

October 5- October 11 2024

Optimizing Performance of Water Utilities Through Training on Operation and Maintenance



A group photo of participants after a successful training on the Operations and Maintenance of water supply Networks at Kisumu Campus.

BY: OTIENO FREDRICK

In a remarkable show of commitment to strengthening technical capacity of Water Service Providers across the country, the Kenya Water Institute hosted the third cohort of participants for a weeklong training on Operations and Maintenance of Water Supply Networks at Kisumu Campus. The training which was conducted from 7th October – 11th October 2024 buttressed

the Institutes' value proposition to the Nation, and in particular, emphasized its role in capacity building for efficient management of water supply and sanitation systems.

The 30 participants from Nairobi City Water & Sewerage Company had interactive and engaging sessions with experienced facilitators from the Institute culminating in the development of actionable Operation and Maintenance

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Optimizing Performance of Water Utilities Through Training on Operation and Maintenance

In her opening remarks to participants, the Campus Principal, Dr. Emily Chepkoech, commended the management and staff of NCW&SC for choosing Kisumu and encouraged them to derive the most from the experiences and technical expertise of the facilitators.

Noting the breadth and depth of experience in the cohort, with some participants spanning over 30 years in O&M, the Principal urged the participants to share experiences, and, in concert with the facilitators, identify ways of optimizing performance of Water Supply Systems.

The principal emphasized the centrality of O&M to longevity of water supply and sanitation infrastructure, and encouraged them to adopt practices that yield optimal outcomes to clients and the company. In addition, Dr Chepkoech counseled participants to consider returning to Kisumu for long term programs.



Dr. Emily Chepkoech , Principal Kisumu Campus, addressing the participants during her opening remarks.

Acknowledging the pristine setting of the training, and the endearing warmth of Campus staff, the participants expressed their willingness to return to the Campus at the earliest opportunity for future training opportunities.

The Course also offered participants a glimpse of the enduring dedication of the institute to a clean, healthy, and sustainable environment. While leading the Campus in marking the Country's 1st edition of Mazingira Day at the Campus, the Principal reiterated her support for a clean environment, and lauded the participants for joining KEWI Staff and Students in marking the Day. The celebrations which

aligned with ongoing efforts to create green spaces at the campus also saw the planting of an additional forty trees in various spaces in the Campus' 2.5 acre piece of land.

"Today, we take pride in joining the rest of the Country in marking

Mazingira Day. We could not join other congregants in Maseno because we believe this exercise presents us with an opportunity to do our part in improving our environment beginning right here", the Principal observed.

Similarly, the Cohort leadership, led by session president Mr. Ambrose Awiti called on course participants, and Institute's Staff and Students to integrate tree planting in all aspects of their lives. In particular, the Cohort leader advised everyone to consider celebrating personal milestones by planting a tree, especially birthdates, anniversary celebrations, and other significant dates.

KEWI Set to Host Leadership and Governance Training for Water Sector Executives in Mombasa



A group photo of a previous Leadership and Governance Training held at The Reef hotel, Mombasa.

BY: FAIZAH JEPKORIR

The Kenya Water Institute (KEWI) continues to affirm its leadership in training and capacity-building within the water sector. Following the success of its recent Leadership and Governance Training, which saw over 30 senior executives participate, KEWI has announced another crucial session. The upcoming three-day training, focused on Leadership and Governance in Water and Sanitation, will take place from October 16th to 18th, 2024, at PrideInn Paradise Beach Resort, Mombasa. The event is expected to attract Directors, Chief Executives

Officers (CEOs), Managing Directors (MDs), Senior Management officers from water utilities, County Government Board Members, and other key decision-makers in the sector.

KEWI, mandated to offer specialized training to stakeholders in water management, has designed this session to cover a wide range of vital topics. Day one will explore the evolving dynamics of leadership and governance, particularly within the context of the Gen Z era. Participants will also focus on water stewardship and review the code of conduct for state corporations, ensuring they are equipped to

manage ethically and effectively.

