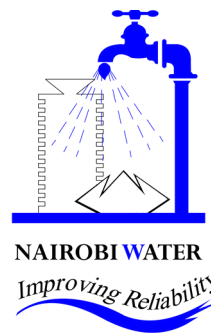


# WATER NEWS UPDATE

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## NCWSC SEEKS TARIFF REVIEW TO SECURE FUTURE OF WATER AND SEWERAGE SERVICES

The Company has formally applied to the Water Services Regulatory Board (WASREB) for a comprehensive review of water and sewerage tariffs for the period 2025/2026 to 2028/2029. This strategic move, made under Section 72(1)(b) of the Water Act 2016, represents a critical step toward ensuring the long-term sustainability of essential services for Nairobi residents. The current tariff was gazetted on 3rd 3rd February, 2023 and lapsed on 30th June, 2025.

The Water Act mandates that WASREB evaluate and recommend tariffs for County Water Services Providers, ensuring they align with consumer protection standards. The regulatory framework requires tariffs to balance multiple objectives: ensuring financial sustainability, fostering access to safe water as a fundamental human right, promoting operational efficiency and encouraging water conservation.

Nairobi Water maintains some of the most affordable water tariffs in Kenya at Ksh.45 for 1-6 cubic meter for domestic use. Domestic water consumption tariffs for the 1-6 cubic meter bracket in Eldoret Water, Ruiru Juja Water and Embu Water vary significantly. Eldoret Water charges the highest rate at Ksh.130, while Ruiru Juja Water offers the rate at Ksh. 104 . Embu Water charge Ksh.93 for the same consumption volume.

Uganda operates a straightforward pricing model. The domestic tariff currently stands at Ksh 146.30 per cubic meter while Zambia employs a rising block tariff structure featuring at least three consumption blocks for domestic users, with the first block of at least 6 cubic meters charged at a subsidized "social tariff" rate. Cape Town implements the most complex tiered system with pronounced conservation incentives. For 2025/26, residential users pay Ksh 183.12 per cubic meter (0-6 m<sup>3</sup>), Ksh 251.64 per m<sup>3</sup> (>6-10.5 m<sup>3</sup>), Ksh 376.18 per m<sup>3</sup> (>10.5-35 m<sup>3</sup>), and Ksh 725.64 per m<sup>3</sup> for consumption above 35 m<sup>3</sup>.

Uganda uses modest flat rates with cross-subsidies; Zambia balances affordability with cost recovery through block tariffs, while Cape Town employs aggressive pricing escalation to manage scarce water resources in a drought-prone region.

The tariff structure is designed to achieve cost recovery and enable cross-subsidization, allowing expansion of infrastructure where feasible. However, the review must carefully balance commercial viability with social responsibility, ensuring that justified costs are recovered while protecting consumers.

This tariff review represents more than just an adjustment to water bills—it is about creating a financially sustainable system capable of delivering on the constitutional right to water for all Nairobi residents. The outcome of the review bid will be crucial in determining the Company's capacity to modernize infrastructure, improve service delivery, and secure the future of water and sewerage services for Nairobi.

After approval of the proposal, the Company shall undertake stakeholder engagement on the proposal as stipulated in the Constitution of Kenya and WASREB guidelines on Tariff application. The approval by WASREB, shall be published in the Kenya Gazette with a notice of 30 days.

By: Kipkurui Tonui  
Corporate Affairs and Liaison Department

## ROYSAMBU @200M: CELEBRATING MILESTONES, HONOURING LEGACY, INSPIRING GREATNESS



### Roysambu Region celebrates revenue collection of Ksh.200 million

The Roysambu Region staff gathered this month for a memorable Annual General Meeting (AGM): a vibrant occasion that highlighted outstanding achievements, honoured long-serving colleagues, and set a strong tone for a year defined by excellence and teamwork.

The event opened with an atmosphere of pride as the region celebrated the remarkable milestone of achieving a revenue collection of KES 205,486,453 million marking it as the highest collecting region in the month of October. This accomplishment stands as a testament to the collective dedication, resilience, and professionalism of the entire team.

The BoM, represented by Finance Director, Paul Omondi, Commercial Director, Josiah Gitu and Industrial Relations coordinator George Okech, commended staff across all departments for their steadfast contributions, noting that this success reflects the region's culture of hard work and commitment to service delivery.

A heartfelt segment of the meeting was dedicated to honouring retired staff who have played a vital role in shaping the region's journey. Their years of service, leadership, and mentorship were celebrated with warm words of appreciation, symbolic gifts, and well-deserved recognition. Their legacy continues to inspire the next generation of employees to uphold the values and standards that define the region.



**Ag. Commercial Director, Josiah Gitu, presents an award to Mercy Kamau, best performer in Non-Revenue Water in Roysambu Region**

One of the highlights of the AGM was the recognition of top-performing staff from each department, who were celebrated for their exceptional work, dedication, and positive impact within the Roysambu. Their achievements not only inspire their peers but also reaffirm the region's commitment to fostering a workplace where effort and excellence are visibly appreciated.

