

ELDOWAS DIGEST

NEWSLETTER



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**Water as a Force
for Peace and
Prosperity**

**The Lessons Learned
from World Water Day
2024**

World Water Day 2024

WATER FOR PROSPERITY AND PEACE

Table of Contents



03

INDUSTRY UPDATES

World Water Day 2024

05

COMPANY UPDATES

Internal audit and maintenance

08

CUSTOMER FAQs

Water and sewer connection

09

CALL TO ACTION



World Water Day 2024: Water as the Bedrock for Peace, Stability, and Shared Prosperity



March 22nd, 2024, saw the world unite around the theme "Water for Peace" for World Water Day. This year, the focus was on water's transformative role in fostering cooperation, resilience, and the potential to bridge divides between communities and nations.

A World of Shared Waters

The UN's message stressed the interconnected nature of our water resources. Transboundary waters, crossing national borders, account for 60% of the world's freshwater flows. Additionally, hundreds of underground aquifers span multiple countries. This reliance on shared water highlights the urgency for cooperative and equitable water management to prevent competition over this scarce resource that may result into conflict.

Challenges and Opportunities

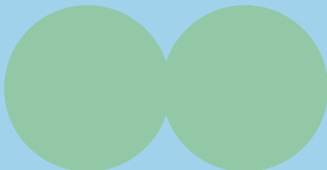
The UN report acknowledges that water scarcity, pollution, and unequal access remain major obstacles to peace and prosperity. Climate change further exacerbates these challenges. However, the report sees an opportunity to foster harmony by shifting our perspective – viewing water not as a source of contention, but as a catalyst for collaboration.

Success Stories and a Call for Continued Action

Alongside its call for unity, the UN spotlighted successful examples of transboundary water cooperation. These stories underscore the benefits of putting human rights at the forefront of water management. Initiatives like UNICEF's WASH for Peace program in conflict zones and the upcoming UN World Water Development Report 2024 offer further hope and guidance on how to link water management, prosperity, and peace-building.

Water Tenure: A Critical Issue

The UN content also draws attention to the often-overlooked issue of water tenure, citing the example of Senegal. Conflicts between nomadic pastoralists seeking water for their livestock and settled farmers illustrate the complex interplay between water rights, social cohesion, and stability. Finding equitable solutions to such water tenure issues is vital for maintaining peace within communities.



“Water for peace is the theme of this year’s World Water Day. Achieving it relies on far greater cooperation. Today, 153 countries share water resources. Yet only twenty-four have reported cooperation agreements for all their shared water. We must accelerate efforts to work together across borders, and I urge all countries to join and implement the United Nations Water Convention – which promotes managing shared water resources sustainably.”

UN Secretary-General António Guterres



The Path to a Water-Secure Future

While celebrating progress, World Water Day 2024 is also a solemn reminder of the magnitude of the water crisis. With the clock ticking towards the Sustainable Development Goals, sustained collaboration, investment, and a commitment to water as a human right will be essential for a truly peaceful and prosperous future for all.

Your Role in Building a Water-Secure World

The UN urges everyone to be a part of the change. Whether you're an individual, a member of a community, a business leader, or a government official, your actions count. Learn more, spread awareness, and take concrete steps toward cooperative water management by visiting the World Water Day resources section on the [UN World Water Development Report 2024](#)

Let's work together to ensure that water becomes a force for peace, building a world where everyone, without exception, enjoys the benefits of safe and sustainable water access.

COMPANY UPDATES



ELDOWAS Reaffirms Commitment to Quality with Successful Internal Audit

ELDOWAS is proud to announce the successful completion of our annual internal quality audit. This extensive review, conducted from March 26th to 28th, 2024, focused on all areas of our operations.

Audit Objectives and Standards

The primary objective of this audit was to evaluate the effectiveness of our Quality Management System (QMS) and ensure our continued compliance with regulatory requirements. Our experienced audit team, meticulously assessed our processes using the following benchmarks:

- ISO 9001:2015: The internationally recognized standard for quality management.
- ELDOWAS QMS Documentation: Our internal procedures and work instructions.
- Applicable Legal Requirements: Laws and regulations governing water and sanitation services.

Key Findings and Action Plan

The audit provided valuable insights into our performance. We are pleased to report that several key processes consistently demonstrate our strong commitment to quality.

In the spirit of continuous improvement, the audit also revealed specific areas for process refinement. ELDOWAS is dedicated to addressing these opportunities, and we have already begun developing a comprehensive action plan.

Our Commitment: Quality as a Journey

At ELDOWAS, we recognize that achieving and maintaining the highest quality standards is an ongoing process. We embrace the continuous improvement philosophy, ensuring that our Quality Management System remains dynamic and responsive to the evolving needs of our customers.

Customer Feedback: Shaping Our Future

Your valuable input plays a vital role in our quality journey. We invite you to share your experiences, suggestions, and concerns, as these help us pinpoint where we can enhance our services even further. Please contact [our ISO Committee](#) with your feedback.

Together, let's ensure a water-secure future for our community, built on a foundation of quality and unwavering customer focus.



