

WEB APPLICATION FOR THE UPGRADED CUSTOMER MANAGEMENT SYSTEM:

1. Do you have a WEB Application?

Kenya Power has finalized a **Self-Service Module** for customer convenience and comfortable use via the internet. The module will offer the following services:

- Bill or Token Query
- Application for Power Supply
- Application for Change of Contract Details
- Complaint's and Suggestions
- Downloading of forms such as Enquiry for Supply and Supply Contract
- A listing of Power Interruptions (Planned and Unplanned)

2. How do I access the page?

Using **Google Chrome**, enter the link <https://selfservice.kplc.co.ke/>

3. How do I proceed to Log on?

*As a first-time user, you will be required to register the following details:

Your Electricity Account Number

- Your phone number or your email address (depending on your choice)
- Your personal details, which include a National ID Number for Kenyans, a Passport Number for Non-Kenyans and a PIN or Certificate of Registration for Companies. Other acceptable documents include the UN Card or Military Card Numbers for customers who fall in that category.

The screenshot shows the registration page of the Kenya Power Self-Service Module. The page features the Kenya Power logo at the top right. Below the logo, there are navigation buttons for 'Back' and 'Register'. The main content area is divided into two sections: 'Login' and 'Register', with the 'Register' section being active. The registration form includes the following fields:

- Account Number:** A text input field with a placeholder 'Eg.: 12345678' and a dropdown menu with a question mark icon.
- Document Type:** A dropdown menu with the placeholder 'Select a document type'.
- Country:** A dropdown menu with the placeholder 'Select a country from the list'.
- Document number:** A text input field with a placeholder 'EG.: 12345678'.
- Phone number:** A text input field with a placeholder '+254 788999999'.
- Email:** A text input field with a placeholder 'EG.: NAME@GMAIL.COM'.
- Confirm email:** A text input field with a placeholder 'EG.: NAME@GMAIL.COM'.
- Check to proceed:** A checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo.
- Terms and Conditions:** A checkbox labeled 'I have read and agreed with the Terms and Conditions'.

At the bottom left, there are radio buttons for 'Phone' and 'Email' under the heading 'Select name user for login:'. The 'Email' option is selected.

*Once the details above are submitted:

- A User name and Password to log-in will then be sent to you via the phone number or e-mail address you registered with.

Self Service Inbox x



selfservice@kplc.co.ke

to me

Thank you for registering for Kenya Power self-service option. Your credentials are: Username: SARAHKRYSTYNE5#GMAIL.COM Password: L5RB76AF

- You can then proceed to log in with the details sent. We advise that you change the password to one of easy reach to avoid access delays.



[Login](#) [Register](#)

Username (Email or Phone number):
 Insert Email

Remember user

Password: Insert Password

[Forgot Password?](#)

- ▶ Bill / Meter Query
- ▶ New Change Holder Request
- ▶ New Supply Application
- ▶ Complaints and Suggestions
- ▶ Jua For Sure

- ▶ Application Form Download
- ▶ Supply Contract Form Dow...

*Once you log on, your Kenya Power accounts immediately sync to this service and you can track usage and bills on each of them.



Only active Accounts:

Search By: Account Meter

Account Number:

My Accounts						
Account Number	Address supply	Service	From Date	Last bill	Pending bills	Balance
23381866	JAMHURI RD 1, NAIROBI WEST, KIBRA, KENYATTA (G...	PREPAID	31/12/2999	26/10/2017	0	0.00
45635224	/EMBAKASI 1, NAIROBI SOUTH, EMBAKASI EAST, EM...	PREPAID	31/12/2999	26/10/2017	0	0.00

4. Must I log in JUST to view a bill?

Viewing a bill is allowed without having to register, proceed to click to the bill or meter query and a figure representing the status of your account will be reflected.

Kenya Power

Click on "Bill/Meter Query"

▶ Bill / Meter Query

▶ New Change Holder Request

▶ New Supply Application

▶ Complaints and Suggestions

▶ Jua For Sure

▶ Application Form Download

▶ Supply Contract Form Dow...

Login Register

Username (Email or Phone number):

Remember user

Password:

Forgot Password?

Login

Kenya Power

Back Bill / Meter Query

Account or Meter Details

Search By:

Account Number

Meter Number

Account Number: Insert Number Here Search Clear

Account / Meter Search Results

******The advantage of registering is that you will also be able to manage all the accounts that are in your name including downloading and printing.***

GO AHEAD TO REGISTER AND LOG ON.