



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

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

Payee's Name.....  
 ID /PP Number..... **(Attach copy of Payee's National ID or Passport)**  
 Phone number..... KPLC Meter Number **(paid into)**.....  
 Amount..... Date of Payment.....  
 Transaction Reference..... **Agent; (Mpesa/Airtel/Other)**.....  
 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**

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

**C. FOR OFFICIAL USE –KENYA POWER & LIGHTING COMPANY LIMITED**

RCCS Number ..... COUNTY.....

**C.1: SITE FINDINGS**

Check previous tokens loaded .....Check remaining units.....

**C.2 OBSERVATION**

Erroneously generated Token already loaded	
Erroneously generated Token NOT loaded	

**C.3 ACTION**

Enter erroneously generated token		Rubber stamp(Customer service office)
Enter Clear Credit Token		
Enter Replacement Token		

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

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

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

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