

# WATER NEWS UPDATE



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## NCWSC FETED AT NAIROBI INTERNATIONAL TRADE FAIR

The Company participated in this year's edition of the Nairobi International Trade Fair (NITF) as an exhibitor and emerged position 2 in both The Best Stand in Water and Waste Services and The Best Medium Trade Stand (Commercial and Industrial) competition categories.

Nairobi City County Deputy Governor, H.E James Njoroge Muchiri, toured our stand and was received by the Board of Directors led by its Chairman, Arnold Karanja. The Deputy Governor assured the Company of the County support to discharge its mandate effectively.

"As a County, we are fully in support of the programmes, plans and the huge investments you have put in place to better serve Nairobi residents. The ICT innovations you have adopted is worth emulating." He said.

The week-long exhibition ran under the Theme: **"Promoting Climate Smart Agriculture and Trade Initiatives for Sustainable Economic Growth"** and the Company exhibited the initiatives it has undertaken to mitigate and adapt to the climate change especially tree planting within the catchments.

The utility also showcased its products and services such as the new USSD code \*260#, tools and equipment used in Non-Revenue Water management and the water transmission and distribution systems.

Sources of water, water and wastewater treatment processes as well as planned, ongoing and completed water and sewer infrastructures were also displayed.

Nairobi International Trade Fair (NITF) offers opportunities for local, regional, continental and global exhibitors to display and demonstrate their services and products.

It also offers the show goes an opportunity to meet people from different countries and backgrounds, hence creating a platform for interaction and exchanging of ideas and experiences.



Managing Director, Eng. Nahason Muguna explains to Deputy Governor, H.E James Njoroge Muchiri, the sewer expansion projects currently being undertaken.



Students being taken through the water treatment process

## NCWSC LAUNCHES PARTNERSHIP WITH FRESH LIFE

The Company recently launched a partnership with Fresh Life Initiative Limited at Kibra, Nairobi, following the signing of the Memorandum of Understanding (MoU) between the two entities.



**Board Member Cedric Alaro, cuts the ribbon to mark the official launch of the Fresh Life toilets at Kibra, Nairobi.**

The purpose and goal of the partnership is to expand non-sewered sanitation coverage to all residents of Informal Settlement through the development of sustainable, equitable, and affordable sanitation services in Nairobi City County and its environs.

Fresh Life's mission is to support Governments and entities to provide safe, affordable, and accessible sanitation by developing and implementing sanitation products and services focusing on low-income areas of Kenya.

The Managing Director, Eng. Nahason Muguna, represented by Ag. Technical Director, Eng. David Manore said the Company has prioritized the provision of services to Nairobi's informal settlements.



**Stakeholders jointly cut the cake during the launch of the NCWSC-Fresh Life partnership at Kibra, Nairobi.**

"As a Company, we have formulated and implemented pro-poor initiatives that would resolve the challenges of sanitation in the informal settlements and the partnership with Fresh Life will augment these initiatives to increase the percentage of those underserved leading to improved living standards of informal settlements dwellers." He said.

Under the MoU, the areas of collaboration are: Research and Modelling, Sharing of Physical Facilities, Institutional Capacity Building and Resource Mobilization, Project Outlines, Work Plans, and Social Marketing.

Other targets include: provision of an alternative for disposal of collected waste by manual pit-emptier through community pit latrine waste transfer stations, resource mobilization and advocacy for the implementation of safely managed non-sewered sanitation.

According to the MoU, Informal settlements in Nairobi are estimated to have over 60% of the City's population with Kibra, Mathare, and Mukuru being the largest and most well-known.

The low-income areas are typically unplanned and characterized by poor housing conditions with the main facilities in use being pit latrines and flush toilets which are not connected to the main sewer lines exposing residents to the risk of waterborne diseases.



**A section of the residents who turned up for the launch of NCWSC-Fresh Life partnership at Kibra, Nairobi.**



**NCWSC-Fresh Life MoU Implementation Committee**



**Managing Director, Eng. Nahason Muguna and Fresh Life Managing Director, Anthony Mulinge, during the signing of the Memorandum of Understanding (MoU) between the two firms.**

## REPRIEVE FOR CITY RESIDENTS AS NORTHERN COLLECTOR TUNNEL PHASE I IS COMMISSIONED

The inadequate water supply to the city may soon be a thing of the past with the commissioning of the Northern Collector Tunnel phase I which is set to inject an additional 140 million litres per day.

