

WATER NEWS

UPDATE

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NCWSC FETED AT THE NAIROBI INTERNATIONAL TRADE FAIR

The Company participated as an exhibitor at this year's Nairobi International Trade Fair (NITF), securing second place in The Best Stand in Water and Waste Services competition category.

During the week-long exhibition, His Excellency Johnson Sakaja, EGH, Governor of Nairobi City County, accompanied by His Excellency James Muchiri, Deputy Governor, and Maureen Njeri, CEC for Green Nairobi, toured the Company's stand. They were received by Board Member, Johnstone Mukabwa, Acting Managing Director, Martin Nangole, and Corporate Affairs & Liaison Manager, James Karanja.

Governor Sakaja commended the Company for implementing various projects and programmes throughout the city.

"The ongoing and completed water and sewerage infrastructure represents a valuable investment that will provide relief, especially to areas that have never had access to water networks before," he remarked.

The fair ran under the theme: **"Promoting Climate Smart Agriculture and Trade Initiatives for Sustainable Economic Growth"**. NCWSC's exhibition showcased: main water sources and water treatment plants, ongoing water and sewer projects, technology and innovation in customer management, core values and strategic direction, strategic issues and key result areas, and tools and equipment used in Non-Revenue Water Management.

The Nairobi International Trade Fair offers opportunities for local, regional, continental, and global exhibitors to display and demonstrate their services and products.

It provides attendees with a unique platform to meet people from diverse countries and backgrounds, facilitating interaction and the exchange of ideas and experiences.



H.E. Johnson Sakaja, EGH, Governor of Nairobi City County, is received by Acting Managing Director, Martin Nangole.



H.E. Johnson Sakaja, EGH, Governor of Nairobi City County, is taken through the water treatment processes at Ngithu Water Treatment Plant by Acting Managing Director, Martin Nangole.

By: Kipkurui Tonui
Corporate Affairs and Liaison Department

NCWSC TRAINS STAFF ON E-GOVERNMENT PROCUREMENT SYSTEM

The newly appointed Ag. Managing Director, Martin Nang'ole, has called on staff to remain focused as they execute their roles and responsibilities to enable the Company sustain its operations and deliver on its mandate.

Mr. Nang'ole paid tribute to his predecessor, Eng. Nahashon Muguna, for his many years of service that saw the utility realize progress on multiple fronts.

"I want to begin by acknowledging our outgoing Managing Director, Eng. Nahashon Muguna. He served this Company with commitment and dedication, and we are grateful for the stability and progress achieved under his leadership. I would like us to appreciate his contribution as we move forward into a new chapter," he affirmed.



Ag. Supply Chain Manager, Wilfred Maloba, makes his submissions during the e-GP training

Speaking while presiding over the closing ceremony of the Electronic Government Procurement (e-GP) system training at the Mwea Irrigation Agricultural Development Centre in Kirinyaga County, Mr. Nang'ole acknowledged that change and transitions sometimes bring doubt.

"I am very aware that transitions can sometimes come with uncertainty—and yes, even some fear. That is normal. But my appeal to all of us today is simple: let us not allow distraction to divide us. Let us choose collaboration over suspicion, teamwork over division, and focus and hope over doubt. At the end of the day, the people of Nairobi expect us to deliver water and sewerage services. That is our true calling, and it must remain our shared priority," he emphasized.



A section of the participants follow proceedings during the e-GP training

He added that for the Company to achieve its mission and vision, staff must align with the dictates of the Strategic Plan.

"To succeed, we must have a shared vision, and that vision is captured in our Strategic Plan—this is where I want us to focus our energy. Our plan is not a document that sits on a shelf; it is our compass. It guides what we do to improve service delivery, increase revenue, reduce non-revenue water, and strengthen our financial discipline, among other strategies," he noted.

The Ag. Managing Director emphasized on four key pillars critical to ensuring the Company forward: Communication of the Strategic Plan, Leadership by Business Process Owners and Managers, Collective Accountability and Discipline as well as Revenue Collection and Reduction of Non-Revenue Water.



A participant contributes to a session on e-GP training

Mr. Nang'ole noted that e-GP procurement is now the standard for all procurement matters and urged staff to embrace it as the Company plans to integrate it with iProc.

"This training we are closing today is not just about systems. It is about how we as a company will align with government reforms while strengthening our own operations. The e-GP portal is now the official procurement system, and we must comply. At the same time, our homegrown system, iProc, remains valuable to our internal processes. The task ahead is to integrate the two—ensuring compliance while serving our operational needs seamlessly," he explained.

