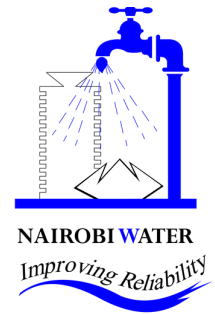


# WATER NEWS UPDATE



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## NCWSC BRINGS WATER AND SEWER EXPANSION TO EASTERN NAIROBI

NCWSC Kasarani region held a week long activation at the Ruai DCC office to enroll customers of Ruai, Ng'undu and Kamulu areas for water and sewer services.

The clinics are the result of the Eastern Nairobi Water and Sewer Intensification Programme (ENWSIP) a project funded by French Development Agency (AFD) through the Government of Kenya.

The project aims to provide enhanced access to clean water and efficient sewer systems for residents in key areas eastern parts of Nairobi.

The Clinic provided an opportunity for new customers to register for water and sewerage services in anticipation of the project's completion.

By involving the community in this process, NCWSC aims to foster a seamless integration of the new infrastructure. Approximately, 452 customers were enrolled by the end of the week.

### Comprehensive Infrastructure Developments

The water component of the project involves the installation of approximately 220 kilometers of distribution pipelines.

This extensive network will benefit neighborhoods such as Donholm, Lucky Summer, Saika, Obama, Mwengenyie, Maili Saba, Kamiti, and areas along Mwiki Road.

Once completed, the project will facilitate 1,903 new consumer water connections, ensuring that more households have direct and reliable access to clean water.

In addition to water infrastructure, the project also focuses on sewer line extensions.

Approximately 47 kilometers of new sewer lines are being laid, targeting areas including Kariobangi North, Kariobangi South, Maili Saba, Umoja Innercore, Embakasi Tassia, Embakasi Plot 10, Umoja 3, and Marura.

## NEW YEAR MESSAGE FROM THE BOARD CHAIRMAN



As we embrace the start of 2025, the Board of Directors and I, take this opportunity to applaud you on the the strides we made in 2024.

Despite a challenging global and domestic economic environment, we have emerged stronger, thanks to the unwavering commitment of our team. Our operations saw improvements in water supply infrastructure, customer service, and financial stability highlighting our commitment to providing reliable water and sanitation services while navigating the complexities of high operational costs and non-revenue water challenges.

These accomplishments reflect our steadfast commitment to operational efficiency, innovation, and customer satisfaction made possible by the dedication and resilience of our employees, the leadership of the Board, and the unwavering support from our stakeholders. I commend the management team for their focus on innovation, with initiatives like adopting GIS systems and smart metering, which enhance efficiency and service delivery. I am equally grateful to our customers for their continued trust, which fuels our motivation to excel.

I urge all members of the NCWSC fraternity to embrace the challenges of 2025 with optimism and dedication. Let us remain steadfast in our shared mission to enhance service delivery, operational efficiency, and customer satisfaction. Together, we will contribute to the vision of a Nairobi that embodies order, dignity, and opportunity for all.

Here's to a successful and impactful year ahead. Together, we will achieve greater heights.

**Arnold Karanja**  
Board Chairman

## NEW YEAR MESSAGE FROM THE MANAGING DIRECTOR



Fellow colleagues, as we usher in 2025, I am extremely grateful for the support and teamwork that was accorded to me and the Company as a whole through 2024.

In spite of the very dynamic economic environment, there was significant progress across various operational fronts. Water production reached an impressive 186 million cubic meters, a 5-million cubic meter increase compared to the previous year.

Notably, the commissioning of the Northern Collector Tunnel phase 1 added an additional 2,500 cubic meters per hour to our water supply capacity, significantly boosting production levels.

I urge all of us to remain mindful of the challenges ahead; Addressing Non-Revenue Water (NRW), enhancing sewerage coverage, and meeting the growing demand for services require continued investment in infrastructure and innovative solutions. Our focus in 2025 will be on reducing NRW to 36%, improving pump efficiency, and further leveraging technology to enhance operational efficiency. We will also prioritize partnerships to secure funding for critical projects that align with our long-term strategic goals.

