



Nairobi City Water & Sewerage Company Ltd.

Improving Reliability

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...Improving Reliability

NOTICE TO CUSTOMERS

NAIROBI CITY WATER & SEWERAGE COMPANY LTD (NCWSC) ANNOUNCES PHASING OUT OF BANKING HALLS ACROSS THE CITY

Nairobi City Water & Sewerage Company Ltd (NCWSC) wishes to inform its esteemed customers that we are phasing out our cash offices also known as banking halls across Nairobi City.

To this end, the following Cash office/Banking Halls have been closed:- Karen, Kampala Road, Central Region (Enterprise Road), Parklands, and North Eastern Region (Eastleigh) office, Southern Region (off Joseph Kang'ethe Road) and Western Region (The Mall Westlands). Northern Region (Showbe Plaza), Eastern Region (Pinnacle building) and Kasarani cash offices will close on 31 March 2018 while Cameo (CBD) office close on 30 June 2018.

Customers can make payments of their bills in the following banks within Nairobi. NIC Bank, Barclays Bank, Citi Bank, Cooperative Bank, Equity Bank, Sidian Bank and Diamond Trust Bank.

Customers will be required to use bank drafts, electronic fund transfer and real time gross settlement. You can also pay either through the Company web site via visa card or mobile banking platforms such as Equitel, Mpesa Paybill No. 444400, Airtel Money and Jambo Pay.

Customers can access their bills either through their phones by dialing *888# or our website <https://www.nairobewater.co.ke>

Currently we do not send hard copy bills but customers can receive their bills through sms or email provided you are registered for the same. Those not registered can visit our customer care offices, based at **Southern Region (Joseph Kang'ethe Road)**, **Western Region (Parklands Plaza, along chiromo lane)**, **Central Region (Addis Ababa Road, Industrial Area)**, **Northern Region (Showbe Plaza at the junction of Muranga Road and Ring Road, Ngara)**, **Eastern Region (Kayole next to Equity Bank along Spine Road)**, **Company web site or dial *888# to register.**

Nairobi City Water and Sewerage Company Ltd urges all its customers to settle their outstanding bills before their due dates to avoid service interruption.

Ag. Managing Director
NCWSC



 NairobiWaterCompany

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