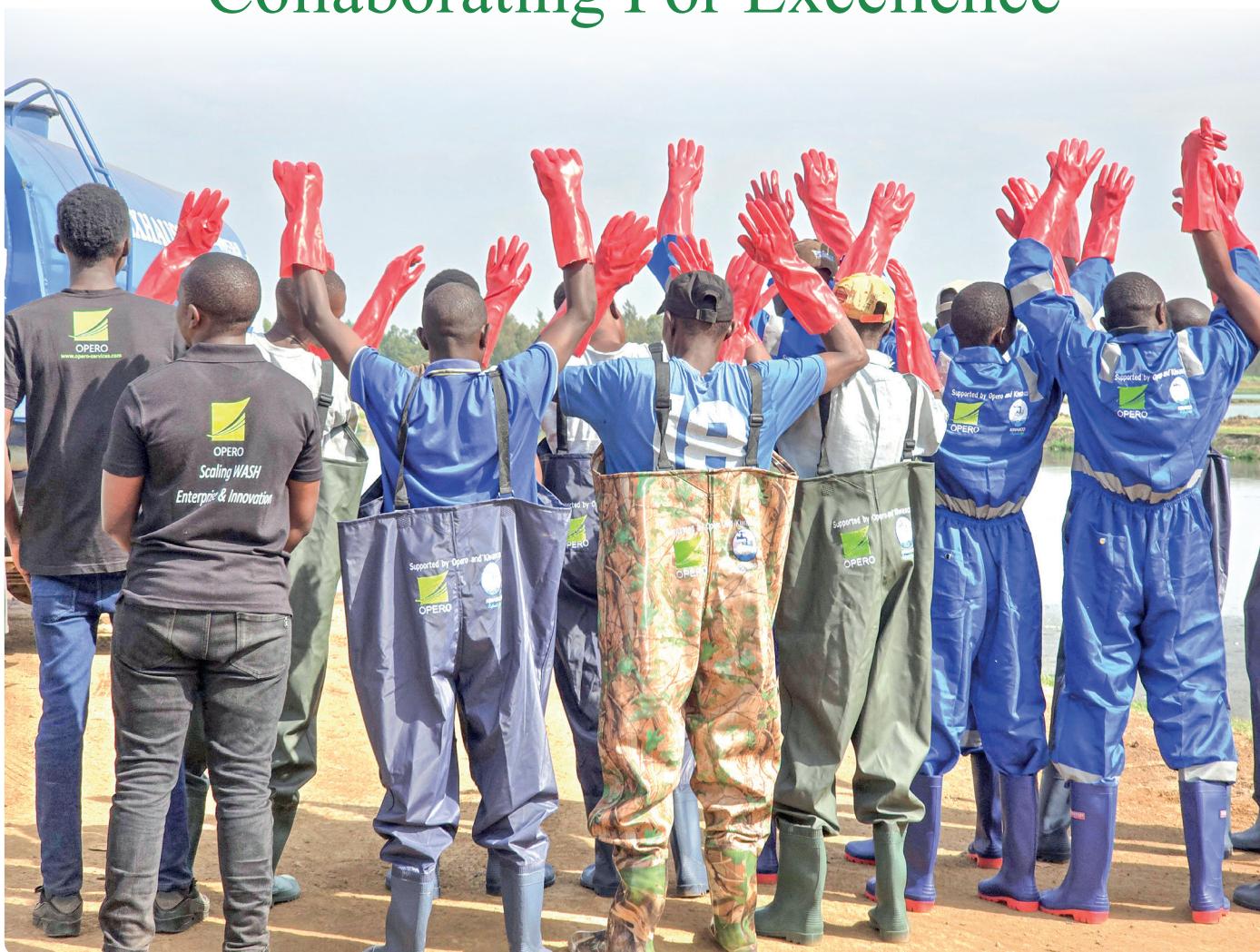


057 500 7000



customerservice@kiwasco.co.ke

# Collaborating For Excellence



In 2021, Kisumu Water & Sanitation Company (KIWASCO) signed a Memorandum of Understanding with Opero Services, marking the start of a transformative partnership aimed at revolutionizing WASH in Kisumu City, with a strong focus on faecal sludge management (FSM).

