

# THIWASCO INSIGHTS



## HIGHLIGHTS

- ON-GOING PROJECTS UPDATE
- WATER CONSERVATION TIPS
- ENVIRONMENTAL CONSERVATION CONTINUES

# BUILDING SUSTAINABLE WATER & SANITATION FOR A GROWING COMMUNITY

At Thika Water and Sewerage Company Ltd (THIWASCO), our commitment remains clear, to provide reliable, efficient, and sustainable water and sanitation services that enhance the quality of life for our customers and protect our environment.

As our service area continues to grow, so does our responsibility to innovate, expand infrastructure, and strengthen operational excellence. Through strategic investments in water production, sewer network expansion, environmental conservation, and customer service improvement, we are steadily advancing toward our vision of becoming a leading and trusted water service provider.

This month's edition highlights key milestones in infrastructure development, ongoing maintenance works, community engagement initiatives, and environmental stewardship programs that demonstrate our dedication to service delivery and sustainable urban development.

Together with our stakeholders, partners, and valued customers, we remain committed to delivering safe water, effective sanitation, and a cleaner, healthier future for all.

THIWASCO, Enhancing Life Through Sustainable Water and Sanitation Services.

“

*Access to safe water is a fundamental human need and therefore a basic human right.*  
— Kofi Annan

”



## THIKA WATER AND SEWERAGE COMPANY LTD

We welcome you to join our official  
**WhatsApp Channel**



Scan this QR code to join

Follow us for the latest updates



# ON GOING PROJECTS



## DESLUDGING OF SEWER PONDS AT KANGÓKI

The Kangoki sewerage treatment plant is a critical facility tasked with processing wastewater from residential, commercial, and industrial sources in Thika town and its environs. Amid rising sewer volumes, Thika Water & Sewerage Company (THIWASCO) has initiated a systematic dredging and desludging programme to restore efficiency and prevent environmental risks.

### Why Desludging Matters

Sewerage treatment plants operate by moving wastewater through a sequence of settling, biological breakdown, and clarifying stages. Over time, however, solids including sediment, organic matter, and sludge accumulate at the bottom of treatment ponds and sedimentation basins. If left unaddressed, this build-up reduces the effective volume of the ponds, impairs biological treatment, and increases the risk of untreated discharge into local water systems



**Dredging:** The mechanical or hydraulic removal of these settled solids is therefore a critical maintenance activity. At Kangoki, THIWASCO has mobilised equipment and crews to remove accumulated sludge from the plant's ponds.



# CONSTRUCTION OF SEWER LATERALS IN WITEITHIE



## Expanding Sanitation Access: Sewer Laterals Take Shape in Witeithie Phase III (NaMSIP)

### ***Bringing Sanitation Closer to Homes***

Sewer laterals are the secondary wastewater pipes that run from the main sewer line to individual homes or premises. They are essential components of urban sanitation networks because they ensure that household wastewater is collected and conveyed efficiently to treatment facilities. In rapidly expanding peri-urban zones like Witeithie, THIWASCO is committed in constructing these laterals as a key step in connecting more residents to safe, hygienic sewage systems reducing reliance on septic tanks, pit latrines and unsafe disposal methods

The Phase II works build on earlier groundwork to expand sewer reticulation beyond main trunk lines and into residential streets. They include:

- Surveying and trench excavation along planned routes.
- Laying and compaction of sewer lateral pipes, sized appropriately to carry household wastewater.
- Installation of inspection chambers and junction points to allow future maintenance and connections.
- Backfilling, testing, and restoration of road surfaces where excavations were made.

This initiative reinforces the Company's strategic objective of increasing sewer connectivity coverage while maintaining quality, reliability, and environmental responsibility.



## KISII SEWERLINE CONSTRUCTION



### Expanding Sewer Connectivity in Kisii Area

THIWASCO is committed to delivering reliable and sustainable sanitation services, by constructing new sewerlines in the Kisii area. This initiative forms part of the Company's broader infrastructure expansion aimed at improving wastewater management and enhancing public health.

### Community and Environmental Impact

This project strengthens sanitation infrastructure while supporting environmental protection and public health:

- Reduced risk of sewer overflows and related health hazards
- Enhanced network reliability for homes, businesses, and institutions
- Sustainable management of wastewater, safeguarding rivers and water sources downstream

### Project Overview

The Kisii sewerline project involves:

- Laying of new sewer pipelines to expand coverage to unserved areas
- Construction of manhole chambers to provide access points for inspection, cleaning, and maintenance
- Construction of manhole cover slabs to secure the manhole chambers
- Integration with existing sewer networks to ensure smooth wastewater flow
- Testing and commissioning to guarantee operational efficiency and long-term reliability

*"Sanitation for all, no one left behind."*  
UNICEF / UN SDG 6  
Campaigns



# OTHER PROJECTS



## MAGANA BOLEHOLE

### Enhancing Water Reliability

In continued efforts to strengthen water supply and improve service reliability, THIWASCO has invested in the rehabilitation of the Magana Borehole and installation of an elevated steel water tank to serve the residents.



