

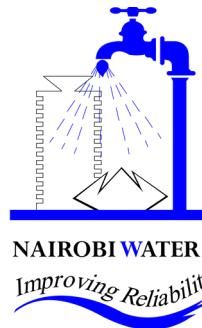
WATER NEWS

UPDATE

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A NEW CHAPTER: CLEAR GOALS, SHARED RESPONSIBILITY & MEASURABLE OUTCOMES

Last week, Nairobi Water's senior leadership gathered in Naivasha for a three-day Business Performance Review and KPI-setting workshop. Board of Directors, Board of Management, Managers, and Coordinators came together to review, refine, and align our company-wide and departmental Key Performance Indicators (KPIs) to achieve goals set out in the Strategic Plan for Year 2025/ 26.

This wasn't just another planning session, it was an organizational reset.

Every Directorate presented revised KPIs, which were discussed, scrutinized and sharpened with feedback from both staff and the Board. The outcome was Clearer, measurable commitments that each directorate will now be accountable for. These final KPIs will soon be shared across the company for full visibility and adoption into the performance appraisal process.

Director Cedric Alaro, set an encouraging tone:

"As we all anticipate the new tariff implementation, I assure all staff that resources will be availed, and we should expect more productivity and higher revenue collection."

He also highlighted that once these KPIs are adopted, performance rewards and recognition will be more clearly defined, in the same breath sanctions and performance improvement plans shall be implemented for those who fail to meet their KPIs. "The Board is keen to recognize outstanding contributions across teams," he continued to add.

The Ag. Managing Director, Martin Nang'ole did not shy away from calling for change; "From today, Nairobi City Water has entered a new phase. Measurable results or outcomes will define leadership and progression in this organization. KPIs are no longer aspirational. They are now binding commitments."

He emphasized the link between individual and corporate performance; "Many of us have consistently received excellent personal appraisal scores. Yet, when we look at the company overall performance - service reliability, NRW and debt, we see a contradiction. If individuals are excelling while the organization is struggling, then our performance system is flawed."



A section of the participants follow proceedings during the workshop

A major focus was placed on Non-Revenue Water (NRW) as a Corporate responsibility, every team has a role to play.

The message was clear: integrity, accountability, and discipline are non-negotiable. Each KPI has a named owner, and consistent underperformance will trigger corrective action.

Yehuda Berg famous quote "Change requires leaving our comfort zones and plunging headfirst into uncomfortable situations" fits NCWSC's new phase.

Here's to a year of measurable progress, shared accountability, and renewed commitment to serving Nairobi.

The Board of Directors wishes all staff an energized and optimistic year ahead.

Let's deliver what we promise.

By:Charity Supayo
Corporate Affairs and Liaison Department

STRENGTHENING THE FIGHT AGAINST WATER LOSSES

Early this month the Company took a significant step towards improving water service delivery following the flagging off, of Leak Detection Vans by the Acting Managing Director, Mr. Martin Nang'ole. The initiative forms part of the Company's wider efforts to curb Non-Revenue Water (NRW) and protect limited water resources for the benefit of all customers.



Ag. Managing Director, Martin Nang'ole, flags off newly acquired Leak Detection at Kampala Rd, Headquarters.

Water lost through hidden leaks, ageing infrastructure, illegal connections, and pipe bursts reduces the volume available for supply, undermines pressure across the network, and limits the Company's ability to serve customers equitably. In a city where water resources are already scarce, such losses place additional strain on distribution systems and often result in low pressure, intermittent supply, and service inequalities, particularly in high-demand areas.

Illegal connections further compound the problem by diverting water from the network without authorisation, affecting pressure levels and disrupting planned supply schedules. For the Company, NRW translates into lost revenue, higher repair costs, and reduced capacity to invest in system improvements that would benefit customers.



Ag. Managing Director, Martin Nang'ole, inspects Leak Detection Vans

The newly deployed Leak Detection Vans will strengthen Nairobi Water's ability to identify underground leaks early, locate illegal connections, and respond promptly before small faults escalate into major losses.

By improving monitoring and rapid response, the initiative will help stabilise pressure, reduce water wastage, and support fairer distribution across the supply network.

