

# WATER NEWS UPDATE



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Issue 05/25

Friday, May 30, 2025



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## FROM LOSS TO LEGACY: NCWSC'S 5-YEAR BLUEPRINT TO TACKLE NON-REVENUE WATER, EMPOWER COMMUNITIES, AND FUTURE-PROOF NAIROBI WATER

The Company held its annual Budget and Strategic Plan Retreat from May 5–9, 2025, in Naivasha, bringing together Nairobi County officials, Board Members, Board of Management, and stakeholders to align financial and operational priorities with the company's long-term vision.

Under the theme "Combating Non-Revenue Water for Sustainable Provision of Equitable Water Services," the retreat emphasized transformative strategies to address Nairobi's growing water demands, aging infrastructure, and climate challenges.

In his opening remarks, Board Chairman Mr. Arnold Karanja underscored NCWSC's commitment to reducing Non-Revenue Water (NRW). "This retreat is a call to action for bold decisions, innovation, and collaboration," he stated.

The Chairman highlighted the alignment of NCWSC's goals with Kenya's Vision 2030, SDG 6 (Clean Water and Sanitation), and the Nairobi County Integrated Development Plan (NCIDP).

Guided by the FY2025/26 budget theme, NCWSC's 6th Strategic Plan (2024/25–2028/29) is structured around six Key Result Areas (KRAs) designed to address Nairobi's water security, governance, and climate resilience.

KRAs 1–3 focus on Water Production, Sewerage expansion, and reducing Non-Revenue Water (NRW) to 30%, KRAs 4–6 addresses Governance, Climate Resilience, and Financial Sustainability to ensure holistic progress.

Non-Revenue Water (NRW) forms the cornerstone of the plan, targeting a reduction of water losses. This will be achieved through a multi-faceted approach: deploying AI-powered leak detection tools, installing electromagnetic flow meters for real-time monitoring, and leveraging GIS mapping to identify illegal connections and meter anomalies. Community engagement initiatives will empower residents to report leaks, while stricter enforcement measures will curb unauthorized usage.

The Company will also embark on Climate Change and Future Proofing through the integration of adaptive measures to safeguard infrastructure and resources. NCWSC will partner with recognized institutions to secure carbon credit financing and expand recycled wastewater use for agriculture, aligning with the Nairobi Rivers Basin Regeneration Program's goal of transforming polluted waterways into sustainable urban assets.

The Company's success relies on all staff's dedication, embracing innovation, integrity and teamwork to address service gaps. By focusing on reducing water loss, strengthening governance, building climate resilience, and securing finances, we'll transform Nairobi's water future beyond meeting targets. Each conservation effort advances our vision of a City of Order, Dignity and Opportunity for all.



A section of the management during the Budget and Strategic Plan retreat.

By: Karen Muthoni  
Corporate Affairs and Liaison Department

## NYERI WATER BENCHMARKS WITH NCWSC

The Company recently hosted a team from Nyeri Water and Sanitation Company Ltd (NYEWASCO) for a bench-marking tour at Ngethu Treatment Plant.



**Nyeri Water delegation being taken through the water treatment processes**

The benchmarking tour centered on key aspects of advanced water treatment, including chlorine gas disinfection and the installation and technology behind efficient online dosing systems.

The NYEWASCO delegation was led by their Managing Director, Eng. Peter Kahuthu, who expressed his gratitude for the peer-to-peer learning programme.

"On behalf of Nyeri Water, I want to convey our sincere appreciation to Nairobi Water for this valuable benchmarking opportunity. The sessions have been intense, informative, and truly insightful. We've witnessed Nairobi Water's significant investment in state-of-the-art water treatment facilities and cutting-edge treatment technology, all dedicated to ensuring water quality. We look forward to continuing these engagements for the mutual benefit of both our organizations." Eng. Kahuthu stated.



**Nyeri Water delegation at Ngethu Water Treatment Laboratory**

Chlorine gas treatment is a proven and effective method of disinfection, utilizing chlorine to eliminate bacteria, viruses, and other harmful microorganisms present in water.