The AGM was not only a reflection of past accomplishments but also a powerful reminder of the dynamic, supportive, and aspirational culture inculcated by Regional Manager Rachel Ng'ethe. With renewed energy and a strengthened sense of unity, the region now looks forward to building on their set target of eventually collecting 271 million shillings in revenue collection.

By: Diana Mahemba  
Corporate Affairs and Liaison Department

## NAIROBI WATER STAFF WIN PRESTIGIOUS INTERNATIONAL RESEARCH AWARD

Two staff members have been recognized with a top global award for ground-breaking research that could transform how water utilities collect payments across Africa.

Acting Commercial Director, Josiah Gitu, and Planning, Monitoring and Evaluation Manager, Mbutu Mwaura, won the prestigious Peter Berck Best Discussion Paper Award for their collaborative research paper, *"Improving Payment for Essential Services: A Field Experiment in Nairobi, Kenya."* The paper was co-authored with international researchers Prof. David Fuente, Prof. Richard Mulwa, and Prof. Joseph Cook.

The Peter Berck Best Discussion Paper Award is presented annually by Environment for Development (Efd) to recognize outstanding research in environmental and resource economics. It honors the legacy of Peter Berck, a prominent environmental economist and former editor of Efd's Discussion Paper series.



**Ag. Commercial Director, Josiah Gitu and Planning, Monitoring and Evaluation Manager Mbutu Mwaura, receives the 2025 Peter Berck's Best Discussion Paper Award**

The winning study tested innovative payment schemes for water and sanitation services right in Nairobi, Kenya. The results were striking: mobile money payments and upfront partial payments led to significantly higher usage rates compared to traditional payment methods.

The award was presented at the Efd's 19th Annual Meeting in Dar es Salaam, Tanzania, from October 16-19, 2025. The annual major global gathering is attended by researchers, policymakers, and stakeholders from 12 Efd centers across the Global South, including Chile, Colombia, Central America, Ethiopia, Ghana, India, Kenya, Nigeria, South Africa, Tanzania, Uganda, and Vietnam.

The achievement builds on over 13 years of productive collaboration between NCWSC and the University of Nairobi's Efd Kenya Centre. Since signing a Memorandum of Understanding in June 2013, the partnership has focused on applied research in the water and sanitation sub-sector, delivering actionable insights and tangible improvements in service delivery.

Efd is a leading global network of Environmental Economics Research Centers dedicated to solving pressing environmental and development challenges through policy-relevant research, capacity development, and policy engagement.

By: Kipkurui Tonui  
Corporate Affairs and Liaison Department



## EMPOWERING EMPLOYEES THROUGH DIGITAL HR TRANSFORMATION AT NCWSC

Nairobi Water has introduced the Oracle Self-Service Human Capital Management (HCM) System as part of its ongoing digital transformation efforts. Human Capital Management (HCM) refers to the integrated use of technology to manage employee information and HR services in a centralized and efficient manner.

The introduction of this system marks a major step toward modernizing how HR operations are conducted across the organization. Oracle HCM was rolled out to address long-standing challenges associated with manual processes, paper-based workflows, and limited visibility in HR functions.

Previously, employees had to physically visit HR offices for updates, forms, approvals, and payroll-related inquiries, processes that were slow, prone to errors, and often difficult to track. The new system replaces these manual processes with a streamlined and automated platform, allowing staff to manage their HR needs independently through a secure self-service portal.

The motivation behind implementing the HCM system was to resolve key challenges such as administrative delays, inaccurate employee records, difficulty in tracking leave and approval statuses, and heavy workloads on HR staff. By digitizing these processes, the Company has significantly improved efficiency and accuracy.

Employees can now update their personal information, apply for leave, submit overtime and night-out requests, and access payslips and P9 forms at their convenience. This enhances transparency, as all transactions and approval stages are visible in real time.

Automation has also reduced paperwork and eliminated repetitive manual tasks, allowing HR officers to focus on strategic issues rather than routine data entry. The system further ensures consistency across departments by instantly updating information within the database, thereby reducing discrepancies between employee records and departmental files.



**DHRA, Monica Tuli, addresses participants during staff training on Oracle Self-Service Human Capital Management (HCM)**

The heightened awareness around data privacy and the introduction of Oracle HCM also strengthens data protection. The system aligns with the requirements of the Data Protection Act, 2019 by securing employee information through controlled access, encrypted storage, and clearly traceable digital records.

This modern approach replaces the risks associated with paper files, such as loss, unauthorized access, or damage, ensuring that employee data is handled responsibly and in compliance with modern regulatory standards.

To support the successful rollout of the new system, extensive training sessions facilitated by both the ICT and HR teams were conducted. During these sessions, staff were taken through practical demonstrations of all major modules, including Personal Information Management, Leave Management, Payslip and P9 access, and Overtime and Night-Out Requests.

The training also doubled as a system validation exercise, allowing the teams to test the platform under real working conditions to confirm accuracy, functionality, and user accessibility. The completion of this training ensures that employees are fully equipped to use the system effectively, and additional support and refresher sessions will continue to be provided to encourage adoption across all departments.

