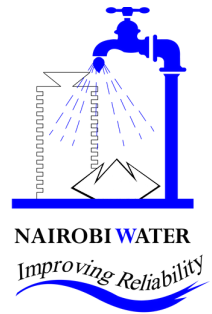


WATER NEWS UPDATE



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Issue 03/25

Monday, March 31, 2025



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NCWSC TO LAY 60 KM TRUNK SEWER LINE ALONG NAIROBI RIVER TO CURB POLLUTION

In a significant step toward sewer restoration, H.E the President, Dr. William Samoei Ruto, C.G.H and Nairobi County Governor, H.E Arthur Sakaja launched the Affordable Housing and Associated Infrastructure under Nairobi Rivers Basin Regeneration programme at Kamukunji grounds, Nairobi County, where the Company is playing a key role.

During the launch, President Ruto, pointed out that a significant component of the Ksh.50 billion Nairobi River Regeneration project involves construction of a 60-Km sewer line along major rivers flowing through the City to address the longstanding pollution issues plaguing Nairobi's river system.

"Today, we are launching a huge project under the Nairobi Rivers Basin Regeneration Programme. We will construct a 60-Km trunk sewer line to do away with waste water and sewage to make Nairobi River clean." He stated.

NCWSC plays a pivotal role in this initiative as a key member of the Nairobi Rivers Basin Regeneration Programme multi-agency team tasked with conducting design reviews for the new 60-km sewer line system and proposed sewage treatment plants.

The proposed trunk sewers will run along the major city rivers -Nairobi River, Mathare River and Ngong River.

Future-Proof Design and Planning

The preliminary designs have been done with foresight taking into consideration future population growth and projected wastewater generation up to the year 2065. The project scope also includes interconnection of the current sewer lines to the new trunk sewer and relocation of existing water and sewer networks and other utilities.



A plaque unveiled by H.E the President, Dr. William Samoei Ruto, C.G.H, during the launch of Affordable Housing and Associated Infrastructure programme at Kamukunji grounds.

This regeneration programme forms part of the Government's broader urban renewal strategy aimed at tackling multiple sources of pollution, including: raw sewage discharge,improper solid waste disposal,industrial and institutional effluents,inadequate drainage systems and encroachment on riparian land.

Transforming Urban Waterways

The ambitious plan goes beyond pollution control, seeking to transform Nairobi's rivers into vibrant urban waterfronts featuring:social housing projects,pedestrian walkways and cycle lanes, modern landscaping with flowered river banks, pedestrian bridges and improved wastewater treatment infrastructure.

500 TREES PLANTED AS NCWSC MARKS WORLD WATER DAY

The Company in collaboration with the Nairobi City County, commemorated World Water Day 2025, with a tree planting exercise at Karagita Stadium in Mihango Ward, Embakasi East.



County Executive Committee Member - Green Nairobi, Maureen Njeri, waters a tree she planted to mark the World Water Day, 2025

The event was led by County Executive Committee Member for Green Nairobi, Maureen Njeri, and saw over 500 trees planted. She was accompanied by Chief Officer of Water Oscar Omoke, Director for Water and Sanitation Mario Kahinga, and NCWSC Managing Director Eng. Nahason Muguna.

During the ceremony, CEC Njeri emphasized the need for sustainable management of natural resources.

"As we observe World Water Day today, I urge all of us to focus on sustainability. We can no longer afford to take our water resources for granted. Whether it's the preservation of our forests, the rehabilitation of our catchment areas, or the protection of the natural ecosystems that filter and provide our water, every action we take will impact the long-term health of our water systems."



Staff participates in commemorating the World Water Day, 2025 at Karagita stadium, Mihango Ward, Embakasi East

NCWSC Managing Director Eng. Muguna highlighted climate change as a critical threat to water availability and called for collective action to tame the phenomenon.

"Water is the natural resource most strongly affected by climate change. Climate change puts a strain on water availability, and securing water resources is critical in the face of climate variability. Extreme weather events are making water more scarce and more unpredictable."

World Water Day has been observed annually in March since 1993. The day spotlights the importance of freshwater and advocate for sustainable management of freshwater resources.

