

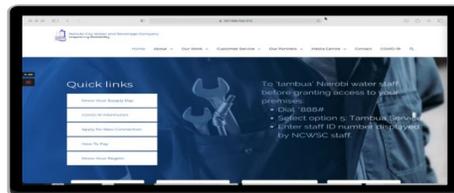


WATER NEWS UPDATE

NCWSC REVAMPS WEBSITE

From this...

...to this!



The Company recently undertook the assignment of re-designing the NCWSC website with the aim of increasing usability and accessibility.

This was part of the intervention in Hygiene Behavior Change Communication (HBCC) towards Covid-19 resilience. The project was in partnership with Water and Sanitation for the Urban Poor (WSUP) and funded by UKaid and Unilever.

With the rise in Covid-19 cases in Nairobi, it was necessary for the utility to make information about water and water supply more available and accessible to the public.

The project had two goals. One is to keep the site simple and easy to navigate and provide accurate information about COVID-19 while giving the Nairobi Water website a much-needed facelift.

The facelift would take the shape of an elevated customer experience where customers can get the information they need without having to call or email Nairobi Water customer service agents. Instead, the website and chatbot would offer them self service capabilities where possible.

The website interface is now simplified for use with the high volume questions showing up as quick links on the homepage. A whole new menu item (Customer Service) dedicated to providing customers with the information they typically search for is part of the new features.

In addition to optimizing the content on the website, the site has all the technical development minimums to ensure it is discoverable on search engines.

From link & page structures to Meta information, global best practices were adhered to get the website in the ranking race for all their relevant keywords over time.

The information on the site can be accessible to the visually impaired. The site contents are describable enough to website readers. The initial website didn't have a user-friendly interface and was not mobile optimized

Inside this issue:

- NCWSC Revamps Website **1**
- NCWSC Rolls out Covid-19 vaccination **2**
- Simplified Sewer System Project on course **2**



Corporate Affairs Department being trained on Website on Content Management by a consultant

NCWSC ROLLS OUT COVID- 19 VACCINATION

The Company in collaboration with Nairobi Metropolitan Services (NMS) recently rolled out the first phase of Covid-19 vaccination to staff aged 58 years and above.

This is one of the many measures the Company has undertaken to fight the Covid-19 pandemic.

It has also emphasized on the strict adherence to Ministry of Health protocols and containment measures such as maintenance of social/physical distance of at least 1.5 meters in offices; observing proper hygiene practices i.e. Hand -washing and/or sanitizing

Other measures are : putting on face masks at all times; suspension of physical meetings while encouraging virtual platforms amongst other interventions.

NCWSC in cooperation with the National Government and Nairobi Metropolitan Services has also taken a number of stringent measures to address water adequacy in the city, among them deploying water tankers distribute free water and dug boreholes in the informal settlements.

Provision of running water is essential for washing hands to mitigate the infection and spread of Covid-19.

In this regard, the Company in collaboration with the National Government through Athi Water Works Development Agency (AWWDA) has set up free hand-washing points across the City especially in areas with high human traffic.



Staff receives Covid-19 jab at the Headquarters. The initiative is aimed at keeping the virus at bay .

Ag. Director for Human Resources and Administration Services, Monica Tuli, receives Covid-19 jab.

SIMPLIFIED SEWER SYSTEM PROJECT ON COURSE

The Simplified Sewer System (SSS) project being rolled out by the Company and its stakeholders at Mosque Road within Mukuru Kwa Reuben is on course as planned.

The programme entails extension and improvement of the sewer network to ensure proper sanitation management and disposal for the residents and demonstrate how effective simplified sewers can be in addressing sanitation challenges in informal areas.

The project, funded by ONE Foundation and overseen by Nairobi Metropolitan Services (NMS), Water Services for the Urban Poor (WSUP), Mukuru Special Planning Area (SPA) teams and NCWSC.

It will benefit 3,000 residents. The area earmarked for the pilot project is densely populated covering an area of about 0.25 Km² and is part of the Special Planning Area Gazetted by the government.

The sewer network is about 1.44km and water network is 1.61Km respectively. The sewer and water extensions involves improvement of the water distribution lines to enhance the supply to the customers through Pre-paid Dispensers (PPDs) and individual house-hold connections would be factored in.

Sewer works is ongoing with 46 customers getting connection and 70 inspection chambers having constructed so far. Construction of PPD structures is in progress with 720 M stretch having been covered.

The benefits of the project are: improved clean water supply to the residents; clean environment which will be enhanced by the proper wastewater management as public health issue



Ongoing simplified sewer system works at Mukuru Kwa Reuben



Workers on site dig up a trench for laying pipes