



COMMUNICATION ON COMPANY PREPAREDNESS IN THE OUTBREAK OF CORONA VIRUS COVID - 19 PANDEMIC

Nzoia Water Services Company Limited (NZOWASCO) is a licensed Water Services Provider (WSP) operating in areas of Trans Nzoia and Bungoma Counties. In the wake of the confirmed Corona Virus – Covid -19 prevalence in the country and subsequent directive from His Excellency, the Head of State and Health Authorities, the company has put in the following measures to ensure the water service Provision is not interrupted to ensure Proper Hand Washing;

1. All water treatment facilities will operate optimally.
2. All water service pipelines will be patrolled regularly.
3. All reported leaks and bursts will be attended to timely.
4. All employees have been sensitized on their roles and precautionary measures to be taken in cases of suspected symptoms of the Corona Virus – Covid -19 infection.
5. For Sanitation facilities within the company, sanitizers and hand wash accessories have been provided at strategic areas to ensure high hygienic standards for all visitors, customers and employees.
6. The following emergency telephone lines can be used to access our customer care Team in cases of distress need for help regarding our core services and Corona Virus – Covid -19 suspicion;
 - a) Kitale Office - +254 773 179 894
 - b) Bungoma Office - +254 518 008 692
 - c) Chwele Office - +254 775 574 660
 - d) Webuye Office - +254 774 484 801
 - e) Kimilili Office - +254 202 410 033
7. Bulk SMS shall be used to notify and warn customers, just in cases of any confirmed infection case within our areas of jurisdiction. Customers also are encouraged to make payments of their bills via M-PESA platforms and Respective Authorised Banks. It is strongly advisable to use digital payment platforms as they have been subsidized and encouraged by the Government and other Authorities, in order to contain the spread of the Corona Virus COVID -19.
8. Areas with shortage or no water, the company has a water bowser which shall be offered at a subsidized rate, on request. Continuous surveillance will be done by the company to identify needy areas of operation.

Nzoia Water Services Company Ltd will continue to strengthen measures as need may be, to ensure enough water is provided in the areas of jurisdiction for use by the citizenry.

Further, customers are encouraged to invest in storage facilities to cushion themselves against unforeseen circumstances. Upto this time, the company will rely also on full support of its customers, visitors, the general public and other stakeholders to ensure smooth Water Services Provision and tackle any emerging challenges to contain the spread of Corona Virus COVID-19. Lastly, the company aspires to give regular updates on the water situation in the areas of operation in Bungoma and Trans Nzoia Counties and review any feed back within its limits, in liaison with the County Government of Bungoma, County Government of Trans Nzoia, the National Government, its Statutory Agencies and the Health Authorities.

Thank you and May I take this opportunity again to wish you and your loved ones a free CORONA VIRUS, COVID - 19 life!

MANAGING DIRECTOR – NZOIA WATER SERVICES COMPANY LTD