

ELDOWAS DIGEST

Newsletter

October 2023

Vol 1 Issue 2



Team Service

Together We Achieve More

Our team strives for excellence in every interaction. Thank you for being part of this exceptional journey.

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EDITORS

Note

As we close the chapter on another month, it is with great pleasure that I share with you a recap of the activities and achievements that have defined October at ELDOWAS.

Throughout this month, we've witnessed the unwavering dedication of our team and the invaluable support from our customers and stakeholders. These combined efforts have allowed us to make significant progress in our mission to provide essential water and sanitation services to the communities we serve.

In October, we celebrated Customer Service Week under the theme "Team Service™." This week served as a poignant reminder that we are all part of one extraordinary team, working together to meet the needs of our customers and the community. It was a time of reflection, appreciation, and recommitment to the values that drive our organization.

We highlighted the importance of teamwork, wellness, gratitude, and fun, all while maintaining our unwavering focus on service excellence. The week's activities were a testament to the dedication and passion that define our ELDOWAS family.

But October was not just about celebrating Customer Service Week. It was a month of continued progress and achievement. We've made strides in improving service delivery, enhancing infrastructure, and ensuring the sustainability of our operations. Our team's hard work and commitment have shone brightly in all that we've accomplished.

We also recognize that our success is built on the trust and support of our valued customers. Your feedback and engagement have been instrumental in shaping our services, and we are grateful for your partnership.

As we look ahead to November, we remain focused on our mission to provide clean, safe, and accessible water and sanitation services to the communities we serve. Your continued support and collaboration inspire us to aim higher and achieve more.

Thank you for being an integral part of the ELDOWAS community.

We are excited to continue this journey with you, and we look forward to sharing more updates and progress in the coming months.

Susanne Sang
EDITOR, ELDOWAS MAGAZINE

**"SUCCESS IS
NOT THE KEY TO
HAPPINESS.
HAPPINESS IS
THE KEY TO
SUCCESS. IF YOU
LOVE WHAT
YOU ARE DOING,
YOU WILL BE
SUCCESSFUL."**





Celebrating Success: A Recap of Customer Service Week at ELDOWAS

As October draws to a close, we reflect on the exciting and rewarding week that was Customer Service Week. It was a time to celebrate, appreciate, and honor the dedication of our extraordinary team and the vital connection we share with you, our valued customers.

This year, our Customer Service Week was celebrated under the theme "Team Service™," reminding us that, no matter where we are, what our job titles may be, or how we serve our customers, we are all part of one incredible team.

At ELDOWAS, we are not just a water and sanitation company; we are a family, a team, and a community. Customer Service Week was an opportunity to highlight the incredible individuals who make up our ELDOWAS family and the outstanding service that unites us all.