Located in Gatundu North, Kiambu County, Ngethu Treatment Plant draws raw water from Thika Dam. The combined plant's design output is 440,000 m<sup>3</sup>/day and supplies about 84% of the city's potable water.

By: Agnes Cheggeh  
Corporate Affairs and Liaison Department

## DAGORETTI REGION STAFF MEETING & FAREWELL CELEBRATION HELD

Dagoretti Region hosted a special staff meeting on April 30, 2025, in Uthiru to review regional performance, bid farewell to outgoing Regional Manager Ms. Martha Bedi, and welcome incoming Regional Manager, Eng. Eric Simiyu.

The event was marked by warm tributes to Ms. Bedi, who was praised for her dedication to excellence during her tenure in the Dagoretti Region.



**Lower Embakasi Regional Manager, Martha Bedi, and Dagoretti Regional Manager, Eric Simiyu cut the cake during the event.**

Eric Simiyu, the incoming Regional Manager, received an equally warm welcome signaling strong support and optimism for the future under his leadership.



**Director, Human Resources & Administration Services, Monica Tuli, is served a cake by Dagoretti Regional Manager, Eric Simiyu.**

The occasion provided an excellent opportunity for the regional unit to present key performance highlights, including the highest revenue collection.

In attendance were Director of Human Resources & Administration Services Monica Tuli as the Chief Guest, accompanied by Corporate Affairs and Liaison Manager James Karanja, Acting Non-Revenue Water (NRW) Manager, Geoffrey G. Kamau, and Occupational Safety & Health Coordinator, Paul Olali.

By: Sharmim Arnir  
Corporate Affairs and Liaison on Department

# STAFF AWARENESS: UNDERSTANDING THE KENYA DATA PROTECTION ACT, 2019



[ Photo File ] ICT Director, Martin Nang'ole ,oversees training and capacity building on Data Protection , 2019

In today's digital age, personal data has become one of the most valuable assets—and protecting it is no longer optional. As public servants and professionals entrusted with sensitive customer and corporate information, it is crucial for all staff to understand and comply with the Kenya Data Protection Act, 2019.

The Act, which came into force in Kenya in 2019, establishes a legal framework for the collection, storage, processing, and sharing of personal data.

It is guided by principles of transparency, accountability, and respect for the privacy of individuals. Every employee, regardless of role or department, has a responsibility to uphold these principles.

## Key Obligations Under the Act:

- Lawful and Fair Collection: Personal data must be collected for a specific, legitimate purpose with the subject's consent.
- Data Minimization: Only data necessary for the intended purpose should be collected and processed.
- Security Safeguards: Reasonable measures must be in place to prevent unauthorized access, loss, or misuse of data.
- Data Subject Rights: Individuals have the right to information as to purpose for which their personal data is required, access to their data, request for correction, or objection to its use.

## Why This Matters:

Non-compliance can result in legal penalties, reputational damage, and loss of public trust. Internally, it is also a breach of ethical conduct and professional responsibility.

We must handle staff and customer data—names, meter readings, billing records, ID numbers, phone contacts, addresses—with utmost care and confidentiality.

## Your Role:

- Process customer data according to the obligations outlined above.
- Inform customers of their rights as data subjects whenever processing any personal data.
- Do not share customer or staff data without authorization.
- Report any suspected data breaches or misuse immediately.
- Ensure secure handling of digital and physical records.
- Familiarize yourself with NCWSC's Data Protection Policy and related procedures.

For more information or training on data protection, contact the ICT or Legal Department.

Let's collectively foster a culture of data privacy and integrity.



[Photo File] Facilitator oversees focus group discussions on Data Protection, 2019

By: Chairman - Data Protection Committee

## A HEALTHIER WORKFORCE FOR A BRIGHTER FUTURE: THE IMPORTANCE OF OCCUPATIONAL MEDICAL EXAMINATIONS

At NCWSC, we recognize that our employees are the backbone of our operations. Your health and safety are paramount, not just for compliance, but because we genuinely care about your well-being. That's why we've partnered with Directorate of Occupational Safety & Health Services (DOSHS) approved Designated Health Practitioners (DHPs) to conduct mandatory Occupational Medical Examinations for identified staff between May and June 2025.

