



TAVEVO WATER AND SEWERAGE COMPANY LTD

NOTICE TO OUR VOI CUSTOMERS

SUNDAY 22ND MARCH, 2020

We wish to inform our esteemed customers in Voi area that there has been low volume of water supply in the recent past weeks within Voi area. This was as a result of a minor break down at mzima springs where the expected water volumes dropped. Repairs which had been ongoing were completed on Saturday 14th March, 2020 and the normal supply from the mzima water pipeline resumed.

However even after the repairs were completed at mzima springs, expected water volumes to Voi could not be achieved. This necessitated our Voi team to check our system for possible breakdowns. Subsequently our system was found to be in good working condition. On Friday 19th March, 2020 our officers from Tavevo Water and Sewerage Company Ltd in liaison with officers from the Coast Works Development Agency embarked on further investigations to try and establish the cause of the low volume supply of water to Voi this exercise was successfully accomplished after identifying a rationing valve along the mzima water pipeline which required resetting to balance the water volumes in Voi and downstream past Voi. The valve was then reset appropriately to ensure equitable supply of water is achieved in Voi and downstream areas past Voi.

We now wish to report that normal water supply has been restored and that most of our customers in Voi are now receiving water as per our approved rationing programme. We however note that there may be a few cases where some of our customers have not yet started receiving water. This can be explained by the fact that after the prolonged past period of low volume supply water pressures in the pipelines had dropped. However currently since the supply has been restored the water pressure in the pipelines is gradually building up and we expect all customers to receive water as per the approved rationing program since normal water supply resumed after resetting of rationing valve on Friday.

We sincerely regret any inconveniences caused and commit towards improved service delivery and effective communication.

Voi customers can reach us through the following numbers;

1. Customer care Voi office mobile phone number: 0788758520 Monday to Friday 8.00am to 5.00pm
2. Branch Manager Voi mobile phone number 0729664885

Thank you.

FOR TAVEVO WATER AND SEWERAGE CO.LTD

Ag. Managing Director