Speaking when he inspected the ongoing works at Gigiri Pumping Station, Governor Sakaja, said the project, currently undergoing testing and commissioning, will be a game-changer in ensuring water supply meets the growing demand.

"Nairobi will receive 140 million litres of water daily from the Northern Collector Tunnel Phase I. Residents who have been receiving clean water twice in a week will now be supplied four times a week." said Governor Sakaja.



**Managing Director, Eng. Nahason Muguna, explains to Nairobi City County Governor, H.E Johnson Sakaja, the technical operations at Gigiri Pumping Station when he toured the facility to inspect the ongoing inlet works in readiness for water from the Northern Collector Tunnel Phase I**

Sakaja also revealed that his administration has secured donor funding to develop and expand water infrastructure to guarantee access to water to the city populace.

"We have also secured 100 million Euros for Nairobi through Nairobi Water and Sewerage Company to do the Northern Collector Tunnel II and Maragua IV." He added.

The city boss challenged the young generation, especially those styled as Gen Zs and Millennials, to explore cutting edge technologies that can easily detect water leakages and blockages in the water transmission and distribution networks.

"I want to challenge young people to give us innovative solutions to curb water leakages and wastage. That is a ready market for you," added Sakaja.



**Nairobi City County Governor, H.E Johnson Sakaja, interacting with the workers at Gigiri Pumping Station.**

The NCT 1 project is located along the eastern fringes of the Aberdare Conservation area approximately 60 Km North of Nairobi City. The works are located in Kangema and Kigumo Sub-Counties of Muranga County.

The key project components include diversion and intake structures at Maragua, Gikigie and Irati rivers. The tunnel is designed to draw water from the three rivers, especially during flood periods, and to quickly fill up Ndakaini Dam.



**The ongoing inlet works at Gigiri Pumping Station that will receive water from Kegoro Treatment Plant**

The operating principal is such that once Ndakaini Dam is full the tunnel is designed to have shut-offs mechanism to protect the dam and downstream communities.

The project component also entailed construction of community water supply projects to host communities of Muranga and Kiambu Counties and construction of distribution network in the city to ensure equitable distribution.



**Kigoro Treatment Plant**

The expected average production capacity of the Northern Collector tunnel Phase 1 project is 1.6m<sup>3</sup>/sec (140,000m<sup>3</sup>/day) with an 84% reliability. The safe yield at Ndakaini Dam will however, be 1.24m<sup>3</sup>/ day with a 90% reliability.

With an estimated population of about 3.8 Million and projected to be 7 million by 2030, Nairobi's demand for water keeps increasing thus requiring new and innovative ways of meeting this demand.

The current demand for water is 870 million litres per day against a production capacity of 525.6 million litres per day. The water supply to Nairobi cuts across various counties including Nyandarua County, Kiambu County and Murang'a County.

### BOARD REVIEW FINANCIAL STATEMENTS

The Company convened a retreat for the Board of Directors and Board of Management to review the Financial Year Statement for the year 2023/2024.

The one-week workshop was officially opened by the Board Chairman, Arnold Karanja. In attendance was the CECM- Green Nairobi, Maureen Njeri and CECM- Finance and Economic Affairs, Charles Kerich.

The Chairman began his remarks by recognizing the dedication of the management team and staff for their tireless efforts and commitment to service delivery.

“Achieving a revenue growth is no mean feat and I am hopeful that this upward trajectory will be sustained as we focus on ways to improve our operations to align them with global standards.” He added.



Board Members led by Chairman, Arnold Karanja, follow proceedings during the retreat

He added by saying that the most significant contributors to this performance during the period under review were: improved response time, capacity building and adoption of new technologies which enhanced service delivery and operational efficiency.

The Managing Director, Eng. Nahason Muguna, noted that FY 2023/2024 was a challenging one due to the financial constraints brought by the rising operational costs. However, the Company’s resilience and resourcefulness was evident throughout the financial year.

“I am particularly pleased that in the face of these challenges, we managed to deliver on our mandate through well-coordinated efforts to ensure that the operations run meticulously.” He added.



