



THIWASCO INSIGHTS

IMPROVED WATER PRODUCTION

Recent pump upgrades at the main treatment plant have increased water production.

GREENING THIKA INITIATIVE

Planting trees at avenues and streets within Thika town

WATER CONSERVATION TIPS

Some water conservation tips that you can practice at home

ELEVATED STEEL WATER TANK

ENSURING SUSTAINABLE WATER MANAGEMENT CONSERVING
WATER, SECURING OUR FUTURE



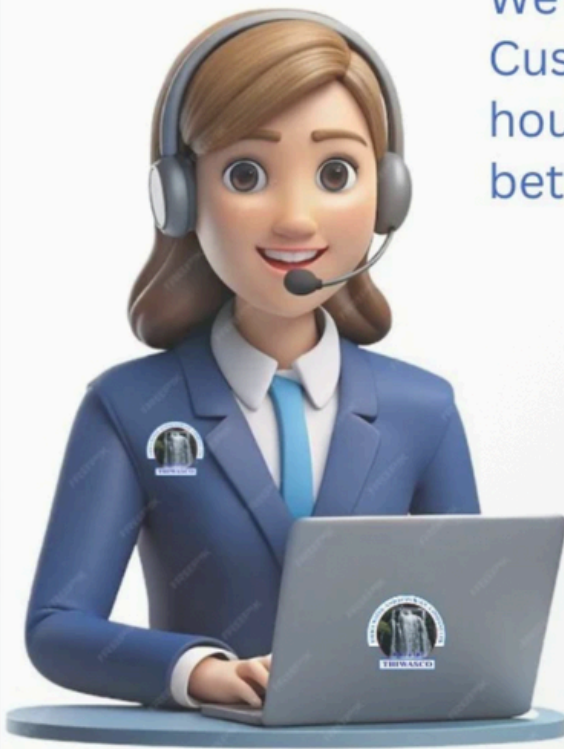
THIKA WATER & SEWERAGE COMPANY LTD

EXTENDED CALL CENTRE OPERATING HOURS

We are pleased to inform our Esteemed Customers that our Call Centre working hours have been extended to serve you better as follows:

Monday -Friday
7:00AM - 7:00PM

Saturday
8:00AM- 5:00PM



CONTACT US ON: 0720-418444/0111015200

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"More Time, More Support!"

Our commitment to excellent service continues with longer working hours. We encourage all customers to take advantage of this extended window to get assistance, lodge complaints, or make inquiries with ease.

To accommodate your busy schedule, our customer service offices will now remain open for extended hours and on Saturdays. Take advantage of this opportunity to access our services at your convenience

"MORE TIME TO SERVE YOU-TAKE ADVANTAGE OF OUR EXTENDED HOURS!"

Efficiency improvement Project

Boosting Efficiency, Enhancing Supply: New Water Pumps Increase Daily Production



As part of our ongoing commitment to operational excellence and improved service delivery, Thika Water and Sewerage Company (THIWASCO) has successfully implemented a major efficiency improvement project at our pumping stations.

The project involved the replacement of aging water pumps with modern, energy-efficient units designed to optimize performance and reduce operational downtime.

With the new high-efficiency pumps in place, the company has significantly enhanced its water production capacity—now achieving a daily output of 41,000m³ up from 39,000m³.

This improvement not only strengthens water supply reliability but also supports the growing demand across the service area.

The upgrade marks a critical step in THIWASCO's strategy to modernize infrastructure, reduce energy consumption, and ensure consistent access to clean water for all.

By investing in smart technology and sustainable operations, THIWASCO continues to deliver quality water services to the community



Community Sensitization at Maguguni



Promoting Access to Clean Water

In a continued effort to expand access to clean and reliable water, Thika Water and Sewerage Company (THIWASCO) recently conducted a community sensitization exercise at Matathia in the Maguguni area.

The outreach aimed to encourage local residents to apply for new water connections and educate them on the application process, the benefits of formal water access, and the importance of safe water practices.

The event brought together members of the community, local leaders, and THIWASCO staff, fostering productive engagement on water service delivery. Residents were given step-by-step guidance on how to initiate new connection requests, with a dedicated team on-site to address inquiries and provide support.



This initiative is part of THIWASCO's mandate to ensure equitable water access across all service areas, in line with its commitment to enhancing public health and improving the quality of life.

By empowering communities with knowledge and opportunities, the company continues to bridge the water access gap and strengthen its partnership with the people it serves

Progress in Motion

Our New Office Block under construction

Thika Water and Sewerage Company (THIWASCO) is pleased to announce that construction of our new office block is currently underway. This modern facility is part of our long-term infrastructure development plan aimed at enhancing operational efficiency and improving customer service delivery.

Once completed, the new office block will provide a more spacious, functional, and customer-friendly environment for both staff and clients. The project reflects our continued commitment to growth, innovation, and better service provision for the communities we serve.



