

WATER NEWS UPDATE

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PHASE ONE OF RRI ROLLED OUT

The Company has undertaken phase I of Rapid Results Initiative (RRI) aimed at curbing illegal connections and enhancing revenue collection.

The 3-month exercise targets to reduce Non-Revenue Water by 7.8% and increase revenue collection by Ksh. 105.7 million per month.

A number of strategies to achieve the set targets have been put in place. This entails among others disconnection of illegal water connections and concreting of the line along North Airport Road from Cabanas area to Tajmall;

See page 2 for full story



An excavator digs an illegal underground water pipe

The Company has entered into a Memorandum of Understanding (MoU) with Evidence Action (EA) on implementation and management of In-Line Chlorination programme in informal settlements.

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Staff in collaboration with Water Police Unit unearths an illegal water pipe

Phase One of Rapid Results Initiative rolled out

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Outering road from Tajmall to Nairobi Cereals Board including Kwaheri road and Gigiri (3 Phases). The aim is to reduce NRW by 2.57% and improve collection.

Further, a crackdown on illegal connections in Kitusuru, Kibagare and Runda Water and GIS mapping of properties to grow the number of accounts by 37,000 will be undertaken.

The exercise also seeks to sustain reduction of water loss along the Langata line to reduce NRW by 2.02% and change 8,334 stopped meters.

The roll out also will also target mass disconnections across all Regions as well as billing the standing sewer charges per household/unit as part of the strategy.

Non-Revenue Water (NRW) is the difference between the amount of water put into the distribution system and the amount of water billed/unbilled as authorized consumption.

It comprises of both commercial (apparent) losses and physical (real) losses. It is an operational indicator contributing to the sustainability question of the utilities and therefore is a significant measure that facilitates evaluation in efficiency of operations.

Memorandum of Understanding Signed

The Company has entered into a Memorandum of Understanding (MoU) with Evidence Action (EA) on implementation and management of In-Line Chlorination programme in informal settlements.

In-line chlorination (ILC) is a simple method to consistently deliver chlorine into borehole water systems. ILC devices are installed into a section of pipe near where the user collects water. Water is automatically chlorinated as it passes through the device.

Users receive clean, ready-to-drink water without the need to constantly remember to treat their water or to determine the proper dose. The technology has been piloted in Migori, Vihiga and Trans Nzoia counties in Kenya and is being scaled in peri-urban Districts in Uganda and Malawi.

While presiding over the signing ceremony, the Managing Director, Eng. Nahason Muguna, applauded the partnership.

“As an institution we welcome the collaboration. It is a boost to our efforts to make sure communities in the informal settlements receive clean treated water. I look forward to us rolling out a pilot programme in identified boreholes situated within the informal settlement region.” He stated.

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From MD's Desk

Fellow Colleagues,

I bid you a happy new year and take this opportunity to acknowledge each and every one of you for your efforts and contributions towards achieving our goals in the past year.



Eng. Nahason Muguna
Managing Director

Your commitment to this Organization is what helped us scale the heights and is a continued promise of a future that we can all look forward to.

Last year, we had a couple of milestones that we can all be proud of. Our collection for example in the current financial year 2023/2024 has seen a 20% increment from the 2022/2023 financial year which is a fete worth celebrating.

This is also a testament to the leadership provided by the Board and Management in pursuit of realizing the Company's mandate.

Plans are in top gear to undertake Company-wide team buildings. The first group is expected to depart for Mombasa in the month of February and we hope this will strengthen our team work and build a dynamic and resilient workforce.

The Company is also in the process of developing its 6th strategic plan which will guide our operations for the next five years. This will help us navigate the ever changing environment and help us keep up with emerging technologies and the evolving needs of our customers.

Once again allow me to appreciate your efforts made over the past year and we look forward to seeing the Company move to the next level. I am confident 2024 will be better with your support, our team spirit, resilience and favour of God.

Eng. Nahason Muguna
Managing Director

From DHRA's Desk

A new year brings with it new opportunities to reinforce the gains made in the previous year, while refining the areas that need improving and for us as a Company continuous improvement is fundamental in achieving our overall goal.



**Monica Tuli - Ag. Director -
Human Resources and
Administration Services,**

Allow me to share some of the highlights from the previous year and our goals for the year that has just began. Last year we managed to successfully conduct competitive internal recruitments and filled most of the internal vacant positions. The process of filling the remaining vacant positions will continue this year.

On the medical front, our medical scheme has expanded to incorporate mental health support and we managed to contract the Mathari National Referral and Teaching Hospital. Gertrudes Hospital also opened an outpatient facility in Meru; Other referral hospitals across the country are in different stages of engagement and we shall communicate once onboarding is complete.

We are still committed as a directorate to ensure that staff welfare is taken care off. I encourage all staff to reach out to any of our HR offices in case you need any assistance. I look forward to interacting with you in the the new year.

Monica Tuli
**Ag. Director- Human Resources and
Administration Services**



Staff at Team building (file photo)



Managing Director, Eng. Nahason Muguna, exchange signed documents with Evidence Action Country Director, Mr. Chrispin Owaga. They are flanked by Technical Director- Eng. Lucy Njambi, Quality Assurance Manager- Michael Onyango, Donor Projects Manager- Eng. Ephantus Mugo, Donor Projects Coordinator- John Chege and Informal Settlement Technical Coordinator- Esther Muthoni

MOU signed with Evidence Action

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The pact explores co-implementation of In-line Chlorination (ILC) systems in Nairobi's informal settlements to provide access to safe and clean water to 1,200 households as well as installation and maintenance of a total of 60 ILC devices within a two - year exploratory pilot phase.

