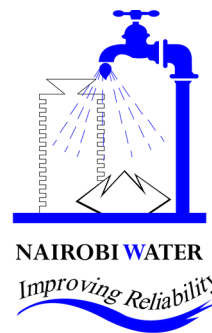


# WATER NEWS UPDATE

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## NCWSC PARTICIPATES IN WASPA INTERNATIONAL CONFERENCE

The Company participated in the Kenya Water & Sanitation International Conference & Exhibition 2025, organized by the Water and Sanitation Providers Association (WASPA) in collaboration with the Ministry of Water, Sanitation & Irrigation, the Council of Governors, and the County of Mombasa from June 23-27, 2025.

The five-day significant industry gathering centered on the theme *"Innovation and Technology for Sustainable Pathways to Climate-Smart Water and Sanitation Solutions,"* and sought to foster collaborations, facilitate knowledge sharing, and showcase cutting-edge technological innovations designed to achieve climate-adaptive, efficient, and sustainable water and sanitation systems.

At our exhibition booth, the Company showcased several technological innovations, including the utilization of Geographical Information Systems (GIS) in Customer Management, USSD Code \*260# implementation, and the Simplified Sewer Systems (SSS) deployed in Mukuru Kwa Reuben informal settlement.

### Launch of 17<sup>th</sup> Impact Report

The event, officially opened by the Cabinet Secretary for Water, Sanitation & Irrigation, Eng. Eric Mugaa Murithi featured the launch of the 17th Impact Report—a comprehensive Water Sector Performance Report for the year 2023/24 — by the Water Services Regulatory Board (WASREB). The report provides a detailed analysis of water sector performance based on data collected from 95 Water Service Providers (WSPs), comprising 91 publicly owned and four privately owned entities, for the fiscal year 2023/24.

The 2023/24 fiscal year marked significant progress for Kenya's water sector. National water coverage increased from 65% in FY2022/23 to 70%, representing access for an additional 3.27 million people. This remarkable growth was primarily driven by Small-Scale Service Providers (SSSPs), which contributed 85% of the coverage increase, demonstrating the vital role of diverse service delivery models in achieving universal access.

The regulatory assessment and ranking process evaluated utilities based on nine Key Performance Indicators: Collection Efficiency, Operations and Maintenance Cost Coverage, Metering Ratio, Staff Productivity, Personnel Expenditure, Hours of Supply, Water Coverage, Non-Revenue Water, and Drinking Water Quality.

The water sector demonstrated mixed but generally positive performance across key indicators. Five indicators showed improvement, while two remained constant and two declined compared to the previous year's performance. Water coverage improved significantly from 65% to 70%, while average hours of supply increased from 17 to 18 hours. Personnel expenditure as a percentage of Operations and Maintenance (O&M) costs improved from 48% to 47%, and revenue collection efficiency rose from 93% to 95%. Additionally, O&M cost coverage increased from 95% to 98%.

### Nairobi Water Performance

NCWSC's performance reflected both achievements and areas requiring attention. The company demonstrated notable improvement in two critical indicators: Revenue Collection Efficiency increased from 90% to 94%, and O&M cost coverage improved from 99% to 105%, indicating stronger financial sustainability.

The utility maintained consistent performance in four key areas: Metering Ratio remained at an excellent 100%, Staff Productivity held steady at 7, Personnel Expenditure as a percentage of total O&M costs remained at 61%, and Hours of Supply maintained 7 hours per day.



**Cabinet Secretary for Water, Sanitation & Irrigation, Eng. Eric Mugaa Murithi, NCWSC exhibition booth**

Areas of concern included a decline in Water Coverage from 82% to 79%, an increase in Non-Revenue Water from 47% to 48%, and a drop in Drinking Water Quality from 98% to 95%. These metrics highlight opportunities for operational improvements and strategic focus areas for the Company's future development.

By Zainab Hassan & Tonui Kipkurui  
Corporate Affairs and Liaison Department

## TAPPING PROGRESS: NATIONAL BUDGET UNLOCKS BIG WINS FOR NAIROBI WATER

The recently unveiled 2025/26 National Budget, totaling Ksh4.29trillion, signals Kenya's continued commitment to tackling critical public service gaps—particularly in water and environmental sustainability.

