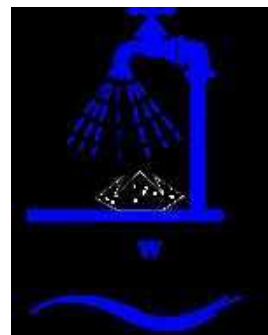


WATER NEWS UPDATE

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LANG'ATA PIPELINE COMMISSIONING BOOSTS RELIABLE WATER SUPPLY FOR THOUSANDS OF RESIDENTS

Residents and institutions across Lang'ata are now enjoying improved and more reliable water supply following the commissioning of a major distribution pipeline by the Nairobi City Water and Sewerage Company (NCWSC), in partnership with the Nairobi City County Government.

The new pipeline significantly enhances water distribution to Onyonka, Royal Park, Shree Swaminarayan, Sun Valley, Rubia, Ngei, KMA and surrounding estates, benefiting more than 180,000 residents as well as key public institutions. The project marks a major step forward in strengthening service delivery and expanding Nairobi's water distribution network to meet the needs of a growing city.

Commissioning the project, Nairobi Governor Sakaja Johnson underscored the importance of infrastructure investments in improving residents' quality of life. "This project is about restoring dignity to our residents".

"By extending this main pipeline, we are guaranteeing reliable water supply to households and institutions in Lang'ata while supporting services that serve the wider city," he said.

Implemented by NCWSC with county government support, the Sh67 million project involved the installation of a new water pipeline spanning just over three kilometres. The upgrade boosts supply capacity and stabilises pressure, ensuring consistent delivery of water to households, businesses and institutions across the area.

The improved distribution is expected to support normal household routines, enhance public health outcomes and enable small businesses to operate more efficiently. Key institutions benefiting from the enhanced supply include Kenya Wildlife Service facilities, Lang'ata Barracks, Ulinzi Sports Complex, Lang'ata Women Prison and St. Mary's Hospital, alongside multiple residential estates.

Speaking at the event, Governor Sakaja reiterated the county's commitment to investing in infrastructure that keeps pace with Nairobi's growth. "Access to clean and reliable water is a basic right, and we will continue to prioritise projects that improve service delivery and support the wellbeing of our people," he said.

The commissioning ceremony was attended by a Nairobi Water delegation led by Board Chair Arnold Karanja, Board Members Johnston Mukabwa, Robow Mohamed and Oscar Omoke, and Acting Managing Director Martin Nang'ole, together with county officials and local leaders

By: Kipkurui Tonui
Corporate Affairs and Liaison Department

NAIROBI WATER ENGAGES STAKEHOLDERS ON TARIFF REVIEW TO SECURE RELIABLE SERVICES

Access to clean and reliable water underpins everyday life in Nairobi, from households and schools to hospitals and businesses. Yet sustaining this essential service in a fast-growing city requires continuous investment in infrastructure, operations and maintenance.

It is against this backdrop that the Nairobi City Water and Sewerage Company (NCWSC) on 19 December held a successful public participation forum, bringing together consumers, stakeholders and regulators as part of the ongoing upward tariff review process anchored in the Water Act, 2016.



Ag. Managing Director, Martin Nang'ole gives his remarks during the Tariff Review Public Consultation event held on 19th December, 2025

The stakeholder engagement, held in a hybrid format, provided a platform for Nairobi residents and institutional consumers to give feedback, ask questions and better understand why a tariff review has been proposed and how it supports long-term service delivery. The tariff review application, submitted to the Water Services Regulatory Board (WASREB), follows the expiry of the current tariff in June 2025.

Under the Water Act, water service providers are required to periodically review tariffs to ensure they balance affordability, consumer protection and financial sustainability.

For many Nairobi residents, water reliability is not just a policy issue but a daily concern. Rising operational costs, expanding informal settlements and increasing demand have placed sustained pressure on the city's water system.

In his remarks, the Ag. Managing Director Martin Nang'ole said "Without periodic tariff adjustments, it becomes increasingly difficult to maintain infrastructure, expand networks and ensure consistent supply across all areas".

