



# THIWASCO INSIGHTS



## The Highlights

- ✓ Thiwasco Recognized for excellent performance at Kenya WATSAN Conference 2025
- ✓ Infrastructure Development of internally funded projects continues
- ✓ Thiwasco holds the Annual Stakeholders meeting and AGM
- ✓ Greening Thika: the Annual tree planting event takes place during the long rains

*Thiwasco team receiving an award for outstanding performance in Water and Sewerage services*

## The Kenya Water Conference 23<sup>rd</sup> to 27<sup>th</sup> June 2025

The Kenya Water Conference is an annual national forum organized by the Water Services Regulatory Board (WASREB), bringing together key players in the water and sanitation sector, including utilities, regulators, government agencies, development partners, and private sector stakeholders.

The conference serves as a platform to:

- Launch the Annual WASREB Impact Report, the official performance ranking of all licensed water utilities in Kenya.
- Showcase innovations and best practices in water service delivery.
- Promote knowledge sharing, policy dialogue, and sector reform strategies.
- Recognize and award top-performing utilities for their excellence in service delivery and compliance.

The 2025 conference, held at Pride Inn Paradise Beach Resort in Mombasa on 23<sup>rd</sup> -27<sup>th</sup> June 2025 focused on strengthening sector resilience, improving utility performance, and advancing sustainable access to clean water and sanitation in line with SDG 6.

## About Impact Report 17

The Water Services Regulatory Board (WASREB) Impact Report is Kenya's authoritative scorecard on the performance of water utilities. The 17th Edition was officially launched on 25<sup>th</sup> June 2025 at the Pride Inn Paradise Beach Resort in Mombasa County. This edition covers the 2023–2024 financial year, focusing on sustainability, compliance, and sector resilience.



**THIKA WATER & SEWERAGE COMPANY  
LTD**

# **MAJI SAFI APP**

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RANGE OF SERVICES.**



<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>WATER BILL STATEMENT</b>	<b>PAY NOW</b>	<b>COMPLAINTS</b>	<b>SOMA MITA</b>



*The Cabinet Secretary for Water, Sanitation & Irrigation Eng. Eric Murithi Muuga visit our exhibition booth during the Water Conference in Mombasa*



Thika Water and Sewerage Company Limited (THIWASCO) has been recognized for its outstanding performance at the Kenya WATSAN Conference 2025. According to the WASREB Impact Report 17, THIWASCO emerged as the top-performing utility in the Athi Region, securing the Number 1 position, and was ranked 6th out of 90 water companies nationwide.

This remarkable achievement demonstrates THIWASCO's unwavering commitment to providing quality water and sanitation services through innovation, efficiency, and a customer-centered approach. The company expressed its gratitude to its dedicated staff, partners, and customers for their continued support throughout this transformative journey.



*The Cabinet Secretary for Water, Sanitation & Irrigation Eng. Eric Murithi Muuga and other dignitaries at the Water Conference in Mombasa*

## Our winning edge

The top ranking was based on multiple performance indicators, including:

- Water Coverage
- Non-Revenue Water (NRW) Management
- Customer Satisfaction
- Service Sustainability
- Compliance with Regulatory Standards

THIWASCO excelled in several areas, notably improved service reliability, timely customer response, and increased metering accuracy.

This award underlines our commitment to operational excellence. We will continue investing in smart infrastructure and leak management to sustain service delivery.

Ranking 1<sup>st</sup> in the Athi region is a testament to strong stewardship and planning. We remain dedicated to prudent investment and transparent reporting.”



Director Rev Amos Waithaka



Director Shem Kivyatu

With national recognition in hand, THIWASCO is more energized than ever to implement cutting-edge solutions, especially in non-revenue water control, digital service delivery, and inclusive water access.

We're not just celebrating, we're planning for an even better tomorrow.



Eng. Moses Kinya, MD Thiwasco together with Director Mbatia during the conference

### Voices from the conference

"This award belongs to our dedicated staff, customers, and stakeholders. It reflects our ongoing pursuit of innovation, accountability, and customer service excellence."

— Eng. Moses Kinya, Managing Director, THIWASCO

"The WASREB Impact Report helps us benchmark, reflect, and re-energize. We're proud to be leading from the front in Athi Region."

— Ms. Elaine Ngugi, Corporate Affairs Manager, THIWASCO

# Water Conference 2025



*“We are proud to see progress in sector transparency, innovation, and customer-centered service delivery. This Impact Report helps us hold each other accountable and plan better,”*

*— Eng. Eric Murithi Muuga, Cabinet Secretary, Ministry of Water, Sanitation and Irrigation*

The Cabinet Secretary for Water, Sanitation and Irrigation, Hon. Eng. Eric Murithi Muuga, officially launched the 17th Edition of the WASREB Impact Report—Kenya’s premier utility performance scorecard. The launch marked a pivotal moment in the sector, as the Impact Report provides a data-driven assessment of all licensed water service providers across the country, based on key performance indicators such as:

- Water coverage
- Non-Revenue Water (NRW)
- Customer satisfaction
- Financial sustainability
- Regulatory compliance



*Mr. Beru, second right, our Commercial Manager and a member of the Young Water Professionals*

We are proud to celebrate our very own Mr. Beru Mathenge, a passionate member of the Young Water Professional who plays an active role in shaping the future of water governance. Mr. Beru sits on the committee that organizes the Kenya Water Conference, a remarkable achievement that reflects the power of youth involvement in driving sustainable water solutions.