In conclusion, I extend my gratitude to our dedicated staff, whose hard work and resilience have been instrumental in achieving our 2024 milestones. I also thank our Board of Directors for leadership, our stakeholders and customers for their unwavering support and collaboration. As we move forward, I am confident that our collective efforts will enable us to overcome challenges and achieve even greater success in 2025

**Eng. Nahason Muguna**  
Managing Director

## NCWSC Brings Water and Sewer Expansion to Eastern Nairobi (cont'd from pg1)

These upgrades will lead to 1,405 new household sewer connections, addressing long-standing sanitation issues and improving public health in these communities.

### Positive Impact on Residents

The developments are particularly significant for areas such as Ruai and Njiru, where residents have historically faced challenges due to inadequate sewerage facilities.

The lack of proper infrastructure has led to environmental and health concerns, which the new project aims to alleviate.



Kasarani region customer care staff take residents through the water and sewer application process.

### Healthier Living for Thousands

Once fully implemented, the project is expected to transform the lives of over 600,000 residents in Eastern Nairobi. Enhanced water distribution and sewer services will not only improve daily living conditions but also promote a healthier environment.

NCWSC's commitment to delivering essential services through the ENWSIP underscores the importance of collaborative efforts between development agencies and the government. As the project nears completion, the company remains dedicated to ensuring that residents of Eastern Nairobi can enjoy better access to essential utilities and improved living standards.

**Diana Mahemba**  
Corporate Affairs & Liasion Department

## Lessons from LA and Columbia: Why Water Safety Planning Matters

Residents of Los Angeles in the USA have had a rough start in 2025 following wild, engulfing fires that have consumed thousands of homes and killed several people.

As efforts to contain the fires continue, the residents are struggling to access potable water. This follows several advisories issued by public health officials to the residents of the affected areas warning them not to drink the water until further notice.



Contaminated water in Earlewood, Colombia USA (pic courtesy of WISTV)

Similarly, the residents of Earlewood in Columbia, USA caused a furore recently over the colored water coming out of their taps following a break along the main lines.

The disappointment of the customers was compounded by mishaps in communication which resulted in a failure to warn the customers of the impact of the work that was going on along the line on their water.

These two events in the USA serve as a reminder of the importance of emergency preparedness.

Water safety planning encompasses having emergency response plans in place to guide responses to man made and natural disasters. The goal of emergency response planning is to ensure that proactive measures are taken to ensure that access to safe and sufficient drinking water is not compromised in the event of an emergency.

Emergency Response Plans (ERPs) developed as part of a Water Safety Plan should have the following components:

### Incident Command Structure (ICS)

The structure establishes a chain of command by identifying the leader of the response efforts and the role of other players in the structure. It steers the team towards working harmoniously during emergencies.

## Lessons from LA and Columbia...contd from pg1)

### Crisis Communication Plan:

A crisis communication plan stipulates how information should flow and how parties involved should communicate.

It is essential to relay information to internal and external stakeholders on the ensuing concerns, effectiveness of recovery efforts and emerging risks following a disastrous event.

As in the case of LA tragedy and Columbia incident, communication with the public should be handled in a timely manner using appropriate channels.

**Emergency Response Procedures:** An emergency response plan spells out the steps that should be taken to handle the incident such as securing access, emergency alternate supply, water quality analysis etc

Water safety planning may not envision all the emergencies affecting the water supply chain, but it is an essential step in planning and preparing for emergencies.

By: Corazon Achieng'  
Water Safety Planning Coordinator

## Workplace Safety Spotlight

### Frequently Asked Questions on Occupational Accidents

#### Q: Are occupational incidents preventable?

**A: Yes.** Most workplace/ work related injuries and illnesses don't just happen.

They are usually predictable and preventable. Being knowledgeable in the area of work/operation, being aware of expected/unforeseen risks and how to mitigate them, following safe work procedures for processes/works and safe operating procedures for tools, machines and plant as well as continuous training.