With a notable 7% increase from the previous fiscal year, this budget puts greater emphasis on infrastructure resilience, climate change mitigation, and improved water services.

For Nairobi City County and the Nairobi City Water and Sewerage Company (NCWSC), the implications are both immediate and transformative.

### Water Sector Wins Big in Allocation

The Environment, Protection, Water, and Natural Resources sector has received a significant Ksh120.6billion, reflecting the government's prioritization of sustainable water management. Of this, the State Department for Water has been allocated Ksh16.6billion—a 34% increase from the previous year. The budget will fund flagship projects, including the Horn of Africa Groundwater Initiative and the Thwake Multipurpose Dam, with Ksh14.56billion earmarked for development expenditures.

In addition, Ksh26.8billion has been set aside nationally for water and sewerage infrastructure, flood control, and irrigation. These investments are expected to boost water security, manage pollution, and strengthen Kenya's climate resilience.



**Treasury Cabinet Secretary, John Mbadi, before presenting the 2025/26 budget estimates in Parliament { Photo: Courtesy }**

### County Governments to Play Central Role

County governments will receive Ksh474.9billion in transfers, with Ksh405billion as an equitable share and Ksh70billion in conditional and development grants.

These funds create room for counties to implement water-specific projects, including borehole drilling, flood mitigation, and pollution control.

However, amid national budget constraints, counties like Nairobi must prioritize water sector interventions strategically. The focus will need to shift from merely allocating funds to ensuring their effective absorption and targeted deployment.

### What this means for Nairobi County

Nairobi City County's budget for FY2025/26 stands at Ksh44.6billion, with Ksh13.4billion earmarked for development—meeting the legal 30% minimum threshold.

While the budget does not itemize water-specific allocations, Nairobi has a track record of dedicating a portion of its development funds to improving water and sanitation infrastructure.

The national emphasis on urban water systems (Ksh16.5billion allocation) presents Nairobi County with a prime opportunity to collaborate with NCWSC to:

- Modernize aging water pipelines and pumping stations.
- Expand sewer coverage in underserved areas.
- Improve drainage and flood-control systems in informal settlements.

Given Nairobi's ongoing challenges with non-revenue water, poor sanitation coverage, and intermittent supply, this funding window could be pivotal.



**Nairobi County CEC for Finance and Economic Planning, Charles Kerich,, presents the 2025/26 budget to the County Assembly {Photo: Courtesy }**

### Implications for NCWSC

For NCWSC, the budget brings new avenues for scaling impact through:

- **Infrastructure Revamps:** Funding could facilitate long-overdue rehabilitation of reservoirs, pipeline networks, and informal settlement water kiosks.
- **Operational Efficiency:** Recurrent budget support can be directed towards staff upskilling, leak detection systems, smart metering, and automation.
- **Strategic Partnerships:** With increased investment in groundwater and dam projects, NCWSC can secure more stable and diverse water sources to meet Nairobi's growing demand.

### The Bottom Line

These opportunities come at a time when NCWSC is under increasing pressure to deliver reliable, equitable, and sustainable services. The funding could significantly boost its capacity to reduce system losses, extend coverage, and improve overall utility performance.

The 2025/26 National Budget marks a decisive shift toward integrated water resource management. It lays a strong foundation for strengthening urban utilities and empowering county governments to meet rising demand amid climate pressures.

For Nairobi City County and NCWSC, the moment is ripe to move from plans to performance. But success will hinge on collaboration—between national agencies, county governments, and utility actors—and the ability to implement projects with measurable, community-centered outcomes.

As the capital city grapples with rapid urbanization and complex water challenges, the real test of this budget lies in its execution. If well-coordinated, these allocations can turn Nairobi into a model for urban water transformation in Kenya.