In closing, the Managing Director pledged to offer leadership grounded in integrity, transparency, teamwork, and hope for a better future.

"Colleagues, I commit to leading with integrity and openness, and I ask each of you to bring the same spirit to your work. Together, we can build on what we have achieved so far, embrace the future with confidence, and deliver results that matter," he affirmed.

By: Vincent Ogilo & Tonui Kipkurui
Corporate Affairs and Liaison Department

BUILDING BRIDGES FOR WATER: A WEEK OF SHARED LEARNING IN NAIROBI

The Company recently hosted peers from Mozambique and Eldoret for a week of hands-on learning and collaboration. The first team brought together experts from Water & Sanitation for the Urban Populations (WSUP) Mozambique, Beira's water utility (SASB), and Beira Municipality.

Their mission was to learn from Nairobi's experience with Simplified Sewerage Systems (SSS), which is a collaborative initiative with WSUP Kenya. The visit started with a courtesy call on immediate former Managing Director Eng. Nahason Muguna and the Technical Director, and then moved into detailed sessions with NCWSC's ISR team on system design, maintenance, and community engagement.

Field visits to Mukuru Kwa Reuben gave the team a chance to see how SSS works in practice, interact with residents, and engage with local organizations such as Ubuntu and Oasis. The experience highlighted the connection between sanitation and solid waste management and provided practical lessons they can take home.



Mozambique, Beira's water utility (SASB), and Beira Municipality during a field visit at Mukuru Kwa Reuben

At the same time, NCWSC hosted Board Members and the technical team from Eldoret Water and Sanitation Company (ELDOWAS) led by the Board Chairman Mr. David Kiptoo Sing'oei. Their benchmarking visit to Ng'ethu Treatment Works focused on finding solutions to challenges of chemical impurities especially during dry seasons.



Eldoret Water and Sanitation Company (ELDOWAS) team on a guided tour of the Ng'ethu Treatment Plant

These exchanges reflect NCWSC's commitment to continuous improvement and knowledge sharing. They show how collaboration across cities and countries strengthens everyone's ability to deliver safe, reliable, and sustainable water and sanitation services.

NCWSC appreciates the teams from WSUP Mozambique, SASB, Beira Municipality, and ELDOWAS for joining us in this shared effort. Together, we are building stronger partnerships and a more resilient water future for all.

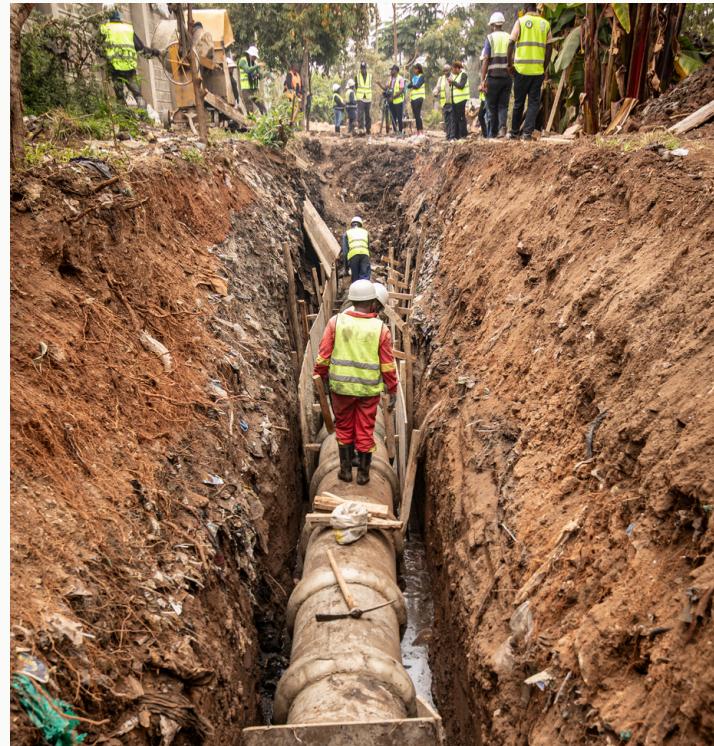
Building meaningful connections with industry leaders formed another cornerstone of the event, as networking and mentorship opportunities are crucial for career development in the engineering field.

