



# NAIROBI CITY WATER & SEWERAGE COMPANY LTD.

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## PRESS RELEASE

### NAIROBI CITY WATER & SEWERAGE COMPANY LTD INTRODUCES NEW SERVICE FEATURES ON USSD CODE AND ONLINE PORTAL PLATFORMS

Nairobi City Water & Sewerage Company Ltd has introduced additional service features on its Unstructured Supplementary Service Data (USSD) code - \*888# and Online Portal platforms in an effort to enhance service delivery.

The new services are Self-Meter Reading via the USSD code and Customer Statements via the Online Portal. With self-meter reading, the customers can now self-read their meters after the 15<sup>th</sup> day of every month. They will be required to dial \*888# and choose option 4 on the menu to get the service. Customers who are not registered to use the USSD code are encouraged to do so. This service shall supplement the monthly meter reading activities, customers are reminded to always grant access to NCWSC staff to read meters.

For the customers in need of water bill statements, the procedure of getting statements via the online portal is as indicated below:

- Go to <https://portal.nairobiwater.co.ke>
- Click register: Fill in your personal details. (if not registered)
- Verify email and Proceed to login
- Proceed to Self-Care Tab
- Click on "GET STATEMENT"

Currently, the services available on the USSD code are: Registration of E-bills, Querying and Payments of Bills, *Tambua* Service, Water and Service Connections, Editing of Accounts and Nairobi Water Contacts.

The new service features are also part of the 'Ease of Doing Business' reforms meant to simplify and improve the process of applying and paying for the water and sewer connections. The Government of Kenya is fast-tracking the reforms to simplify the process of setting up businesses in Kenya; automation of Water and Sewer connections is one of them.

– ENDS –

### Corporate Affairs Department

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