By: Tonui Kipkurui
Corporate Affairs and Liaison Department

INVESTING IN SECURITY, STRENGTHENING SERVICE: NCWSC OFFICERS GRADUATE FROM NYS TRAINING

The National Youth Service Technical Training Institute Naivasha partnered with the Company to enhance security operations by training staff in essential skills.

In a passing out parade, held earlier this month, 60 Security staff graduated from the rigorous one-month program. This follows a previous cohort of 60 security personnel who completed their training and graduated on October 30th, 2024.



Physical security staff during a passing out parade at The National Youth Service Technical Training Institute Naivasha

The passing -out parade ceremony was presided over by the Board Chairman Arnold Karanja. In his remarks, he lauded the collaborative effort between the two public institutions.

"I extend my gratitude to the exceptional NYS team who embraced this partnership with our Company and delivered this transformative training program. Over these weeks of intensive training, our staff have undergone a remarkable physical and intellectual transformation." He noted.

Also in attendance were: NYS Deputy Commandant General Nicholas Makoha, NYS Senior Deputy Commandant General Gilbert Maina, Board Director Johnstone Mukabwa, and NCWSC Managing Director Eng. Nahason Muguna amongst other staff.

NYS Deputy Commandant General Nicholas Makoha expressed appreciation for the collaboration, noting that it demonstrates a commitment to excellence in service delivery.

"The initiative to have your officers trained under this transformative programme demonstrates your foresight and commitment to professionalism. By investing in the development of your team, you have affirmed your role as a forward-thinking organization dedicated to serving the residents of Nairobi." He affirmed.

The security personnel underwent a comprehensive curriculum designed covering 18 specialized units including disaster management, basic fire safety training, essentials of security management and communication skills.

This well-rounded approach ensures that the trainees are not only technically competent but also disciplined and capable of addressing security challenges of any nature.

By: Tonui Kipkurui
Corporate Affairs and Liaison on Department

SHAPING THE FUTURE: NCWSC 'S COMMITMENT TO STRATEGIC GROWTH

The Company recently conducted a workshop to develop its 2024-2029 Strategic Plan, which will guide the organization's resource allocation and decision-making processes over the next five years.



Board Chair, Arnold Karanja and Board Members Esther Wamuiya and Johnstone Mukabwa follow proceedings during the 6th Strategic Plan workshop

Strategic planning plays a vital role in shaping and directing an organization's actions and purpose, with a focus on both present operations and future goals. The process helps create a roadmap for sustainable development and improved service delivery.

In his remarks, Board Chairman, Arnold Karanja, noted that the 6th Strategic Plan is critical to the fulfilment of the Company's mandate and by extension the long-term 2023-2027 County Integrated Development Plan (CIDP).

"This 6th strategic plan marks the bold journey NCWSC is committed to take in its endeavour to ensure enhanced provision of adequate water and sewerage services for all the city residents. I wish to confirm the Board of Directors' commitment to fully support of the implementation of the blue print once the entire process is complete." He affirmed.

The Chairman further urged all participants present to actively to address water leakages and respond to customer issues within stipulated time-frames to reduce Non-Revenue Water losses as a collective responsibility.



A section of management staff during the workshop

The Managing Director Eng. Nahason Muguna emphasized that this 6th Strategic Plan is crucial for realizing Governor Sakaja's manifesto on water and sanitation.

"NCWSC is a key player in realizing the County's manifesto for 'A City of Order, Dignity, Hope and Opportunities for All,' Water and sewerage services are critical ingredients for the realization of the County's Vision, the long-term 2023-2027 County Integrated Development Plan (CIDP), and the Annual Development Plans." He stated.

"It is worth noting that water and sanitation institutions have not been left out in this paradigm shift, which is why NCWSC took a bold step, right from its inception, to embrace the concept of strategic planning. Since the Company's establishment in December 2003, it has been consistently formulating and implementing medium-term strategic plans." He noted.

Eng. Muguna stated that water sector institutions continue to embrace the concept of strategic planning.

The workshop demonstrated the Company's commitment to providing sustainable water and sewerage services to all customers within the City. Through strategic planning, NCWSC aims to create a seamless working environment that establishes efficient and effective systems to meet and exceed the evolving needs of its customers.