As demand continues to rise, reducing NRW is essential to safeguarding water resources and ensuring reliable service. Through targeted investments such as this, Nairobi Water is reinforcing its commitment to efficiency, sustainability, and improved customer experience across the city.

By: Karen Muthoni
Corporate Affairs and Liaison Department

NAIROBI WATER QUEENS RECLAIM EAST AND CENTRAL AFRICA HANDBALL CROWN IN THRILLING KAMPALA SHOWDOWN.

The Nairobi Water Handball Team, affectionately known as the Nairobi Water Queens, has reclaimed their status as the premier women's handball club in East and Central Africa. The team triumphed as women's champions at the 43rd Edition of the East and Central Africa Handball Club Championships (ECAHF), held from 28 December 2025 to 1 January 2026 at the Old Kampala Arena in Kampala, Uganda.



Acting Managing Director, Martin Nang'ole, receives the overall winner trophy.

In a display of grit and tactical brilliance, the Queens powered through the knockout rounds. They dominated the semi-finals against Uganda People's Defence Force (UPDF), leading 21-8 at halftime and securing a 35-23 victory. The final against Uganda Prisons was a hard-fought battle, with Nairobi Water ahead 17-12 at the break before closing out a convincing 33-24 win to lift the trophy.

This victory signals a triumphant return for the Queens, who had dominated the regional scene with a decade of consecutive titles before a narrow defeat in last year's final. Their resurgence highlights the team's unwavering commitment, blending unyielding defense, sharp offensive plays, and seamless coordination that captivated fans and earned plaudits from rivals.

During the trophy presentation ceremony, Acting Managing Director Martin Nang'ole lauded the team's stellar performance, extending special praise to Head Coach Jack Herbert, Team Manager Caroline Kusa, Team Captain Gladys Chilo, and Assistant Coach Thodosia Sangoro.

"You have done Nairobi Water proud," said Mr. Nang'ole. "You have once again proven yourselves to be a powerhouse in East and Central African handball. We expect the same zeal, commitment, and teamwork demonstrated in this tournament to inspire our ongoing mission to deliver world-class water and sewerage services to the people of Nairobi."

Head Coach Jack Herbert credited the success to the squad's holistic preparation and adaptability: "Throughout the competition, Nairobi Water displayed a thrilling blend of relentless defense, efficient scoring, and disciplined coordination. Each match showcased the players' resilience and tactical prowess, earning admiration from fans and respect from opponents across the region."



Handball Team in a show of might

By: Kipkurui Tonui
Corporate Affairs and Liaison Department

SAFEGUARDING PUBLIC TRUST: INSIDE NAIROBI WATER'S ANTI-CORRUPTION POLICY

At Nairobi City Water and Sewerage Company, every decision made in an office, at a service desk, or out in the field directly affects the people of Nairobi. From water connections and repairs to billing and procurement, the Company's work relies on public trust. The Anti-Corruption Policy was introduced to protect that trust and to ensure services are delivered fairly, transparently, and without improper influence.