*Thiwasco staff at the Thiwasco Booth during the Water Conference in Mombasa*

Step into our exhibition booth and explore the journey of Thika Water and Sewerage Company through our vibrant collection of newsletters. From project milestones and community engagements to innovations in service delivery and sustainability initiatives, our newsletters tell the story of impact, progress, and partnerships.

# Infrastructure Development Projects

## Construction of Athena Sewer Pipeline Project



*Excavation of trenches for DN 200 sewer pipeline*

### Project Overview

This project marks a significant step in improving urban sanitation infrastructure and environmental health in Thika. The objective is to extend the main sewer network to the fast-growing Athena area.

The project involves the construction and installation of modern sewer laterals and trunk lines designed to efficiently collect and transport wastewater from residential and commercial properties in Athena to the central treatment plant.

### Key Benefits

- Improved sanitation and elimination of unsafe waste disposal practices
- Reduction in overflowing septic tanks and pit latrines
- Boost in public health standards and environmental cleanliness

### Impact on the Community

- **Improved Public Health:** By providing safe, structured sewage disposal, the risk of waterborne diseases like cholera, typhoid, and dysentery will be significantly reduced.
- **Environmental Protection:** Proper wastewater management helps prevent pollution of rivers, stormwater drains, and surrounding ecosystems.
- **Economic Benefits:** Enhanced sanitation attracts investment, boosts property values, and supports a healthier workforce.
- **Urban Resilience:** The project aligns with climate-smart urban planning, preparing Athena to manage rapid population growth sustainably.



*Back-filling of DN 200 Sewer Pipeline*

## Kiganjo Sewer Laterals

THIWASCO is constructing sewer laterals in Kiganjo area. The goal is to link households to the central sewer system, promoting environmental health and public safety through proper waste management



*HDPE Sewer pipes*



*Excavation works in Kiganjo for the project*

### Scope of Work

- Construction of 1km sewer laterals complete with manholes
- Connection of resident to the sewer line



### Key Benefits

- Improved sanitation and elimination of unsafe waste disposal practices
- Reduction in overflowing septic tanks and pit latrines
- Protection of groundwater and nearby rivers from contamination
- Boost in public health standards and environmental cleanliness

## Kisii Deacons Sewer



Back-filling of the sewer pipeline

As part of THIWASCO's ongoing mission to enhance sanitation infrastructure across its service areas, the Kisii Deacons Sewer Laterals Project marks a major milestone in extending sewer connections to underserved households in Kisii Deacons area

### Scope of works

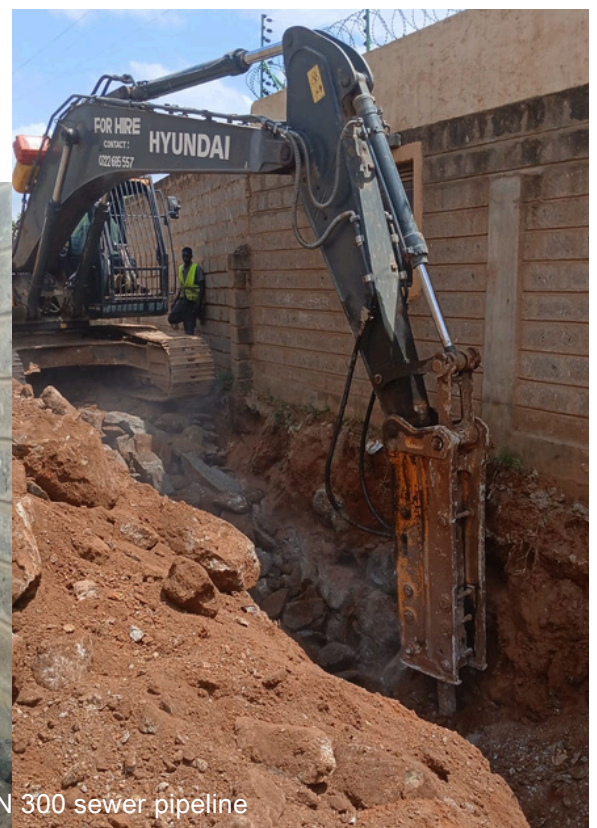
- Construction of 1 km of sewer laterals complete with manholes
- Connection of households to the sewerline

### Project Benefits:

- Improved sanitation and hygiene
- Reduced environmental pollution from open effluent disposal
- Enhanced property value and quality of life.



Excavation of trenches for DN 300 sewer pipeline



## Construction of Storm Water Drainages

### Witeithie Drainage

Thika Water and Sewerage Company (THIWASCO), in collaboration with County Government of Kiambu continues to address long-standing stormwater management issues that have affected Witeithie area for years.