## Scaling Sanitation Enterprise Initiative

Through funding from the Stone & Practica foundation, this ambitious project has achieved several significant milestones. The initiative embarked on a comprehensive training and incubation programs empowering for Faecal sludge operator i.e. Gasia Poa, laying the foundation for sustainable capacity building. Anchoring upon this success, the program, further, implemented an innovative lease-





to-own model of emptying and transport equipment designed to foster long-term growth and accessibility.

The project's scope expanded through meticulous market assessments for sanitation equipment. Most notably, Opero in partnership with Kiwasco established a cutting-edge WASH technology hub. This features trials of honey deeper technology, pupu pump testing, and a Faecal Sludge Treatment Unit; Sistema biodigester - an anaerobic digester that is designed to safely contain and treat organic and human waste. It is also fitted with a persturizer that heats the effluent from the anaerobic digestion.

### Sanitation Services Chain Action Research Project

Through the support from the Bill & Melinda Gates Foundation, we have rolled out a comprehensive project with multiple strategic components. At its core lies an extensive technology innovation program, where trials of various emptying alternatives, including, pupu pump, pit vac, trash pump, and gulpa are conducted exploring ways to cut costs while enhancing safety and coverage of fecal sludge management in Kisumu.

Occupational health and safety

considerations remains a key pillar of the initiative. The program implements rigorous monitoring systems while enhancing PPE utilization protocols and comprehensive vaccination programs for Faecal sludge operators i.e. the manual pit emptiers.

### Positioning for Future Impact

Looking ahead, KIWASCO is positioning itself as a home for WASH innovation through the creation of a Sanitation Tech Hub in Kisumu. The hub is envisioned as a museum-like setup, showcasing the best technologies and practices across the sanitation value chain.

It will serve as a learning center, offering peer-to-peer coaching and mentorship while sharing knowledge, expertise, and best practices with industry stakeholders such as WSPs. This initiative aims to create a lasting legacy in sanitation services.

The strategic partnership between KIWASCO and Opero Services seeks to set new standards for sustainable sanitation solutions and deliver long-term impact in Kisumu City.

# Fire Safety: Common Causes and How to Prevent Them



Photo file: First aiders being trained on how to respond to a fire emergency at KIWASCO

**A** fire can start in seconds from something as small as a spark or a carelessly discarded matchstick. Once it begins, it can spread fast and destroy not just property, but lives and livelihoods. At KIWASCO, where we work around electrical equipment, chemicals, and fuel-powered systems, fire safety is not just a rule — it's a habit we must all practice every single day.

Let's look at the most common fire hazards around our workplaces and what each of us can do to keep them in check.

## 1. Electrical Faults – The Silent Fire Starter

Electricity keeps our operations running, but it can also turn deadly when ignored. Overloaded sockets, frayed wires, or leaving appliances running after hours can easily cause a fire.

### What to do:

- Avoid “octopus” wiring — one plug should serve one appliance.
- Switch off computers, printers, and lab equipment after use.

- Report any sparking sockets, flickering lights, or unusual smells immediately.
- Only qualified electricians should handle electrical repairs — no shortcuts.

*A quick check before you leave could be the difference between safety and disaster.*

## 2. Chemical and Fuel Hazards – Handle with Respect

Our plants and laboratories use substances like chlorine, ethanol, and other flammable reagents. These materials are safe when properly handled — but risky when left open or mixed carelessly.

### How to stay safe:

- Always read and follow safety labels.
- Store chemicals in their designated cabinets, away from heat and direct sunlight.
- Keep spill kits close by and ensure fire extinguishers are accessible.
- Never store incompatible chemicals together — check your safety data sheets (SDS).

*Remember: A well-organized lab or chemical store is a safe one.*

## 3. Kitchen Areas – Small Fires, Big Trouble

The kitchen is one of the most common sources of workplace fires. It only takes one moment of distraction for cooking oil to ignite or a burner to be left on.

### Be careful to:

- Never leave cooking unattended.
- Turn off cookers and gas cylinders after use.
- Keep flammable materials like paper towels and cleaning sprays away from stoves.
- Know where the nearest fire blanket or extinguisher is.

*Cooking is great — burning lunch is not!*

## 4. Unsafe Smoking – A Dangerous Habit

Smoking in undesignated areas or tossing cigarette butts carelessly can lead to fires, especially near grass or waste bins.