**By: Kent Mukoya**  
Planning, Monitoring & Evaluation Dpt



## WATER COMMITTEE MEETS OVER FY 2025/2026 BUDGET PRIORITIES

The Company held a budget retreat for the financial year 2025/2026, bringing together stakeholders from the Nairobi City County Assembly Committee on Water and Sanitation at Pride Inn, Mombasa.

This strategic gathering focused on the ambitious theme of "Combating Non-Revenue Water for Sustainable Provision of Equitable Water Services," which directly aligns with the organization's strategic objectives of enhancing water accessibility, promoting sustainability, and improving service delivery across the region.

During his address to participants, Managing Director Eng. Nahason Muguna acknowledged that the Company currently operates under considerable resource constraints while managing substantial expenditure demands and navigating harsh economic conditions.

The proposed budget demonstrates remarkable growth projections, with expected revenue for FY2025/2026 reaching Kshs 19 billion—representing a substantial 61% increase compared to the FY2024/2025 probable performance.

This revenue growth translates into an anticipated surplus of Kshs 4.5 billion, marking an improvement from the modest probable surplus of Kshs 12.7 million recorded in FY2024/2025.



**Water Committee Chairman, Hon. Kennedy Oyugi (Centre) follow proceedings during the Budget retreat**

Capital development expenditure represents a particularly significant area of investment, with projections of Kshs 5.7 billion—a remarkable increase from the estimated probable expenditure of Kshs 595 million in FY 2024/2025.

This substantial capital investment will be financed through a combination of internal funds and grants, reflecting the Company's strategic approach to sustainable financing.

Correspondingly, operating expenditure is expected to reach Kshs 14.54 billion, representing a 23% increase over the FY2024/2025 probable performance.

The budget's infrastructure development focus aims to achieve ambitious coverage targets by 2030, including increasing water access from the current 69% to 82% and expanding sewerage coverage from 51% to 70% across all service areas.

Central to achieving these targets is the strategic goal of reducing Non-Revenue Water to 30% during FY2025/2026, which will significantly improve operational efficiency and resource utilization.

Production capacity will be maintained at the design level of 191,844,000 cubic meters throughout the financial year, with additional supply sources contributing substantially to overall capacity.

The Karimenu dam water supply system will provide an additional 8,395,000 cubic meters, while the Kigoro Water Treatment Works will contribute 25,550,000 cubic meters, ensuring robust water supply security.

The Company has identified specific high-density, low-income areas for targeted sewer coverage expansion, including Dandora, Huruma, Embakasi, Kangemi, Mowlem, Kawangware, and Tassia. This strategic focus addresses critical infrastructure gaps in communities that have historically faced service delivery challenges.

The Company will undertake surveying, boundary establishment, amalgamation, beaconing, and title registration for lands around Ngethu, Thika dam, and Sasumua dam in collaboration with the Nairobi City County Government and the Ministry of Lands, Housing and Urban Development.

The organization also commits to active participation in multi-agency environmental restoration efforts, particularly the clean-up of Nairobi Rivers. This involvement will include providing essential materials, equipment, designs, and supervision for major trunk sewer infrastructure and the Kariobangi treatment works.

Recognizing the importance of human capital development, the budget allocates resources for comprehensive employee support programs including counselling services, promotion of reintegration and aftercare services under the implemented ADSA and mental health policies, ensuring staff wellbeing and productivity.

Information and Communication Technology infrastructure receives significant attention in the budget, with key investments planned for enhanced cybersecurity measures, Geographic Information System improvements, and Data Centre infrastructure development to support operational efficiency and service delivery.

Customer experience enhancement remains a priority, with plans to review the Commercial Operation Policy to address contractual engagements, identify and regularize system irregularities.



**A section of the Water Committee Members follow proceedings during the Budget retreat**

The budget framework strategically aligns with the 2023–2028 County Integrated Development Plan, particularly the Water and Sanitation pillar, ensuring coherent development planning and implementation across all levels of government.

This alignment facilitates coordinated resource allocation and maximizes the impact of development investments in the water and sanitation sector.