#### Q: What does Work Injury Benefits Act (WIBA) 2007 provide for?

**A:** The **Work Injury Benefits Act, 2007** is an act of parliament that provides for compensation of employees for work related injuries and diseases contracted in the course of their employment and for connected purposes.

#### Q: Who is eligible for compensation under the Work Injury Benefits Act, 2007?

a)An employee who is involved in an occupational accident resulting in the employee's disablement or death.

## Work Safety Spotlight.....contd

b)An employee who suffers serious disablement or death while undertaking a task, in the interests of or in connection with, the business of the employer despite the fact that the employee was, at the time of the accident acting—

- 1.In contravention of any law or any instructions by or on behalf of his employer; or
- 2.Without any instructions from his employer.

c)An employee being conveyed to or from his/her place of employment by means of a vehicle provided by the employer is deemed to be in the course of the employee's employment.



[File Photo] OSH training

#### Q: Who is not eligible for compensation under the Work Injury Benefits Act, 2007?

a)An employee is not entitled to compensation if an accident is caused by the deliberate and willful misconduct of the employee (unless he/she dies or sustains permanent disablement of forty percent or more).



[File Photo] Training of Fire Marshalls at Kabete Treatment Works

By: Valentine Nyawira  
Occupational Safety & Health Officer

## "Building the Future: Kevin Kago's Journey in Water Infrastructure Engineering"

### Tell us about your self and what motivated you to pursue a career in civil engineering, particularly in large-scale water infrastructure projects?

I am Kevin Kago, Acting Regional Technical Coordinator at Roysambu region. From a young age, I enjoyed taking apart and fixing electronics, toys and clay molding. As I grew older I became interested in ancient and historical structures which motivated me to build things that would last for generations. Construction of aqueducts in ancient Rome, Canals in Chinese dynasties and sanitation sewer systems in Harappan peoples of South America still interest me to this day. Thus, a career in Civil engineering with a focus in water and waste water infrastructure fit me like a second skin.

### What exciting and significant projects have you worked on during your time in NCWSC?

I joined the company in 2016 with a background in road construction and structural works and pivoted into water engineering. After handling several design projects in Engineering department, I was then seconded to the Northern Collector Tunnel (NCT) under Athi Water Works Development Agency in January 2017. The NCT is part of the 3rd Nairobi Water masterplan designed in the mid-1980's but since it was capital intensive, it wasn't implemented due to the inaccessibility of donor funding at that time.



Kevin Kago (center) at the Kigoro Water Treatment Plant (KWTP)

Fortunately, during the current and former governments regimes that water and sanitation projects particularly in Nairobi City began taking shape. Thus, in 2015 the NCT project officially commenced.

### Can you describe your current roles and responsibilities in the Company and what your role was at the Northern Collector Tunnel project?

My current role in NCWSC is in operations and maintenance of the water and sewer infrastructure within Roysambu region. I oversee design and implementation of improvements and extension projects as well as assign duties and appraise all technical staff in the region. In addition, I advise the Regional Manager on Technical matters and ensure smooth service delivery to the zones while working hand in hand with the other sections.

#### Role at the Northern Collector Tunnel project

I joined Kigoro Water Treatment Plant(KWTP) in 2017 at the ground breaking as a Resident Engineer where I supervised the setting out, excavation and construction of the treatment plant and it's adjoining features. The plant was completed in 2019 ahead of its sister projects and I moved to the main NCT and bulk pipeline projects.

The Bulk Water pipeline is unique due to the steel pipe being wrapped in epoxy (plastic) coating making it more resistant to pressure fluctuations hence stronger than existing pipelines with lower maintenance costs as it is less susceptible to damage and corrosion.

### What were some of the key engineering challenges faced during the construction of the NCT and how were they addressed?

Initially, the project was delayed as a result of the misconception that the NCT would drain water from Muranga county. In truth NCT only collects floods water above 95% normal flow in the river. To solve this, extensive public awareness and sensitization was done and the project was able to commence.



