

ELDOWAS DIGEST



HEALTH & SANITATION



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ELDORET CELEBRATES WORLD TOILET DAY WITH A CALL TO ACTION

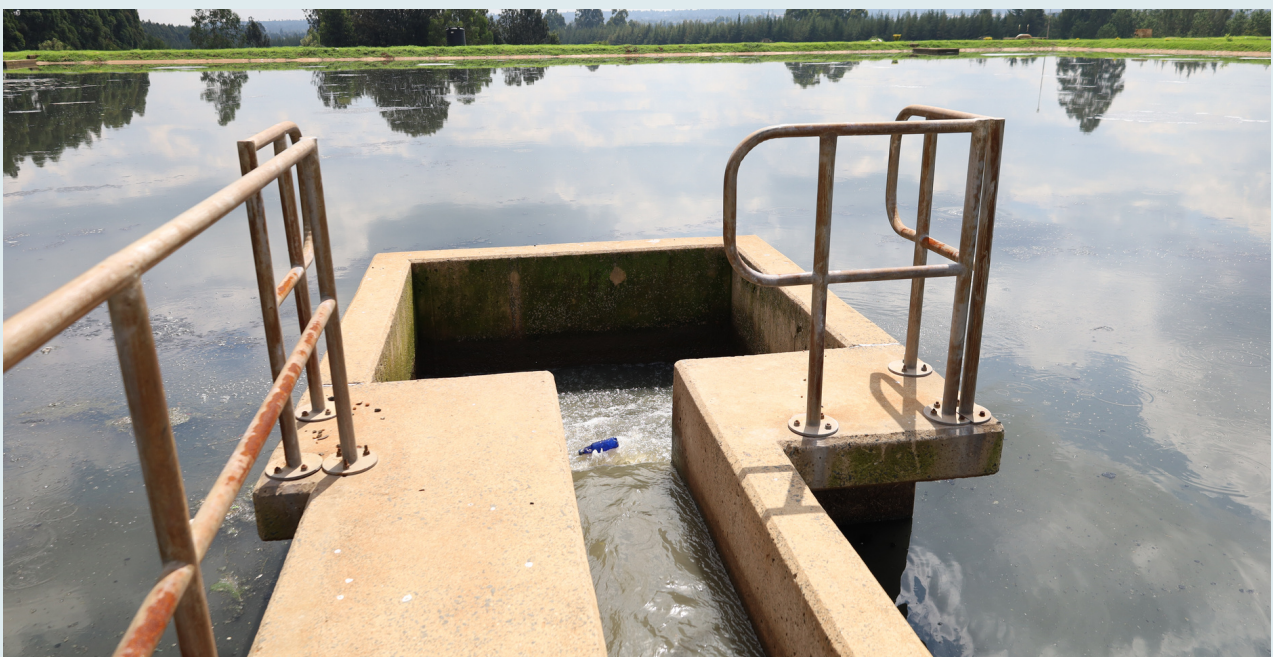
On November 17, 2023, Eldoret Water and Sanitation Company joined hands with Uasin Gishu County, Fresh Life and Water & Sanitation for the Urban Poor (WSUP) to commemorate World Toilet Day at the Mwanzo-Kona Mbaya grounds. This year's theme, "Accelerating Change," served as a powerful reminder of the urgent need to address the global sanitation crisis. The event brought together various stakeholders, including government officials, community leaders, sanitation experts and residents. The importance of sanitation for health, dignity and development was highlighted through interactive activities, informative talks and cultural performances.

ELDOWAS's Commitment to Sanitation

ELDOWAS has been at the forefront of sanitation improvement efforts in Eldoret. The company has invested heavily in infrastructure development, including the construction of new sewer lines, rehabilitation of existing facilities and promotion of hygiene practices.

Fresh Life and WSUP: Champions for Change

Fresh Life and WSUP have been instrumental in mobilizing communities and advocating for better sanitation services in Eldoret. Through their community-based approach, they have empowered residents to take ownership of their sanitation needs and work towards sustainable solutions. We have signed a five-year Memorandum of Understanding to embark on a journey towards enhancing sewerage, sanitation and hygiene services for all the residents of Eldoret Municipality



A Call to Action

World Toilet Day is not just a one-day event. It is a call to action for all of us to play a role in creating a world where everyone has access to safe sanitation.

Here are some ways you can get involved:

- Support ELDOWAS and its partners in their sanitation initiatives.
- Advocate for better sanitation policies at the local and national level.
- Educate others about the importance of sanitation and hygiene.
- Take small but meaningful actions in your own life, such as using water wisely and disposing of waste properly.

Together, we can accelerate change and make sanitation a reality for all. Let's all be hummingbirds and create a world where everyone has access to safe sanitation!

ELDOWAS is proud to be part of the global movement to end the sanitation crisis. We believe that with continued collaboration and commitment, we can make a difference in the lives of millions of people.

Thank you for your support!





