



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 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 will be launched in phases with the first phase covering Nairobi Region only. Other regions of the country will follow in due course.

Consequently, our commercial services including **on-line activities** will not be available from **Thursday, 7th September 2017 at 11.00 p.m. to Monday, 11th September 2017 at 4.00 p.m.**

Customers are therefore advised to make **payments** through our banking halls or EasyPay existing partners.

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

We regret any inconvenience caused.

For more information, contact:

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