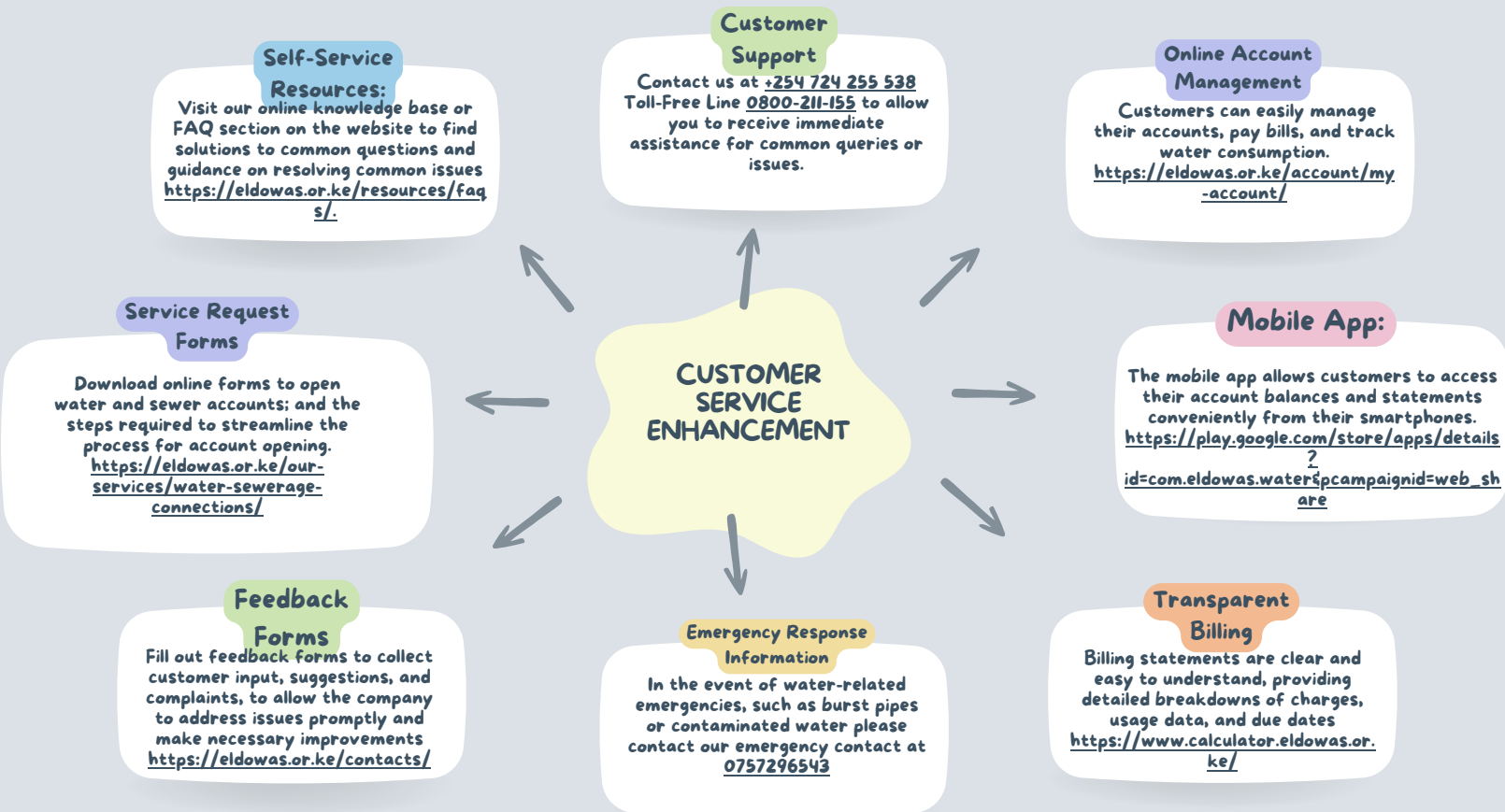
As we move forward, let's carry the spirit of Customer Service Week with us, remembering that we are part of an extraordinary team. Together, we can continue to provide top-notch service to our customers and make a positive impact on the community. Thank you for being an essential part of the ELDOWAS family. Your trust and support inspire us to be better every day. Here's to a future filled with continued success and collaboration.



We wrapped up the week with celebration and joy, and a sense of accomplishment and unity filled the air.

SERVICE IMPROVEMENTS

In our relentless commitment to providing the highest quality service to our esteemed customers, ELDOWAS has been diligently working over the past years to implement significant enhancements aimed at enriching your overall experience. We believe that ensuring your satisfaction and convenience is paramount, and we are excited to share with you the pivotal customer service enhancements. Here are the key enhancements that will revolutionize your experience with ELDOWAS:





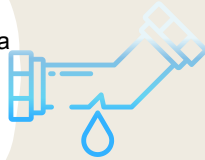
WATER SAVING TIPS



Here are some water-saving tips

FIX LEAKS PROMPTLY

A dripping faucet or a running toilet can waste a significant amount of water. Be sure to repair leaks as soon as you notice them to prevent water wastage



TURN OFF THE TAP

When brushing your teeth or washing your face, turn off the tap while you're not actively using the water. This simple habit can save gallons of water each day



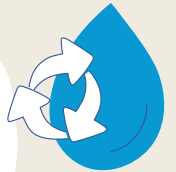
INSTALL LOW-FLOW FIXTURES

Consider installing low-flow showerheads and faucets. These fixtures maintain water pressure while using less water, helping you save water without sacrificing comfort.



REUSE WATER

Get creative with water reuse. For example, leftover water from cooking or washing vegetables can be used to water your indoor plants



COLLECT RAINWATER

Use rain barrels to collect rainwater for outdoor use, such as watering your garden or plants. It's an eco-friendly way to reduce your reliance on treated water for irrigation.



CONSIDER DUAL-FLUSH TOILETS

If you're upgrading your toilet, opt for a dual-flush model. These toilets offer a lower-volume flush for liquid waste and a higher-volume flush for solid waste.



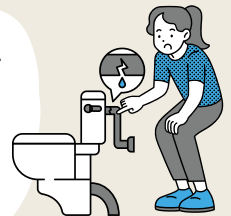
RUN FULL DISHWASHERS AND WASHING MACHINES

Wait until you have a full load before running your dishwasher or washing machine. Efficient use of these appliances saves both water and energy.



