

KENYA POWER CUSTOMER CHARTER



Kenya Power

Dear Customer,

KENYA POWER CUSTOMER CHARTER

At KENYA POWER we aim to provide high quality electricity supply services to our customer at a reasonable cost. In this Charter, we describe in a clear and simplified way the service level standards our customers expect from us. We also highlight the customer's obligations towards helping us achieve the service level standards.

This charter is a living document and may be revised as and when the need arises as well as depending on stake holders' views on customer satisfaction. This Customer Service Charter provides our commitment to you and should not be construed to be a legally binding document.

We hope you find this Customer Charter easy to read and informative. Please keep it in a handy place for future reference.

We are here to serve you.



BERNARD NGUGI

Managing Director & CEO

OUR MISSION

Powering people for better lives by innovatively securing business sustainability.

OUR VISION

Energy solutions provider of choice.

OUR CORE VALUES

- We put our **Customer First** as they matter most
- We are **Passionate** about powering the nation
- We strive for **Excellence** in all that we do
- We believe in being **Accountable** for our actions
- We have a high level of **Integrity**
- We work together as **One Team** to achieve our goals



The Customer Value Proposition

At Kenya Power, our customers remain central to our business operations. Our commitment and proposition to our customers is that;

"While leveraging on our experience and knowledge, we will act with fairness and empathy towards our customers as we aim to provide reliable power service. At the same time, we will strive to be responsive to customers' demands and become cost-effective in our operations"



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Abbreviated terms

EBK: Engineers Board of Kenya

VOC: Voice of the Customer

PIN: Personal Identification Number

SMS: Short Message Services

EPRA : Energy and Petroleum Regulatory Authority

KENYA POWER CUSTOMER CHARTER

1. Need for Customer Charter

This Customer Charter outlines mutual obligations, rights and responsibilities of both KENYA POWER and our valued Customers in one document geared towards provision of efficient and effective quality service.

2. Customer Charter Application

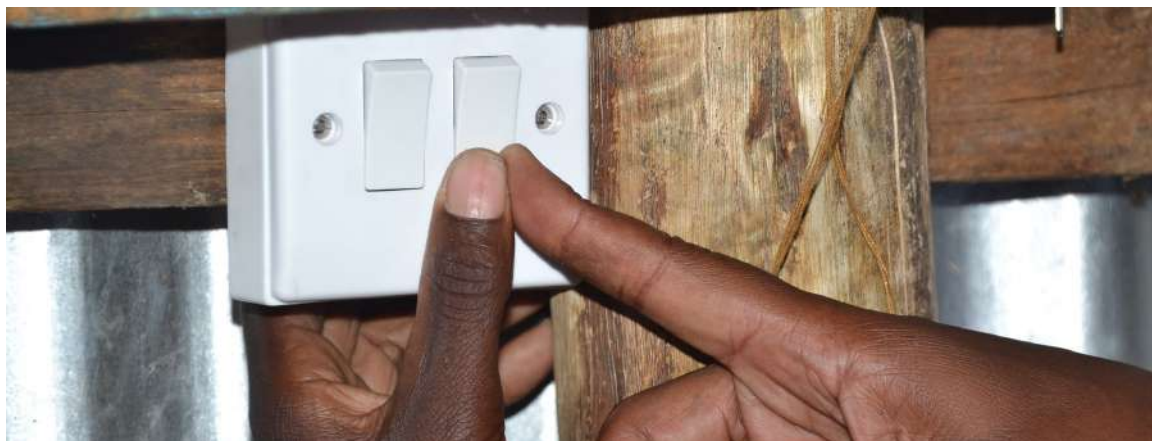
This Charter applies to KENYA POWER and our Customers. Our Customers denote any public or local authority, company, person or body of persons supplied or entitled to be supplied with electrical energy by our Company.

3. Courteous Service

At KENYA POWER, we are committed to provide courteous, professional and high-quality Customer service.



4. Connection of Electricity



To facilitate electricity connection for new applicants, we shall enter into a contractual arrangement with our Customers. To achieve this, we shall:

(a) Provide the Customer with the new connection application forms (Enquiry for Supply of Electricity Forms)

(b) Assist the customer to fill the forms.

The forms are available from any of our commercial offices, or can be downloaded from our website at www.kplc.co.ke, or applications may also be lodged online.

