



*Hannah Muthoni, a soft spoken and warm lady, lives in Kwa Ruben with her daughter and grandchild, whom she can tend to more easily since she established her Fresh Life Toilet closer to home. Hannah was awarded both the “Cleanest Toilet” award and “FLO of the Quarter” for her high level of customer service and hygiene ratings in Q2 2012.*

**Why were you interested in becoming an FLO?**

I was interested by the fact that this is a business that is close to me. Before I used to go all the way to Muthurwa to work. (Note: Muthurwa is approximately a 40 minute and 20 Ksh journey from Kwa Ruben).

**What is the best part of being an FLO?**

I like that I have a field officer that visits me every day. She helps me see what it is that I am doing wrong. And my customers are happy to see me making improvements in the service that I give them.

**What impact, if any, do you think you have had on the community through Fresh Life?**

You would not even be walking as comfortably as you are right now because the flying toilets were so many. The trenches in this area were all clogged- the water was stagnant. But now you see the water is flowing freely. Before, there were also so many cases of diarrhea, but this has reduced significantly.

ABOUT THE OPERATOR

Name: Hannah Muthoni  
Location: Kwa Ruben  
Open for business: March '12  
Average daily customers: 125

ABOUT SANERGY

Sanergy's mission is to build and scale viable sanitation infrastructure in the slums of Nairobi. We franchise Fresh Life Toilets to local entrepreneurs, who run them as viable businesses. We collect the waste daily and convert it to organic fertilizer and renewable energy. In five years, Sanergy will serve 500,000 people through a network of 6,000 toilets.