# PRESS PAUSE: HOW TO TAKE CONTROL OF STRESS BEFORE IT TAKES CONTROL OF YOU

It was a Monday morning like any other. Coffee in hand, inbox overflowing, Taji from Accounts stood frozen in front of the office printer. It had jammed. Again. The third time this week. With a sigh that could power a small wind turbine, Taji muttered, "Just once, I'd love a day without chaos."

We've all been there, haven't we? Whether it's a printer tantrum, back-to-back meetings, or life outside of work knocking on the door, stress has a sneaky way of slipping into our daily routine. But here's a thought: what if stress wasn't something we had to just "deal with," but something we could actually manage?



## So, what is Stress Management?

At its core, stress management is about recognizing what's pushing your buttons—and learning how to push back, calmly and constructively. It's not about eliminating all stress (as lovely as that sounds). It's about taking charge of how we respond to life's challenges, building resilience, and creating space for balance and joy.

Think of it like this: you can't stop the waves, but you can learn how to surf.

### The Misconception: "I Can't Control It"

A lot of us fall into the trap of thinking that stress is something that just happens to us. Bills pile up. The day runs out before the to-do list does. Work and family responsibilities collide. But here's the empowering truth: you have more influence than you think.

Real stress management begins with the understanding that you are in the driver's seat. It's about managing your mindset, your habits, your schedule, and even your environment.

Once you realise that you can steer your reactions, stress becomes something to work with, rather than something that works against you.

## Step One: Identify Your Stress Triggers

Before you can tame stress, you need to know where it's coming from. And that's not always obvious. While big life changes like moving house or switching careers are easy to spot, chronic stress often comes from sneaky, everyday sources.

Sometimes, it's not the work deadline itself that's stressful, but how we put things off until the last minute. Or maybe it's not your noisy neighbor that's fraying your nerves, but the fact that you haven't taken a proper break in weeks.

Ask yourself:

- Do I always say I'm "just busy right now"... even though I've felt that way for months?
- Do I see stress as just part of who I am or how my life works?
- Do I chalk it up to other people, situations, or "just the way things are"?

Recognizing your own patterns and your power to change them is a vital step toward managing stress.

### Why It Matters: ( Hint: It's Not Just About Feeling Better)

Unchecked stress does more than frazzle your mood. It can impact your physical health, disrupt your sleep, cloud your judgment, and strain your relationships. It chips away at your ability to enjoy life, make clear decisions, and bring your best self to work and home.

The good news? By identifying your stressors and working on how you respond, you don't just reduce stress—you reclaim your energy, focus, and well-being.



## The Takeaway

Like Taji at the printer, we all face moments that test our patience and resilience. But the goal isn't to avoid stress entirely. It's to navigate it more wisely. So next time the day feels like too much, pause. Breathe. Ask yourself what's really behind the stress—and what small step you can take to steer things differently.

Stress management doesn't require a complete life overhaul. Just a little curiosity, a bit of honesty, and the willingness to try something new. After all, even Mondays (and misbehaving printers) are easier when you've got a few stress-busting tricks up your sleeve.

By: Maureen Karugu  
Corporate Affairs and Liaison Department



## FROM CODE TO COURTROOM: DAVID WAIGANJO'S BOLD CAREER PIVOT

When David Waiganjo walked through the Nairobi City Water and Sewerage Company's doors in 2017, he could not have imagined that one day he would be serving as an advocate of the High Court of Kenya, representing the same organization he joined under the ICT Directorate. Today, he is stationed at the Legal Directorate HQ, and his story is a testament to the power of curiosity, purpose, and adaptability.

David began his career in the Business Applications Department under ICT, where he played a key role in implementing critical systems like the Mobile Field Assistant (MFA), the Stores Procurement Management System (SPMS), and Oracle.

These systems were crucial in enhancing service delivery throughout the Company. But it wasn't just about technology for David. "I ensured users could place requisitions seamlessly, and whenever there were technical issues, I resolved them," he recalls. The work was fulfilling, but a single visit to the Legal Department would change his career forever.



