



NAIROBI CITY WATER & SEWERAGE COMPANY LTD.

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Tuesday, 16th April, 2021

NOTICE TO OUR ESTEEMED CUSTOMERS

ENHANCEMENT OF THE ONLINE APPLICATION PORTAL FOR NEW WATER & SEWER CONNECTIONS

In February 2020, Nairobi City Water & Sewerage Company Ltd (NCWSC) rolled out a simplified online process of applying and paying for the Water and Sewerage connection. This has enhanced processing efficiency and reduction of connectivity time from 30 to 14 days as part of the current reforms on the ease of doing business agenda.

To further enhance the portal's efficiency, NCWSC has incorporated **Geographic Information System (GIS) Mapping** to enable the Customers pin-point the location of their premises on Google Maps. This is an improvement from the previous process where a customer was required to upload a drawing/map of their premises location in the portal.

Payment for the new water or sewer connection can be done by dialing the **USSD Code *888#** and selecting **Option 6 – Water & Sewer** on your mobile phone and keying assigned **Reference Number** as **Account Number**. Customers can also track their applications through the USSD Code.

For any queries about this service, call our hot-line: **0700-384980/984**

Managing Director

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.A Abdullahi, Eng. N. M. Muguna (Managing Director)