



## Press Statement

### For Immediate Release.

### Urgent call to restore water supply in Nairobi to effectively fight COVID-19

**Nairobi, 14 May 2020.** Following a statement by the Nairobi City Water & Sewerage Company Limited (NCWSC) on 8 May 2020, informing Nairobi City County residents of a shutdown of Sasumua Dam Treatment which supplies 11.6% of water to the City; we are concerned that the remedial measures announced by NCWSC in response to the **COVID-19** outbreak have not been effected, leaving city residents without access to affordable water.

Water is a basic right and protected under the constitution under article 43(1)(d) “*Every person has the right to clean and safe water in adequate quantities*”

We are concerned **THAT**: -

- 1) Nairobi residents continue to suffer from unavailability of water. A survey conducted in 15 counties between 15 April to 8 May 2020 by The Institute for Social Accountability (TISA) in partnership with Kenya Tuitakayo Movement (KTM) and Social Justice Center Working Group (SJCWG), shows availability of water in several parts of Nairobi has worsened off (*see annexed list*).
- 2) The costs for supply of water by tankers as advertised on your Service Charter of Kshs.2,500 per tanker of 8,000 litres delivered within Nairobi are prohibitive and not affordable to majority of the residents in the City.
- 3) The price of piped water which ranges between 34-53 Kenyan Shillings (USD 0.34-0.53) per cubic metre (1000 litres), compared to 10-50 Kenyan Shillings for a 20 litre jerrycan in some estates and informal settlements in Nairobi is not affordable to city residents.
- 4) No communication has been done regarding any subsidization of costs or waivers as the case maybe in view of the current challenging situation brought about by the **COVID-19** crisis.
- 5) The price difference between NCWSC prices and private prices remains a loophole through which Nairobi residents are exploited by water cartels.
- 6) We also note with much concern that the perennial lack of water for Nairobi residents has not only always been as a result of natural calamities, but also corruption due to collusion between NCWSC officers and cartels for diversion of water supplied to estates to benefit private businesses of water supply that have conveniently mushroomed in the City.
- 7) Lack of water is a ticking time bomb due to the **COVID-19** crisis, Government has issued directives through the Ministry of Health urging citizens to observe hygiene, frequent handwashing with clean running water, and practice physical distancing. It is evidently impossible to observe these directives with limited access to water making sanitation and physical distancing nearly impossible as residents flock to water supply

points or do without water all together as a result of the high costs, leaving communities vulnerable to widespread infection of the **COVID-19**.

We remind the Nairobi City Water and Sewerage Company Management of its duty to support the government's efforts against **COVID-19** by ensuring all households have adequate water supply through a reasonable and transparent water rationing system.

In view of the prevailing, we therefore call upon:

- I. County Department Public Works, Utilities and Ancillary services, including Water and Sanitation Services to issue a comprehensive statement providing detailed information on the status of supply of water in Nairobi City County.
- II. The County Department Public Works, Utilities and Ancillary services, including Water and Sanitation Services and the county assembly to with immediate effect facilitate Government directives on moratorium of disconnection from water supply and access to clean water for handwashing and maintaining high levels of hygiene.
- III. The NCWSC provide detailed information on the distribution, frequency, and costs of supplying water to Nairobi City residents with up-to-date and daily updates of any interruptions expected and remedial measures taken to address the interruptions.
- IV. Immediately institute Water Accountability Groups and the toll-free complaint line and regular performance reporting.
- V. Immediately institute measures to reign in water cartels and discipline non-performing and corrupt officers.

**END**

*This statement is supported by the following civil society organizations.*

**TISA Kenya**  
**Social Justice Center Working Group**  
**Kenya Tuitakayo**  
**Consumer Grassroots Association**  
**Transparency International Kenya**  
**Katiba Institute**

## Annex 1

**Monitoring Exercise conducted by The Institute for Social Accountability (TISA) in partnership with Kenya Tuitakayo Movement (KTM) and Social Justice Centers Working group (SJCWG) in 15 counties**  
**between**  
**15 April to 8 May 2020**

**Nairobi County:** Availability of water has worsened in the following areas;

Nairobi	Kamukunji	Eastleigh south
Nairobi	Kamukunji	Eastleigh Airbase
Nairobi	Dagoretti	Kawangware 46
Nairobi	Dagoretti North	Kawangware 56
Nairobi	Starehe	Central
Nairobi	Mathare	Kiamaiko
Nairobi	Mathare	Huruma
Nairobi	Mathare	Kosovo
Nairobi	Mathare	Hospital
Nairobi	Mathare	Mlango kubwa
Nairobi	Mathare	Mabatini
Nairobi	Starehe	Central
Nairobi	Roysambu	Githurai 44
Nairobi	Kibra	Sarang'ombe
Nairobi	Kibra	Sarang'ombe
Nairobi	Kibra	Lindi
Nairobi	Kibra	Makina
Nairobi	Langata	Mugumoini
Nairobi	Makadara	Harambee
Nairobi	Makadara	Hamza maringo
Nairobi	Makadara	Harambee
Nairobi	Makadara	Viwandani
Nairobi	Embakasi South	Mukuru kwa Njenga
Nairobi	Embakasi South	Imara Daima
Nairobi	Embakasi central	Komarock
Nairobi	Embakasi North	Kariobangi North
Nairobi	Embakasi North	Dandora 1
Nairobi	Embakasi North	Dandora 2

Nairobi	Embakasi North	Dandora 3
Nairobi	Embakasi North	Dandora 4
Nairobi	Embakasi North	Dandora 5
Nairobi	Embakasi West	Kariobangi South
Nairobi	Embakasi central	Komarock
Nairobi	Embakasi South	Imara Daima
Nairobi	Embakasi East	Mihang'o
Nairobi	Embakasi East	Embakasi
Nairobi	Embakasi	Savannah
Nairobi	Kasarani	Korogocho
Nairobi	Kasarani	Njiru
Nairobi	Kasarani	Mwiki
Nairobi	Ruaraka	Utalii
Nairobi	Ruaraka	Lucky Summer