The draft strategic plan is built upon five key pillars: Potable Water Management, Wastewater Management, Non-Revenue Water Management, Governance, Technology, and Operational Efficiency, and Resource Mobilization, Climate change & sustainability. This Strategic Plan is anchored on the National Treasury Revised Guidelines on Strategic Planning adopted in June 2023.

By: Agnes Cheggeghe
Corporate Affairs and Liaison on Department

ROYSAMBU REGION HOLDS CUSTOMER CARE CLINIC

Following a recently completed water line improvement at Garage lane, Roysambu region recently held Customer Care Clinics at Roysambu Shell /Garage Lane as well as Mahira , Kiamaiko .



Customer Care staff engages customers at Roysambu Region

These clinics were designed to ensure accurate customer data, help to resolve complaints about high or disputed water bills, connect existing customers to the new water line not forgetting collect outstanding and overdue bill payments.

About Roysambu Region

- Regional Manger: Rachel Ngethe
- Location: CPA Center along Thika Road, Ground Floor.
- Sub-Zones: Kiambu Road – Roysambu Zone, Ruaraka-Mathare Zone and Zimmerman-Kahawa West Zone

By: Diana Mahemba
Corporate Affairs and Liaison on Department

THE HARMONY OF PASSION AND PURPOSE: FRANCIS HAVI KEYA'S JOURNEY



Francis Havi Keya

Music has the power to inspire, connect, and transform lives. For Francis Havi Keya, the Music Director of the Nairobi Water Corporate Choir, it has been a lifelong journey of melody, rhythm, and impact.

We had the privilege of speaking with Francis to learn more about his musical path, achievements, and vision for the choir.

Can you share a bit of your background and what led you to the world of music?

My journey in music began back in 1979 when I became a choral musician. I later formalized my training at the Kenya Music Conservatory Institute in Nairobi, where I took piano lessons. Music has always been more than just a hobby for me — it's a significant part of who I am.

What does your role at Nairobi Water entail, and how do you balance it with your responsibilities as the Choir's Music Director?

My role as a Sports Assistant in the Sports Office involves providing administrative and logistical support to sports teams. I also assist in the planning and execution of sports-related events. Having a clear understanding on the expectations of both roles has helped me strike the balance between the two.

How has your musical journey shaped your experiences and opportunities?

Music has truly taken me places. I've had the privilege of representing Kenya at international concerts and festivals like Expo 90 in Japan, the International Music Festival in Holland, and the International Folklore Festival in Israel.

One memorable experience was lecturing on African Instruments and Folklore Music at the FIM Orchestral International Conference in Germany. Additionally, I've performed for delegates of the Commonwealth Law Society in England and recently became the African Federation for Choral Music representative in Kenya.

What does your role as Music Director for the Nairobi Water Choir entail?

As the Music Director, I oversee the choir's overall musical direction — selecting music, conducting rehearsals, and ensuring our performances are cohesive and impactful. It's fulfilling to witness the growth and dedication of the choristers.



[Photo File] Francis Havi Keya directing a performance during Mashujaa Day celebrations held in Nyeri County.

What are some of the Choir's notable achievements?

We've had several proud moments, like being ranked among Kenya's top 40 parastatal choirs under Parastatals, Ministries and Counties Choral Organizations (PAMICCO), participating in the Kenya Music and Cultural Festival, and excelling at the Water Companies Sports Organization (WASCO) competition.

I also recently got elected unopposed as the Chairman for PAMICCO alongside my colleague, Rose Muniafu, as the Vice Secretary. These achievements are a testament to our commitment and the support from the Company.

How does one become part of the choir?

We invite interested staff through a circular, followed by auditions that assess vocal ability, commitment, and musical knowledge. This rigorous process has helped us maintain high performance standards, attracting talent from all levels, including management.



[Photo File] Nairobi Water Choir pose for a photo during a past performance.

What skills do you think are essential for a music director?

Strong organizational abilities, effective communication skills and a keen ear for detail are crucial. It's about understanding each performer's strengths and creating a harmonious balance.

