



Nairobi City Water & Sewerage Company Ltd.

Improving Reliability

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...Improving Reliability

NOTICE TO OUR ESTEEMED CUSTOMERS

ONLINE APPLICATION AND PAYMENT OF NEW WATER & SEWER CONNECTIONS

Nairobi City Water & Sewerage Company Ltd (NCWSC) has simplified and improved the process of **applying and paying for the Water and Sewer connections by introducing an online application portal**. The simplification of the application process is part of the current reforms on the ease of doing business in the country, which will result in **enhanced processing efficiency and reduction of connectivity time from 30 to 14 days**. NCWSC is committed to continuously enhancing service delivery and will roll out the revamped online portal on the 28th of February 2020.

The Online Portal has a two (2) step procedure for a new connection within Fourteen (14) days:

Step 1: Online application and payment of water and sewerage connection fees and submission by the customer in one (1) day;

Step 2: Inspection of works and Connection by Nairobi City Water and Sewerage Company. This activity will be completed within thirteen (13) days upon finalization of works by customer.

The Online Application Portal will be accessible on the NCWSC Website - <https://www.nairobiwater.co.ke/index.php/en/>.

All information on the requisite documents and material for the water and sewer connection will be published on the portal.

The manual application for water and sewer connections will cease on the **28th of February 2020**.

Managing Director