During the engagement, participants were informed that the proposed upward review is aimed at enabling the utility to operate at full cost recovery, while still safeguarding access to water as a basic human right. The approach allows for cross-subsidisation, ensuring vulnerable and low-consumption households continue to receive affordable water, while supporting investments that improve reliability citywide.

Stakeholders were also briefed on how Nairobi Water's current domestic tariffs remain among the lowest in the region, even as the cost of treatment, electricity, repairs and network expansion continues to rise. Comparisons with other utilities locally and internationally highlighted the challenge of maintaining affordable tariffs while keeping services sustainable.



Board Chairman Arnold Karanja, reiterates the Board's support to ensure the Utility's growth within the Tariff Period

"Our policy direction is clear: Nairobi must have a water system that is affordable, fair and financially sustainable. The tariff review, anchored in the Water Act and guided by WASREB, is not about burdening consumers, but about securing the investments needed to protect water as a basic right today and for future generations." The Board Chairman shared in his remarks.

Maureen Njeri, County Executive Member - Green Nairobi, representing Nairobi County leadership pledged support for the Utility.

"Nairobi County remains fully committed to ensuring that every resident has access to safe, affordable and reliable water services. The ongoing tariff review is part of our broader policy responsibility to strengthen water infrastructure, safeguard consumer interests and secure sustainable services that support the city's growth now and into the future", she said.



Maureen Njeri, County Executive Member - Green Nairobi during her remarks at the Public Consultation Meeting

Beyond figures and policy, the forum underscored a shared reality: reliable water supply depends on a system that can pay for its own upkeep. Residents raised concerns about service interruptions, pressure fluctuations and delayed repairs, while Nairobi Water leadership outlined how improved financial stability directly translates into faster response times, upgraded infrastructure and expanded coverage.

The public participation exercise forms a key step in the tariff review process, as required by law and WASREB guidelines. Feedback gathered during the forum, alongside written submissions from the public, will inform the regulator's review and final determination.

As Nairobi continues to grow, the discussions held on 19 December highlighted a simple but powerful message: sustainable water services today are essential to secure reliable water for future generations.

NAIROBI WATER HOSTS TANA WATER FOR KNOWLEDGE EXCHANGE AT SASUMUA DAM

The Company hosted an 18-member delegation from Tana Water Works Development Agency (TWWDA) for a benchmarking and knowledge exchange program at Sasumua Dam.

The TWWDA delegation, led by Board Chairman Mr. Teobal Wambugu and Chief Executive Officer MBS, was received by Sasumua Dam Coordinator Dr. George Muchai, who provided an in-depth tour of the facility. The sessions covered critical areas including: management of large-scale water reservoirs, dam safety protocols and compliance, raw water quality management and efficient water treatment technologies.



Tana Water Works Development Agency (TWWDA) Chief Executive Officer, Eng. Philip Gichuki, MBS walks with Dr. Muchai during the benchmarking visit.

Dr. Muchai walked the team through the historical development of Sasumua Dam while showcasing the facility's advanced water treatment processes, giving visitors practical insights into Nairobi Water's operational standards.

Speaking after the visit, Mr. Wambugu expressed enthusiasm about the learning experience and future collaboration opportunities.

"On behalf of Tana 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 look forward to continuing these engagements as we move into the future." He stated.



By: Kipkurui Tonui
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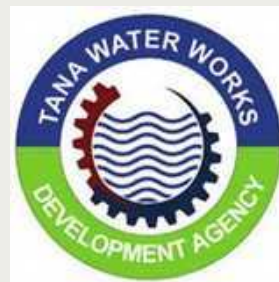
This visit adds to NCWSC's growing portfolio of peer-to-peer learning initiatives. Earlier this year, the Company hosted delegations from Eldoret Water and Sanitation Company (ELDOWAS), Mozambique, and Nyeri Water, reinforcing its position as a knowledge hub in the region.

These knowledge exchange programs reflect NCWSC's commitment to continuous improvement and industry collaboration. By sharing expertise and best practices, these partnerships strengthen the capacity of water utilities across cities and countries to deliver safe, reliable, and sustainable water and sanitation services to their communities.