The agreement seeks to leverage on the technical expertise of Evidence Action and the local knowledge of NCWSC to successfully implement and manage the ILC systems in informal settlements to consistently deliver clean and safe water.

The two parties also intend to increase access to clean water in Nairobi's informal settlements to keep waterborne diseases at bay by improving sanitation infrastructure within the initial two-year exploratory pilot phase.

Evidence Action is a non-profit organization and currently provides access to approximately 2.2 million people in the Republic of Kenya in Kakamega, Busia, Bungoma, Vihiga, Trans Nzoia, Uasin Gishu, Siaya, and Migori Counties through the dispensers for *Safe Water Now* Programme.

The Organization works with partners in Africa and Asia to scale up evidence based programmes to reduce the burden of poverty by providing access to safe water to millions of people through cost-effective water treatment interventions

NCC INVESTMENT COMMITTEE TOURS COMPANY INSTALLATIONS



Technical Director- Eng. Lucy Njambi, takes the PIC on a guided tour of the Thika Dam facility

The Nairobi County Select Committee on County Public Investments toured the Company installations to examine the status of assets owned and managed by the Company.

The Committee led by its Chair, Hon. Athman Hashim Kamau, was received by the Technical Director, Eng. Lucy Njambi for a briefing at Dandora Estate Sewerage Treatment Works (DESTW).

PIC tours company installations

The Chair, who is also California Ward Member of the County Assembly (MCA) said the oversight tours are meant to ensure that public assets are protected to serve the city residents efficiently.

“We as the Committee are conducting site visits to examine and ascertain the status of the water and sewerage infrastructure”.



PIC Chair, Athman Hashim Kamau poses for a photo with Staff at Ngethu Water Treatment Works

Eng. Njambi highlighted the challenges facing the assets owned and managed by the Company including land grabbing, encroachment and absence of proper ownership documentation.

The visits covered Dandora Estate Sewerage Treatment Plant, Thika Dam, Ngethu Water Treatment Works, Ruiru Dam as well as Kiama, Mwagu, Kimakia, Chania and Kiburu intakes.



An operator demonstrates the filter-backwashing at Ngethu Water Treatment Works

The other function is to examine, in the context of the autonomy and efficiency of the County Public Investments, whether the affairs of the County Public Investments are being managed by sound financial or business principles and prudent commercial practices.



Sasumua Dam Coordinator, Peter Mironga, takes the oversight Committee on a tour of the Sasumua Dam treatment facility



The Committee members pose for a photo at Thika Dam with Technical Director, Eng. Lucy Njambi



Sasumua Dam Coordinator, Peter Mironga, briefs the Committee on the operations at Sasumua Dam facility

SAFETY FIRST

Ensuring a safe work environment

The Occupational Safety and Health (OSH) team undertook first aid trainings for staff in the Company aimed at imparting knowledge, practical skills and understanding of how to provide basic life support skills, in line with the Directorate of Occupational Safety and Health (DOSH) guidelines.

The trainings covered topics like introduction to first aid, responsibilities of a first aider, incident management among other first responder responsibilities.



The Company's First Aiders and Fire Marshalls undergoing an intense refresher training course in 2023.

In the last year, we managed to train about 79 members of staff in three lots. The training focused mainly on applied and practical methods which included collective practical demonstrations and participations and use of training videos and video playback. These methods helped the participants engage more while giving instantaneous feedback on the practicality of the sessions and the lessons learnt.

The team is pleased to engage the Company by preparing our members of staff and fellow colleagues in areas of OSH preparedness in order to enrich our work environment.

It is recommend that staff members enroll for continuous training to gain relevant knowledge in effective emergency First Aid Programs, pre-hospital management of various health disorders commonly encountered at the workplace, as well as understanding basic first aid procedures when called upon.

RECOGNITION OF ACHIEVEMENT



Congratulations!



Nairobi City Water and Sewerage Company celebrates Duncan Genga Onyango - Transport Manager on being conferred the Order of the Golden Warrior (OGW) Award by H. E President Dr. William Ruto on 12th December, 2023



The award is in recognition of his input in ensuring access to water in Nairobi's informal settlements through his tenure as Donor Projects Manager, which saw the company launch the Water ATMs (Prepaid dispensers).

The recognition is also for his service to society in various Community Based Organizations (CBOs) in which he is an active member.

NCWSC has had the privilege to have two staff conferred with Presidential honours.



Congratulations!



Nairobi City Water and Sewerage Company celebrates Rose Kariuki -Mwaura - Customer Relations Manager on being conferred the Order of the Head of State Commendation (HSC) by H. E President Uhuru Kenyatta on 12th December, 2021



In 2021 Rose Kariuki - Mwaura was conferred the Head of State Commendation. The award was in recognition of her role as part of the Ease of Doing Business committee at the Ministry of East African Community & Regional Cooperation.

NCWSC's part of the Ease of Doing Business Committee, was the catalyst to the launch of the online water and sewer application portal. The portal saw the company reduce the number of days a customer can get a connection to 14 down from 30 days.

THE YEAR 2023 IN PICTURES



We'd love to hear from you,
scan and give us feedback