

WATER NEWS

UPDATE

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WATER DISCONNECTION CAMPAIGN UNDERWAY TO RECOVER UNPAID BILLS AND SUSTAIN SERVICE DELIVERY

The Company has launched a citywide mass water disconnection exercise targeting all categories of consumers in a bid to recover long-overdue arrears from defaulting accounts.

In a notice to consumers with outstanding water bills, Acting Managing Director Martin Nango'le announced that the initiative is a decisive step toward enforcing compliance and safeguarding sustainable service delivery.

"The Company wishes to inform the general public that a water disconnection exercise commenced on 15th October 2025 as a decisive enforcement measure to recover overdue arrears from all defaulting consumers. Despite repeated notices and reminders, a significant number of accounts remain in default," he stated.

The total outstanding debt owed to the Company currently stands at KSh 2,522,347,912.32, cutting across several customer categories. Ministries, Departments, and State Agencies (MDAs) owe KSh 530,893,606.83, while other water service providers account for KSh 472,789,534.17.



Central Region

Commercial and industrial consumers owe KSh 92,879,320.44, and public schools in Nairobi are indebted to the tune of KSh 181,138,817.14. The largest portion, however, lies with domestic consumers, who owe KSh 1,244,646,633.74.



Roysambu Region

In the Central Region, the exercise has so far covered Eastleigh, Nation Oil Terminal, Harambee Estate, Delta Hotel on University Way, Family Bank (Monrovia Street), Heshima Road, GK Prisons, Police Depot, Police Band, Makadara Law Courts, County Commissioner's Office, and the Office of the President (CBD).

Operations in the Roysambu Region have focused on Zimmerman, Roysambu, Safari Park, Mirema, Lucky Summer, and Huruma, while the Lang'ata Region team has carried out disconnections in Karen residential area.

The Company plans to extend the exercise to all regions in the coming days as part of its broader strategy to strengthen revenue collection and ensure uninterrupted water and sewerage service delivery across the City.

By: Tonui Kipkurui, Zainab Hassan, Diana Mahemba
Corporate Affairs and Liaison Department

EMBU WATER BENCHMARKS WITH NAIROBI WATER

The Company hosted Embu Water and Sanitation Company Ltd (EWASCO) for a bench-marking visit focused on governance and performance contracting.

The delegation, led by EWASCO Managing Director Eng. James Njeru, was received by Acting Managing Director Martin Nango'le, alongside Director of Human Resources & Administration Services, Monica Tuli, Acting Commercial Director, Joseah Gitu, Corporate Affairs & Liaison Manager, James Karanja, and Planning, Monitoring and Evaluation Coordinator, David Kimei.



Photo session after a courtesy call to the Ag. Managing Director, Martin Nango'le, by EWASCO team

The Acting MD provided the EWASCO team with a comprehensive overview of the Company, covering its historical background, governance structure, mandate, key challenges, and success stories. He also outlined plans put in place to meet the ever-growing demand for water and sewerage services across the City.

As part of the session on Non-Revenue Water Management and Measurement, the EWASCO team participated in a field visit to the Mirema District Metering Area (DMA). During the visit, they gained practical, hands-on experience in onsite meter testing and inspected metering points and bulk meters within the DMA.



Field visit to the Mirema District Metering Area (DMA)

The EWASCO delegation expressed deep appreciation for the exchange program.

"On behalf of Embu Water, I want to convey my sincere appreciation to Nairobi Water for this valuable benchmarking opportunity. The sessions have been intensive and truly insightful. We look forward to continuing these engagements, collaborations, and partnerships for the mutual benefit of both our utilities," stated Eng. Njeru.

By: Tonui Kipkurui
Corporate Affairs and Liaison Department

WHEN PRESSURE BUILDS: HOW STRESS IMPACTS OUR WORK AND WELL-BEING

In today's fast-paced world, workplace stress has become part of everyday life and in essential services like ours, it can sometimes feel unavoidable. At Nairobi City Water and Sewerage Company, where we work daily to keep Nairobi's Water flowing, stress can quietly affect how we feel, think, and perform.

