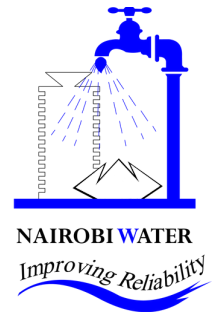


WATER NEWS UPDATE

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TEAM NDOVU KICKS OFF CORPORATE TEAM BUILDING

The first group of staff attended the two-day team-building event at Pride Inn Hotel, in Kilifi County.

The bonding program is themed: 'Stretched out Performance to reduce Non-Revenue Water` and seeks to explore and exploit avenues of reducing NRW

The overall objective of the team building programme is to improve staff productivity and performance within the workplace through fun, engaging activities that would strengthen team spirit, trust collaboration and communication amongst employees and teams within the organization.



Opening ceremony at the Pride Inn Paradise hotel

Simon Napidia Katembo, a labourer based at Headquarters, was one elated staff during the bonding sessions.

'This is an experience of its kind. I have mingled, had fun and bonded with my colleagues most of whom I have never met before. I feel so refreshed and ready to go put more effort in my line of work.' He says

The first group indulged in various games such as balloon sculptures, blind drawing, bonding belt, caterpillar race, stress ball, let's compliment, karaoke with the young turks giving the senior citizens a run for their money.

Other exercises carried out included; crocodile river, human knot, trust card, team pen, Helium pole, pipeline, blind square, corporate walk, team volleyball, leadership envelopes and orange kiss.

The Managing Director, Eng. Nahason Muguna, expressed concern over the current high levels of Non-Revenue Water in the Company.

"I want to appeal for collective effort for us to bring down the high levels of Non-Revenue Water to enable us to sustain our operations. Do not hesitate to report water theft and leakages when you come across one for appropriate action to be taken." He reiterated.

The team-building program will cover all employees and will be in groups of an approximate number of 500 participants for two days each held at the coastal city of Mombasa. The are 6 groups in total that have been lined up.

Tonui Kipkurui
Corporate Affairs

Pictures worth a thousand words



From the Board Chairman's Desk



Arnold Karanja
Board Chairman

The year has begun with an immense promise of possibilities for the Company and I'm happy to report that the Board of Directors is encouraged with the policies being channelled out towards improving staff welfare and work related objectives.

As the year begins, I would like to express the Board of Directors appreciation for the work you all put in to ensure that our mandate of service delivery is met and that our customers are served with dignity. We have set an enormous target for the Company and I am proud to report that we are steadily moving closer to meeting the set target and can only be achieved with your total dedication.

We are conscious of the huge responsibilities we hold towards our customers and stakeholders and I encourage each one to play their part in meeting our obligations towards improving the customer experience. To this end, I am happy to note that the team buildings themed: "Stretched out performance to reduce Non-Revenue Water", began in February 2024 and we are delighted by the feedback received so far of the success of the inaugural team.

I would like to urge everyone of us to ensure we participate and also combine our efforts to tackle our greatest challenge of Non-Revenue Water as our team building theme reiterates. Even as we look forward to achieving greater milestones, we must collectively deal with the challenges. I am therefore encouraged that this new year brings with it opportunity and we must all pull together to secure our Company and its future in service provision.

Once again, on behalf of the Board we appreciate the work you are doing and may God continue to establish us in 2024.

Arnold Karanja
Board Chairman

Leveraging Technological Innovations for Enhanced Efficiency

Digitally Speaking

In today's fiercely competitive business environment, providing exceptional customer service isn't just a perk—it's essential for success. By integrating innovative tools and solutions into their customer service operations, companies are streamlining processes, boosting efficiency, and offering more personalized support.

NCWSC has not been left behind in this quest, with the ICT department taking lead in enhancing operational efficiency through implementation of the Geographic Information System (GIS) technology.



ArcGIS

GIS has enabled the Company to map and analyze spatial data, offering a comprehensive view of our customer meters, installations, and the entire water & sewer distribution network. Additionally, GIS is envisioned to play a crucial role in analyzing customer data. Various attributes, such as the last meter reading, billing history, outstanding debt levels, and recent payment information, can be efficiently analyzed through the system.