Upon receipt of a duly filled in application form, we shall undertake the following tasks:

(a) Appraise the Customers' application. If the details provided are adequate, a unique reference number will be provided immediately. If not, the customer will be advised to provide complete documentation.

(b) Carry out the necessary design

(c) Advise the Customer of the charges for the supply and other terms and conditions within the time frames indicated below:

These tasks shall be carried out within the following time frames:

No	Type of Connection	Time
(i)	Requiring a meter only	7 days
(ii)	Requiring low voltage extension (3 phase above 8 Kva)	14 days
(iii)	Requiring low voltage extension (Single phase up to 8 Kva)	28 days
(iv)	Requiring medium voltage ext. and/or transformer	28 days
(v)	Requiring connection at high voltage	Within the period agreed with the Customer.

Payment Terms

We will allow the Customer ninety (90) days from the date of our advice within which to make payments and comply with the applicable conditions and terms. Inability to pay within the said period necessitates a fresh quotation.

5. Permission to lay Electricity Supply Lines (Right of Way)

In appreciation of property owner's rights, on receipt of required payments, we will obtain right of way consents from relevant property owners to lay the electricity lines for the connection of electricity supply to our Customer premises.

In case of difficulties, we may request the Customer to assist us if possible to contact some of the persons from whom we will be seeking permission to lay the electricity supply lines should such persons be known to him/her.

6. Connection Targets

Upon Customers' payment of applicable charges and compliance with all other terms and conditions and our obtaining necessary consents where necessary, we will connect the electricity supply within the following time frames:

No	Type of Connection	Time
(i)	Requiring a meter only	3 days
(ii)	Requiring low voltage extension (3 phase above 8 Kva)	14 days
(iii)	Requiring low voltage extension (Single phase up to 8 Kva)	14 days
(iv)	Requiring medium voltage ext. and/or transformer	28 days
(v)	Requiring connection at high voltage	Within the period agreed with the Customer.

7. Customer Obligations in Relation to New Connections

To enable us to supply the customer with electricity, the Customer is obliged to:

- Provide accurate information in the Application Form and acceptable identification details i.e. PIN Number, Identity Number, and in case of tenants written consent of the Property owner.
- Provide information about the appliances installed at the supply location.
- Have the internal wiring of his/her premises carried out by a licensed electrical contractor, registered with the Energy and Petroleum Regulatory Authority (EPRA) and provide us with the original wiring certificates. The list of registered contractors is available on the EPRA website.
- Settle undisputed arrears from the Customer's previous supply (if any)
- Pay the applicable charges at the earliest to enable us to commence connection process

For Post Paid Customers:

(a) For domestic customers: Pay a refundable deposit

(b) If a large commercial or industrial Customer, provide an on-demand guarantee from a reputable bank or pay a refundable deposit.

The deposit/guarantee amount shall be two and a half times the projected monthly consumption subject to a minimum of Kshs 2,500 as detailed in the quotation



8. Quality of Supply



Voltage and Frequency levels

We will provide our Customer with a reliable, safe and high-quality supply which meets the statutory requirements as provided here below. Supply will be given by means of alternating current at a frequency of 50 cycles per second, (subject to a variation not exceeding 2.5 per centum above or below) and will, subject to the provisions of any special agreement between us and the Customer to the contrary be at the voltages stipulated below:

Voltage Variations

VOLTAGE LEVEL IN KV	MAXIMUM VARIATION ALLOWED
Less than 1.0 kV	+ or - 6%
1.0kV and above	+ or - 10%

9. Supply Interruption

Any time we need to interrupt the customer's supply for the purposes of maintenance, to connect other customers or for any other reason, we shall give the customer not less than 24 hours' notice, and the supply so interrupted shall be restored at the restoration time indicated in the notice.

We shall at all times exercise due diligence to ensure that the duration of unplanned interruptions of supply do not exceed those specified here below:

No	Area of supply	Duration of each interruption in hours
(i)	Central business districts of Nairobi, Mombasa, Eldoret, Nakuru and Kisumu	5
(ii)	Suburbs of Nairobi, Mombasa, Eldoret, Nakuru and Kisumu and all other major towns	8
(iii)	All other areas	8

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

The above hours are subject to the customer informing Kenya Power of the interruption through any of our communication channels. Each interruption report shall be supported by a reference number and shall be measured from the time of the initial report.