What do you see in the future for the Nairobi Water Corporate Choir?

We intend to integrate instrumentation and a live band into our performances. As music continues to evolve, we want to remain relevant and impactful, carrying our message through rhythm and melody.

When you're not composing music, what else do you do to unwind and relax?

When am not into music stuff, I unwind by engaging in hobbies like emceeing in different events like weddings, church events or spending time with friends and family.

What advice would you give to aspiring musicians looking to make their mark in the industry?

Music industry is a crowded space and it is essential to carve out a niche for oneself. Focus on developing a unique sound that reflects your artistic vision and style. Experiment with different genres, collaborate with other artists, and push the boundaries of what's possible.

A distinctive sound will help you build a loyal fan base and set you apart from other musicians. Also networking and collaboration are key to success in the music industry. Attend music festivals concerts and workshop.



[Photo File] Francis Keya adjudicates performances during 13th edition of the WASCO competition hosted by Murang'a Water and Sanitation Company

STRENGTHENING WORKFORCE WELFARE: KUWASE ENGAGES MANAGEMENT ON KEY STAFF CONCERNS

The Kenya Union of Water and Sewerage Employees (KUWASE) recently held discussions with top management to address issues affecting staff members.



Managing Director, Eng. Nahason Muguna chairs a meeting with union officials at the Boardroom.

The meeting focused on four key areas: the Collective Bargaining Agreement (CBA), Staff Identification Cards, Insurance Compensation, and Staff Harmonization.

Under the CBA, it was noted that negotiation are currently in progress following the Board's approval of a budget allocation for the process.



KUWASE Secretary General- Nairobi Branch, Wycliffe Onditi and his team during the meeting

The DHRA further committed to expedite the process of issuing staff identification cards and confirmed that staff harmonization report had been completed and would be presented to the Board of Management by April 15, 2025.

On insurance compensation, a dedicated committee will be formed to handle all pending claims and develop a comprehensive policy to prevent future issues.

By: Wycliffe Onditi
KUWASE Secretary General- Nairobi Branch

CONFINED SPACE SAFETY: WHAT YOU NEED TO KNOW

Confined space safety is the practice of ensuring safe work conditions in fully or partially enclosed areas such as manholes, pipelines, boilers, utility vaults, and storage bins.



Distribution team being trained on confined entry space using a tripod and winch gear system

Confined space safety precautions should be undertaken accordingly to comply with health and safety regulations and prevent work-related injuries, illnesses, or even deaths.

At NCWSC, confined spaces are sewer manholes and chambers. Sewer manholes are characterized by hazardous atmospheres (toxic, flammable, or oxygen-deficient gases), drowning (in the event of a sewer overflow or unexpected water accumulation, workers can drown if not prepared), restricted access and egress.



Central Region team undergoing sensitization using confined space entry equipment

NCWSC Occupational Safety & Health Team, trained the Regional teams on the safe use of confined space tripod and winch equipment as well as portable multi-gas detectors.

A confined space tripod is a specialized piece of equipment designed to support workers while working in confined spaces. Portable multi-gas detectors on the other hand are used to measure levels of hazardous gases (CO, LEL, H₂S) as well as oxygen in sewer manholes.

By: Shamim Amir
Corporate Affairs and Liaison Department

In an era marked by rapid technological advancements and evolving workforce dynamics, Nairobi City Water & Sewerage Company (NCWSC) Ltd recognizes that its greatest asset lies in its people.

The Succession Planning Policy launched in April 2024 is a strategic blueprint designed to safeguard the company's future by ensuring continuity, resilience, and adaptability.

Entrenched in the Company's mission to provide reliable and quality water and sewerage services, the policy seeks to preserve institutional knowledge and cultivate a pipeline of skilled leaders.

Through tools like competency frameworks, skills gap analyses, learning and development and risk mitigation the company envisages to bridge current capabilities with future needs, fortifying operational stability. By embedding succession planning into its core strategy, NCWSC reaffirms its commitment to excellence, resilience, and reliability.



