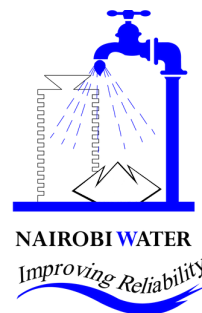


# WATER NEWS UPDATE

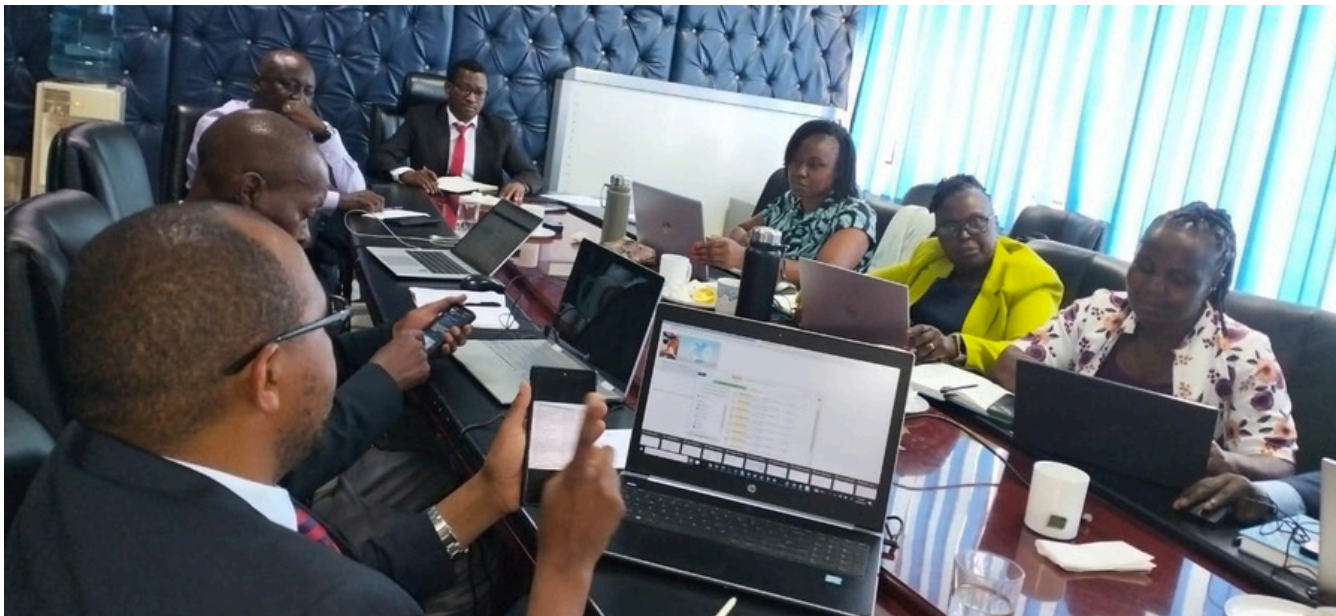
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Issue 04/25



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## Inside this issue

- 30-day amnesty granted to irregular water connections .....pg 1
- MRS pilot launches with hands-on training for Commercial Team .....pg 2
- Strengthening Resilience through Enterprise Risk Management .....pg 2
- Heels on the wheel: Beth's journey as water bowser driver.....pg 3
- From High to Lows: Where are you on the mental health spectrum.....pg 4
- From Brain to Database: NCWSC's plan to keep knowledge alive.....pg 5

## 30-DAY AMNESTY GRANTED TO IRREGULAR WATER CONNECTIONS

The Company has been putting up strategic, management and operational measures for optimized non-revenue water reduction and revenue

As an organizational enhancement strategy aimed at accelerating NRW reduction WASREB's NRW Management Standards in Kenya – Guidelines of June 2022, recommends establishment of an inter-departmental committee whose key mandate is to guide and monitor monthly NRW reduction activities.

In line with these Guidelines, NCWSC established an NRW Management Committee comprised of various BPOs of functions along water supply value chain and that have direct impact on NRW. The Committee meets monthly and is Chaired by the Managing Director.