### What Are Occupational Medical Examinations?

These are structured health assessments, which may include physical examinations, medical tests, or biological monitoring, conducted by certified occupational health professionals. The goal? To detect and prevent work-related health issues early, ensuring you remain healthy and productive.

## Why are the Tests important?

### 1. It's the Law

The Occupational Safety & Health Act (2007) and the Factories and Other Places of Work (Medical Examination) Rules (2005) require employers to provide these exams especially for staff in hazardous roles. Compliance is non-negotiable, but more importantly, it's about keeping you safe.



Ag.Maintenance Coordinator, Moses Kimani undergoes General medical examination at Ngethu Treatment Plant

### 2. Your Health Comes First

Early detection of workplace health risks means early treatment, reducing long-term harm. Whether it's exposure to chemicals, repetitive strain, or other occupational hazards, these exams help us protect you proactively.

### 3. We Cover Everything

- The company bears all examination expenses.
- Exams will be scheduled during work hours to avoid disrupting your earnings.
- Confidentiality is guaranteed your medical data remains private.

### 4. Your Responsibility

Participating isn't optional; it's a legal and contractual obligation for both current and employees exposed the identified hazards.

Employees shall be under an obligation to undergo medical examination in accordance with the Factories and Other Places of Work (Medical Examination) Rules, 2005.



Visual acuity test

### What's Next?

The identified staff will receive personalized schedules and instructions in after the examination.

This initiative is about ensuring you go home as healthy as you came to work. For further enquiries or clarifications, feel free to reach out to Valentine Wagura – OSH, Department.

By Allan Kisanya  
Ag. Occupational Safety & Health Supervisor

# LEADING WITH HEART, RUNNING WITH PURPOSE

Triumph Over Adversity

## How Allan Kipchumba turned adversity into advocacy, inspiring hope at every step

When you meet Allan Kipchumba, it's impossible not to be struck by his unwavering determination and humble confidence. A long-serving staff member at Nairobi City Water and Sewerage Company (NCWSC), Allan's journey is a remarkable blend of resilience, athletic excellence, and professional dedication.

He emphasizes that persons with disabilities should not only be considered for regular roles, but also empowered to apply for management positions, get promoted, and be given more chances to grow professionally. "We are just as capable. Sometimes, all we need is an opportunity and belief in our abilities," he says.



[ Photo File ] Allan Kipchumba, during inter-regions sports competition



Allan Kipchumba, in the field re-connecting water to a customer at Oshwal Park Estate, Westlands Region.

Allan joined the company in 2011 deployed in the disconnection unit, now more than a decade later, he proudly serves in the Commercial Department, as a Zonal Supervisor in Westlands Region: he is responsible for meter reading, disconnections, reporting, and daily staff assignments in his Zone.

Outside of work, Allan continues to inspire. He regularly visits schools in his rural community to motivate students with disabilities. "Some parents hide their children, which is very wrong. I tell them to accept who they are, pursue education or skills, and take action."

While Allan's professional life is commendable, it is his story beyond the office that truly inspires. In 2000, while still in secondary school, he suffered a life-altering accident that led to the loss of his arm. "It took me eight years in and out of hospital," he shares. "But eventually, I accepted myself. I realized I shouldn't wait for someone to come and help me—I had to take initiative and move forward."

And move forward he did.

Encouraged by his family, particularly a grandfather who was also an athlete, Alan took up Paralympic sports. Through sheer will and discipline, he excelled. His love for athletics has taken him across East Africa, representing NCWSC in competitions held in countries like Rwanda and Uganda under the East African Utilities partnership. "Sports gave me purpose," he says. "It shaped who I am today."

Even with a disability, Allan competes alongside able-bodied athletes. "It's hard, not very easy to wake up every day and balance yourself," he admits. "But once you accept who you are, everything changes." His philosophy is clear: whether in athletics or in life, accept your reality, set your goal, and pursue it wholeheartedly.



