



KPLC PREPAID TOKEN REVERSAL/REALLOCATION FORM NO.....RECEIVING KPLC OFFICE.....

SERVICE REQUEST TYPE	✓ Where Applicable	Reallocation/Transfer		Refund/ Reversal	
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A. PAYMENT DETAILS

Payee's Name.....Date of Payment.....
 ID /PP Number..... **(Attach copy of Payee's National ID or Passport)**
 Phone number..... KPLC Meter Number **(paid into)**.....
 Transaction Reference..... **Agent; (Mpesa/Airtel/Other)**.....
 Amount.....Token no.....Units.....
 Payee's Signature.....

B: METER DETAILS

B.1 WRONG METER NUMBER DETAILS

Customer's Name *(If Known)*.....KPLC Meter Number
 Location *(If known)*..... **Reason for error**.....

B.2 CORRECT METER NUMBER DETAILS* (To be filled In case of Reallocation/ Transfer request only)

Customer's Name..... KPLC Meter Number.....
 Location..... Any other details.....

C. FOR OFFICIAL USE –KPLC Plc

RCCS Number COUNTY.....

C.1: SITE FINDINGS

Check previous tokens loadedCheck remaining units.....

C.2 OBSERVATION

Erroneously generated Token already loaded	
Erroneously generated Token NOT loaded	

C.3 ACTION

Enter erroneously generated token		Rubber stamp- Mandatory (Commercial Service &Sales)
Enter Clear Credit Token		
Enter Replacement Token		

CLEARED BY: **Name**.....S/N.....Signature.....Date.....

TOKEN CLEARANCE AUTHORISED BY: **Name**.....S/NSignature..... Date.....

TRANSFER/REFUND APPROVED BY (Finance); **Name**.....S/N..... .Signature.....Date.....

TRANSFER/REVERSAL ACTIONED BY (Finance); **Name**.....S/N.....Signature.....Date.....

Note. Form must fully signed & Stamped. All applicable fields must be filled .Service request Type must be ticked