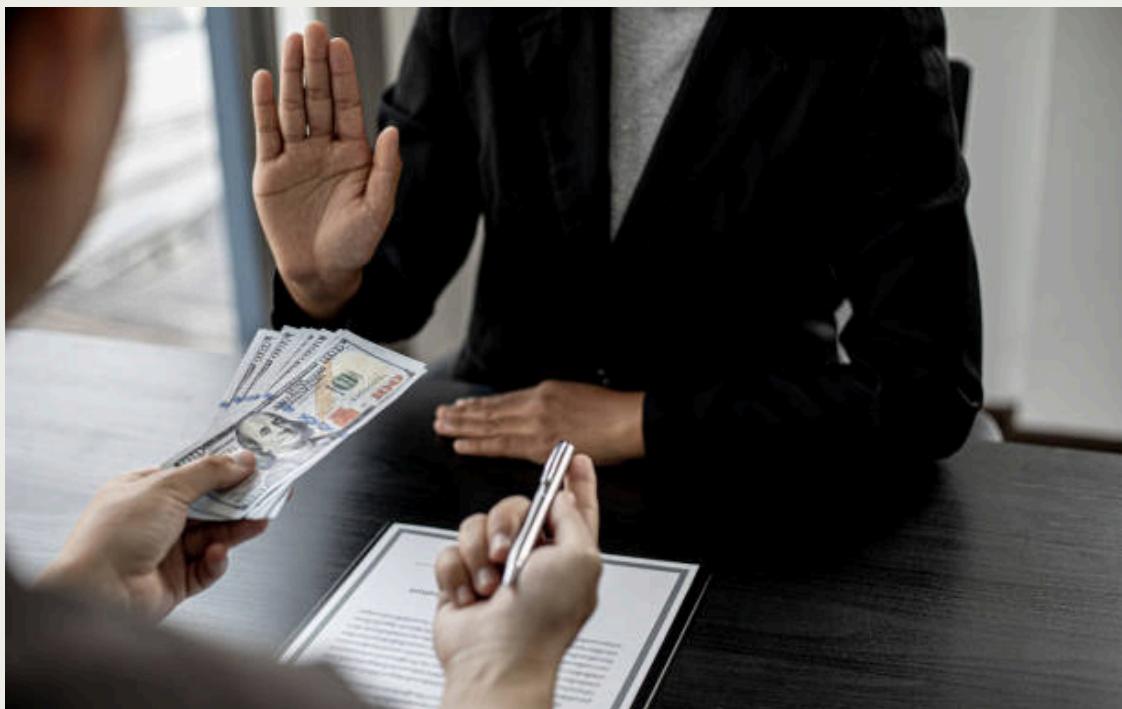
As a public utility, Nairobi Water operates in an environment where corruption risks can arise if strong safeguards are not in place. This integrity framework responds to that reality with a clear position: corruption, in any shape or form, has no place in the Company's operations.

The standards set out extend to everyone connected to Nairobi Water's work, reflecting the understanding that ethical responsibility cannot be limited to individual roles or departments. They apply to all employees, regardless of position or grade; members of management and the Board; contractors, suppliers, consultants, and service providers; and any third party acting on behalf of Nairobi City Water and Sewerage Company.

This shared approach ensures that ethical conduct applies consistently wherever the Company's name, resources, or authority is involved.

These guidelines describe what integrity looks like in everyday practice alongside outlining unacceptable conduct. They clarify expectations for how work should be carried out, particularly in areas where risk is higher. Everyone covered by this framework is expected to:

- Perform their duties honestly, professionally, and transparently
- Decline bribes, inducements, or facilitation payments
- Avoid conflicts of interest and declare them when they arise
- Use Company resources responsibly and only for legitimate purposes
- Follow approved procedures, especially in procurement and service delivery



Equal emphasis is placed on the responsibility to speak up. Ethical systems depend on openness, which is why staff and partners are encouraged to report suspected or actual misconduct through established channels. Raising concerns is recognised as a protective action that safeguards colleagues, the organisation, and the public interest.

When these expectations are upheld, the benefits are felt across the organisation. Consistent adherence to ethical standards promotes fairness and professionalism in the workplace, protects public funds and Company assets, strengthens trust with customers, regulators, and development partners, and supports reliable and equitable service delivery across the city.

At the same time, the framework is clear about the consequences of ignoring these standards. Any attempt to undermine them exposes the Company to serious risk and may result in disciplinary action in line with Company procedures, termination of employment or contractual relationships, recovery of lost or misused resources, or referral to law enforcement or regulatory authorities where required.

For Nairobi City Water and Sewerage Company, this commitment to integrity is not a document meant to sit on a shelf; it is a daily standard, which guides decisions, behaviours, and interactions. Upholding it is a shared responsibility and a critical part of maintaining public trust in the Company's mission to serve the people of Nairobi.

CELEBRATING A LEGACY OF INTEGRITY: CHARITY NYASI'S 34 YEAR JOURNEY BEHIND THE COUNTER

I walked into our new CBD offices at Hazina Trading Center on a mission to find a legend. I had been told that our longest-serving cashier was still around, quietly holding history in her smile. That legend is Charity Nyasi Mwabara. She greeted me warmly, dressed in a glittering green outfit that matched her energy. With a youthful glow that defies time, she shared her milestone: 34 years of service, retiring this June.

