



WEEKLY Newsletter

November 16-22 2024

The Upcoming 36th Graduation: An Honor to Development, Diligence, and Future Opportunities

MINISTRY OF WATER, SANITATION & IRRIGATION
KENYA WATER INSTITUTE

36th
GRADUATION
Ceremony
Congratulations Class of
2024!

29th November 2024

Main Campus, along Ole Shapara Avenue, South C, Nairobi

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BY: JOHN KITONGA

The Kenya Water Institute (KEWI) is preparing to celebrate the 36th Graduation Ceremony, a significant milestone for students who have dedicated themselves to studying water-related disciplines. This event marks the culmination of years of effort, perseverance, and commitment. It symbolizes not only academic success but also readiness to take on critical roles in water and environmental management fields that are increasingly

essential in addressing global and local challenges. At KEWI, students receive comprehensive training that combines theoretical knowledge with practical experience. The curriculum emphasizes leadership and problem-solving skills in water management, equipping graduates to tackle pressing issues such as pollution, water scarcity, and the effects of climate change. These challenges are especially critical in Kenya, where sustainable water resource management is vital for agriculture, energy production,

resource management is vital for agriculture, energy production, sanitation, and industrial processes. KEWI graduates are uniquely prepared to lead in addressing these issues, drawing on their expertise in water science, purification, distribution, and governance. The 36th Graduation Ceremony is not only a celebration of individual achievements but also a testament to KEWI's role in fostering skilled professionals who contribute to Kenya's development and

The Upcoming 36th Graduation: An Honor to Development, Diligence, and Future Opportunities



Photo of the 2023 Graduating class in Nairobi Main Campus.

environmental sustainability. The event will feature inspiring speeches, academic regalia, and moments of pride as students receive their certificates and diplomas. Beyond the formalities, it is an opportunity for the graduands to reflect on their journeys, acknowledge the support of their families, mentors, and peers, and prepare for the transition to professional life.

However, this transition comes with its challenges. Graduates face a competitive job market where securing opportunities in the water and environmental sectors often

requires leveraging education, internships, and personal networks. Financial pressures, including job search expenses, relocation costs, and professional expectations, can also be daunting. Additionally, graduates must adapt to workplace dynamics, where teamwork, communication, and applying technical knowledge in real-world scenarios are critical.

Despite these challenges, the future is bright for KEWI alumni. With increasing demand for professionals in water management, environmental sustainability,

and community development, graduates are well-positioned to make meaningful contributions. Armed with innovative skills and a commitment to sustainable practices, they are ready to address critical water challenges and advance Kenya's development goals.

Congratulations to the class of 2024!

As you embark on this new chapter, your dedication and expertise will shape the future of water and environmental management. The world looks forward to your leadership and impact.

Strengthening Capacity for Sustainable NRW Reduction in Africa



Water Secretary Eng. S.A.O Alima addressing participants during the official opening of Third-Country Training Program on Strengthening Capacity for Sustainable Development in Africa.

BY: BRITNEY MOKEIRA

The Kenya Water Institute (KEWI), in partnership with the International Cooperation Agency (JICA), is currently hosting the Third-Country Training Program on Strengthening Capacity for Sustainable Development in Africa. The training is being held at the Institute's Main Campus and brings together participants from 9 African countries including Ethiopia, Nigeria, South Africa, Rwanda, Malawi, South Sudan, Zanzibar, Sudan and Kenya. The programme emphasizes collaboration, knowledge-

sharing, and the adoption of innovative practices to tackle Non-Revenue Water (NRW) challenges, which remain a pressing issue across the continent.

The training kicked off on Monday with an engaging opening ceremony that was officially opened by the Water Secretary, Ministry of Water, Sanitation and Irrigation, Eng. S.A.O Alima. He urged participating countries to channel their efforts in reducing the levels of NRW in order to improve the commercial viability of the water utilities back home.

"We should fully align our operations with the latest NRW Management technologies and continuously train water utilities in Kenya and in our respective countries so that we are able to holistically address the losses that come as a result of the unaccounted water."

