



# Nairobi City Water & Sewerage Company Ltd.

*Improving Reliability*

## PUBLIC NOTICE TO CUSTOMERS

### REGULARIZATION OF ILLEGAL WATER CONNECTIONS

Nairobi City Water and Sewerage Company Limited is currently undertaking a campaign to eradicate all illegal water connections within the City and its environs. This, with the objective of enhancing provision of water supply services to the residents of the said areas. It is our mandate to ensure equitable distribution of water to all customers, however, illegal water connections continue to undermine this principle and pose significant risks to both the quality of our water supply and public health.

This is a call to all customers who are illegally connected to our water supply lines or have their meters tampered with to visit any of our Regional Offices and regularize their water connections. This will stop the continued consumption of unbilled water.

**Applicable penalties will be waived for customers who voluntarily regularize their water connections on or before Wednesday, 30th April 2025.** Thereafter, any customer found with an illegal water connection shall be charged and prosecuted, in addition to being compelled to pay any applicable fines and penalties.

Customers are further urged to pay their outstanding water bills to avoid service interruption. The following avenues are available: \*260#, MPESA Paybill 444400, NCBA, ABSA, Citi, Cooperative, Equity, Sidian, and Diamond Trust bank.

**Toll-Free Line 0800 743 366 | Email: [info@nairobiwater.co.ke](mailto:info@nairobiwater.co.ke)**



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Nairobi Water Company



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