Charity's journey mirrors the evolution of Nairobi Water itself. She began her career at the City Hall cash office before officially joining Nairobi Water in 2007. Looking back, the transformation still amazes her. "We've come a long way," she says. "We only had three machines for cash and cheques. Now it's M-Pesa, banks, agencies. We moved from analogue to digital."

The Unchanging Core

Despite technological shifts, Charity's guiding principles never changed. "Integrity," she says firmly. "Handling cash is tempting. You must be guided by principle." Equally important is how customers are treated. "Be quick, respect customers' time, and serve with a smile. That builds rapport. Most customers know me by name."

After decades at the counter, she is clear on what customers value most. "Good service. Speed and convenience. When someone comes in frustrated and leaves smiling, that's a good day."

The Tale of the Pink Voucher

When asked on a memorable challenge, one story, told with visible amusement, still stands out. Nearly two decades ago, a well-dressed, confident woman approached her counter.

"She was polite, chatty, and very friendly," Charity recalls. "She filled out the old pink pavement voucher right in front of me and kept talking." The customer's hands fluttered constantly, opening and closing her handbag, creating a distraction. When she finished, she smiled, said "Asante sana," and walked away.

"My instinct screamed immediately," Charity says. "I looked at the voucher. It was a prop." She turned to her colleague Millicent and warned her in Swahili:

"Milli, umeona huyo customer? Ameniachia payment voucher ya maji but hajapeana pesa ya kulipa. Akaongea akaongea, kisha anaondoka bila kuacha pesa kabisa. Lakini utamskia akirudi, utasikia akisema, 'Allinipatia pesa!'"

True to form, the customer returned shortly after, now visibly irritated. "Where is my receipt? I paid here."

Millicent stood up calmly and responded:

"Madam, hakuna pesa ulizopeana. Uliandika voucher ukamwambia mwenzangu maneno mengi, kisha ukaondoka. Mimi nilyokuwa hapa nikaona kila kitu. Hakuna pesa iliibuka."

The woman fumbled theatrically through her bag before saying: "Ah! Siikupeana? Labda... labda nilisahau kuacha kwa counter? Haya, basi, shika." as she melted away, the confrontation defused by her own feigned forgetfulness.

Charity finishes, her laughter rich and echoing. "It was an Oscar-worthy "She was clever, she was bold, and she almost succeeded. "Huyo nilimuona akija kwa hasira ya kubuni"

Wisdom for the Next Generation

Her advice to new staff is simple and heartfelt. "Love what you do. Serve with integrity, commitment, and happiness. A smile can cool down an angry customer before you even speak."

From Big Afros to Personal Growth

Asked about office fashion in her early years, Charity smiles. "Afros, pushbacks, mlazo "plaits". They used to call me 'Mama wa Coast' because of my styles. We dressed more formally then." The job shaped her personally as well. "I was once told I was harsh and rigid. This work taught me patience, how to listen, and how to be less reactive. It changed me."

More than "Just" a Cashier

Charity is quick to dismiss the idea that cashier work is minor. "We leave work at 7 p.m. Sometimes, tired and hungry. We used to joke that if you don't find a partner before joining this section, you might stay single." She speaks with pride about the team's contribution, noting that they directly account for a significant portion of Nairobi Water's revenue.

For a plaque in the customer service area, her message is clear: "We are here to serve humanity. Water is life. Serve customers wholeheartedly. She lives by the words: "Whatever you do, work at it with all your heart, as working for the Lord, not for human masters." (Colossians 3:23)

A Legacy of Pride and Grace

What is she most proud of? "I am a very proud and thankful staff member. Nairobi Water is a good employer. My salary is never late and it allows me to take care of myself." *"Kweli? Aki, lazima mtu aijipende,"* she adds with a laugh.

Beyond work, Charity loves salon days, travelling, and cooking healthy meals. "Looking presentable is a form of respect," she says. "When you take care of yourself, you handle pressure better."



Charity Nyasi (right) attends to a customer at Hazina Trade Centre on Moktar Daddar Street

Looking Ahead

As she prepares for retirement, her hope is simple: "That the next generation will have the same zeal, integrity, and commitment we had."

Thank you, Charity, for being the steady and welcoming face of Nairobi Water for 34 remarkable years. Your legacy will live on. Hongera, and happy retirement.