Among key proposals arising from deliberations of the Committee is an amnesty for customers who have irregular water connections which include: illegal connections, by-passes and meter tampering.

The amnesty comprises a waiver of applicable gazetted tariff penalties to those who come forward and complete the regularization process. This will incentivise customers who consider penalties applicable in NCWSC tariff punitive.

Upon the expiry of the amnesty period, the penalties and mandatory recovery of irregular historical consumption of services will be applicable.

The Water Act, 2016, stipulates fines of up to KES 500,000 or imprisonment for up to one year – or both for unauthorized water connections.

As part of this amnesty initiative, NCWSC staff are encouraged to take an active role in raising awareness among customers and the public about the importance of regularizing water connections.

This campaign is not just a regulatory move – it's a social and economic strategy aimed at creating a more accountable, fair, and sustainable water system for all.



Non-Revenue Water Committee during their monthly review meeting held in the Boardroom

By: Karen Muthoni  
Corporate Affairs and Liaison Department

## EFFICIENCY UNLOCKED: M.R.S PILOT LAUNCHES WITH HANDS-ON TRAINING FOR COMMERCIAL TEAM

A significant leap forward in operational efficiency is currently underway as the company pilots its cutting-edge new Meter Reading System (MRS) with the pilot project being implemented in the Makadara zone, Central region.

The key breakthrough with this system lies in its seamless integration of Geographic Information Systems (GIS), promising to transform how our commercial team operates.

A comprehensive training session was held to introduce the Commercial team as well as other relevant users to the new MRS and its capabilities.

The presentations included a hands-on Practical Field Experience which allowed participants to directly interact with the new system in a real-world setting, providing invaluable feedback on its usability and effectiveness in capturing meter readings.

The ability for meter readers to effortlessly navigate to meter locations and follow optimized map itineraries represents a significant step towards enhanced efficiency, accuracy, and ultimately, improved service delivery.

Beyond the core GIS functionality, the training session also covered several key areas demonstrating the broader impact of the new MRS which will improve billing efficiency as well as improvements in revenue collection.



**Staff training on new Meter Reading System**

In the closing ceremony, Managing Director Eng. Muguna said “The successful launch of the Meter Reading System marks a transformative milestone in our journey toward smarter, more efficient operations. By harnessing the power of GIS technology, we are not only improving accuracy and service delivery, but also laying the foundation for a more responsive and data-driven future across all our regions.”

The pilot program in Makadara marks a pivotal moment as we embrace the power of GIS to revolutionize our meter reading operations.

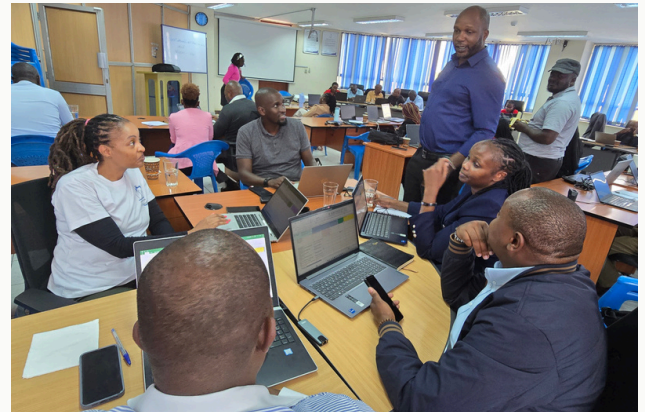
The pilot program in Makadara marks a pivotal moment as we embrace the power of GIS to revolutionize our meter reading operations.

By: Diana Mahemba  
Corporate Affairs and Liaison Department

## STRENGTHENING RESILIENCE THROUGH ENTERPRISE RISK MANAGEMENT

The Board of Management and Business Process Owners recently participated in an intensive Enterprise Risk Management (ERM) Workshop held in Naivasha. The week-long training aimed at enhancing the organization’s ability to proactively manage risk and ensure long-term sustainability.