Stress happens when the demands of our job seem greater than the time, energy, or support we have to meet them. Over time, this imbalance can lead to tiredness, anxiety, and even burnout all of which reduce motivation, focus, and job satisfaction.

Key Factors Contributing to Workplace Stress

While stress affects everyone differently, some common triggers stand out in our work environment:

1. Job Demand and Time Pressure

Heavy workloads and tight deadlines can make anyone feel overwhelmed. When we're juggling multiple tasks, handling customer demands, or racing to meet targets, pressure builds — and without proper balance, it turns into stress.

2. Salary and Rewards

We all want to feel that our efforts are seen and appreciated. While pay is important, recognition and appreciation often mean even more. When effort goes unnoticed or rewards feel unequal, it can cause frustration and lower morale.

3. Job Security

Feeling confident about the future reduces anxiety and builds commitment. When job stability feels uncertain, stress levels rise, affecting both focus and trust in the workplace.



Building a Healthier, Happier Workplace

To thrive together, we must look out for both our performance and our well-being. Promoting work-life balance — for instance, through flexible schedules and respect for personal time — helps reduce burnout. Recognition programs that celebrate effort and achievement can also make a big difference.

Trust is another key ingredient. When leaders communicate openly and show care for staff welfare, it builds confidence and unity. Everyone deserves to feel valued and secure in their role.

Managing stress isn't just about staying calm — it's about staying well, motivated, and ready to serve. When we take care of ourselves and each other, we perform better and keep Nairobi's water flowing strong.

By: Hassan Wario
Medical Section

NCWSC CHOIR STEALS THE SHOW AT MASHUJAA DAY CELEBRATIONS

The Company marked this year's Mashujaa Day in style, sending its acclaimed choral group to entertain dignitaries and thousands of residents at Mweiga Stadium in Nyeri County.

The celebrations, presided over by Nyeri County Commissioner Henry Ochako, brought together local residents, students, and political leaders in a colorful display of patriotism and national pride.



Music Director, Francis Havi Keya, directs the performance at Mweiga Stadium, Nyeri County

Commissioner Ochako commended the choir for their exceptional performance, particularly praising their composition and delivery of patriotic songs.

"We are honored and delighted to host you for these celebrations in our county. I want to thank the Office of the President and Nairobi Water for sending you to join us on this very important national occasion," he said.



Nyeri County Commissioner Henry Ochako presides over the Mashujaa Day celebrations at Mweiga Stadium, Nyeri County

The County Commissioner further emphasized the choir's contribution to national cohesion, describing the performers as heroes in their own right.

"You are Shujaas in your own right, given that you offer essential services to millions of Kenyans in the cosmopolitan City of Nairobi. As a county, we have drawn important lessons from your patriotic songs that seek to foster national unity and cohesion," Commissioner Ochako added.



Multi-agency security teams parade at Mweiga stadium

The NCWSC choir delivered a captivating performance, treating the audience to stirring renditions of beloved patriotic songs including *Heko na Shangwe*, *Chombo Cha Amani*, *Mungu Ibariki Kenya*, and *Naipenda Kenya*.

The songs resonated deeply with the crowd, carrying powerful messages of peace, love, and unity essential for the country's socio-economic development, regardless of cultural, ethnic, political, social, or religious affiliations.



