

ELDOWAS DIGEST

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WATER & HEALTH

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NURTURING THE FESTIVE SPIRIT WITH RESPONSIBLE WATER USE

The joyous chaos of December has passed, leaving behind a trail of glittering memories and, perhaps, a slightly lighter wallet. But for Eldoret Water and Sanitation Company (ELDOWAS), one thing remains constant: our commitment to responsible water use, even amidst the festive frenzy.

Remember, even as the year turned, Eldoret's water rationing schedule continued its steady rhythm. It was a gentle reminder that our precious resource shouldn't be taken for granted, not even during the most celebratory of months.

But how do we reconcile festive fun with water responsibility? Fear not, dear Eldoret residents, for ELDOWAS is here with a handy guide to navigating the joyous season with water wisdom in mind.

Party Like a Pro, Water Like a Hero:

- Think ahead: Plan your menu with water-friendly dishes like stews, salads, and finger foods. Ditch the water-guzzling canapés and opt for dips and spreads instead.
- Get creative with the bubbly: Instead of filling punch bowls to the brim, serve smaller portions in reusable cups. Encourage guests to refill their own, saving water and reducing waste.
- Make every drop count: Wash dishes in a basin filled with soapy water, rather than letting the tap run. And speaking of leftovers, store them in reusable containers to avoid food waste, another water-hungry villain.

Travelling Wisely, Hydrating Safely:

The festive season often involves venturing beyond Eldoret's borders. But before you embark on that road trip or plane ride, remember: safe drinking water isn't always a guarantee. Here's how to stay hydrated without compromising your health:

- Pack wisely: Invest in a reusable water bottle and fill it up before you leave. This not only saves money but also reduces plastic waste.
- Be brand savvy: When buying bottled water, choose brands with established reputations for quality and safety.
- Check before you sip: If unsure about the water source, boil it for at least one minute to kill harmful bacteria.
- Ask the locals: Don't be shy to ask residents or hotel staff about reliable sources of safe drinking water.

Remember, every drop counts, especially during the dry season. By incorporating these water-wise tips into your celebrations and travel plans, you can contribute to a more sustainable future for our beloved Eldoret. Let's raise a glass, not just to the festive past, but to a water-conscious future, one bubbly toast at a time!

P.S. Don't forget to check the latest Eldoret water rationing schedule on our website [here](#)

Happy New Year!

COMPANY UPDATES

ELDOWAS Welcomes New Board Members: Ensuring Stakeholders Have a Voice



Following a rigorous search process in line with the Water Act 2016 and stakeholder participation guidelines, We are proud to announce the appointment of our new Board of Directors! These individuals bring a diverse range of expertise and perspectives, ensuring that the voices of all stakeholders are represented in the company's decision-making.

Understanding the Board's Role:

The Board of Directors plays a critical role in overseeing ELDOWAS's operations and ensuring its long-term success. They are responsible for:

- Setting the strategic direction: Defining the company's vision, mission, and values, and setting goals to achieve them.
- Monitoring performance: Overseeing the management team and ensuring they meet the board's expectations.
- Making key decisions: Approving major investments, financial plans, and policies.
- Ensuring accountability: Holding the management team accountable for their actions and ensuring ethical and responsible business practices.

Introducing Our New Board Members:

We are excited to welcome the following individuals who will be joining the board effective immediately:

- **David Singoei (Chairman)**
- **Rachel Miso**
- **Edward Kisaka**
- **Nathan Tororei**
- **Cliff Magugui**
- **David Chemweno.**
- **Francis Chirchir**
- **Eliud Chemaget**
- **Mary Kerich**

We are confident that this diverse and experienced board will provide valuable guidance and leadership as ELDOWAS continues to deliver essential water and sanitation services to the Eldoret community.

ELDOWAS remains committed to ensuring that all stakeholders have a say in the company's future. We encourage you to stay informed about our activities and participate in our public meetings. Together, we can build a bright and sustainable future for ELDOWAS and the communities it serves.

Let us celebrate this new chapter in ELDOWAS's journey towards building a better future for water and sanitation in Uasin Gishu County!

PUBLIC NOTICE

INTERRUPTION OF WATER SUPPLY FROM SOSIANI WATER TREATMENT PLANT.

This is to inform our esteemed customers residing in the listed areas and surrounding regions, that there will be a temporary disruption in water supply on **Wednesday, January 17th, 2024, from 9:00 am to 6:00 pm.**

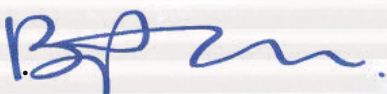
This interruption is necessary to conduct routine maintenance on the raw water pipeline connected to our Sosiani Water Treatment Plant.