CHECK FOR TOILET LEAKS

Occasionally, check your toilet for silent leaks. Place a few drops of food coloring in the tank and see if it seeps into the bowl without flushing. If it does, you have a leak that needs fixing.



SHORTER SHOWERS

Cutting just a few minutes off your shower time can save a substantial amount of water over time. Try to keep your showers around 5-10 minutes.




COLLECT COLD WATER

While waiting for hot water to reach your faucet, collect the cold water in a container. You can use this water for plants, pets, or other purposes.



ANNOUNCEMENTS



Invitation for Applicants for Vacant Positions in the Board of Directors of Eldoret Water and Sanitation Company Limited

Eldoret Water & Sanitation Company Ltd (ELDOWAS) is a Water Service Provider incorporated under Companies Act 2015 of the laws of Kenya. The Company is responsible for the provision of Water and Sanitation Services within Eldoret Municipality, Kises, O'lessos, Chebara and Moiben pursuant to the Water Act 2016.

In accordance with Article 174 of the Constitution of Kenya, to ensure the public served has an opportunity to participate in decision-making in service delivery that affects them, Uasin Gishu County Government, who is the Principal Shareholder is recruiting Seven (7) members of the Board of Directors. For eligibility, the applicants must be locals from the Company's area of service.

The Company has Seven (7) Board vacancies for representatives of the following stakeholder groups:




1. **One member** from the **business community** nominated by a registered business organization as stakeholders of ELDOWAS.
2. **One member** from the **manufacturing community** nominated by a registered manufacturing association.
3. **Two members** from **professional bodies** nominated by those bodies or any other key primary stakeholder that is of equivalent value to the professional body.
4. **One member** from **consumer residential association** nominated by a residential association
5. **One representative** from a **women organization** nominated by any women organization that is registered.
6. **One member** from a **religious organization** nominated by a registered religious organization.

For details on the application procedure, interested candidates should visit the County and Company's websites www.uasingishu.go.ke and www.eldowas.or.ke

Applications should be either hand delivered sealed in a plain envelope indicating "**APPLICATION FOR BOARD OF DIRECTOR ELDOWAS**" and addressed to the under-signed or emailed to cp@uasingishu.go.ke

All applications should be received no later than **Tuesday, 7th November, 2023 at 5:00 p.m.** at Uasin Gishu County Government Offices. The successful candidates will be required to provide Chapter 6 documents on leadership and integrity. Details of the minimum requirements are obtainable at County Government of Uasin Gishu and ELDOWAS websites.

**The Chairperson,
Selection Committee,
Recruitment of ELDOWAS Board of Directors
Governor's Office
County Government of Uasin Gishu
P.O. Box 40-30100 Eldoret Kenya**



TENDER NOTICE


S/No	Category reference no.	Item description	Category
A. SUPPLY AND DELIVERY OF GOODS			
1	ELDOWAS/T/2/2023-2024	Supply and Delivery of Water Pan Liners and its accessories.	Open

Participating firms are advised to Download Tender Documents Free of Charge from the Company's website: <https://www.eldowas.or.ke>. All other Terms and Conditions remain as per the Tender Document.

Completed Bid Documents enclosed in plain sealed envelopes clearly marked with Reference Number and Name send to Company's Head Office without identifying the sender or be deposited in the Tender Box at Procurement Department not later than **10th November, 2023 at 12.00pm**. Bids will be opened immediately thereafter at the Company Boardroom in the presence of bidders or their representatives who wish to attend.

Tenders should be addressed to:

**THE MANAGING DIRECTOR,
ELDORET WATER AND SANITATION COMPANY LTD.
P.O BOX 8418-30100 ELDORET.**



Innovation Corner: How to get started

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- Visit publications.eldowas.or.ke
- Click on the "Subscribe" button on the homepage.
- Fill in your email address and any other required information, such as your name and preferences.
- Once confirmed, you will start receiving our monthly newsletter and periodical publications of the company directly to your email address.

CONSUMER GUIDE

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WATER RATIONING SCHEDULE

<https://eldowas.or.ke/rationing-schedule/>

02

TARIFFS

<https://eldowas.or.ke/resources/tariffs/>

03

CUSTOMER'S RESPONSIBILITY

<https://eldowas.or.ke/resources/customers-responsibility/>

04

CUSTOMER SERVICE DELIVERY CHARTER

<https://eldowas.or.ke/resources/customer-service-delivery-charter/>

05

ACCOUNT INFORMATION

<https://eldowas.or.ke/account/account-information/>

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