Kevin Kago standing on Sasumua pipeline in the outskirts of Nairobi City.

Land compensation proved a thorny issue during construction of the bulk pipeline, severely delaying the works and impacting the contractor's cash flows. Historical injustices were resolved and the project completed in May 2024.

### What measures were implemented to ensure minimal environmental impact during this process?

The NCT only collects flood waters from the rivers thus minimizing environmental impacts to the residents. The KWTP is environmentally conscious as it saves on electricity and chemical costs and also has options for recycling and re-treating the water. This greatly reduces the waste from the treatment plant

### In what ways does the project address the water scarcity challenges faced by Nairobi's rapidly growing population?

In September 2024 gains from the NCT were realized in Nairobi City with the additional water treated at KWTP arriving in Gigiri reservoirs. The water rationing schedule was restructured to accommodate the extra volume thus meaning more water in people's homes.

**How does the success of the Northern Collector Tunnel project influence future water infrastructure projects planned for Nairobi and its surrounding regions?**

Coincidentally, Roysambu region is one of the largest beneficiary of the additional water from the NCT, thus my involvement in the project has come in full circle. With the increased volume in Roysambu we have increased days of supply significantly and are even able to serve areas that did not receive water previously.

**Tell us what you do when you are not designing projects and supervising works?**

Ahh, I'm such a fun guy!! I just enjoy destroying and fixing stuff again.... haha, I enjoy listening to rock music, I'm passionate about climate change and water resources. I enjoy swimming, I'm a really good swimmer btw) travelling, adventure, I'm avid consumer of novels and I relax best with a glass of whiskey on the rocks...now pass me some Baileys mdomo imekauka (chuckles)

**In one sentence or less, what would you tell upcoming engineers?**

"Find a job you enjoy doing and you will never have to work a day in your life."- Mark Twain. In short follow your passion and if you can't do that, make what you're doing your passion. Oh yeah, also 'You miss all the shots you don't try'.

**Facts about the Northern Collector Tunnel**

- NCT is a 12.6 km long, concrete lined tunnel that collects water from 3 rivers i.e., Muranga, Irati and Gikigie rivers.
- The flood water from the rivers flows through the tunnel to Githika river outfall.
- This additional supply flows into Thika Dam and is treated at KWTP.



File Photo: Maragua Intake

**Promoting Mental Wellness in the Workplace**

The Company recognizes the critical role that mental health plays in the overall well-being and productivity of its staff.

In a bold step towards fostering a healthier work environment, the Company has appointed a dedicated committee to spearhead the development of a Mental Health Policy and Employee Wellness Programs led by Lenah Ngungu, Regional Manager, Upper Embakasi. This initiative reflects the Company's unwavering commitment to supporting the mental wellness of its employees.



**Mental Health committee meets with representatives from Chiromo hospital group**

As part of these efforts, representatives from the Chiromo Hospital Group (CHG), a leading provider of psychiatric services, paid a courtesy call on January 28, 2025. The CHG delegation included: Dr. Vincent Hongo, CEO, Dr. Rose Ngondi, Head of Training, Victoria Rika, Head of Wellness, Gladys Waruguru, Head of Corporate Services.

During the visit, CHG reiterated their commitment to partnering with the Company to promote mental wellness in the workplace. This collaboration aims to cultivate a more productive, engaged, and mentally healthy workforce.

To better understand the mental health needs of staff, a preliminary survey will soon be conducted in partnership with CHG. All employees are encouraged to participate and share their valuable insights.

Your input will play a crucial role in shaping tailored wellness programs that address specific concerns and enhance overall well-being.

**Together, we grow. Together, we succeed!**

We're excited to shine a well-deserved spotlight on the incredible achievements of our team members in the Water News Update.

Feel free to reach out to us on [corporatecommunication@nairobiwater.co.ke](mailto:corporatecommunication@nairobiwater.co.ke) to nominate yourself or a colleague!

Keep reading, get inspired, and join us in celebrating amazing stories of success and achievement!



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