10. Trees and Vegetation



Trees and vegetation coming into contact with power lines can be a fire risk and are a common cause of power interruptions. It is the customer's responsibility to keep trees clear off power lines on the customer's property.

Where a customer requires to cut trees near power lines: the customer shall report to Kenya Power and shall be issued with a reference number. If the trees are near low voltage lines, we shall secure the line for the customer to cut the trees within 7 days of reporting; if near high voltage line we shall agree with the customer on a suitable time and date.

If the customer does not keep trees or vegetation within their property clear of the power lines, our representatives may carry out the clearing after giving the customer 7 days' notice.

11. Power Surges and Dips

At times, the quality and frequency of power supply can be affected by a number of factors some beyond our mitigation and control. Interruptions and fluctuations may cause damage to the customer's property.

The customer needs to take reasonable precautions to minimize damage to their property that may result from voltage variations. There are surge protection devices available in the market that lessen the risk of damage due to a surge and would enhance protection to their equipment.

12. Customer Obligations in Regard to Supply Quality

In our endeavor to provide a reliable safe and good quality electricity supply to the customer and to ensure their safety and that of their neighbors', the Customer is required to:

- Engage a registered and licensed electrician by EPRA for all electrical installation works;
- Inform us of any plans to change the wiring or equipment at his/her property which may affect the electricity supply in any way;
- Maintain all his/her wiring or electrical equipment in a safe condition;
- Inform us prior to a major change of the amount of electricity used in his/her premises;
- Provide reasonable protection to our equipment installed at his/her premises;
- Use electricity in a manner that does not cause interference or damage to other consumers or persons; and
- Prevent illegal power extension from his/her meter or tampering with the meter.

13. Meter Reading and Billing

Meter Reading

We will endeavor to obtain a reading of the customer meter every month by giving 8-12 readings per year for different categories:



Billing

We will send our Customer a bill every month based on their consumption, or self-reading of the customer's meter or on an average of the customer's monthly usage. The bill will among others, contain the following information:

- Electricity units consumed during the month
- Previous month's arrears if any
- Prepayments carried from the previous month (if any)
- Amount due for that month
- Statutory levies and taxes
- Date by which payment is due.

We will assume that the customer has received their electricity bill three working days after mailing or delivery. In case the customer does not receive the bill, he/she may check for the outstanding balance through e-mail or SMS services, or through MyPower App.

The customer is advised to contact us immediately if their bill seems incorrect or if the customer has any questions about it. We will, at the Customers' request and free of charge, review any bill that is disputed as per Article 21 of this Charter.

Erroneous Billing

If we overcharge a customer and we establish the error, we will correct the bill appropriately and we will give the customer a credit in their next bill.

If we undercharge a customer, we will be entitled to recover the amount undercharged. We will offer the customer time to pay the undercharged amount under a mutually agreed payment plan where possible.

Meter Testing

If a Customer is not satisfied with the outcome of the review of the bill they may request for a meter test at his/her premises. We will install a meter testing device to monitor the readings of a disputed meter recording for a period not exceeding 30 days. The meter testing results shall be communicated to the customer within 2 weeks after the testing period.

If the meter testing results demonstrate that the meter is faulty, the meter shall be replaced at our cost and if the customer insists on the replacement of a healthy meter, the customer shall bear the cost of meter replacement.

We will invite the Customer to address any dispute on the result of the meter test. In case a resolution is not reached, the Customer may refer the dispute to EPRA for further redress.

Payments

We will afford our Customer convenient locations in which he/she can pay the bill.

The payment can be made through:

- Any of our designated paying centres most convenient to the customer either by cash or cheque
- The automatic teller machines of any designated bank
- Mobile phone platforms
- Electricity units are purchased beforehand for prepaid meters and should be replenished before expiry to avoid automatic disconnection
- Any of our easy pay partners.

Other payment methods as we will advise the customer from time to time.

Disconnection and Reconnection of Electricity Supply for overdue amounts

In the event that the customer's account is in arrears, we shall discontinue our supply to the customer on the following day after the date that the payment fell due.

After making payment due to disconnection, Kenya Power will ensure the customer is back on Supply within 24 hours of payment. The payment will include:

- a) The outstanding amount,
- b) The reconnection fee amount of Kshs 580 for disconnection at the meter/Kshs 3,828 for disconnection at the pole/Kshs 13,920 for disconnection of the service line
- c) Top up of deposit as stipulated by the Energy Act 2019.