CHEBARA WATER TREATMENT PLANT: MAINTENANCE UPDATE

We recently completed essential maintenance of the supply from the Chebara Water Treatment Plant. This scheduled work occurred between Wednesday, March 27th, 2024, and Thursday, March 28th, 2024, and resulted in a temporary water supply interruption.

Why Was This Maintenance Necessary?

Routine maintenance activities, including flushing mains, are crucial for ensuring the ongoing delivery of clean, safe water to our customers. Key benefits of this maintenance include:

- **Improved Water Quality:** The flushing process removes accumulated sediment, rust, and debris from the water distribution system, maintaining high water quality standards.
- **Biofilm Control:** Flushing mains helps disrupt biofilms (layers of microorganisms), minimizing the potential for bacterial contamination.
- **Optimized System Performance:** By removing sediment buildup, flushing ensures optimal water flow rates and pressure throughout our distribution network.

Customer Impact and Future Planning

We understand that water supply interruptions can cause inconvenience. We strive to minimize disruption through careful scheduling and timely communication. We appreciate your understanding as we work to maintain the reliability of our water systems.

Questions?

If you have any questions regarding our water system maintenance procedures, please don't hesitate to contact our customer service team at [+254 724 255 538](tel:+254724255538) or visit our website at eldowas.or.ke

Thank You! Your continued support is appreciated as we diligently work to provide you with safe and reliable access to clean water.



UPCOMING EVENTS



REPUBLIC OF KENYA

WATER ACT 2016

Section 139

PUBLIC CONSULTATION MEETINGS ON LICENCING OF WATER SERVICE PROVIDERS

The Water Services Regulatory Board (WASREB) has received licence applications from three (3) water service providers to provide water services within their counties.

The licence applications have been made pursuant to the Water Act 2016 (Section 85(1)- **"A person shall not provide water services except under a licence issued by the Regulatory Board, upon submission of an application and such supporting documents as the Board may require"**.

Therefore, in compliance to WASREB principal object under the Water Act 2016 Section 70(1)- **"protection of the interests and rights of consumers in the provision of water services"**, Section 87(1)- **"An application for a licence shall be subject to public participation"** read together with the provision of Section 139, we wish to advise that public consultation meetings shall be held at the venues stated below to get stakeholders concerns on services provided, licencing conditions and proposals for services improvement going forward.

Please note that all Water Service Provider(s) shall hold hybrid public consultation meetings (**physical and virtual**) as outlined below;

Water Service Provider	County		Venue	Day Date and Time
Eldoret Water and Sanitation Company	Uasin Gishu	Physical meeting:	Eldoret County/Town hall, Uasin Gishu County Headquarters, Eldoret	Thursday, 18 th April 2024 10.00 am
		Virtual Meeting:	WSP to provide links	
Machakos Water and Sewerage Company	Machakos	Physical meeting:	Machakos University Hotel, Off Wote Road	Wednesday, 24 th April 2024 10.00 am
Lamu Water and Sewerage Company	Lamu	Physical meeting:	Mwana Arafa hall, Lamu town	Thursday, 25 th April 2024 10.00 am
		Virtual Meeting:	WSP to provide links	

Participants should be seated by **10.00am**. Personal identification of participants will be required. Members of the public in respective areas are invited to make oral and written submissions and ask any questions that may relate to the provision of water services in their areas.

Comments on the application shall be emailed to info@wasreb.go.ke or send in hard copy to:

**The Chief Executive Officer,
Water Services Regulatory Board,
5th Floor NHIF Building,
Ngong Road,
P.O Box 41621 -00100,
NAIROBI.**

The dosing date for receipt of comments is **30 days** after the publication of this notice.

**CHIEF EXECUTIVE OFFICER
WATER SERVICES REGULATORY BOARD**



CUSTOMER FAQs

How to Get Connected: Water and Sewer Services

If you need to establish new water and sewer connections for your property, follow this easy guide:

Step 1: Application and Documentation

- **Download the Application:** Begin by downloading the water and sewer connection form. You can find the form [online](#) or from one of these customer service locations:
 - Head Office (Customer Care, Room 23)
 - Eastern Area Office
 - Western Area Office
 - Southern Area Office
 - Kesses Office
 - Chebara Office
- **Complete the Form:** Fill in the application with all the required details.
- **Gather Your Documents:** You'll need the following to submit with your form:
 - Photocopy of your National ID or Passport Number
 - Photocopy of KRA PIN Certificate (ID and PIN copies on the same page)
 - Copy of your title deed or other valid proof of land ownership
 - A sketch or location plan of your property

Step 2: Site Visit and Verification

- **Technician Assessment:** A technician will visit your property to verify the details in your application. It's essential that you are present during this visit.
- **Addressing Errors:** If any information is incorrect, you'll need to fill out a new application.
- **Confirmation:** Once your application information is validated, your connection will be scheduled within 14 days.

Step 3: Payment

- **Make the Payment:** Once you receive confirmation, proceed with the payment for your water and sewer connection.

Step 4: Connection

- **Service Connection:** The technician will return to your premises to establish the physical water and sewer connections.

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“COMING TOGETHER IS A BEGINNING. KEEPING TOGETHER IS PROGRESS. WORKING TOGETHER IS SUCCESS.”

– HENRY FORD