## KISII WATER EXTENSION

Thika Water & Sewerage Company Ltd (THIWASCO) is implementing a strategic water extension project in the Kisii area aimed at improving access to clean, safe water for households and businesses. The project focuses on extending the water pipeline network and constructing water valve chambers to enhance distribution efficiency and service reliability.



# GATE LOCKED METER BOX LOCKED

**Dear Esteemed customers,**

A locked gate/meter box prevents accurate meter reading.

Please keep your gate/meterbox accessible during meter reading days to ensure correct billing and uninterrupted services.

Failure to provide access or readings may result in estimated billing.

*Keep Meters Accessible for Actual Reading and correct billing*



## We advise that

- ✓ You submit your meter reading using our **Majisafi App** or **USSD \*483\*002# "Soma Mita"**
- ✓ Customers to install a cage meterbox
- ✓ Customers with locked gates to install a meter pass-through on the wall or fence to facilitate meter reading.

*Kindly note that we offer technical support to relocate inaccessible meters*

**Say NO to Estimated Billing**



**PARTNERSHIP, PERFORMANCE, PROGRESS  
.....CELEBRATING 2025 TOGETHER**



***THUWASCO Staff  
& Stakeholders  
End-Year  
Celebration 2025***





## Reflecting on a Year of Service and Progress

As we close the year, all of us at Thika Water and Sewerage Company Ltd (THIWASCO) pause to celebrate the progress we've made together. This year has been one of growth, hard work, and meaningful impact from expanding water & sewer pipelines, to dredging and maintenance at Kangoki, every project has brought us closer to our mission: delivering safe, reliable, and sustainable water and sanitation services to our community.

We are grateful for the trust and support of our customers, partners, stakeholders and staff. Your collaboration inspires us every day to innovate, improve, and serve with dedication. Every tap that flows, every sewer line that functions, is a reminder of the lives we touch and the communities we strengthen.

As we look to the new year, we renew our promise to care for our resources, support our communities, and continue building a cleaner, healthier, and more sustainable future for all.

From all of us at THIWASCO, thank you for being part of this journey. Here's to a bright and prosperous new year 2026



# Merry CHRISTMAS

Thika Water wishes all our esteemed customers, partners, and stakeholders a Merry Christmas filled with peace, love, and happiness.



## THIKA WATER AND SEWERAGE COMPANY LTD

# Merry Christmas

May the joy and hope of Christmas fill your homes and hearts.

Thika Water & Sewerage Company Ltd wishes you and your loved ones a blessed Merry Christmas.

Tel: 0720 418444 | 0111 015200  
Toll Free 0800724948

Email: [info@thikawater.co.ke](mailto:info@thikawater.co.ke)  
Website: [www.thikawater.co.ke](http://www.thikawater.co.ke)



# Every Drop Tells a Story

Water flows through our homes every day. Let's do our part to protect this precious resource.



## Fix That Drip

A leaking tap can waste litres of water. Fix it and save the flow.



## Be Mindful in the Bathroom

Turn off the tap & take shorter showers.







## Use Water-Efficient Fixtures

Install low-flow taps & dual-flush toilets.



## Wash Smart

Run full loads to save water & energy.

-  Fix leaks and install water-efficient fixtures.
-  Turn off the tap when brushing teeth or scrubbing dishes.
-  Run full loads in washing machines and dishwashers.
-  Choose a bucket over a hose when cleaning outdoors.



*Saving water isn't about sacrifice — it's about care.*

*Care for your home.*

*Care for your community.*

*Care for the future.*



**Thika Water**  
& Sewerage Company Ltd



## WATER BOWSERS

Thika water bowzers are designed to transport and distribute water efficiently to areas with limited access to the main water supply.

Our services for water bowzers are as follows:-

- 9,000 litres - 2,812.50**
- 10,000 litres - 3,125.00**

Thika Water Exhauster, aims to improve our service delivery and maintain high standards of sanitation throughout the Thika region.

Informal settlement area eg. Kiandutu and Gachagi charges are **4,000/=**

Formal settlement area ie the rest of our coverage charges are **5,000/=**



## EXHAUSTER SERVICES

### CONTACT US ON:

THIKA WATER & SEWERAGE COMPANY LTD  
 P.O. BOX 6103 - 01000 THIKA  
 Haile Sellasie road near Blue Post Hotel  
 Tel: 0720 418444 | 0111 015200  
 Toll Free 0800724948  
 Email: [info@thikawater.co.ke](mailto:info@thikawater.co.ke)  
 Website: [www.thikawater.co.ke](http://www.thikawater.co.ke)

Follow us on our social media platforms