Staff singing their hearts out

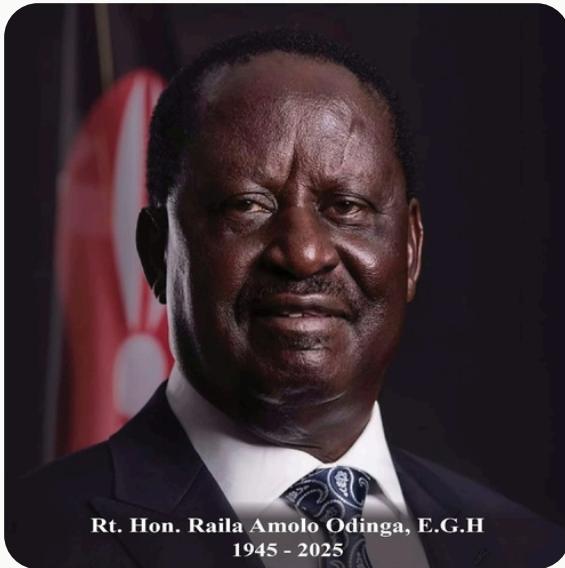
Mashujaa Day, celebrated annually on October 20, is a national holiday dedicated to honoring Kenya's heroes and heroines who contributed to the country's independence struggle and continued progress.

The day recognizes individuals who have made significant contributions to the nation, from freedom fighters of yesterday to modern-day champions of development.



National Police Service showcases gun-handling skills

FAIRNESS, EQUITY AND PEOPLE ADVOCACY: A COMPARATIVE REFLECTION ON THE LATE RT.HON.RAILA AMOLLO ODINGA AND THE HUMAN RESOURCE PROFESSION PRACTICE.



Rt. Hon. Raila Amollo Odinga, E.G.H
1945 - 2025

The late Rt.Hon. Raila Amollo Odinga will forever be remembered as a statesman whose moral compass was guided by the unyielding pursuit of fairness, equity and justice. His lifelong mission was not merely political but deeply human to create a Kenya where every individual could live with dignity, opportunity and hope.

His public life was built on the conviction that fairness is the foundation of progress. His advocacy for multiparty democracy, constitutional reforms, and equitable resource distribution reflected a vision of a nation where no one is left behind. He stood for truth even when it was costly, and fought for systems that gave every Kenyan an equal chance to thrive.

Similarly, in the realm of professional practice, Human Resource (HR) professionals are the custodians of ensuring fairness, equity and advocates of people within organizational spaces. Though their contexts differ, one operating at the national level and the other within the workplace, their callings converge on a shared moral ground: being the voice and advocate of the people.

The late Rt. Hon.Raila Amollo Odinga lived a life of purpose anchored in justice, fairness and service to humanity. His unwavering commitment to equity and his fearless advocacy for the people left an indelible mark on Kenya's moral and political landscape.

For us HR professionals, his legacy serves as a mirror and a mandate to lead with fairness, advocate with courage, and build workspaces where every individual feels seen, valued, and empowered.

In every fair decision, in every voice defended and in every act of justice within the workplace, Raila's spirit lives on through the values HR professionals uphold daily.

The King is dead, but the crown lives on. Rest In Peace Baba.

The Call to HR Professionals

In honoring Raila's legacy, HR professionals must translate these values into action within their spaces of practice. Their daily work, systems and policies must embody the urgency and conviction that defined Raila's leadership and Values.

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HR Professionals must therefore:

- Audit fairness in HR policies and implementation and correct inequities. Amplify employee voices ensuring transparent communication and inclusive participatory engagements.
- Ensure Justice and fairness in all HR functions from recruitment, placements and promotions, appointments and recognition, disciplinary and grievance process among others.
- Uphold integrity and courage even when fairness is unpopular or inconvenient.
- Embrace efficiency and effectiveness in HR processes to ensure a pleasing employee experience that spurs commitment to organization's mission.

By doing so, HR professionals not only honor their professional code but also carry forward the enduring ideals Raila Odinga lived and died for – fairness, equity, and advocacy for people – the values that earned him the title 'Peoples President'.

By: CHRP Rose Naliaka Wangila
Human Resource Coordinator -Lower Embakasi Region



Photo: Courtesy

MASS WATER DISCONNECTION EXERCISE IN PICTURES