The deployment of the Oracle HCM system reflects NCWSC's commitment to leveraging technology to improve internal service delivery and empower its workforce. By addressing past inefficiencies and embracing a secure, transparent, and user-friendly digital platform, the company has taken a significant step toward building a modern HR environment that supports employees, enhances accountability, and aligns with today's evolving digital and data protection standards.

# JULIANA'S STORY: BRINGING HEART, PATIENCE AND HUMANITY TO EVERY DOORSTEP

Marketing Assistants, known by many customers as meter readers, form the frontline of service delivery. They are the ones who knock on doors, provide guidance during stressful situations and uphold accuracy in every reading and interaction. Their work is more than a routine it is a reflection of the organisation's values. Through their presence in the community, they embody the heart of the organisation by offering understanding, clarity and support to customers every day. Juliana is one of the faces of this important role. Her calm approach, genuine kindness and steady professionalism have made her a trusted figure in many neighbourhoods. Recently recognised by a customer for her outstanding service, she shares the experiences, lessons and personal growth that shape her daily work.

## 1. Your role brings you face-to-face with customers in stressful situations. How do you turn these moments into positive experiences?

I understand that by the time I arrive at someone's gate, they may already be anxious, especially if it involves a disconnection or an issue with their bill. I always remind myself that my attitude sets the tone for the entire interaction. I greet them warmly, introduce myself and explain my purpose clearly. Once customers realise I am there to help and not to fight them, they open up. I take time to listen because most people simply want to feel heard, especially when dealing with financial pressures or confusion. Staying calm and respectful helps them relax, and from there we can find a solution together. Turning a tense moment into a respectful conversation is one of the most fulfilling parts of my work.

## 2. What do you enjoy most about being out in the field every day?

What I enjoy most is the variety. No two days are the same. I get to interact with many different people, each with their own stories, challenges and personalities. It has opened my eyes to how diverse and vibrant our communities are. Being in the field also gives me a sense of independence. I like moving around, finding my way through different neighbourhoods and knowing that the readings I take contribute directly to service delivery. It is fulfilling to know that my small part connects to a much bigger system that supports thousands of households.

## 3. What is the biggest challenge you face on the job and how do you handle it?

The hardest moments are when a customer reacts out of frustration or fear. Sometimes they may raise their voice or express anger because they feel overwhelmed. I remind myself not to take it personally. Many people are struggling with bills, unexpected expenses or misunderstandings about their consumption. I give them time to express themselves, even if they are emotional. Once they see that I am not upset and that I am there to help, the tension usually eases. I then explain the process step by step and answer their questions. Being patient and maintaining a steady tone helps guide the conversation toward understanding rather than conflict. With consistency, even the most challenging situations can end with a handshake or a thank you.

## 4. Can you share a memorable customer encounter?

There was a day I had to disconnect a customer who was already under a lot of stress. She was emotional and felt the timing was unfair. I stayed calm and let her express her frustration. When she realised I was not rushing her or getting defensive, she softened. I explained how the system works, what steps she could take and how quickly her connection would be restored once the bill was paid.

She took the information well, settled the bill and later thanked me for taking time to talk her through it. That moment taught me that it is not just the action we take that matters but the way we deliver it. A gentle approach can completely shift the energy of an interaction.

## 5. What part of your job do people rarely see or understand?

People rarely see the behind the scenes work that goes into what looks like a simple visit. Before I even knock on a door, I have already planned my route, double-checked customer details and ensured I am working with accurate information. Meter readings need to be precise because even a small error affects billing and customer trust.

There is a lot of concentration involved, and sometimes I go back to recheck a meter if something does not look right. It is detailed work, and although customers only see the few minutes I am at their gate, there is much more happening to make sure everything flows smoothly.

## 6. Juliana, you were recently recognised by a customer for the way you handled an interaction. How did that make you feel and what does recognition mean to you?

It was a very special moment for me. I felt seen and appreciated. Sometimes the work we do doesn't get talked about because it is routine, but moments like that remind me that the way we treat people matters. The recognition gave me a sense of pride and encouraged me to keep giving my best. It also made me realise that small gestures like being patient, speaking kindly or taking time to explain something can have a lasting impact. It motivated me to stay consistent and continue serving customers with integrity.

## 7. What do you enjoy outside of work and what keeps you grounded?

I value family and friendships. Spending time with my loved ones keeps me grounded. I am also a cultural dancer and I enjoy cooking. Both help me relax, express myself and connect with people in a different way.

## 8. What advice would you give young women interested in field based or technical work?

Believe in yourself. Do not let stereotypes or doubt stop you. Ask questions, be open to learning and take on new tasks with confidence. With dedication and the right mindset, you can succeed in any field.



Juliana

## 9. When you look back on your journey so far, what makes you most proud?

I am proud of my growth. I have become more confident in my role and more skilled in handling different situations. I am proud of the connections I have built with customers and the trust they place in me. Knowing that I have made a positive difference, even in small ways, gives me a strong sense of fulfilment. Seeing how far I have come motivates me to keep learning and improving.

By: Charity Supeyo  
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## CELEBRATIONS GALORE AS ROYSAMBU REGION HITS 200 MILLION MARK IN REVENUE COLLECTION



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