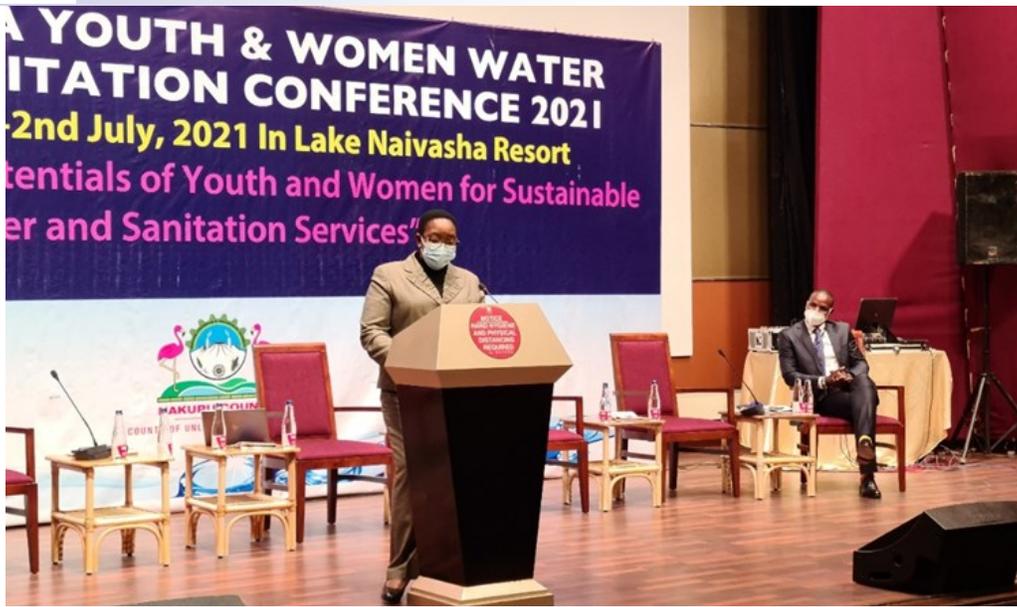


WATER NEWS UPDATE



YOUTH & WOMEN WATER AND SANITATION CONFERENCE



Mrs. Sicily Kariuki, EGH - Cabinet Secretary Ministry of Water and Irrigation & Sanitation gives her opening remarks during the Youth and Women Water and Sanitation conference

The Water Service Providers Association (WASPA) in collaboration with the Ministry of Water & Sanitation, Women in Water & Sanitation (WIWAS) and African population & health research center (APHRC) held a three-day Youth and Women Water and Sanitation conference at Lake Naivasha Resort, Naivasha recently.

The conference whose theme was “unlocking potentials of women and youth for sustainable water and sanitation provision services” had over 300 participants drawn from the Water Sector.

Mrs. Sicily Kariuki, in her remarks called on stakeholders in the sector to create an enabling environment for youth and women to effectively participate in its activities.

“Indeed, empowering youth and women in WASH programming gives them the ability to determine their own choices and influence social change not just for themselves but others too. It can unlock human potential on a transformational scale” she added.

Ag. Human Resource Director, Monica Tuli noted that mentorship plays a role in the inclusivity journey in the Leadership of the water industry.

Present during the conference included Women in Water & Sanitation Association members, the Young Water Professionals members from Nairobi City Water & Sewerage Company Ltd and delegates from across the water sector and water service providers.



The NCWSC Ag. DHRA, Monica Tuli (right), was panelist in the strengthening the role of women leadership in the management of water and sanitation session convened by WIWAS at the conference. Looking on is Margaret Maina, MD Limuru Water.

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INNOVATION TO CURB NRW SET TO BE LAUNCHED

NCWSC 2021

How do I report a burst pipe or blocked sewer line?



The distribution network experiences leaks and bursts due to various reasons among them vandalism, dilapidated infrastructure or natural causes like floods

We urge our customers to partner with us and report any leaks and bursts to the following Contacts:



Northern Region - 0712 453 283,
 Eastern Region - 0725 120 022,
 North Eastern Region - 0715 212 335,
 Southern Region - 0700 385 126,
 Central Region - 0717 336 578,
 Western Region - 0704 493 094,
 Informal Settlements - 0705 131 621
 HQ - 0703 080 000, 0703 080 308

Nairobi Water Customer Care
 @Nbiwater_Care

www.nairobewater.co.ke

A poster used on social media urging customers to report leaks and bursts through regional hotlines

In an effort to improve the efficiency of identification of water related issues such as leaks, sewer and water bursts, supply fails and contaminations, the Company is working on launching an app dubbed **Mobile Alert App**. The app will enable individuals to take a photo of an incident, provide the location via the app's GPS, and enter an optional comment. Once launched, Citizens will gain an open line of communication with authorities and can actively contribute to the wellbeing of their community.

The **Mobile Alert Viewer Smart M. App** has been designed to pinpoint real-time incident reports on a map to display details such as incident type, identifier, address, and comments. The app has interactive charts and provides simplified data collection and verification which will enhance Water Service Provision and Asset maintenance.

ICT will enable real time reports of water leaks,

sewer bursts, supply fails, contamination and other incidents, improve community empowerment as citizens can report issues that concern them, such as illegal water connection, vandalism, and leakage. It will further reduce the time that it takes to provide actionable data thereby provide NCWSC and interested stakeholders with ample time to respond to crisis. Once the pilot period is complete and approved the free app will be available for download on google and apple stores.

The app is an improvement from the current procedure where the company request customers to report leaks and bursts through regional hotline numbers.

COMPANY CONDUCTS FIRE DRILL AT THE CAMEO OFFICES

The Admin & Logistics , Occupation & Safety Unit carried out a fire drill at Cameo Offices recently. This is in line with Section B2 of the Occupational Safety and Health Act, 2007 and the Factories and Other places of work (Fire Risk Reduction) Rules, 2007 which requires every occupier to make certain that a drill is conducted at the workplace at least once every twelve months and a record of such a deal kept available for inspection.

The exercise allows staff to have knowledge on evacuation procedures in a simulated situation that ensures safety awareness in the event fire occurs.



Staff look on as a Nairobi City County fire truck conducts the drill at Cameo offices