



NAIROBI CITY WATER & SEWERAGE COMPANY LTD.

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

Tel: +254 703 080 000

Email: info@nairobiwater.co.ke

www.nairobiwater.co.ke



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NOTICE TO OUR ESTEEMED CUSTOMERS

NCWSC COMMITMENT TO THE BUSINESS CLIMATE REFORM AGENDA WITH REGARD TO THE AUTOMATED WATER/SEWER APPLICATION AND CONNECTION

Nairobi City Water & Sewerage Company Ltd (NCWSC) has recently enhanced the online water and sewer connection process in a bid to make the portal more user friendly and improved the customer experience in the following areas:

- Sustain the efficiency levels of connection at 14 days
- Recently enhanced **Geographic Information System (GIS) Mapping** to enable the users pin-point the location of their premises on Google Maps.
- 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.
- NCWSC is currently working on a Payment Gateway with our Agency partners to enable customers pay through Visa and Master Card.

NCWSC is committed to ensuring the Portal's efficiency and enhanced service delivery through timely processing of all applications received. For any queries about this service, call our hot-line: **0700-384980/983**

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)