**David Waiganjo poses for a photo moments after his admission to the Bar as an Advocate of the High Court of Kenya at the Supreme Court Building**

While in his final year at the University of Nairobi pursuing law, David visited the Legal Department and saw an opportunity to serve beyond systems support. "They were understaffed, and I had a conversation with the team. That moment sparked the fire," he shares. Encouraged by the gap and driven by his legal education, David graduated with a Second Class Upper and charted a new path, this time in advocacy.

Transitioning wasn't without its challenges. Moving from a technical to a legal role meant embracing a new way of thinking. "ICT was about resolving user issues; law required interpreting contracts and attending court," David explains. Still, his ICT background became a secret weapon. Skills like data analysis, critical thinking, and attention to detail became invaluable in preparing legal documents and defending the company's interests.



**David Waiganjo savours the moment with Embakasi East Member of Parliament, Babu Owino, after their admission to the Bar as Advocates of the High Court of Kenya at the Supreme Court Building**

His dual expertise also fueled innovation. David was instrumental in developing a litigation database for the Legal Directorate, streamlining access to legal documents and reducing reliance on manual systems. "My technical background helped digitize dispute resolution processes," he notes proudly.

Looking ahead, David plans to pursue a master's degree in ICT Law and deepen his expertise in employment and labour law. His advice to colleagues considering a similar shift? "You must have a passion for law. Be ready to read volumes and do a lot of research."

David Waiganjo's journey reminds us that career pivots don't have to follow a straight line. Sometimes, all it takes is one bold step.



## KWASCO TO HOST 14TH EDITION OF WASCO GAMES



Preparations are in full swing for the 14th edition of the Water Companies Sports Organization (WASCO) games, which will be hosted by Kisii Water and Sanitation Company (KWASCO) in collaboration with the County Government of Kisii.

The annual sporting event, themed **"Combating Climate Change through Sports,"** is scheduled to take place from August 18-22, 2025. Over 6,000 participants from more than 40 water companies are expected to participate in this annual gathering.

### Governor Welcomes the Games

During the chain handover ceremony at Gusii Stadium in Kisii town, Governor Simba Arati expressed his appreciation for having Kisii County host this year's edition. He emphasized that the games provide a platform for fostering collaboration, knowledge exchange, and enhancing service delivery in the water sector.

"Water is life, and as leaders in this sector, we must continue to champion innovative solutions for sustainable water management. These games remind us of the critical role we play in ensuring access to clean and safe water for all," Governor Arati stated.



**Murang'a Water hands over the mantle to Kisii Governor, H.E Simba Arati, at Gusii stadium**

WASCO Deputy Secretary General Mary Mburu confirmed that preparations are in top gear, with all logistical arrangements in place.

"It is all systems go. Everything is proceeding as planned. We have visited the host County to assess their readiness to host this important event, with climate change being our rallying call," she noted.

The sporting event, whose main objective is to promote cohesion and team spirit in the Kenyan water sector, will feature 23 disciplines during the week-long competition. These include: Football, Volleyball (Ladies & Men), Netball, Table Tennis (Ladies & Men), Badminton (Ladies & Men), Squash (Ladies & Men), Chess, Draughts, Ajua, Darts, Scrabble, Pool, Shot Put, Discuss, Long Jump and Javelin. Others include: Music (Choir), Cultural dance, Folk Song, Golf and Managing Directors vs. WASCO National Governing Council football match. Basketball (Ladies & Men) and a Tug-of-War are the new disciplines slotted in the fixture.



**WASCO National Executive Council during a recent preparatory meeting in Kisii County**

This year's edition has seen new entrants - Nyandarua Water, Bungoma Water, Tranzioia Water and Kapsabet Water. Malindi Water, Kikuyu Water, and Naivasha have bounced back after taking a break from the annual competitions.

"We plan to bring on board more water companies to effectively ensure there is cohesion and unity in the water sector to tackle the significant threat of climate besides exploring, exploiting, and nurturing sporting talents and skills in the sector," explained Deputy Secretary General.



## CELEBRATIONS GALORE AS STAFF EXIT NCWSC

# Retirement



By: Tonui Kipkurui  
Corporate Affairs and Liaison Department