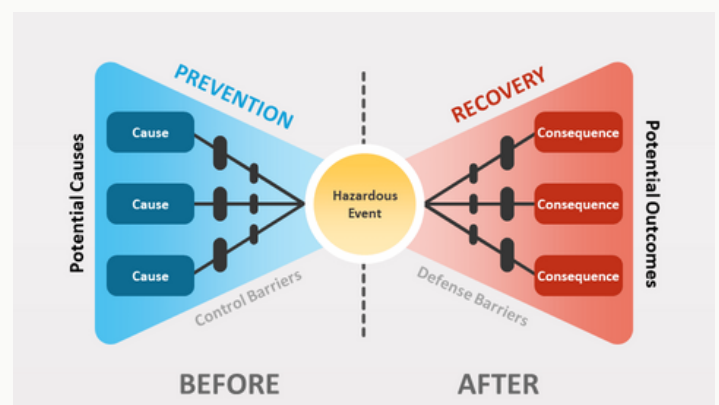
In his opening remarks, the Managing Director Eng. Muguna reiterated that, “As stewards of public trust, it is our duty to anticipate and prepare for risks—not simply to react to them. This workshop marks a critical step in building a resilient Nairobi Water, where risk management is not just a policy, but a culture embedded in everything we do.”



**Participants exchange notes during Enterprise Risk Management Training**

The workshop provided a platform for participants to enrich their understanding of effective risk governance. The team was taken through: Core risk management principles and ISO 31000 standards, Government regulatory frameworks and compliance obligations, Practical tools for risk assessment and mitigation, Governance roles in risk oversight and Review and refinement of Nairobi Water’s proposed Risk Management Policy and Criteria.

Through interactive sessions, case studies, and hands-on exercises, the management team explored real-world scenarios and best practices in identifying, analyzing, and managing risks. The workshop culminated in the joint development of a practical implementation plan to embed ERM practices across the Company’s operations. This initiative reaffirms a commitment to institutional excellence and adaptability in an ever-evolving risk landscape.



**A risk-assessment diagram to identify and understand the relationships of risks, from its causes to its consequences**

Through the ERM’s insights and tools, it is expected that the team is now empowered to foster a culture of risk awareness and resilience—supporting smarter decision-making, improved compliance, and greater operational effectiveness.

Further to this, the Risk Champions (RCs) representing different departments convened gain insights on the monitoring tool that would be adopted to enhance Risk Management. Further, the team proceeded to enhance the Risk Register, by adopting the ERM framework tenets, identifying Risk indicators and risk treatments.

By: John Mgharo  
Corporate Risk Department



## HEELS ON WHEELS: BETH'S JOURNEY AS NCWSC RESILIENT WATER BOWSER DRIVER

*In the bustling streets of Nairobi, where the hum of traffic mingles with the rhythm of daily life, Beth navigates her 25,000-litre water bowser with the precision of a seasoned professional.*

*A rare sight in a male-dominated field, Beth has carved her path as one of the Company's few female bowser drivers, delivering life-sustaining water to communities.*

*Her story is one of grit, resilience, and quiet determination. In this interview, Beth shares glimpses of her daily life, the joys and challenges of her work, and her dreams for the future.*

### **Beth, tell us how you became a water bowser driver**

My name is Beth and I was employed back in 2013 in the distribution section; Operation & Maintenance department as a pick-up driver, then transitioned to the Actros Benz mobile workshop. During the Covid-19 pandemic I was assigned the water bowser.

At the time, the Nairobi Metropolitan Service (NMS), joined forces with the Company to meet the water requirements in the City as directed by the Ministry of Water & Sanitation.

The Company was directed to provide water to the informal settlements through water bowsters as one of the key interventions of preventing the spread of Covid-19. I have always been fascinated by heavy machinery, so I trained, got my license, and haven't looked back.

### **Talk us through a typical day in your life.**

*(Laughs)* My day begins at 5 a.m. By 7:30 a.m., I'm at the office, reviewing my route assignments. Before hitting the road, I conduct thorough checks on the bowser, tires, brakes, water levels.