#### The project involves:

- Excavating of trenches for new drainage lines
- Concrete lining and stone pitching of drains and casting of culverts.
- Installing grated covers and inlets for surface water

#### Progress update

- construction of drain channels have been constructed



**Ngoingwa storm water drainage**



*Storm water drainage along Murram road*

Thika Water and Sewerage Company (THIWASCO), in partnership with the County Government of Kiambu, is actively working to resolve the persistent stormwater drainage challenges that have impacted the Ngoingwa area for many years. This will reduced flooding, protection of homes and roads, improve public health, and enhanced mobility.



## Slaughter House storm water drainage



### Project Overview

Project is an infrastructure initiative aimed at managing and redirecting storm water in one of Thika industrial zones. For years, heavy rains have caused flooding, disruption of business, and health risks due to stagnant and contaminated water around the slaughterhouse area.

### Impact and Benefit

- Improved drainage will boost cleanliness and reduce waterborne diseases
- Safer roads and working environments around the slaughterhouse
- Supports local businesses and residents through reduced downtime from flooding
- Enhances the town's resilience to climate-induced heavy rains



## Kisii storm water drainage



### Project Objectives

- Construction of an open channel drains towards mitigating flooding issues in the area.
- preserve roads, mitigating damage caused by flooding
- Safeguard homes, businesses, and schools from storm-related water damage

## Annual Tree Planting event 2025



In a powerful display of environmental stewardship, THIWASCO hosted its Annual Tree Planting Event on 11<sup>th</sup> April 2025 at our Karimenu parcels of land and MaryHill tank site , bringing together employees, stakeholders, students, and community volunteers with one shared goal: to green Thika and protect our water sources. The event saw the planting of over 2,000 indigenous and fruit tree seedlings, reinforcing THIWASCO's commitment to sustainability, climate action, and catchment protection

### **Highlights from the Day**

- Opening ceremony led by the Chairman of the Board of Directors, THIWASCO
- Tree planting demonstrations and hands-on activities for youth and school children
- Environmental awareness talks on water conservation and climate resilience



## *Annual Stakeholders Meeting*

THIWASCO successfully hosted its Annual Stakeholders Engagement Meeting on 19<sup>th</sup> June 2025 at The Luke Hotel in Thika Town. This event is a key platform for open dialogue, accountability, and shared vision among the company and its valued partners.

The forum focused on performance updates, challenges, collaborative solutions, and strategic goals for the year ahead.

The meeting reaffirmed THIWASCO's commitment to customer focus, service excellence, integrity, sustainability and innovation, while creating space for mutual feedback.

### **Key Highlights:**

- *MD's Opening Remarks: Shared company milestones, WASREB rankings, and future investments*
- *Technical Presentations: On infrastructure upgrades and developments*
- *AWWDA gave an update of the DANIDA project, a water infrastructure project, which aims to increase water supply for residents of Thika*

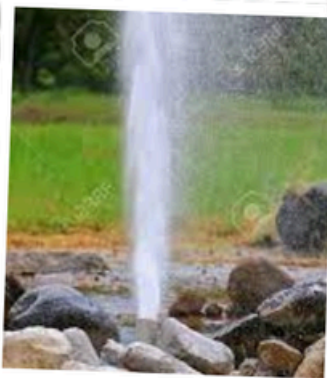




# THIKA WATER AND SEWERAGE COMPANY LTD

Dear esteemed customer

Have you noticed any water leaks in your area?



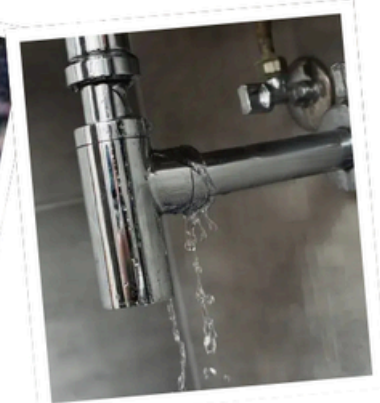
Gushing water in unexpected areas



Visible water flowing from underground



Pipe bursts on roads or compounds



Fix leaking faucets

## LOSS OF WATER THROUGH BURST & LEAKS HAS A SIGNIFICANT EFFECT ON WATER SUPPLY

Remember, every drop counts!

### Report if you spot:

- Water pooling where it shouldn't
- Persistent wet patches or sinkholes
- Leaking meters or meter chambers
- Gushing water in unexpected areas
- Visible water flowing from the underground
- Pipe bursts on the roads or compound
- Customers to fix leaking faucets at home



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0701 053637



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# THIKA WATER AND SEWERAGE COMPANY LTD

THIWASCO is committed to providing excellent services and ensuring your convenience. You can settle your Bills through a wide range of payment options, reflecting our dedication to customer care.

## Payment Modes





## Water Bowsers

Thika water bowsers are designed to transport and distribute water efficiently to areas with limited access to the main water supply, ensuring that all residents have access to clean water when they need it most.

Our services for water bowsers are as follows:-

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

## Exhauster services

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 eie the rest of our coverage charges are **5,000/=**



## Contact us on:

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