Schedule of Tariffs

Our charges, rates and tariffs are contained in our Schedule of Tariffs and Rates for the Supply of Electricity, 2018, or as may be adjusted from time to time by our regulator, EPRA, which adjustment shall be notified to the Customer and a copy of which can be obtained from the KENYA POWER website www.kplc.co.ke

Our electricity tariffs, charges and rates are regulated by EPRA. Any proposal that we would make to review electricity tariffs is subject to approval by the EPRA. The Customer has the right to make representations to the EPRA on the proposed changes.

Closure of Supply Account

To close the customer's account, we need to take a final meter reading. This will be done within three working days of receiving the request.

Customers should settle unpaid bills before disposing their property. If a customer has sold their premises they shall inform us so that we can close the account after taking the final meter reading.

If the customer is a tenant, they need to request for a final reading when moving out of the premises.

14. Customer Obligations in Regard to Property Access, Wiring and Billing

Access to the customer Property

The customer will provide our representatives with access to their premises when we need to:

- Read or inspect the meter;
- Connect or disconnect the electricity supply;
- Inspect and/or test the electricity installation;
- Prune or clear vegetation from electricity lines
- Undertake repairs or maintenance.

When accessing the customer's property, our staff will carry identification documents showing their name, photograph and department. They are obliged to display their identification at all times. If the customer does not provide us with access, we will provide them with an estimated bill or disconnect the power supply.

If our representatives damage the customer's property, we will restore that property to its previous condition at our cost.

Except in case of emergencies, we will enter the customer's premises at reasonable times.

The customer is required to ensure that any animals or objects found within their premises do not harm or pose danger to our staff.

Bill Payment, Internal Wiring and Account Closure

Inform us when moving premises or selling their properties for them to settle their final dues and for the accounts to be properly closed.

Pay promptly the energy consumed

Take good care of KENYA POWER equipment installed at their premises.

Act in a manner to protect any KENYA POWER installations from physical and technical harm.

Report immediately to KENYA POWER office before moving to new premises

Report to KENYA POWER office of any significant additions of electricity equipment and appliance at their premises .

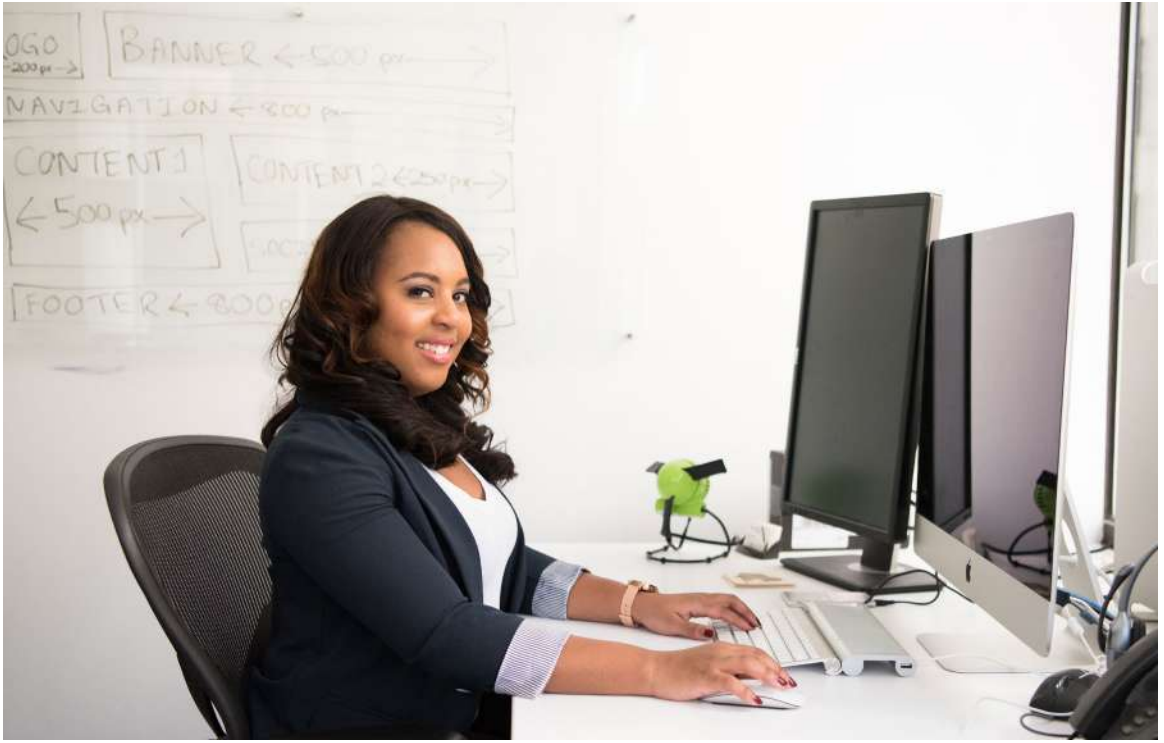
Ensure the new premises has no outstanding bills before moving in (KENYA POWER will not connect power to plots with debts even to new customers other than the former users unless the debt is cleared).