The affected areas during this interruption will include:

1. Eldoret CBD, West Indies
2. Lower Elgon View
3. Moi Teaching and Referral Hospital
4. Eldoret Hospital
5. Langas
6. Pioneer
7. Kipkarren
8. Yamumbi
9. Kipkenyo
10. Rivatex
11. Fire Station
12. Ken-Knit
13. KCC
14. Reale Hospital
15. St Luke Hospital
16. Boma Inn Hotel

During this period, the other water treatment plants will remain operational to ensure continuity of water supply to unaffected areas.

We apologise for any inconvenience this may cause and appreciate your understanding.



Peter Kibet Arap Biwott
Managing Director

Closing Out a Remarkable 2023, Gearing Up for an Exceptional 2024

As the year draws to a close, we reflect with pride on the remarkable milestones achieved in 2023. We are driven by a commitment to providing reliable and equitable access to clean water and sanitation services to the residents of Eldoret and its environs, and this past year has seen significant progress towards that goal.

Highlighting Achievements:

- **Enhanced Water Security:** Through strategic investments in infrastructure development, we successfully increased our water production capacity by 15%, bringing much-needed relief to communities previously facing water shortages.
- **Improved Customer Service:** We implemented a customer relationship management system, leading to a reduction in complaint turnaround time and an increase in customer satisfaction ratings.
- **Financial Sustainability:** We achieved a 10% increase in revenue collection through innovative billing and payment methods, ensuring long-term financial stability for future investments.
- **Environmental Stewardship:** We implemented water conservation initiatives, resulting in a reduction in non-revenue water (NRW), contributing to a more sustainable water supply.
- **Community Engagement:** We partnered with local communities and NGOs to promote hygiene and sanitation awareness, leading to a decrease in waterborne diseases in targeted areas.

Looking Ahead to 2024:

ELDOWAS is not resting on its laurels. We have ambitious plans for the new year, focusing on:

- **Expanding Water Access:** We will continue to invest in infrastructure projects, aiming to reach an additional number of households with clean water by the end of 2024.
- **Embracing Technology:** We will implement smart metering and leak detection systems to further reduce NRW and improve water efficiency.
- **Strengthening Partnerships:** We will build on existing partnerships and forge new ones with government agencies, NGOs, and private sector players to accelerate development initiatives.
- **Investing in People:** We will prioritize employee training and development programs to ensure our workforce is equipped with the skills and knowledge to deliver world-class service.

A Message of Gratitude:

We are deeply grateful for the unwavering support of our stakeholders, including the County Government of Uasin Gishu, the Water Services Regulatory Board (WASREB), our customers, and our dedicated employees. Your trust and collaboration are the driving force behind our success.

As we enter 2024, we are filled with optimism and determination. We are confident that by working together, we can build a brighter future where everyone in Eldoret has access to clean water, sanitation facilities, and a healthier life.

Customer Service Delivery Charter

No.	SERVICES/GOODS RENDERED	REQUIREMENTS	USER CHARGES	TIMELINE
1	Attend to customers/visitors on arrival	Clarity and Courtesy	Free	Within Three (3) minutes of arrival
2	Response to inquiries (Use of Appropriate channels)	Customer Care Desk/Telephone	Free	Immediate
		Suggestion Boxes within our offices and Mail	Free	7 days
		E-mail and Social media	Free	2 hours
3	Answering incoming calls	Call to call center	Free	2 rings
4	Resolving billing-related complaints written/verbal	Evidence of complaint	Free	7 days
	Resolving of non-billing related complaints written/verbal	Evidence of complaint	Free	7 days
5	Procurement of Goods, Services and works in compliance with the Public Procurement & Asset Disposal Act 2015 and Regulations	Tender Documents	Free download from the company website	37 days
		Contract Signing	Free	14 days
6	Paying our Suppliers	Supporting Documents; 1. Approved Contract 2. Approved LPO 3. Invoices & Delivery note 4. Inspection and acceptance certificate 5. Goods Received Voucher	Free	30 days
7	New water connection(s)	Filled application form(s), copy of title deed, ID, PIN	Customer deposit, connection fee as per the approved tariff, estimated cost of pipes and fittings	14 days
8	Separations	Filled application form(s), copy of title deed, ID, PIN	Customer deposit, connection fee as per the approved tariff, estimated cost of pipes and fittings	7 days
9	Existing connections	Filled application form(s), copy of title deed, ID, PIN	As per the approved tariff	3 days
10	Sewer Connections (Domestic)	Filled Application Form(s), Water Account No., copy of ID & KRA pin	As per the approved tariff	3 days
	Sewer Connections (Commercial)			
	Sewer Connections (Industrial)			
11	Meter Testing	Request order and payment receipt.	As per the approved tariff	4 days
12	Meter reconnection (Normal)	Order request, Receipt of payment	As per the approved tariff	1 day
	Meter reconnection (Main)			
13	Stolen Meter Replacement	Police abstract, copy of ID, customer contacts	Prevailing market price	2 days
14	Sewer Unblocking (main line)	Report at the customer service desk	Free	4 hours
	Sewer Unblocking (Private lines)		As per the approved tariff	4 hours
15	Exhauster Service on request (within Eldoret Town)	Written Request, payment receipt.	As per the approved tariff	2 days
	1. Informal Settlements			
16	2. Other customers	Written Request, payment receipt.	As per the approved tariff	1 day
	Water delivery on Request (within Eldoret Town)			
	1. Tanker - (7000m ³)			
	2. Tanker - (18000m ³)			
17	Water and wastewater testing	Test Samples	Per parameter	2 days
18	Interruption of water services	2 Day Notice	Free	12 hours
19	Sale of Sludge	Written Request	As per the approved tariff	Immediate