Over the week, the programme covered a wide range of topics designed to equip participants with practical skills and comprehensive knowledge. Key sessions explored the structure of water sectors, national water governance systems, and NRW policies from the participants, enabling

Strengthening Capacity for Sustainable NRW Reduction in Africa

a comparative analysis of best practices. Participants also delved into the broader concepts of corporate governance principles, water balance, and national interests in NRW management, which framed the technical

water accountability and reducing losses, particularly in regions where aging infrastructure and financial constraints present significant challenges.

One of the unique aspects

To further deepen participants' understanding, the programme concluded with field visits to two critical Kenyan water infrastructure sites: the Ngethu Water Treatment Works and the Ndakaini Dam. These visits



Participants of the Third-Country Training Program on Strengthening Capacity for Sustainable Development in Africa.

will offer a firsthand view of the processes involved in large-scale water treatment and storage, reinforcing the importance of infrastructure development and maintenance in sustainable water management.

The training highlights the importance of addressing complex regional issues like NRW. Through initiatives like this, we are empowering water

discussions that followed.

The technical aspects of the training provided participants with hands-on exposure to the latest NRW management technologies. These sessions included insights into distribution network modeling, pressure management in distribution systems, zoning concepts, metering and billing analysis, and effective leak prevention strategies. These tools are critical for improving

of the programme was its focus on Kenya's innovative approaches to NRW reduction. Participants had the opportunity to visit the NRW management police unit, an entity tasked with enforcing water laws and addressing illegal water connections. This field visit, highlighted how targeted enforcement can complement technological and governance strategies in curbing water losses.

professionals across Africa with the tools, knowledge, and networks needed to ensure sustainable water management. The program's success highlights the potential to drive impactful change in the water sector, contributing to the continent's broader development goals.

KEWI & NRVWDA Partner to Strengthen Operation & Maintenance in Selected Water Companies

BY: OTIENO FREDRICK

To enhance reliability, effectiveness, and sustainability of selected Water Utilities in the Country, the North Rift Valley Water Works Development Agency (NRVWDA) and KEWI conducted a 5 - day training on Operation and Maintenance of Water Supply Networks at Kisumu Campus. The strategic partnership is part of an ongoing program by our partners to escalate Operation and Maintenance (O&M) training to core staff of Water Treatment and Supply facilities. The beneficiaries of the training included Water Treatment Plant Operators, Technicians, Treatment Plant Managers, and Zonal Officers.

The training brought together participants from 8 water utilities, namely, Kakamega County Water & Sanitation Company, Gusii Water, Narok Water, Olkalau Water, Homa Bay Water and Sewerage Company, Busia Water, and Nzoia Water.

In the past decade, Water Utilities have come under increased pressure from collapsing infrastructure and poor outcomes arising from absence of regular preventive maintenance. Contamination of water, and deterioration of



key equipment and machinery, inordinate time spent by communities in search of water, utilization of otherwise productive time in sanitation related activities of daily living, and abstraction of water from unsafe water sources are everyday exigencies that reflect poor O&M practices.

The training was circumspectly done and designed to cover essential activities required to operate and maintain a water supply and sanitation network and specifically covered the fundamentals of Water Supply Systems, O&M of Water

Supply Networks, O&M of Pipeline and Pipeline Accessories, Pipeline Installation and Pressure Testing, O&M of Water Pumps, Water Quality Monitoring, Non-revenue Water (NRW) Management, Meter Servicing and Calibration Pipeline Profile, Drinking Water Quality and Jar Testing.

In the long run, the Institute seeks to work closely with partners to enhance company bottom lines and to normalize preventive maintenance to minimize unanticipated plant failures, and extended downtime.

Speaking during the opening ceremony, The Campus Principal Dr. Emily Chepkoech counseled participants to apply the skills gained to enrich O&M Plans in their respective companies. She further urged the participants to engender new perspectives of O&M and to view the plans not as mere regulatory requirements but as a way of enhancing performance through early detection of problems, prompt repair, and prevention of revenue loss.