The succession planning policy aims to:

- Identify and develop employee knowledge, skills, and abilities to meet current and future organizational needs.
- Train and retain a qualified talent pool to fill key positions.
- Align staffing needs with available resources to ensure operational continuity.
- Preserve institutional memory and mitigate risks from planned/unplanned staff departures.
- Promote employment equity, diversity, and career growth opportunities.

This proactive approach will not only mitigate risks associated with staff departures but also aligns workforce capabilities with the company's long-term goals, ensuring uninterrupted delivery of essential water and sewerage services to Nairobi's residents.

For employees, the benefits are clear: opportunities for career advancement, access to mentorship, and a culture of continuous learning. The policy emphasizes transparency, encouraging open discussions about career aspirations and providing clarity on how promotions are earned. This approach not only boosts morale but also fosters loyalty.

A stable, skilled workforce ensures operational continuity even during challenges like workforce aging or technological shifts. By preserving institutional knowledge and promoting diversity in leadership, the policy strengthens the company's ability to innovate and adapt, keeping Nairobi's communities at the heart of every decision.

Ultimately, the Succession Planning Policy is more than a document—it's a promise. A promise to employees that their growth matters, and a promise to Nairobi that NCWSC will remain resilient and forward-thinking. As the policy rolls out, every team member is invited to engage, learn, and lead. Together, we're not just preparing for the future; we're building it.

KENNEDY OKON'GO : LEADING NAIROBI WATER LEGENDS FC WITH PASSION AND PURPOSE



Kennedy Okon'go

Kennedy Odhiambo Okon'go is a man of dual passions: a dedicated staff member at NCWSC and the driving force behind the Nairobi Water Football Legends Team.

In this candid interview, he shares his journey from grassroots football to coaching, the team's triumphs and challenges, and his vision for nurturing talent at NCWSC

Kennedy, thank you for speaking with us. Let's start with an introduction—what's your role at Nairobi Water and with the football team?

My name is Kennedy Odhiambo Okon'go. By profession, I'm a Marketing Assistant (M.A.). But my heart beats for football—I also serve as the coach of the Nairobi Water Legends Football Team. The players entrusted me with this role because of my experience and love for the game.

When was the team formed, and what inspired its creation?

The team was founded in December 2024 by former Nairobi Water football members. They wanted to stay fit and keep playing the sport they loved. Over time, it evolved into something bigger—we organized friendly matches, attracted new players, and became an independent team with a strong identity.

Balancing a full-time job with coaching sounds demanding. How do you manage it?

Discipline is key. Weekdays are strictly for my responsibilities as a Marketing Assistant. Evenings and weekends? That's football time. It's challenging, but my passion for the game—and seeing my players grow—keeps me going.

Your football journey began long before coaching. Can you tell us about your roots in the sport?

Absolutely. I started playing at seven years old through the Mathare Youth Sports Association (MYSA). They work with kids in underprivileged communities, using football to teach life skills. MYSA shaped me—it's where I learned teamwork, discipline, and the transformative power of sports.

What motivates you to keep coaching, even with the challenges?

Football isn't just a game. It's a tool for unity and hope. Many young people in our communities face risks like crime or substance abuse. Football offers an alternative. When I see players channel their energy into the sport, build confidence, or turn their lives around? That's my inspiration.

What achievements are you most proud of with the team?

Our biggest win is the team's growth. We've secured victories in matches, gained recognition, and maintained a committed squad. But equally important is the camaraderie—we're a family.

Looking ahead, what are your long-term goals for the team?

We want to compete in higher leagues and represent NCWSC beyond corporate tournaments. Community outreach is also a priority—we plan to mentor youth and launch a football academy. Imagine nurturing the next generation of talent, just like MYSA did for me!



Nairobi Water Legends Football Team



JOIN THE FUN – BECOME A STAFF NEWSLETTER CONTRIBUTOR!

Got a flair for writing? Love sharing exciting ideas or spotlighting team achievements? We're looking for enthusiastic contributors to make our staff newsletter lively, engaging, and informative!

We'd love to hear from you. Don't miss the chance to let your voice shine!

Interested? Drop us a line at corporatecommunication@nairobiwater.co.ke or stop by Corporate Affairs & Liaison office. Let's create something awesome together!



**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 to nominate yourself or a colleague!

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