On the second day, the focus will shift to governance tools and instruments, with a special emphasis on Non-Revenue Water (NRW) Reduction Management. Participants will also engage in discussions around the global Sustainable Development Goals (SDGs), particularly SDG 6, which focuses on clean water and sanitation. Additional sessions will explore business process re-engineering within the water and sanitation sector and sustainability reporting frameworks, including the Global Reporting Initiative (GRI) and the Sustainability Accountability Standards

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Mr. Patrick Kokonya facilitating a session during the Leadership and Governance Training at The Reef Hotel, Mombasa.

(GRI) and the Sustainability Accountability Standards Board (SASB).

The final day will highlight sustainability reporting for better governance in water and sanitation. Critical topics will include climate-related risk management, with insights from the Central Bank of Kenya, and Environmental, Social, and Governance (ESG) disclosures, guided by the Nairobi Securities Exchange (NSE). These tools are essential for institutions aiming to align with both national and international sustainability standards.

Mr. Nelson M. Kwamini, Deputy Director Research, Consultancy, and Technical Services, emphasized the importance of the training,

stating, “Effective governance in the water sector is not just about compliance but about leadership that drives sustainable solutions. Through this training, we aim to equip participants with the skills to navigate the complex challenges of water management while advancing the sustainability agenda.”

The training, priced at Ksh 75,000 per participant, is a valuable investment that will not only enhance governance but also advance both national and global water stewardship goals. Participants will receive certification upon completion of the program.

As the water and sanitation sector grapples with increasingly complex challenges, such as resource

scarcity, climate change, and growing demand for improved services, the institute remains committed to empowering leaders with the tools and knowledge necessary to drive effective change. This training promises to equip participants with the practical skills and strategic insights needed to navigate these challenges.

Through enhanced governance, sustainability reporting, and a focus on ethical leadership, participants will leave better prepared to guide their institutions towards a more sustainable and responsible future in water management.

Interested officials are advised to send an email to shortcourses@kewi.or.ke.

For more information, you can contact Deputy Director Research, Consultancy, and Technical Services, **Mr. Nelson Kwamini, on 0757416565.**

Additionally, you can reach out to: **0722858020 or 0711393694.**

Equipping KEWI NRW Centre as a Mean to Curb Water Losses



NRW Instructor Mr. Hillary Matano demonstrating how to use a Noise Leak Detector to KEWI students.

BY: PIUS KIMANI

To sustainably manage water resources, it is imperative that the country must ensure that water infrastructure projects include mandatory provisions for non-revenue water management equipment and staff capacity building. Such staff and equipment help design and run water infrastructure which use robust non-revenue water management mechanisms during the operation and maintenance of water projects.

Against this backdrop the Ministry of Water, Sanitation and Irrigation through KEWI and other private partners have invested in helping address this menace through continued

investment, in upgrading and modernizing water infrastructure as a key cog in ensuring reliability and efficiency of water services. This, coupled with upgrading and investing in modernized water infrastructure across water utilities in the country, ensure water supply is efficient and reliable.

Water firms continue to lose revenue through damaged water infrastructure, illegal water connections, and leakages within their distribution system. This translates to a severe financial impact of non-revenue water which not only affect the government's agenda in attainment of universal water

coverage but also deny such firms the critical revenue needed in investing and expanding their water networks and thus reaching more homesteads.

Early in the year KEWI in partnership with Gatsby Africa (GA), officially launched KEWI as Centre of Excellence in Non-Revenue

Water Management. The centre, poised to become a hub for innovation, research, and capacity building in NRW management is equipped with a range of critical equipment needed by the industry in tackling the NRW menace.

The centre, spearheaded by leading industry experts and researchers will see participation of specialized workshops and training sessions and also hire on NRW equipment by water utilities in an effort to forestall losses occasioned by the NRW.

Towards enhancing the centre, KEWI and GA are implementing the equipping of the centre with more tools in phases. Some of the equipment

Equipping KEWI NRW Centre as a Mean to Curb Water Losses



already in the centre include:

Ultrasonic Flow Meter.