On behalf of the Management, she expressed deep gratitude to NRVWDA for facilitating the training and urged participants to consider returning to the institute for long term programs.

KEWI-JICA Join Forces to Offer Capacity Building for 3 WSPs in Turkana County



BY: PIUS KIMANI

In a bid to promote refugee integration into the Kenyan society and economy in line with the Refugee Act 2021 and the Shirika Plan, KEWI is poised to work with Japan International Cooperation Agency (JICA) in developing tailor-made training courses for the soon to be established Turkana West Water and Sanitation Company (KALWASCO), and 2 Water Service Providers (WSPs) i.e. Turkana Urban Water Company, and Turkana Rural Water Company which operate in Turkana County.

In a meeting held at KEWI Main Campus, the two teams will be holding a Technical Assessment Mission between December 3 and December 7, 2024, to explore the possibility of JICA's support to the 3 WSPs in Turkana in collaboration with KEWI.

The mission which will seek to among other deliverables, prepare Assessment Report,

draft Training Modules with cost estimate and procure-
ment list of basic equip-
ment

tool and materials with cost estimates will help JICA assess their support that will enable the 3 WSPs to perform the minimum basic functions of operation and maintenance.

This partnership will help build the capacity of the new WSP, which if not addressed early enough, may face stunted growth due to long-term neglect and existence of parallel water supply system in the refugee camp run by humanitarian donors. In this endeavor, the new WSP and 2 existing ones will benefit from strengthened capacity that will make them fully functional to meet the needs of both locals and refugees, and to prepare for the future transition of the infrastructure and management of water services to the refugee camps from donors.

JICA's Nexus Advisor, Department of Refugee Services Dr. Atsushi Hanatani noted that it was imperative to help water utilities get the

assistant to help reduce the burden on the refugee hosting communities in the broader sense. His sentiments were supported by KEWI Deputy Director Research, Consultancy and Technical Services Mr. Nelson M. Kwamini who said that KEWI will offer all it can to help the endeavor be a success.

The new water supply company which is set to cater for the needs of Kakuma Municipality residents, including the refugees and the host communities, was created by the government of Kenya in 2023 and is at an advanced stage of being operationalized after stakeholders agreed to select a committee to oversee the recruitment of new board members.

The initiative, supported by USAID STAWI, is part of a broader strategy by the County Government to streamline water supply and meet the increasing demand for Kakuma, Kalobeyei, Letea, and Lopur wards, which will fall under KALWASCO's jurisdiction.

The autonomous water supply company will be the 3rd in Turkana, motivated by the need to advance the Ushirika plan in which the County is using an approach that integrates service provision for the host and refugee communities residing in the area.

Understanding Customer Service: The KEWI Way

Customer service is not just about resolving complaints or providing assistance, it is about creating meaningful and positive interactions that leave customers feeling valued and respected. This core principle was the focus of KEWI's recent short course on Public Relations and Customer Care Professional Development Program.

During the 5-day training that was conducted to participants from Gusii, Bomet, Busia, Siboi, TransNzoia and Narok Water and Sanitation Companies, explored the foundations of exceptional customer service, including understanding customer expectations, developing empathy, and fostering a proactive attitude. The course highlighted that customer service begins long before a client walks through the door or sends an email. It starts with anticipating needs, understanding cultural differences, and tailoring

services to meet specific demands. Interactive exercises

customers across different communication channels, from face-to-face interactions to phone calls and emails.

Mr. Kihara Kibuchi, took the participants through effective ways of handling difficult customers and gave strategies for managing challenging customer interactions.

Crisis can strike without warning, but a well-

prepared organization can weather the storm. KEWI's training on Crisis Management provided participants with the tools to handle unexpected situations while maintaining customer trust. Mr. Ang'anyo M.O focused on creating a crisis communication plan, identifying potential risks, and establishing a rapid-response team. Participants practiced delivering clear, honest, and timely messages during simulated crises, ensuring transparency and reassurance.

By the end of the training, participants understood that exceptional customer service isn't an added benefit; it is a critical component of every successful organization.