This capability enhances our decision-making processes by providing a comprehensive understanding of customer profiles, allowing us to tailor our services and engagement strategies effectively.

A word from the Team-Building Committee Chairman



The long awaited Company-wide team building program has kicked off!!! The first group departed for Mombasa on the 9th of February, with the exercise expected to yield intended outcomes.

One of the most powerful reasons for team building is to get results and the theme to this exercise is: 'Stretched out Performance to reduce Non-Revenue Water.'

Through a series of planned team-building events that are fun and motivational, it is expected that staff will hone skills like communication, planning, problem-solving, and conflict resolution. The bonding sessions generally help to facilitate long-term team building by fostering collaborative mindsets, stronger Company culture, robust relationships, and greater employee engagement.

Team building objectives are wider results we hope to achieve by implementing a team building program and typically apply on an organizational level, while team building goals are immediate outcomes desired from these activities and are usually team-specific. Examples of team activity objectives include breeding loyalty and uniting a workforce. Examples of team activity goals include fostering creativity and developing relationships.

In the famous words of Henry Ford, "Coming together is a beginning; keeping together is progress; working together is success." I hope we will continue to work together to champion the creation of an enabling team spirit environment.

Josiah Gitu
Team-Building Committee Chairman

GIS has thus become an invaluable tool for enhancing customer engagement, optimizing asset management, reducing response times, and enhancing overall service reliability.

In summary, by embracing this innovation the company can enhance efficiency, personalize interactions, and ultimately drive customer satisfaction and loyalty.

Joyce Kinyua
Corporate Affairs

Thika Dam at a Glance



The Dam also referred to as Ndakaini Dam, is situated in Murang'a County, about 90kms from Nairobi City.

The Dam was constructed under the Third Nairobi Water Supply Project between 1989 and 1994.

The catchment area measures 75 square Kilometre consisting of Kimakia and Gatere Natural forest which form Aberdare Ranges.

Water from the reservoir is treated at Ng'ethu Treatment Works whose installed maximum daily production capacity is 440 million m³ accounting for 84% of water to the City.

The main rivers that drain into the Dam are Thika, Githika, and Kayuyu.

The key functions of the dam are to harness water from the Dam's catchment to impound Thika reservoir and supply continuous reliable water to the City of Nairobi and its environs, with minimum interruptions, at regulated quantities.

It is also meant to release regulated quantities of compensation water downstream to maintain the natural Thika river course.

Job Kihamba
Thika Dam Coordinator

KUWASE HOLD ELECTIONS

The Kenya Union of Water and Sewerage Employees (KUWASE) conducted three regional shop steward elections in February at the Headquarters (HQ), Ruai and Northern Region precipitated by the resignation of the HQ representative and the retirement of the Ruai & Northern representatives.

The elections were presided over by the union's secretary General Mr Wycliffe Onditi which saw Isaac Owuor (Kiberiti) clinch the Headquarters' seat while Christandus Ngaira and Gondi Olali won Ruai and Northern respectively.

Shop stewards are the backbone of the unions as they are a direct link between the employees, the union and management handling the grievances and disputes of the employees, providing information on critical issues especially on collective bargaining agreements and any other communication that may come from the union to the staff and vice versa.

KUWASE has been in existence since 2006 with a membership of 1500 employees according to the Secretary General Mr. Onditi. A hearty congratulation to the elected shop-stewards as they embark on this task of representing their fellow workers with diligence.

Wycliffe Onditi
Branch Secretary General – KUWASE



Ag. Regional Manager, North Eastern Region, Charles Mwai, welcomes customers to the clinic

North Eastern Region kicks off Customer Engagement Forums

North Eastern Region held its monthly customer care clinic day at KCC Village and Mowlem in Kariobangi area from 21st – 23rd February 2023.

The objective of the three-day exercise was to educate customers on Company products, processes and services such as USSD code *888#, bill payment options as well as the mandate of the organization.

Others included: regularization of the illegal connections by contracting customers, debt reduction through payment in instalments and fostering collaboration on sustainable water management practices eg water saving tips etc.