NAIROBI WATER CHOIR BRINGS HOLIDAY JOY TO TAITA TAVETA'S MOST VULNERABLE

Nairobi Water Choir joined forces with other state institutions to bring Christmas cheer to vulnerable communities across Taita Taveta County during the festive season, delivering both entertainment and essential donations to those in need.

The choir delegation received a warm reception from County leadership, including Taita Taveta County Commissioner Linda Okola, Governor H.E. Andrew Mwadime, First Lady H.E. Sabina Mwadime, and Deputy Governor H.E. Christine Saru Kilalo, alongside other senior national and county officials.



PAMICCO officials led by its Chairperson, Francis Keya and Vice Secretary, Rose Muniafu, pays a courtesy call to Taveta Taveta County Commissioner, Linda Okola (4 Left) and Governor H.E. Andrew Mwadime (Centre)

The State-sponsored initiative was coordinated by the Parastatals, Ministries, and Counties Choral Organizations (PAMICCO), an inter-ministerial music body dedicated to promoting national unity, patriotism, and corporate social responsibility through patriotic songs and community engagement.

Marking 20 years of service through music, PAMICCO's delegation distributed foodstuffs to children's homes and correctional facilities throughout the Upper Coastal Region. Beneficiary institutions included Grace Mwatake Children's Home, Mvono Community Centre, Voi Prisons, Taita Taveta GK Prisons, Wundanyi GK Prisons, and Mama Saleh Orphans and Rescue Centre.

The musical organization has made outreach programs a cornerstone of its mission, regularly visiting children's homes and vulnerable families during festive seasons to spread love, hope, and support. These efforts often involve collaboration with government entities to maximize community impact.



PAMICCO Chairperson, Francis Keya, during food donation programme at Wundanyi Prisons

The Taita Taveta outreach saw participation from numerous government institutions, including the Directorate of Criminal Investigations, Ministry of Education, Office of the Attorney General, National Industrial Training Authority, Central Bank of Kenya, Kenya National Bureau of Statistics, National Cereals and Produce Board, Kenyatta National Hospital, Kenya Revenue Authority, and the Taita Taveta County Staff Choir.

A GUIDE TO OUR CONTRACTED MEDICAL SERVICES

The well-being of our staff remains our top priority, as a healthy workforce is the backbone of our service delivery. To ensure you have access to the best possible care, the Company has established a robust network of contracted hospitals across the country, ranging from specialized referral centres to general medical facilities.

We encourage all staff members to familiarize themselves with the partner hospitals, so they know where to seek assistance for both routine check-ups and specialized treatments. By utilizing these accredited facilities, you ensure that you receive quality medical attention that is fully recognized and supported by our internal medical scheme.

In times of medical crisis, every second counts, which is why we have provided a dedicated list of emergency medical numbers. We strongly advise every employee to save these contact details. Having these numbers at your fingertips ensures that our medical team can be reached without delay when urgent intervention is required. Whether you are at your workstation or at home, being prepared for an emergency is a vital step in safeguarding your health.

Contracted Hospitals & Emergency Contacts

Aga Khan University Hospital	Kenyatta National Hospital
AIC Kijabe Hospital	Kenyatta Univ. Teaching & Referral Hospital
Avenue Hospital	Kisii Teaching & Referral Hospital
Central Memorial Hospital	Mater Hospital
Coptic Hospital	Moi Teaching & Referral Hospital
Gertrude's Children's Hospital	Metropolitan Hospital
Jaramogi Oginga Odinga Teaching & Referral Hospital	Mathare National Teaching & Referral Hospital
	PCEA Kikuyu Hospital
	The Nairobi Hospital

Emergency Medical Numbers

0110132647	0110132648
0110132649	0110132650
0118358615	0118358621
0118358622	0118358626
0118358632	0118358633

Save these numbers for quick access during emergencies.

To ensure administrative transparency and the efficient processing of medical claims, there is a critical step all staff must follow during hospital visits. Upon the conclusion of your treatment and at the point of discharge, please make sure to personally review and sign the hospital invoice. This verification is essential for the Company to accurately reconcile medical records and prevents any delays in payments to the facilities and ensure a seamless admission and discharge process.

CORPORATE ACTIVITIES IN PICTURES

#PictureSpread