A section of staff follow proceedings during the retreat

County Executive Committee Member for Green Nairobi (Environment, Water, Food and Agriculture) Maureen Njeri, and County Executive Committee Member for Charles Kerich Finance and Economic Affairs applauded us for being the best Company within the Green Nairobi docket.

### WATER SAFETY PLAN: What You Need to Know

#### What is a Water Safety Plan (WSP)?

It is a comprehensive risk assessment and risk management approach that includes all steps in the water supply from catchment to consumer.

#### Why Implement WSP?

Implementation of water safety plan is essential because it enhances:

- Proactive assessment and management of risks along the water supply chain
- Improved asset management
- Compliance with drinking water guidelines
- Better public health outcomes
- Customer satisfaction



Chania Outfall

#### Where is WSP implemented?

It is implemented along the entire NCWSC water supply chain: from the catchment to the consumer’s meter.

#### When is WSP Implemented?

WSP implementation is a continuous process with short term, medium term, and long-term goals.

#### Who implements WSP?

All departments may be involved in one way or another in the implementation of water safety planning at NCWSC.



Thika Dam

#### How is WSP implemented ?

WSP implementation is a continuous, dynamic process. It involves making continuous improvements in Water Safety Plan:

- Development
- Operation
- Verification

## BASIC FIRST AID DO'S AND DON'TS

By administering correct and immediate care during an emergency, you can help an ill or injured person before they get treatment and you may be able to help save a life.

### Nose Bleeding

**Do:** Sit the person up straight and drop their head slightly forward. Apply finger and thumb pressure on the soft part of nostrils below the bridge of the nose for at least 5 minutes.

Encourage the person to breathe through their mouth while their nostrils are pinched. Loosen tight clothing around the neck. Check if the flow has stopped. Repeat if needed. If the nose is still bleeding after 20 minutes, get medical help.

**Don't:** Lean Back for Nosebleeds. Tilting your head back sends the blood down your throat, which could irritate your stomach or even choke you.



### Cuts

**Do:** Use the provided disinfectants in the first aid kits to disinfect tweezers or any other equipment to be used during first aid.

To control heavy bleeding, put on medical gloves, if available, before applying direct pressure to the wound. If gloves are not available, use many layers of clean cloth, shirt or the cleanest material available between your hands and the wound.

Apply direct pressure to the wound using the layers of clothes and raise the injured limb above the level of the heart if possible. The injured person's hand/hands can also be used to apply pressure to the cut. Get medical help.

**Don't:** Don't use hydrogen peroxide, alcohol swabs, iodine, antiseptics (e.g. Dettol/Roberts), chlorine based disinfectants (e.g. topex/jik), soap or methylated spirit to wash or disinfect an open wound/deep cut. These will irritate to wound.



## NCWSC ROLLS OUT NEW USSD CODE \*260#

In a bid to enhance customer service and streamline access to essential services, the Company has introduced a new USSD code \*260#.

This service is designed to offer customers a range of functionalities right at their fingertips, eliminating the need for internet access or in-person visits to customer service centers.

The USSD Code offers multiple services to customers, making interactions with us easier and more efficient. Here are the main features accessible through the service.

### Checking Water Bills

You simply dialing \*260#, customers can easily check their outstanding water bills. The service provides up-to-date billing information, helping customers stay on top of their payments

### Making Payments

Once the customer has checked their bill, they can pay directly via mobile money services integrated with the USSD system. This feature allows for seamless and quick transactions without the hassle of navigating different platforms.

### Requesting New Water Connections

Customers seeking new water connections can apply for a connection from the comfort of their homes, streamlining the process significantly.

### Why Use the USSD Service?

The USSD service provides several benefits to customers:

- **Convenience:** No need for internet access, making it accessible to all customers with a mobile phone.
- **24/7 Availability:** Customers can access services at any time, day or night, without having to visit NCWSC offices.
- **Cost-Efficient:** The USSD service is cost-effective.



### The newly launched USSD Code

The introduction of the USSD code \*260# is a game-changer in service delivery. With its simple, efficient, and user-friendly interface, it provides customers with easy access to essential services, improving overall customer satisfaction.

NCWSC continues to prioritize innovation to ensure a seamless and reliable water supply to all Nairobi residents. For more information, simply dial \*260# today and experience the convenience of NCWSC's digital service!

# ASK SHOW IN PICTURES