[ Photo File ] Allan Kipchumba pose for a photo with other awardees during inter-regions sports competition

At work, Allan plays a crucial supervisory role. Each morning, he ensures his team is well-prepared and that customer billing and disconnection schedules are on track. His contributions don't go unnoticed. "My boss understands my strengths and weaknesses, and we cooperate well together," he notes.

Looking ahead, Allan plans to return to school and eventually become a voice for people living with disabilities. "Life isn't about sitting and waiting. You must take the initiative," he says. "My goal is to represent others like me, and to show that nothing is impossible."

Through every challenge, Allan Kipchumba remains a testament to courage, service, and the extraordinary power of acceptance.

Allan also advocates for employees with disabilities at NCWSC. While the company has provided training opportunities in the past, he believes more can be done. "There are many capable people with disabilities here. With the right attitude, we can do even more," he insists.

By : Claire Chemutai & Claire Cheserek  
Corporate Affairs and Liaison Department Interns

The Company launched a dynamic Sports Policy for 2024, transforming its approach to employee well-being and corporate identity.

Approved by the Board of Directors, this policy offers a strategic framework designed to foster talent, unity, and a healthier workforce—all while elevating the company’s reputation.



**Staff in procession to mark the official start of the 13<sup>th</sup> edition of Water Companies Sports Organization (WASCO) hosted by Water Companies Murang’a Water and Sanitation Company (MUWASCO)**

The new policy ensures fairness, safety, and clarity in how sports are managed. Beyond regulating competitions, it serves as a catalyst for holistic growth—promoting physical fitness, combating substance abuse, and nurturing teamwork.



**Staff led by Managing Director, Eng. Nahason Muguna, breaks into song and dance moments after the Company was declared the overall winner of the 12<sup>th</sup> edition of WASCO games held in 2024**

The policy is designed around four fundamental objectives that enhance both our corporate performance and employee well-being.

Foremost, it aims to boost our corporate image by strategically aligning sports activities with NCWSC’s core values while enhancing employee cohesion through various sporting initiatives, including inter-departmental tournaments and active participation in the WASCO games.

Talent development forms another critical pillar of the sports policy. It seeks to identify and support athletes within our workforce, providing them with opportunities to excel at local, national, and even international levels by providing structured sporting opportunities to achieve work-life balance.

The successful implementation of this policy depends on robust governance structures. The Board plays a crucial role by approving budgets, while the Steering Committee oversees events and competitions.

The HR Manager takes responsibility for managing equipment acquisition and coordinating training programs. These governance layers ensure accountability and efficient resource allocation.

Facilities and funding are secured through annual budgets that provide teams with quality gear and access to appropriate training venues. This financial commitment extends to ensuring our participation in flagship events like the WASCO tournaments.

Fair play and ethical conduct remain non-negotiable aspects of our sports policy. Compliance with Kenya’s Sports Act, anti-doping regulations, and all relevant safety protocols is mandatory. Disciplinary matters within our sports programs align with established HR policies, ensuring consistency and fairness.

Finally, inclusivity stands as a foundational principle guiding our sports initiatives. We provide equal opportunities for all staff, coaches, and officials, with a particular focus on eradicating any form of discrimination.



**[File Photo] Staff on the mark for the start of 400 X 100 Metres Men relays**

Outstanding performers earn recognition through: Certificates, branded merchandise (T-shirts, caps), and titles like Sportsman/Woman of the Year. Awards for Most Improved Team, Coach of the Year, and top athletes in each discipline.



**[File photo] Long jump competitions**

Whether you’re a seasoned athlete or a newcomer, NCWSC’s sports programs invite you to thrive. By blending competition with camaraderie, this policy isn’t just about winning games—it’s about building a healthier, more united workforce. Let’s play, grow, and elevate NCWSC together!

**By: Tonui Kipkurui  
Corporate Affairs and Liasion Department**



# RAPID RESULTS INITIATIVE (RRI) KICKS OFF IN REGIONS TO RAMP UP REVENUE

#PictureSpeak

