



# Kenya Power

## NOTICE TO OUR ESTEEMED CUSTOMERS: SYSTEM MAINTENANCE

In an effort to continuously enhance our customer services experience, we wish to notify our esteemed **POST-PAID** customers that we will be carrying out a hardware maintenance of our information technology system.

The exercise will commence today **Friday, 16<sup>th</sup> February 2018 from 6.00 P.M. to Sunday, 18<sup>th</sup> February 2018 at 6.00 A.M.** During this period, our banking halls and commercial offices will remain open for business enabling our customers to process their bill payments.

Bill querying and processing of new applications will not be available during this period.

Please note that **PRE-PAID services will not be affected** therefore, customers on pre-paid meters can purchase tokens.

The system maintenance is part of our efforts to improve service delivery enhancing our customer experience and serving you better.

We highly regret any inconveniences caused.

