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.
*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.

- 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.

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

***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.