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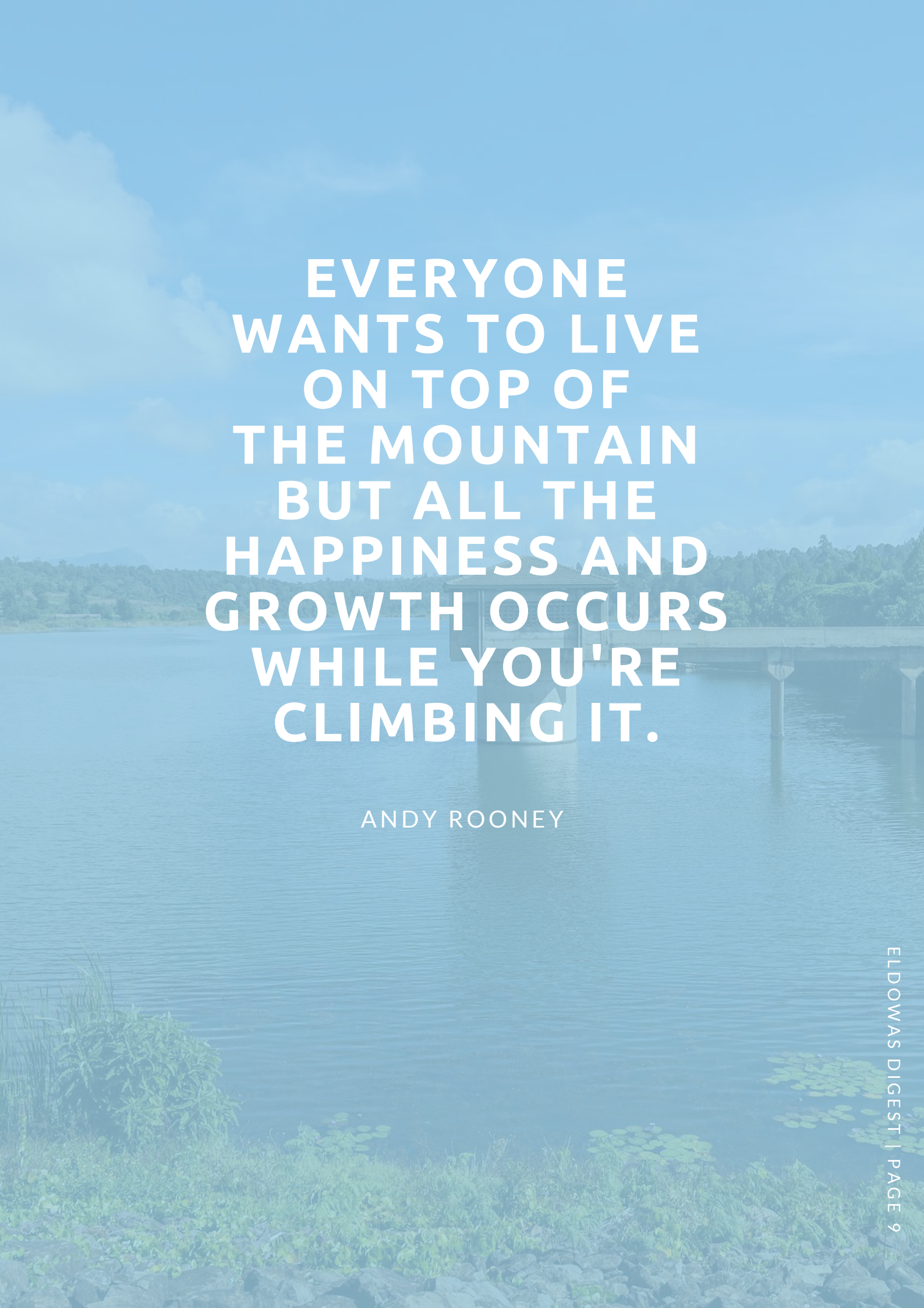


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