



NAIROBI CITY WATER & SEWERAGE COMPANY LTD.

KAMPALA RD, P. O. Box 30656-00100, Nairobi, Kenya

Tel: +254 703 080 000

Email: info@nairobiwater.co.ke

www.nairobiwater.co.ke



PRESS RELEASE

FOR IMMEDIATE RELEASE

NCWSC Intensifies Revenue Recovery Efforts through Ongoing Water Disconnection Exercise to Ensure Sustainable Service Delivery

Nairobi, February 6th, 2026 Nairobi City Water and Sewerage Company Limited (NCWSC), the licensed provider of water and sewerage services in Nairobi City County, continues its decisive enforcement campaign to recover longstanding overdue arrears from defaulting consumers. This exercise, which begins on 11th February 2026, targets all categories of customers—including domestic households, commercial entities, Ministries, Departments and Agencies (MDAs), Water Service Providers, and other institutions—to safeguard the financial health and long-term sustainability of water and sewerage services across the City.

Despite repeated reminders, public notices, and engagement efforts, a significant number of accounts remain in default, contributing to substantial revenue shortfalls. These unpaid bills hinder NCWSC's ability to invest in infrastructure maintenance, leak repairs, network expansion, and reliable supply amid rising operational costs and non-revenue water challenges.

Key Highlights of the Campaign:

- The disconnection exercise applies uniformly—no exemptions for any consumer category.
- Reconnections will only be processed upon full settlement of all outstanding balances or approved payment arrangements. Affected customers are encouraged to act urgently contact any of NCWSC Regional Offices or the main Business Centre in the CBD at Hazina Towers
- Customers are strongly urged to settle arrears immediately to avoid service interruption through the convenient Payment Options: NCWSC has streamlined payment channels for ease and accessibility:
 - Dial *260# for instant balance checks and payments from any mobile phone
 - M-Pesa Pay Bill: 444400 (use your account number as reference).
 - Nairobi Water Mini App (Mpesa app, under utilities)
 - Partner banks

NCWSC remains fully committed to delivering safe, reliable, and sustainable water services to all Nairobi residents. Timely payments from customers are essential to support ongoing improvements in service quality, reduce non-revenue water, and expand access.

-END-

Martin Nang'ole
Ag. Managing Director

Board of Directors:

A. Karanja (Chairman), N.C.C. C.E.C.M. Finance & Economic Planning, N.C.C. C.E.C.M. Green Nairobi, R. Hassan, E. Mukuhi, C. Alaro, E. Wamuiya, J. Mukabwa, Martin Nang'ole (Ag. Managing Director)