**Always:**

- Smoke only in designated zones.
- Use provided ashtrays and ensure cigarettes are fully extinguished.
- Never throw butts into bins with paper or plastic waste.

**5. Poor Housekeeping – The Hidden Fire Fuel**

You might not think much of that stack of papers or that oily rag — but clutter is perfect fuel for fire. In workshops, labs, and even offices, *neatness is safety*.

**Keep in mind:**

- Clear workspaces daily.
- Dispose of oily waste properly.
- Keep corridors and exits free from obstruction.
- Never block access to fire extinguishers or alarms.

**If Fire Breaks Out**

Stay calm but act quickly.

**1. Raise the alarm** — shout “FIRE!” and hit the nearest alarm point.

2. **Evacuate immediately** — don’t waste time collecting belongings.
3. **Close doors behind you** to slow the spread of smoke.
4. **Go to the muster point** and wait for instructions.
5. **Use an extinguisher only if you are trained** and the fire is small.

*Always read the label before using. Wrong extinguisher, wrong fire = bigger problem.*

**Fun Fact (That Could Save Your Life):**

*Did you know that smoke kills more people than flames? That’s why during evacuation; you should stay low, the cleanest air is near the floor.*

**Know Your Extinguisher**

Extinguisher Type	Color Code	Good For
Water	■ Red	Paper, wood, cloth
Foam	■ Cream	Liquid fires (petrol, diesel)
CO <sub>2</sub> (Carbon Dioxide)	■ Black	Electrical fires
Dry Powder	■ Blue	Multi-purpose (good all-rounder)

**Final Word**

Fire doesn’t give a warning. Prevention is our best defence. By switching off unused appliances, storing chemicals properly, keeping workplaces clean, and staying alert, we can keep KIWASCO safe for everyone.

So next time you see something unsafe, **don’t walk past it — act on it**. Because when it comes to fire, **a small action today can prevent a big disaster tomorrow**.

*Article written by;*

**Erick Okoth**

**Safety Health Environment & Quality Manager**

## METER SAFETY PROTECTION COVER



**FOR MORE ENQUIRY CALL: 057 500 7000**

# Q1 Performance



## Commercial Performance

MONTH	TARGET	BILLING	COLLECTION	%
July 2025	101,897,463.43	100,725,170.69	92,851,697.77	92.18
August 2025	107,697,464.05	97,876,161.64	94,956,705.51	97.02
September 2025	104,534,839.95	96,954,257.83	94,033,561.75	92.75

## NRW Performance

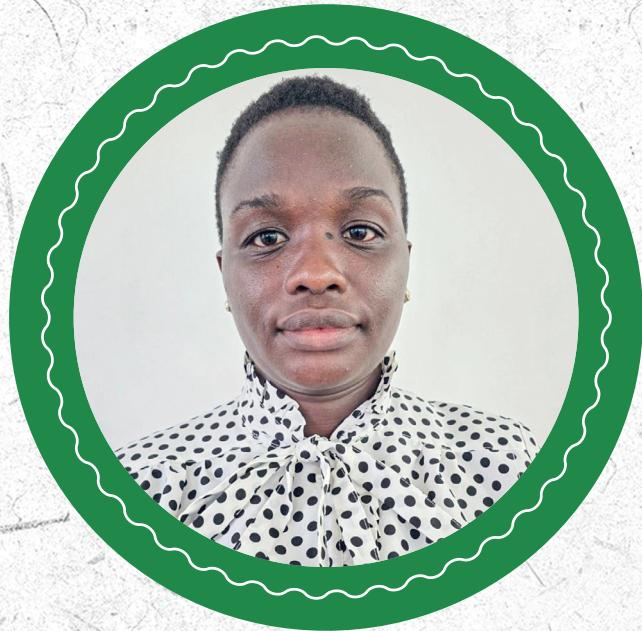
MONTH	%
July	28.18
August	30.59
September	32.57
<b>AVERAGE</b>	<b>30.45</b>

## Other Performance

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

## Staff Changes

**JOINER**



***Sheilah Awuor Okech***  
***Water Operator***

**EXIT**



***Esther Agoch***  
***Meter Reader***

## Reach Out



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