



NAIROBI CITY WATER & SEWERAGE COMPANY LTD.

KAMPALA RD, P. O. Box 30656-00100, Nairobi, Kenya

Tel: +254 0703 080 000

Email: info@nairobewater.co.ke

www.nairobewater.co.ke



PUBLIC NOTICE

Following confirmed cases of the outbreak of the Coronavirus disease (COVID-19) by the Government and in compliance with the directive of avoiding non-essential contacts, we wish to bring to the attention of our esteemed customers that we have scaled down the number of staff offering customer service in all our regional offices stationed across the city.

In an effort to decongest our offices, we are appealing to our customers to make use of the following contacts for queries, compliments and complaints: Northern – **0712 453 283** Eastern – **0725 120 022**, North Eastern – **0715 212 335**, Southern – **0700 385 126**, Central – **0717 356 578**, Western – **0704 493 094**, Informal Settlements - **0705 134 621**, Kampala Rd/ HQ – **0724 253 582**, USSD code *888#, Email: info@nairobewater.co.ke and social media platforms: Facebook (Nairobi Water Company) and Twitter: (@Nairobi Water).

We also wish to remind our customers of the online portal available via the website: <https://portal.nairobewater.co.ke> for new water and sewer applications and account management for existing customers.

Customers are also urged to utilize the following payment modes by our partners: Mpesa-**444400**, Airtel, Equitel-**6800002**, ABSA, NCBA, Citi, SidianBank, Co-operative Bank and Diamond Trust Bank.

Stay safe and remember to be each other's brother's and sister's keeper by practising social distancing.

Corporate Affairs Department.

Board of Directors:

B.L.Okumu (Chairman), T.Muriuki (Vice-Chair), N.C.C. County Secretary, N.C.C. C.E.C.M. Finance & Economic Planning, N.C.C. C.O. Water, Sanitation & Energy, M.Kuruga, E. Mukuhi, L.M.Kamba, K. Nyamu, M. Mumo, M.A Abdullahi, Eng. N. M. Muguna (Ag. Managing Director)