The clinic was conducted by the customer care team and overseen by Ag. Regional Manager- Charles Mwai and Customer Care Coordinator – Mary Muoria. The forum also served as a platform for customers to air their grievances and have their issues addressed on the ground.



Customer Care Clinic in session



Africa Development Bank tour the Dandora Treatment Works together with NCWSC and Athi Water Works Development Agency

Athi Water hosts AfDB at Dandora Treatment works

The Company through Athi Water Works Development Agency (AWWDA) is currently undertaking the rehabilitation and expansion of Dandora Estate Sewage Treatment Works (DESTW) inlet works.

A team from Africa Development Bank's water department was hosted at the facility by the Athi Water Works Development Agency (AWWDA), the asset developer, for a guided tour of the plant.

The delegation assessed the progress of the works at one of the largest wastewater stabilization ponds in Africa, treating 160,000 m³ /day of Nairobi's wastewater

Once the works are complete, it will increase the plant's capacity by an additional 20,000 m³ from 160,000 m³ /day to 180,000 m³ /day, and improve the quality of the effluent treated.



Delegation is briefed at Dandora Estate Sewage Treatment Works (DESTW)



Managing Director, Eng. Nahason Muguna, plants a tree at Dandora Estate Sewage Treatment Works



A team from Africa Development Bank follow proceeding at Dandora Estate Sewage Treatment Works

Joyce Kinyua
Corporate Affairs

SAFETY FIRST

Ensuring a safe work environment

Accidents are undesired unavoidable events resulting into personal injury and or property damage. From experience, organizations with no accidents tend to perform better due to timely service delivery, enhanced employee morale, reduced costs of businesses, and increased profitability.

NCWSC has in the past recorded accidents that have resulted into either death of employees, permanent disability, high medical costs, property damage as well as increased insurance claims.

Through the provisions of the Occupational Safety and Health Act, 2007, Work Injuries Benefits Act, 2007 as well as the insurance Policies (Group Personal Accident and WIBA Policies) the Company maintains, all accidents involving employees must be reported to the Administration and Logistics Manager.

The Company is mandated by the Directorate of Occupational Safety and Health Services (DOSHS) and its Insurers to report the different accidents within certain timelines.

The timelines for reporting Occupational Accident (Fatal and Non-Fatal) vary. Fatal Accident (Occupational Accident or injury resulting in death of one or more workers) is to be reported immediately within 24 Hours while Non-Fatal Accident (Accident resulting in injury of one or more workers) is to be reported within 7 days.

The organization has consistently established several mitigation measures and strategies to improve safety within its workplaces.

There are two broad accidents: **Occupational Accident/Injury** (Accident/injury disease or death involving one or more workers while on duty including acts of violence, arising out of or in connection with work) and **Off Duty Accident/Injury** (Accident/injury occurring when an employee is away or not in course of duty).

Paul Olali
Coordinator-Occupational Safety and Health

STAFF ELECTED AS WASCO OFFICIALS

The Water Companies Sports Organization (WASCO) held its elections and two of our own were elected to the position of National Chairman and Deputy Secretary General.

Musa Ouma Onyango, currently Ag. Security Officer Southern Region, was elected National Chairman while Mary Mburu, Human Resource & Administration Supervisor HR-HQ Section clinched the post of Deputy Secretary General.



The newly elected officials during an induction workshop

Musa is one of the founders of WASCO and has been one of the long-serving Chairman Technical Committee since its inception. He has been charged with coming up with game fixture, sourcing of venues and coordination with various sports federations.

As Deputy Secretary General, Mary Mburu would be supporting the Secretary-General in overseeing various committees, advising on policy matters, and promoting a unified approach to achieving organizational goals as well as mobilizing resources. She has previously served as Head Secretariat and a member of both Publicity and Para Health Committees.

The elections were held in Kakamega County hosted by Kakamega County Water and Sanitation Co Ltd and conducted by Independent Electoral and Boundaries Commission (IEBC) and witnessed by Registrar of Sports. A team of 19 members were elected to the various positions to form the National Executive Council (NEC).

Tonui Kipkurui
Corporate Affairs

CORPORATE EVENTS IN PICTURES

