WEB APPLICATION FOR THE UPGRADED CUSTOMER MANAGEMENT SYSTEM:

1. Do you have a WEB Application?

Kenya Power has finalized a **Self-Service Module** for customer convenience and comfortable use via the internet. The module will offer the following services:

- Bill or Token Query
- Application for Power Supply
- Application for Change of Contract Details
- Complaint's and Suggestions
- Downloading of forms such as Enquiry for Supply and Supply Contract
- A listing of Power Interruptions (Planned and Unplanned)
- 2. How do I access the page?

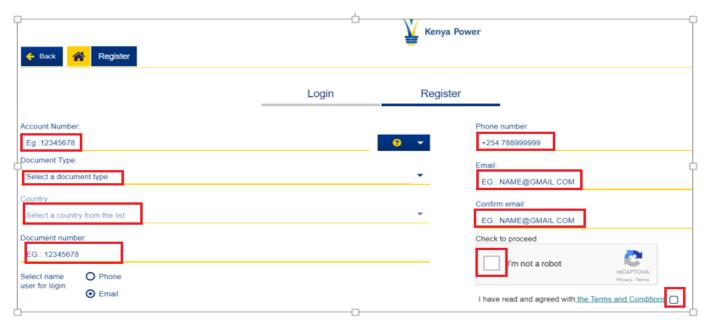
Using Google Chrome, enter the link https://selfservice.kplc.co.ke/

3. How do I proceed to Log on?

*As a first-time user, you will be required to register the following details:

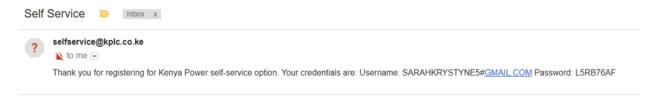
Your Electricity Account Number

- Your phone number or your email address (depending on your choice)
- Your personal details, which include a National ID Number for Kenyans, a Passport Number for Non-Kenyans and a PIN or Certificate of Registration for Companies. Other acceptable documents include the UN Card or Military Card Numbers for customers who fall in that category.

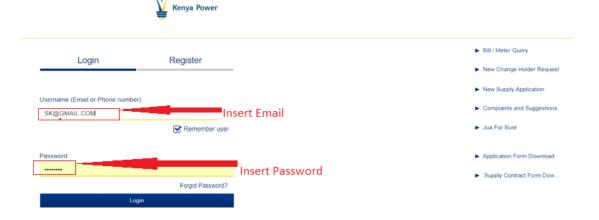


*Once the details above are submitted:

• A User name and Password to log-in will then be sent to you via the phone number or e-mail address you registered with.



• You can then proceed to log in with the details sent. We advise that you change the password to one of easy reach to avoid access delays.

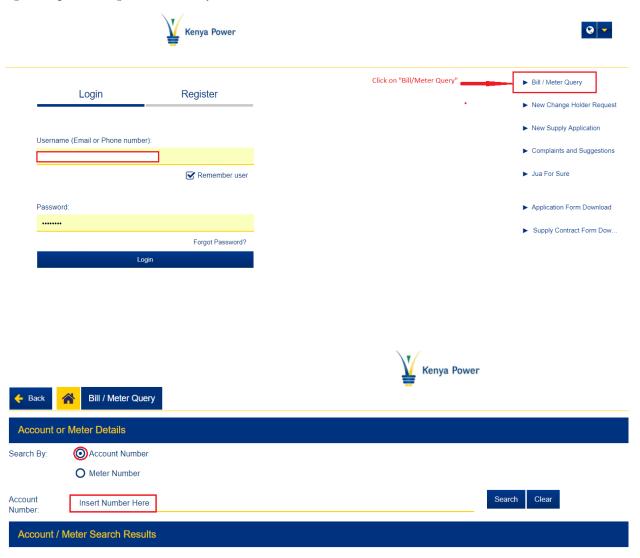


*Once you log on, your Kenya Power accounts immediately sync to this service and you can track usage and bills on each of them.



4. Must I log in JUST to view a bill?

Viewing a bill is allowed without having to register, proceed to click to the bill or meter query and a figure representing the status of your account will be reflected.



GO AHEAD TO REGISTER AND LOG ON.

^{***}The advantage of registering is that you will also be able to manage all the accounts that are in your name including downloading and printing.