Tana Water Works Development Agency (TWWDA) team tours the Sasumua Dam Treatment Plant during the benchmarking visit.

About Tana Water Works Development Agency



Tana Water Works Development Agency (TWWDA) is tasked with developing, managing, and maintaining national water infrastructure in Kirinyaga, Nyeri, Meru, Embu, and Tharaka Nithi counties, aiming to increase safe water access, provide sewerage, offer technical support, and manage bulk water for sustainable service delivery in the region.

Area of Operation

- Covers parts of Central Kenya, including Nyeri, Kirinyaga, Meru, Embu, and Tharaka-Nithi counties.

Vision & Mission

- Vision:** Universal access to quality water and sanitation services.
- Mission:** To improve access to safe, adequate, and sustainable water and sewerage.

Projects

Implements projects under the Kenya Towns Sustainable Water Supply and Sanitation Program, such as the Kerugoya-Kutus, Chuka, and Marsabit water projects.

NAIROBI WATER SHOWCASES INNOVATION AND RESILIENCE AT IWA CONGRESS IN BANGKOK

Nairobi City Water and Sewerage Company (NCWSC) proudly represented Kenya at the prestigious IWA Water and Development Congress & Exhibition 2025, held from December 8–12 in Bangkok, Thailand. The event brought together global leaders in water, sanitation, and climate resilience, with NCWSC making a strong impression through its forward-thinking presentation on urban water management.

Nairobi's Voice on the Global Stage

At the heart of the Congress was the theme “Water, Sanitation, and Innovation – Pathways to Progress and a Resilient Future”, Nairobi Water’s Francis Mwanza & Dorcas Oduor (Kabete Lab) delivered a compelling Poster presentation on resilient water infrastructure in rapidly urbanizing cities. Their session highlighted Nairobi’s unique challenges—ranging from population growth to climate variability—and the innovative strategies being deployed to ensure sustainable water access. Key highlights from the presentation included:

- Smart metering and digital monitoring to reduce non-revenue water and improve billing accuracy.
- Community engagement programs that empower residents to report leaks and participate in conservation.
- Green infrastructure investments such as rainwater harvesting and wastewater reuse in informal settlements.

The presentation drew praise from IWA organizers and attendees for its practical insights and replicable models. Nairobi’s approach was cited as a model for resilience in low- and middle-income countries, aligning with the Congress’s mission to spotlight scalable solutions for water-stressed regions.



The Nairobi Water Delegation Dorcas Oduor (2nd left), Francis Mwanza (3rd left) Samuel M Kiarie (middle), Annlyne Jerotich (3rd right) and Samuel Njuguna (right) pose for a group photo after a networking discussion on Smart Meters and Water Leakage Monitoring Solutions with counterparts from Laison company Ltd.

The Nairobi team also participated in networking sessions with counterparts from Asia, Latin America, and other African cities. These exchanges fostered new partnerships and opened possibilities for technical cooperation, particularly in areas like Smart metering, climate adaptation, water quality monitoring, and utility governance. Their presence underscored Kenya’s commitment to the UN Sustainable Development Goals, especially SDG 6: Clean Water and Sanitation for All. It also reinforced Nairobi Water’s role as a regional leader in urban water innovation.



The Nairobi Water Delegation Dorcas Oduor (right), Francis Mwanza (2nd right) Annlyne Jerotich, Samuel Njuguna, Michelle Oyoo and Samuel M. Kiarie pose for a group photo



Nairobi Water Team also met with Senior Vice President, IWA Dr. Rose Kaggwa (National Water, Uganda) and IWA Director Global Events and Awards Kizito Masinde and other delegates from the East African Region

The Delegation to Bangkok comprised of Dorcas Oduor and Francis Mwanza from Kabete Lab who presented the poster presentation, they were accompanied by Samuel Kiarie (Ng’ethu), Michele Oyoo(Kasarani), Annlyne Jerotich (Lower Embakasi) and Samuel Njuguna (Central) who were rewarded for their exceptional performance in their respective regions. This is in an ongoing effort by Top Management to reward and motivate staff in order to foster a culture of excellence, merit & continuous improvement.

2025 IN PICTURES



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