Then comes the real test: maneuvering this giant truck through Nairobi's narrow estate roads. Imagine squeezing past parked cars, market stalls, and playing children; all while ensuring not a drop spills. It's like a dance, really. Exhausting, but rewarding.



**Beth behind the wheel**

### **What do you love most about your job, and what keeps you up at night?**

Driving heavy tracks brings me joy and keeps me centered; it's empowering! But the toughest part? Narrow corners in residential areas.

Parked cars turn some streets into obstacle courses especially in informal settlements where the roads get narrower with every kilometer. The misconception that all track drivers are "kichwa ngumu" which is not always the case, I believe I am the exception to the rule.

### **Safety is critical. How do you stay focused amid risks?**

Focus is everything. I tune out distractions; honking matatus, street vendors and keep my eyes glued to the road. My mantra: 'Slow and steady wins the race.' I also never skip safety drills. This truck isn't just my workplace; it's my responsibility to the Company and the communities I serve.

### **What motivates you to keep going?**

*(Pauses thoughtfully).* My family especially my children who are my biggest fans and cheerleaders. I'm also the breadwinner for my extended family. This job puts food on their table and pays school fees. Knowing I'm their lifeline keeps me fueled, even on the longest days.

### **Any moments that made you feel proud?**

Well, every day I do my job means I have accomplished a noble task ensuring that people that depend on our product are served equitably and with dignity. The applause and commendation from my boss, colleagues and the communities we serve doesn't hurt either. I would like to think of myself as a 'heroine of hydration!' *(Grins)*



**Beth checking on the engine oil of the bowser as one of the routine checks**

### **As a woman in this field, how do people react to your work?**

At first, some raised eyebrows. 'A woman driving a bowser? But now? My male colleagues cheer me on. Residents wave when they see me, kids shout, 'Mama Truck!' It's heartwarming. Other drivers even give me way sometimes. Nairobi's roads are tough, but kindness makes them smoother.

### **What's next for you? Any goals?**

I want to climb higher—maybe train new drivers especially young ladies or manage a section. Women need to see this isn't just a 'man's job

### **How do you unwind after a demanding week?**

I recharge by exploring new places and cooking soup (smiling). Adventure reminds me there's a world beyond Nairobi's traffic. My slogan is simple, 'keep rolling!'.

*Beth's story is a testament to the heroes who keep Nairobi flowing—literally. Behind her steering wheel lies not just skill, but a heart dedicated to service, family, and breaking barriers. As she navigates the city's chaotic streets, Beth isn't just delivering water; she's driving change, one drop at a time. And with her eyes set on the horizon, there's no doubt she'll keep rolling toward greatness.*

*"Keep rolling," she signs off with a wave, her bowser rumbling into the distance.*

## FROM HIGHS TO LOWS: WHERE ARE YOU ON THE MENTAL HEALTH SPECTRUM?

Mental health, as described by the World Health Organization (WHO), is more than just the absence of mental disorders.

It involves a state of well-being in which individuals are able to handle the normal stresses of life, recognize their abilities, and engage productively in their communities. This definition highlights that mental health encompasses overall emotional and psychological wellness.

Rather than being a simple on-off state — where a person is either "fine" or "not fine" — mental health is better understood as a spectrum. People move along this spectrum at different times in their lives, experiencing various levels of emotional well-being depending on circumstances and inner resilience.

At the upper end of this spectrum is a state referred to as Excelling. In this phase, a person is functioning at their highest potential, often following a major life achievement or in particularly fulfilling periods — such as the birth of a child or completing a long-term goal.

Just below this peak is the Thriving zone, considered a healthy and balanced state. In this stage, individuals generally feel good — even if not completely free from life's challenges. Stressors may arise, but they are managed effectively without causing lasting emotional disruption.

Next is the Surviving phase, represented by the yellow zone. Here, a person might be experiencing early signs of distress — such as increased irritability, disrupted sleep, or lowered motivation. While not in crisis, they may be struggling to maintain their usual balance, and without support or action, there's a risk of slipping further.