Ultrasonic Flow Meter measures flow without interrupting the water supply. It is normally attached to the external surface of the pipe using its clamp-on features called sensors. The equipment does not interact with the water inside the pipes. Its also used for bulk meter testing leak detection

Electronic leak detector/Noise leak detector.

This is a leak detection device that is used to localize the leaks to a particular area. It consists of head phones and transducer -vibration pick-up unit that is sensitive to sounds coming from the pipe system. If a sound is detected in the unit, a leak is detected. The detection is transmitted to the Central Processing Unit (CPU) at a higher frequency

thus detecting leaks in pipes.

Listening stick. It consists of a steel rod/bar and a small circular vibration plate which is connected to the end of the bar at right angle. It is a kind of stethoscope without an electronic amplifier that detects leak in specific point of leak in the pipe.



Smart meter. Is an advanced metering technology that records and measures water usage in real time. It uses wireless communication to transmit data to a central server for analysis. It helps in leak detection and accurate

billing and consequently improve revenue optimization

With these and others, KEWI will continue to collaborate with international partners, industry leaders, and academic institutions to foster knowledge exchange and drive impactful solutions. The entre will conduct research projects to enhance understanding of NRW dynamics, implement



pilot projects to demonstrate innovative solutions, and provide advisory services to water utilities seeking to improve their NRW performance.

Public Speaking: A Prerequisite for Quality Service Delivery in the Water Sector

BY: HILLARY MATANO

Several studies globally have shown that 72-75% of individuals suffer from glossophobia; the fear of public speaking. It can then be deduced that the ability to articulate oneself is very vital in our everyday life.

It is through this that problems are identified, solutions brought forth and development arises. The art of public speaking is very important for the service delivery to players in the water sector and it is thus necessary for water professionals, including engineers, planners, policy makers etc to master the art of public speaking.

The water sector is currently undergoing a raft of changes brought forth by the advancement in technologies. The introduction of smart metering technologies may result in the adjustment of tariffs paid by consumers. Such information should thus be packaged and passed in a manner that is easily consumed by the end user. The different issues of the Impact Reports produced by the Water Sector Regulatory Board which communicate the standings of different utilities form a foundational archive for progress tracking in the sector. Given the information is well packaged it is easily consumed,

otherwise the sector becomes very chaotic.

Public speaking provides the platform for players within the sector to come together through forums such as conferences, seminars and even workshops to ventilate on issues that affect the water sector.

Examples of such include the World Water Day which is annually celebrated on 22nd March, is a global platform for governments, non-governmental organizations, private sector and individuals to come together to discuss and iron out issues that affect the sector by speaking to the wider global community.

Crises are other avenues through which public speaking and communication as a whole become very pivotal in addressing the concerns of the consumers in the water sector. During the floods that ravaged the country and critical water infrastructure was destroyed, it was apparent that the authorities were intentional about saving lives by encouraging individuals to move to higher grounds and



A Facilitator from NHIF addressing KEWI staff.

as well documenting the infrastructure that was destroyed. Moreover, there was communication on the shortage of water in some of the areas with damaged water supply networks. Therefore, this makes it easier for the consumers to plan their supply and consumption of water.

The Institute, a key player in training, research and consultancy services for the sector, is very intentional about enhancing public speaking skills for the sector.

Through conferences, workshops, seminars and trainings professionals in the sector are afforded the opportunity to grow their speaking skills as they make presentations on research findings, make cases for different innovations and shared experiences.

Going Above and Beyond – Today and Every Day!



Kitui Campus, led by the Principal Mr. Matara Kaburi in preparations to participate in Customer Service week procession around Kitui Town.

BY: ABIGAE SONGOK

Customer Service Week is a global event that highlights the essential role customer service plays in the success of organizations around the world. It provides a unique opportunity to celebrate the efforts of those who interact with customers daily, ensuring satisfaction and loyalty. This year's theme emphasized the importance of exceeding expectations in every customer interaction. The week not only brought joy and recognition but also strengthened the foundation of service excellence that will last throughout the year.

