

Dear customer,
In order to serve you better, we have developed service standards with clear timelines on how long it takes to deliver various services:

A. QUOTATION AFTER APPLICATION FOR SUPPLY

Type of Application	Requirement	Cost	Time frame
Requiring a meter only	Application	Quoted Amount	7 days
Requiring low voltage extension (Three phase up to 8 Kva)	Application	Quoted Amount	14 days
Requiring low voltage extension (Single phase up to 8 Kva)	Application	Quoted Amount	28 days
Requiring medium voltage ext. and/or transformer	Application	Quoted Amount	28 days
Requiring connection at high voltage	Application	Quoted Amount	Within the period agreed with the customer

B. CONSTRUCTION PERIOD AFTER PAYMENT

Type of Connection	Requirement	Cost	Time frame
Requiring a meter only	Wayleaves Consent and Contracting Documents	Account Deposit	3 days
Requiring low voltage extension (Three phase up to 8 Kva)	Wayleaves Consent and Contracting Documents	Account Deposit	14 days
Requiring low voltage extension (Single phase up to 8 Kva)	Wayleaves Consent and Contracting Documents	Account Deposit	14 days
Requiring medium voltage ext. and/or transformer	Wayleaves Consent and Contracting Documents	Account Deposit	28 days
Requiring connection at high voltage	Wayleaves Consent and Contracting Documents	Account Deposit	Within the period agreed with the customer

C. SUPPLY INTERRUPTION

Area of supply	Requirement	Cost	Time frame
Central business districts of Nairobi, Mombasa, Eldoret, Nakuru and Kisumu	Reporting Complaint	No Cost	Within 5 Hours
Suburbs of Nairobi, Mombasa, Eldoret, Nakuru, Kisumu and all other major towns	Reporting Complaint	No Cost	Within 8 Hours
All other areas	Reporting Complaint	No Cost	Within 8 Hours

*If interruption is due to vandalism, storm, or third-party acts or major equipment failure the restoration time may exceed the above stated time.

D. ACCOUNT CLOSURE AND DEPOSIT REFUND

Service	Requirement	Cost	Time frame
Disconnection on request for account closure	Closure of Account Form	No Cost	Within 3 days
Deposit refund upon closure of account	Closure of Account Form	No Cost	Within 14 days

E. TREES AND VEGETATION

Customer requires to:	Requirement	Cost	Time frame
Cut trees near power lines (LV)	Formal Request	No Cost	7 days
Cut trees near power lines (HT)	Formal Request	No Cost	Within the period agreed with the customer

F. DISCONNECTION AND RECONNECTION

Service	Requirement	Cost	Time frame
Reconnection after payment	Applicable Reconnection Fee payment	Cut Out RC 500/- Pole RC 3,300/- Service Line RC 12,000 (Less VAT)	Within 24 hours
Disconnection of non payment	Disconnection of overdue customer	No Cost	Within 24 hours on the following day after date of payment fell due

G. CUSTOMER CARE

Appointment made by customer	Appointment	No Cost	Served within 10 minutes of time agreed prior
Query/complaint in writing	Complaints Letter	No Cost	Within 7 days
Other queries and complaints - walk-ins, phone	Register complaints	No Cost	Within 3 days if not solved immediately