Participants of the Public Relations & Customer Care Professional Development Programme.

focused on active listening; a skill often overlooked yet vital for understanding customer needs. Participants practiced acknowledging customer concerns, paraphrasing to ensure understanding, and asking the right questions to get to the heart of an issue. These exercises revealed how even subtle changes in language can transform a tense situation into a collaborative problem-solving session.

The training also addressed non-verbal cues like maintaining eye contact, using open gestures, and showing attentiveness through body language. By the end of the training, participants could confidently engage with

36th Graduation Ceremony



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Quote of the Week

“Accountability is the glue that ties commitment to the results.”

-Bob Proctor

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Call for Professional Development Program

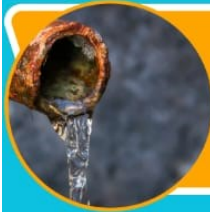


REPUBLIC OF KENYA



MINISTRY OF WATER, SANITATION & IRRIGATION
KENYA WATER INSTITUTE

PROGRAM Non-Revenue Water Management



COST

KSH. 35,000



DURATION

5 DAYS



DATES

2ND - 6TH DECEMBER



VENUE

MAIN CAMPUS ALONG OLE SHAPARA
AVENUE, SOUTH C NAIROBI

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Round up of The Week's Events



Moments during the official opening of Third-Country Training Program on Strengthening Capacity for Sustainable Development in Africa.

Round up of The Week's Events



Above & Below: Participants of Water Quality Sampling and Testing Course and Advanced GIS and Remote Sensing for Water Management Course respectively that were conducted at KEWI Nairobi Campus .

Round up of The Week's Events



*Above & Below:
Participants of
Customer Care
and Public
Relations, and
Procurement and
Inventory
Management in
Water Supply
Sector respectioely
Course that were
conducted at
KEWI Nairobi
Campus.*

Long - Term Programmes

Diploma in Water Engineering Technology (DWET) Diploma in Wastewater
 Diploma in Water, Sanitation Engineering Technology (DWSET)
 Diploma in Water Resources Management Technology (DWRMT)
 Diploma in Irrigation and Drainage Engineering Technology (DIDET)
 Diploma in Information Communication Technology (DICT)-KNEC
 Diploma in Water Laboratory Technology (DWLT)
 Certificate in Wastewater and Sanitation Engineering Technology (CWSET)
 Certificate in Water Resources Management Technology (CWRMT)
 Certificate in Information Communication Technology (CICT)- KNEC
 Certificate in Water Laboratory Technology (CWLTL)
 Certificate in Water Engineering Technology (CWET)
 Drilling Operations and Management (DOM)
 Plumbing and Pipe Fitting (PPF)
 Water Operators Course (WOC) in:

- Water Supply
- Meter Reading
- Sewerage Operations

Short - Term Programmes

Use of Earth Observation Tools and GIS for Water Resources Management
 Entrepreneurship and Financial Management for Water Managers
 Operation and Maintenance of Water Supply Networks
 Metering and Installation of Water Supply Networks
 Leak Detection & Repair techniques
 Drilling Operations and Management (DOM)
 Operation & Maintenance of Pumping Stations
 Pump Selection, Installation and Maintenance
 Plumbing, Pipe Fitting and Solar Water Heating
 Instrumentation for Water and Wastewater Systems
 Water Governance, Management and Technology
 Application of GIS for Water Utilities Mapping
 Drilling Operations and Management
 Water Quality Sampling and Testing
 Microbiological Water Quality Assessment
 Integrated Water Resources Management
 Non-Revenue water
 Water Management
 Customer Care

Vision

A Technical Centre of Excellence in Training, Research, Innovation and Consultancy in the water, Sanitation and Irrigation Sector.

Mission

To offer Competency-Based Training, Research, Innovation, Consultancy and Outreach Services in the Water, Sanitation and Irrigation Sector for sustainable development.

Core Values

Good Corporate Governance
Professionalism
Customer Focus
Innovativeness
Inclusivity
Patriotism
Integrity

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Your feedback is crucial for our improvement



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