On the highlight of the Customer Service Week, KEWI

Kitui Campus, held a vibrant procession in Kitui town, in an effort to bring services closer to the community. Led by the Campus Principal, Mr. Matara Kaburi, and graced by Mr. Shadrack Chula, the Officer-in-Charge, Majengo Police Post who was accompanied by two other officers', staff, and students engaged Kitui town residents, sharing the institute's opportunities and programs. The event provided a platform for the campus to interact with potential customers while being able to address their concerns and take in suggestions on products and services on offer at the campus. The students provided their real-life experiences at the institute and the opportunities that

come with being a student at the campus.

During the procession, the community got an opportunity to consult on the wide range of consultancy services where their questions were tackled by experts in the water sector. They were challenged to embrace the practices like hydro-geological surveys before borehole drilling and water quality analysis to determine the content of various chemical components in water. With Kitui County, located in Eastern Kenya being a semi-arid area and adversely affected by recurring droughts that have diminished water supply and rendered many rivers seasonal, the free consultancy services came in handy.

In his remarks, Mr. Matara emphasized on the need to enhance interpersonal and collective empowerment as a mean of offering quality services.

“Let's continue to push the boundaries of what exceptional service means. Together, we can create a culture that not only meets expectations of our clients here in Kitui but consistently exceed them. Let's cultivate an environment where innovative ideas are welcomed, where we encourage each other to think creatively, and where we support one another in our

Going Above and Beyond – Today and Every Day!



collaboration that goes beyond the celebration itself. We also took the opportunity to remind our customers of our institution's commitment to exceptional service. The celebration was a reminder that customer service is a continuous journey, one that requires us to go above and beyond every day of the year.

From KEWI to our customers: "Thank you for your support and for being an integral part of our growth story. Your partnership has been essential to our success, and we appreciate your loyalty and trust.

We look forward to continuing our journey together, achieving new milestones, and celebrating our shared accomplishments."

are welcomed, where we encourage each other to think creatively, and where we support one another in our shared goal of exceptional customer service."

Mr. Chula, emphasized on the importance of respectful neighborliness who are always our potential customers. He appreciated that, as the officer in charge of the Majengo police post, the campus is under his jurisdiction. "I appreciate the relationship we have with the campus and the coexistence with the community. There are many things that can make your life a lot easier, but not many consider the impact of knowing your neighbors and having a reasonable relationship with them."

With the rest of the campuses celebrating the week

internally, the Customer Service Week raised awareness of the critical role customer service plays in our institution's success. It reminded everyone, from leadership to frontline staff, that every interaction with a customer contributes to our reputation and growth. Through recognition events, and team-building exercises, the efforts energized our teams, fostering a sense of unity and



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Quote of the Week

“If you actions inspires others to dream more, learn more, do more and become more , you are a leader“

Lao Tzu.

EDITORIAL TEAM

Editor

Dorine Eva Irungu

Otieno Fredrick

Writers:

Faizah Jepkorir

Pius Kimani

Hillary Matano

Abigael Songok

Photographer

Pius Kimani

Designer

Pius Kimani

Nairobi Campus staff and Students celebrating customer Service Week in style. (See also next page)





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GET IN TOUCH WITH US

The Director,
Kenya Water Institute,
P.O. Box 60013-00200 Nairobi
TEL: +254 722-207757
Email: info@kewi.or.ke
Website: www.kewi.go.ke

For enquiries about our TVET programs

Contact the Registrar, Admissions Office.

Phone: 0735339206

Email: admissions@kewi.or.ke

KEWI Nairobi Campus

P.O. BOX 60013 – 00200

Tel: 0722207757

Email: info@kewi.or.ke

KEWI Chiakariga Campus

P.O. BOX 12 – 60215

Tel: 0729009104

Email: chiakariga@kewi.or.ke

KEWI Kitui Campus

P.O. BOX 1514 – 90200

Tel: 0707566395

Email: kitui@kewi.or.ke

KEWI Kisumu Campus

P.O. BOX 7825 – 40100

Tel: 0746212708

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