By: Vincent Ogilo & Karen Muthoni
Corporate Affairs and Liaison Department

REVITALIZING OJIJO ROAD AND GLOBE CINEMA ROUNDABOUT: A STEP FORWARD FOR SEWER & SANITATION IMPROVEMENTS

For years, the Ojijo Road and Globe Cinema Roundabout area has struggled with frequent sewer bursts, causing disruptions to both local businesses and traffic. These issues not only create daily inconvenience but also pose a serious public health risk.

Thankfully, the company is currently undertaking a major sewer upgrade project to rehabilitate the sewer line the upgraded system will help prevent untreated wastewater from flowing into the river, a problem that's been impacting the river's ecosystem for years.



Ojijo Road - Globe Cinema Roundabout upgrade

Why should you care about this project? First, because it aims to replace the old and dilapidated sewer system with a new bigger more reliable and efficient. The pipeline measures approximately 1374 m meaning it will cover areas around Kipande road, Museum and Ojijo road.

Second, the pipeline uses precast concrete pipes meaning the pipeline, will not only be of the highest strength, but also resistant to corrosion and more durable . In addition, it is cost effective, leak proof and not easy to tamper with.

As part of the plan, around 1.5 kilometers of outdated precast concrete trunk sewer will be replaced. So far, over half a kilometer has been completed, already relieving some pressure on drainage systems in the Parklands/Highridge Ward. This is a big step toward better waste management in an area that sees heavy traffic and is a key commercial hub.

The improvements will be felt not just in cleaner streets but also in smoother traffic flow, making the area more functional for businesses and commuters alike. And beyond the immediate benefits, this project is also an essential piece of the larger effort to clean up the Nairobi River and restore the environment.

Once the entire upgrade is finished, the area will experience fewer system failures and reduced disruptions, helping to ensure both public health and a cleaner, healthier river.

By: Diana Mahemba
Corporate Affairs and Liaison Department

RECOGNITION FOR EXCELLENCE: EFD KENYA WINS PRESTIGIOUS GLOBAL RESEARCH AWARD

The Environment for Development (EfD) Kenya Centre has once again distinguished itself on the global stage. The discussion paper "Improving Payment for Essential Services: A Field Experiment in Nairobi, Kenya" has been awarded the Peter Berck's Best Discussion Paper Award. The paper was authored by Prof. David Fuente, Josiah Gitu, Mbutu Mwaura, Prof. Richard Mulwa, and Prof. Joseph Cook.

The recognition is highly competitive, with papers from across the EfD global network under consideration each year. The award will be officially presented during the 19th EfD Annual Meeting in Dar es Salaam, Tanzania, in October 2025. The winning paper is available online for colleagues wishing to review the findings: [Read the publication](#).

This accolade comes hot on the heels of EfD Kenya's Policy Impact Award 2024, which acknowledged the Centre's research influence on water policy, pricing, and service delivery. Together, these awards reflect EfD Kenya's growing reputation for research excellence and policy relevance in critical areas of public service.



[Photo File] Kent Mukoya (2nd, right) receives a past award on behalf of the Company's Ag. Commercial Director, Josiah Gitu and Planning, Monitoring and Evaluation Manager, Mbutu Mwaura

A significant factor in this success has been the Centre's longstanding partnerships. The Nairobi City Water and Sewerage Company, together with international associates Prof. David Fuente and Prof. Joseph Cook, have played a central role in advancing research and practice. Over 13 years of collaboration with the University of Nairobi's EfD Kenya Centre have delivered actionable insights and tangible improvements in the water sector.

The Peter Berck Award is not only an acknowledgement of academic quality but also a recognition of research that delivers real-world impact. EfD Kenya remains committed to generating knowledge that informs better policy and strengthens service delivery across the region.

In June 2013, the Company signed a general Memorandum of Understanding (MoU) with EfD-Kenya on applied research in water and sanitation subsector. The two parties have been identifying areas that require research output for purposes of improving both policy environment and service delivery.

NCWSC has also been actively participating in policy workshops and periodic webinars organized by EfD- Kenya with other EfD centers hosted by leading academic research institutions in 12 locations across the Global South: Chile, Colombia, Central America, Ethiopia, Ghana, India, Kenya, Nigeria, South Africa, Tanzania, Uganda, and Vietnam.

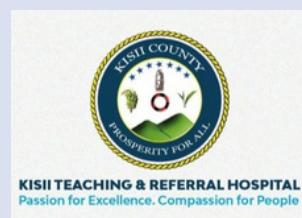
Environment for Development (EfD) is a leading global network of Environmental Economics Research Centers solving the world's most pressing environmental and development challenges through policy-relevant research, capacity development and policy engagement.