COMPANY UPDATES: MOVING TOWARD A MORE EFFICIENT FUTURE

As ELDOWAS, we're constantly striving to improve our services and better serve our community. This December, we want to share two exciting projects that will significantly enhance both efficiency and convenience for our valued customers:

We're embarking on two water pipeline improvement projects hence customers are requested to relocate meters closer to their property lines, ideally near the front gate. This initiative aims to address several key challenges:

- **Improved accessibility:** Easier access for meter readings and maintenance, minimizing disruptions for both residents and our team.
- **Enhanced security:** Reduced risk of tampering or damage, safeguarding your water supply and billing accuracy.
- **Faster response times:** Quicker identification and resolution of potential water issues, ensuring your continued comfort and convenience



PUBLIC NOTICE

NGOMONGO WATER PIPELINE IMPROVEMENT PROJECT

Dear Esteemed Customer,

ELDOWAS is currently undertaking a water project to upgrade the water pipeline in your vicinity. Therefore, you are requested to cooperate with the construction team on the ground for effective work. You are also requested to move your meters toward the gate adjacent to the water lines effective 1st December 2023. This will make it easy for ELDOWAS to access meters for data.

For more information, contact Festus Kimeli (Project Supervisor) on 0792 472324.

Sincerely,

Peter Kibet Arap Biwott
Managing Director

Kambi Somali Road, behind Rift Valley Bottlers
☎ +254 724 255 538

PO Box: 8418-30100, Eldoret, Kenya
🌐 www.eldowas.or.ke



PUBLIC NOTICE

KAPCHUMBA II WATER PIPELINE IMPROVEMENT PROJECT

Dear Esteemed Customer,

ELDOWAS is currently undertaking a water project to upgrade the water pipeline in your vicinity. Therefore, you are requested to cooperate with the construction team on the ground for effective work. You are also requested to move your meters toward the gate adjacent to the water lines effective 1st December 2023. This will make it easy for ELDOWAS to access meters for data.

For more information, contact Abiud Biwott (Project Supervisor) on 0724 956169.

Sincerely,

Peter Kibet Arap Biwott
Managing Director

Kambi Somali Road, behind Rift Valley Bottlers
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WATER, SANITATION AND HEALTH AWARENESS

Did you know that improper sanitation and hygiene practices contribute to the spread of many diseases, including Diarrhoeal diseases, cholera, hepatitis, and trachoma? These diseases can cause serious health problems, especially for children. But there are simple steps you can take to protect yourself and your loved ones:

WASH AWAY THE GERMS: SIMPLE STEPS FOR A HEALTHIER YOU!



WASH YOUR HANDS OFTEN WITH SOAP AND CLEAN WATER, ESPECIALLY

- After using the toilet
- Before eating or preparing food
- After playing outside
- After cleaning your nose, coughing, or sneezing

USE CLEAN WATER FOR DRINKING, COOKING, AND BATHING.

If you're not sure if the water is safe, boil it for at least one minute.



USE A TOILET OR LATRINE TO DISPOSE OF HUMAN WASTE

Never defecate in the open, near water sources, or in fields where food is grown.

KEEP YOUR SURROUNDINGS CLEAN AND FREE OF GARBAGE

Dispose of waste properly in a bin or designated area.



Please dispose of your trash properly.



WASH YOUR FRUITS AND VEGETABLES THOROUGHLY BEFORE EATING THEM

- Wash your veggies, don't be rash, get rid of dirt before you crash!

LET'S ALL WORK TOGETHER TO MAKE WATER, SANITATION, AND HEALTH A PRIORITY!

CUSTOMER FAQ

These are the key customer responsibilities outlined by ELDOWAS. It's important to familiarize yourself with these terms to ensure smooth water and sewerage services and avoid potential charges or legal issues.

BE WATER AND SEWERAGE SAVVY: YOUR RESPONSIBILITIES AS AN ELDOWAS CUSTOMER

8 THINGS TO MAKE IT



1) INSTALLATION COSTS

Customers are responsible for paying installation costs for connections to the water and sewerage system, following specific guidelines and using licensed professionals. Necessary documents must be provided for approval.

2) QUANTITY OF WATER

Billing is based on meter readings unless the meter is faulty, in which case adjustments will be made. If a meter is stopped or damaged, usage is estimated based on previous patterns.



3) METER TESTING FEE



Customers need to pay a fee for meter testing. If a defect is found, the meter will be replaced, and billing will be adjusted accordingly. Customers must ensure the meter's good condition and accessibility.

4) LIABILITY AFTER CEASING USE

Customers will be charged a service fee until disconnection is confirmed or infrastructure is returned.



5) LEAKAGE CONTROL

ELDOWAS is responsible up to the water meter only. Customers are responsible for pipes and fittings beyond the meter. Any financial costs due to leaks after the meter are the customer's responsibility.

6) EFFLUENT DISCHARGE STANDARDS

Customers must not discharge anything into the sewerage network without written consent, except for ordinary domestic waste. Non-compliance could result in legal consequences for environmental pollution.

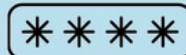


7) POLLUTION PREVENTION

Customers must avoid activities endangering the environment and use natural resources responsibly, cooperating with state organs for environmental protection and spelling mistakes.

8) CODE OF CONDUCT FOR ENTRY

ELDOWAS representatives can enter premises for inspections during office hours or overtime. In emergencies, entry without notice might occur for maintenance without liability for resulting damages.



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