



Kenya Power

## PUBLIC NOTICE

### CUSTOMER SERVICE SYSTEM UPGRADE

To enhance customer service delivery, Kenya Power will be upgrading the Customer Management System. The system will result to new account numbers which will be communicated to each customer via SMS.

The system is state of the art, versatile, with robust web-based and mobile applications aimed at enhancing customer services and experience, by improving service delivery, with the following benefits:

- Immediate update of bill payments. This is a departure from the past where payments through our third party EasyPay partners would take over 24 hours to be captured and reflected in the system.
- Introduction of new bill payment channels such as use of credit and debit cards. This will be in addition to already existing EasyPay partners.
- Introduction of Self-service modules where customers can apply for electricity connection, query bills, check statements, download and print bill statements, check consumption patterns/trends, lodge queries on power supply among others.
- Improve response time as customers can report incidents through the new system.

The project has been launched countrywide. Consequently, our commercial services including **on-line activities** will not be available from **11.00p.m, Wednesday, 8<sup>th</sup> November 2017 to Midnight, Sunday, 12<sup>th</sup> November 2017.**

Customers are therefore advised to make **payments** through our banking halls or EasyPay existing partners. Payments made will be updated on Monday, 13<sup>th</sup> November, 2017.

**Pre-paid vending** will not be affected during this period.

We regret any inconvenience caused.

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