



Nairobi City Water & Sewerage Company Ltd.

Improving Reliability

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NOTICE TO OUR CUSTOMERS AND STAKEHOLDERS

The NCWSC board was constituted in July 2019 after the company operated for two and half years without a board of directors. The Board was appointed through a competitive process that conforms to the edicts of our Constitution of Kenya, our Memorandum and Articles of Association, The Water Act 2016, together with the thrust from the Water Services Regulatory Board Guidelines via the Water Services Sector 2018 Gazette Vol CXX1 No. 163 of 29th November 2019 amongst other statutes.

Despite the slowdown of our country economic activities by Covid-19 pandemic, the Board has aggressively embarked on the following pertinent MATTERS;

1. Re-engineering of NCWSC organizational structure and work processes within **the next 180 DAYS** in order to offer better services to our customers.
2. Reducing the NON-REVENUE WATER from the current **36% to at least 25%**. In clear terms this is reducing the amount of water that is not billed.
3. **ERADICATION OF WATER CARTELS.** In this we are taking control of full monitoring of alternative water distribution mechanisms including water bowzers and waste water exhausters in conjunction with the **ATHI WATER WORKS DEVELOPMENT AGENCY.** This is work in progress. We shall eventually lodge an interactive application platform for ordering services from private water tankers operators and waste water exhausters with a view of dissolving cartels.
4. Automation and use of modern technology to change numerous functions of our operations. This includes automated payment of water bills, meter reading and disconnections amongst other functions. You can now apply for a water connection sewer connection online.
5. Revamping of our communication to you. We want to have conversations with you as our customers and not disputes and acrimony.
6. Overall renewal of our water pipes infrastructure which is quite old in many all the old estates of Nairobi and also some of the major supply pipelines. The Reticulation pipe that our own staff recently successfully repaired in the Aberdares forest was laid in the 1950s.

In liaison with the EXECUTIVE OFFICE OF THE PRESIDENT OF KENYA through the NAIROBI METROPOLITAN SERVICES and THE OFFICE OF THE AFRICAN UNION HIGH REPRESENTATIVE FOR INFRASTRUCTURE DEVELOPMENT, the following interventions are ongoing;

- a) **INCREASING THE SUPPLY OF WATER TO NAIROBI:** Right now, the supply is 35% less than the overall demand hence the current water rationing. We have to actualize the Northern Collector Tunnel project under construction by the national government through Athi Water Work Development Authority and build two more critical dams (Maragua and Ndarugo). This will ensure we meet and exceed the demand of water to the city by 2026.
- b) Ensuring that water is easily and seamlessly availed to our low income and vulnerable people especially in the informal settlements. We are already giving free water through tankers and boreholes. Those living in the informal settlements must unconditionally get water especially in the current circumstances of Covid-19 and beyond.
- c) Sourcing for funds for overall renewal of our water and sewerage infrastructure: So far, the NATIONAL Government has acquired kshs 18 billion for sewers extensions and upgrading in the city. Targeted areas are Kawangware, Kangemi, Riruta, Waithaka, Kasarani, Embakasi among other areas.

Please report any incidences of a bribe demand to our integrity reporting mobile no 0700332355 for action.

IT IS TIME TO IMPROVE WATER SERVICE PROVISION IN NAIROBI.

WE WILL DELIVER.

BERYL OKUMU ODINGA
CHAIRMAN
BOARD OF DIRECTORS