The Struggling or orange zone signifies more serious difficulties. At this point, emotional discomfort becomes more intense. Focus may falter, energy levels drop, and daily tasks can feel overwhelming. Emotional pain or a sense of numbness may dominate the person's experience.

At the lowest end of the spectrum is the Crisis or red zone. Individuals in this state are in severe distress and require immediate support. This may involve intense anxiety, depression, or both. Basic activities — such as eating, sleeping, and maintaining personal hygiene — may become extremely challenging.

Mental health isn't a fixed destination — it's a journey with highs, lows, and everything in between. Whether you're thriving, surviving, or somewhere in the struggle, your experience is valid. Recognizing where you are on the spectrum is the first step toward taking care of yourself in a way that truly matters.

Take a moment today to check in with yourself — no judgment, just honesty. Where are you on the spectrum right now? And what's one small thing you can do today to support your well-being?

Whether it's reaching out to a friend, taking a walk, or just pausing to breathe, remember: you don't have to navigate this alone — support is always within reach.



**Using your Medical Card, Access Psychosocial Support and Counselling through the following Facilities**

- Avenue Hospital
- Mathari Teaching & Referral Hospital
- KU Teaching & Referral Hospital
- Kenyatta National Hospital Private Wing
- The Agakhan University Hospital.
- Mater Hospital
- Metropolitan Hospital
- AIC Kijabe Hospital
- PCEA Kikuyu Hospital
- Central Memorial Hospital - Thika
- Gertude's Children's Hospital
- Nairobi Hospital



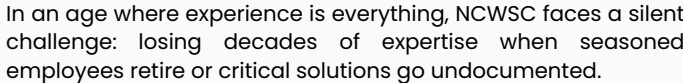



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By: **Lenah Ngungu**  
Mental Health Policy Committee Chairman





Imagine a veteran engineer leaving with untapped insights or a brilliant fix vanishing because it was never written down. To tackle this, NCWSC launched its Knowledge Management (KM) Policy in 2024, a bold strategy to capture, safeguard, and share wisdom across the company.

The KM Policy follows a structured **six-step** framework to capture, safeguard, and share knowledge across NCWSC:

## Knowledge Identification

- Identify critical knowledge areas (e.g., technical processes, customer service best practices) and where they exist.
- Use a "knowledge identification template" to map gaps and priorities.

## Identify Knowledge Carriers

- Pinpoint employees, mentors, or sources (like digital records) holding valuable expertise.
- Create a "knowledge carrier identification list" to track these sources.

## Knowledge Acquisition & Capture

- **Tacit Knowledge:** Extract insights through interviews, workshops, brainstorming sessions, and surveys.
- **Explicit Knowledge:** Gather documented info from research, policies, customer feedback, and company systems.
- Convert tacit knowledge into manuals, videos, or databases.

## Knowledge Validation & Storage

- Verify accuracy using a "knowledge validation form."
- Store approved knowledge in secure digital hubs, physical libraries, or the company registry.

## Knowledge Sharing & Dissemination

- Training sessions: Share expertise through workshops led by knowledge carriers.
- Intranet/wiki: Create a modern platform for real-time collaboration.
- Job rotations: Spread skills across departments.
- Mentorship programs: Pair experts with new hires.
- Induction booklets: Equip newcomers with critical knowledge.

## Knowledge Maintenance

- Regularly update stored knowledge to ensure relevance.
- Align with technological advancements and industry trends.

Once the process is complete then knowledge is not only stored but it becomes accessible to all translating to faster growth through mentorship, recognition for sharing ideas, and instant access to proven solutions.

For NCWSC, it prevents knowledge loss, speeds up problem-solving, ensures compliance with regulations, and builds a culture of innovation.

The Policy isn't static; it adapts every 3 years to stay relevant. By transforming individual know-how into shared wisdom, NCWSC strengthens service quality, decision-making, and Kenya's water sector leadership.

Subsequently, success relies on everyone: leadership allocating resources, Management validating critical knowledge, and staff sharing insights. By everyone actively participating, the company's expertise stays alive and grows.



**By: Charity Supeyo**  
**Corporate Affairs and Liaison Department**