"Laying Foundations for Improved Service Delivery"

Monthly clean-up activities within Thika Town

THIWASCO in collaboration with the Kiambu County Government, continues to lead the charge in promoting environmental hygiene through its monthly Thika Town Clean-Up initiative.



"A cleaner environment starts with you"

This joint initiative reflects a shared commitment to sustainable urban living and civic responsibility. It also serves as a reminder that maintaining a clean town is a collective effort everyone has a role to play

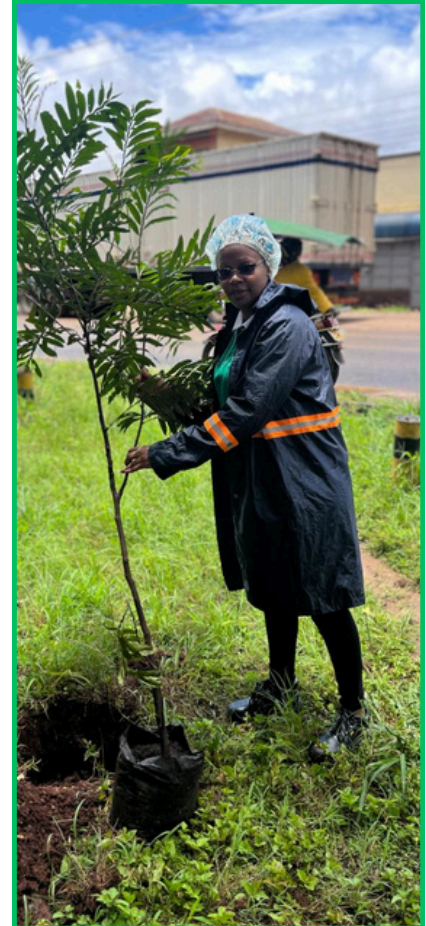
THIWASCO PARTNERS WITH KIAMBU COUNTY GOVERNMENT IN AVENUE TREE PLANTING DRIVE



In support of the Kiambu County Government's directive to promote environmental conservation and urban greening, Thika Water and Sewerage Company (THIWASCO) recently undertook a successful street and avenue tree planting exercise within Thika town. This initiative underscores the company's dedication to environmental stewardship and aligns with county-wide efforts to enhance green spaces in urban areas.



The collaborative activity brought together THIWASCO staff, county officials, and community volunteers, who worked in unison to plant a variety of tree species along major streets and public spaces. The trees were carefully selected for their adaptability, environmental benefits, and potential to improve the town's aesthetic appeal.



"The best time to plant a tree was 20 years ago. The second-best time is now."

– Chinese Proverb



The exercise is part of a broader mandate issued by the Kiambu County Government to increase urban tree cover, mitigate the effects of climate change, and create healthier, more livable cities. THIWASCO's involvement highlights its proactive role not only as a utility service provider but also as a key stakeholder in sustainable urban development.

This tree planting initiative highlights the tangible benefits of environmental stewardship in enhancing urban spaces and improving community well-being.

WATER CONSERVATION TIPS



- **Fix Leaks** – A dripping tap can waste up to 20 liters per day. Repair leaks promptly.
- **Harvest Rainwater** – Utilize rain barrels to collect and use rainwater for cleaning and gardening.
- **Water Plants Wisely** – Water early in the morning or late evening to minimize evaporation.
- **Shorten Showers** – Reducing your shower time by 2 minutes can save up to 30 liters per shower.
- **Use a Bucket** – When washing your car or floors, use a bucket instead of a hose to reduce wastage.
- **Turn Off Taps** – Don't let the tap run while brushing teeth or washing dishes. This simple habit can save up to 15 liters per minute.

- **Use Water-Efficient Appliances** – Install low-flow showerheads and dual-flush toilets to cut water use by 30-50%.
- **Reuse Water** – Collect used water from washing vegetables or rinsing dishes for watering plants.
- **Wash Clothes Efficiently** – Run full loads in washing machines to maximize water use and reduce unnecessary waste.
- **Educate & Advocate** – Teach family and friends about water conservation, and encourage community efforts to protect local water sources.



"A drop saved today is a future secured tomorrow."



DO YOU HAVE QUESTIONS REGARDING YOUR WATER BILL?

Get in touch with us on

- Tel: 0720 418444
- Call Centre: 0111 015200
- Toll Free: 0800724948
- WhatsApp: 0701 053637
- info@thikawater.co.ke

Follow us on social media



Our Website
www.thikawater.co.ke



Contact us on:

Thika Water and Sewerage Company Ltd

P.O. Box 6103 – 01000 THIKA

Head Office: Haille Sellassie road near Blue Post Hotel

0720 418444 | 0111 015200 Toll Free 0800724948

whatsapp 0701 053637

info@thikawater.co.ke website: www.thikawater.co.ke

Town Office: Thika Bazaar 1st floor

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