



Monthly Newsletter

September 2023

HIGHLIGHTS

1. KANGOKI SEWER REHABILITATION
2. SEWER EXTENSION
3. KIANDUTU DRAINAGE
4. METER REPLACEMENTS PHASE II
5. CYBER SECURITY



Thiwasco is committed to improve its service delivery through infrastructure developments. Our projects are both externally and internally funded and are meant to improve efficiency of water supply and sanitation to the residents of Thika and its environs.



Construction of new office block



Beautification of lower Mama Ngina garden in Thika town



Dial *483*002#

To query your water bills and other services

PROJECTS UPDATE

Desludging and Rehabilitation of Sewer ponds at Kangoki Treatment Works



Desludging of anarobic sewer pond ongoing and construction of DN600 sewer pipeline is near completion.

Kiandutu storm water drainage



Thiwasco in conjunction with the county Government of Kiambu are doing a storm water drainage project at Kiandutu area. we are currently joining joints of basement bed and moulding of side walls.

Kiganjo, Witeithie, Biafra and Kianjau Sewer line Extentions



Construction of sewer laterals in Kiganjo and Witeithie has been completed. Customers in these areas have been sensitized to apply for sewer connections. Biafra and Kianjau/Castle is still on going. The objective of these projects is to improve sanitation in the areas.

Meter Replacement



Thiwasco partnered with WASH-FIN to replace stalled and unserviceable meters within our area of jurisdiction. We are currently replacing more faulty meters using internal funds and a total of 2500 meters have been replaced so far. this exercise is on-going and is aimed at reducing our non-revenue water as well as improve our billing efficiency.

CYBER SECURITY

BE SOCIAL | BE SECURE

Social media accounts are powerful tools and a great way to stay in touch with family and friends and keep up to date on the latest news. However, it's important to know how to manage the security and privacy settings on your accounts so that your personal information remains inaccessible to anyone but you, and your accounts don't fall into the wrong hands.

Nowadays, your WhatsApp, Facebook, Twitter, Instagram, LinkedIn, TikTok and YouTube accounts are basically as critical as email. The information you post can easily fall into the hands of a hacker or someone else and used to steal your identity, access your data or commit other crimes such as fraud, stalking among others.

SIMPLE TIPS TO OWN YOUR SECURITY

- Remember, there is no 'Delete' button on the Internet. Share with care, because even if you delete a post or picture from your profile seconds after posting it, chances are someone still saw it.
- On mobile devices, social media apps might ask for you to give them access permissions at all times, but you don't have to agree. Here are some default settings you should usually turn off, unless you need it for the app to function and you trust the app: Camera – off Microphone – off Location – off Sync contacts – off
- Limit what information you post on social media—from personal addresses to where you like to grab coffee. What many people don't realize is that these seemingly random details are all that criminals need to know to target you, your loved ones, and your physical belongings—online and in the real world
- Do not click on links in posts, tweets or direct messages unless you are 100% certain that they are genuine and well-intentioned - they may be phishing attempts
- Block the bullies -While cyberbullying is often framed as an issue for children, anyone can be a victim. We recommend that you just block them – there's no need to give them more of your time and energy.
- Choose a strong password. Use unique passwords for each social network and always enable two-factor authentication.
- Always lock your device or log off to prevent unauthorized access to your social media accounts.

"It takes 20 years to build a reputation and a few minutes of cyber-incident to ruin it." – [Stephane Nappo](#)



THIWASCO SELF SERVICE PLATFORM

DIAL *483*002#

Option 3 : Piga Ripoti

1.With your Account No.

Enter your account no.

- | | |
|-----------------|------------------|
| 1.Billing | 2.Bursts |
| 3.No water | 4.Leakages |
| 5.Water quality | 6.Sewer blockage |

Enter your Request

Press Ok

2.Without an Account No.

Enter your physical location

- | | |
|-----------------|------------------|
| 1.Billing | 2.Bursts |
| 3.No water | 4.Leakages |
| 5.Water quality | 6.Sewer blockage |

Enter your Request

Press OK

3.Check Report Status

Enter Ticket No

Press OK

Customer will get an sms with:-
Ticket No; Ticket Status; E.g., in progress, closed,
invalidated Last Acted on; Date and time



OUR CONTACTS

Physical Location

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Social Media



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