By: Mbutu Mwaura
Planning, Monitoring & Evaluation Manager

INTRODUCING THREE NEW ADDITIONAL HOSPITALS IN THE MEDICAL SCHEME

The company recognizes that its human capital is its most valuable asset, with each employee contributing to our shared objectives. In line with our commitment to providing the best possible healthcare for our staff and their dependents, we are pleased to announce the expansion of our in-house medical scheme and the introduction of a new, improved medical policy.

We have entered into contracts with three new medical service providers to ensure more efficient and accessible care for all employees on permanent and contract terms. These new partners are:



**Jaramogi Oginga Odinga
Teaching & Referral Hospital**

"Our human capital is the engine of this company, and their well-being is our top priority," states Monica Tuli, Director of Human Resources. "This expansion is a testament to our commitment to providing a robust and comprehensive healthcare network for all our employees and their families."

Titus Tutio, Human Resources Manager adds, "We believe these new partnerships will significantly improve access to quality medical services, reducing travel time and ensuring our staff receive the care they need, when they need it."

For any clarifications, please feel free to contact the emergency medical numbers below or visit the Medical Office in person:



All employees are encouraged to use the scheme prudently. Misuse or abuse of the scheme will result in disciplinary action as outlined in the human resource policies and procedure manual and the collective bargaining agreement.

By: Medical Team

FROM VISION TO REALITY: HOW TRANSPORT INFORMATION MANAGEMENT SYSTEM IS DRIVING EFFICIENCY, DELIVERING ACCOUNTABILITY, TODAY, TOMORROW, AND BEYOND

What began as a bold vision by immediate former the Managing Director, Eng. Nahashon Muguna, has grown into a fully homegrown Transport Information Management System (TIMS). Developed in-house by ICT and Transport teams, TIMS replaced manual fleet and fuel management with a digital solution built around NCWSC's real operational needs. Piloted in September 2024 with full staff involvement, TIMS quickly became a trusted daily tool across all business units.

The Power of Homegrown Talent

At the heart of TIMS is Simon Githaiga Weru, ICT expert and system architect, who built the platform line by line. His deep knowledge of software engineering, combined with a strategic understanding of NCWSC operations, ensured that TIMS was not just functional but transformative.

Working closely with Zainab Nyawira, who provided daily user support and feedback coordination, Simon turned vision into reality, proving that NCWSC's own talent could deliver world-class solutions.

The Implementation Committee

Guiding this journey was a dedicated Implementation Committee that bridged ICT developers, management, and users. Their teamwork, problem-solving, and commitment kept TIMS on track. Members included Duncan Genga, Owen Wanjala, Stanley Karani, Gladys Njoroge, Julius Kiptoo, Risper Moruri, Simon Weru, Boniface Kitavi, David Ndegwa, Stephen Muema, Lucy Wanjiru, Zainabu Mohammed, Mourine Ogola and Emma Ondimu.

Measurable Impact

In just one year, TIMS delivered over KSh 70 million in cost savings, thanks to automated fuel controls, traceable work orders, and tighter accountability on repairs and fleet consumables.

Beyond transport, TIMS now tracks NRW-related activities such as street washing, sewer flushing, and firefighting, making every litre logged, time-stamped, and traceable.

Data -Driven Decisions

Through dashboards and reports, managers and users can now forecast fuel needs, plan smarter maintenance, compare costs, and improve service delivery. This data-driven culture is transforming NCWSC into a proactive, innovative company.

A Year of Milestones

Since its silent rollout on 23 September 2024, TIMS has achieved 100% adoption across workstations, 99.98% system uptime. Full digitization of driver, rider, and plant operator records and Integration of Environment and Compliance workflows.

Continuous Growth

New modules covering tyres, motorcycles, fuel, and NRW-sensitive operations, show TIMS is not static but evolving with user feedback. Looking ahead, predictive analytics, AI optimization, smart fueling, and mobile access will make it greener, faster, and smarter.

The Human Story

TIMS is more than a tool. It is a story of leadership, teamwork, and homegrown brilliance. From the dedication of the Implementation Committee and everyday users, TIMS stands as proof that innovation can be built from within. One year on, it has redefined transport management, strengthened accountability, supported NRW reduction, and created a culture of innovation that will inspire future NCWSC projects.



By: TIMS Implementation Committee

2025 NAIROBI INTERNATIONAL TRADE FAIR IN PICTURES