Inspect every five years using a registered electrical contractor, installation at his/her premises to find out whether there is any deterioration or defect and subsequently take appropriate remedial measures.

Protect his or her wiring system and all appliances connected after electricity meter.

Report immediately to the nearest Police Station and KENYA POWER office of any unauthorised or suspicious activities on power supply infrastructure or theft of electricity.

15. Customer Care



We endeavor to provide a high-quality service and comply with the service commitments and quality standards stated below;

If a customer has made appointment to see any of our staff, he or she will attend to the customer within 10 minutes of the time agreed prior.

If the customer walks into any of our service centers without prior appointment, we shall attend to the customer within the hour.

We shall investigate and answer customer queries and complaints relating to charges, metering and claims within 7 days of receipt.

16. Complaints and Disputes Resolution

Any time a customer has a complaint or is dissatisfied with any of our services, the customer should, in accordance with our Complaints Handling Procedures, register the complaint or dissatisfaction with us in writing, by calling or via e-mail or our official social media contacts.

In the event that the customer has exhausted our Complaints Handling Procedures and they still remain dissatisfied, recourse is available to the customer at The Energy and Petroleum Regulatory Authority , in accordance with the Electric Power (Complaints and Dispute Resolution) Rules, 2006.

17. Protecting the Environment

We will build, maintain and operate an effective electricity supply system with a focus on minimizing harm to the environment. We aim to engage the public in disseminating necessary information towards environmental conservation.

18. Continuous Improvement

We are committed to fostering a more dynamic, coordinated and integrated approach to delivery of public services. In order to achieve this: -

We value our Customers feedback and suggestion(s) and use them to improve delivery of our service.

We will adopt a consultative/stakeholder approach to working with industry representatives and resident associations.

We will network with public bodies and government departments.

We will welcome and appreciate views from stakeholders on how we can provide better services.

We will conduct customer surveys which may be disseminated through electronic mail, bills, SMS or other available mode.

19. Customer's Rights

The Customer has the rights to:

- Quality, reliable and secure supply
- Experience excellent treatment on service delivery
- Error free and timely bills
- Be treated with dignity, respect and fairness
- Accurate measurement of consumption
- Confidentiality of their information
- Be involved in issues affecting them

20. KENYA POWER OBLIGATIONS TO CUSTOMERS

- Operation, maintenance and provision of adequate, affordable, reliable and secure power supply.
- Inform customers about service delivery standards and what to expect from KENYA POWER as a service provider serving the customer.
- Provide our customers full and accurate information about our services.
- Being honest and transparent in dealing with our customers.
- Continually improve service by promoting innovation and learning.

KENYA POWER's responsibility ends at the meter and consumer's responsibility starts after the meter except where faults on the KENYA POWER side of the meter cause damage to the consumer's property and/or equipment.

21. FOR GENERAL INFORMATION

The customer can visit our website at www.kplc.co.ke or call any of our offices listed below:

Office hours: **7.45 am** to **5.00 pm**, Monday to Friday.

Location	Address	Telephone Number
STIMA PLAZA, HEAD OFFICE, NAIROBI	P.O. BOX 30099, NAIROBI	020 3201000
ELECTRICTY HOUSE, HARAMBEE AVENUE, NAIROBI	P.O. BOX 30177, NAIROBI	020 3211000
ELECTRICTY HOUSE, MOMBASA	P.O. BOX 90104, MOMBASA	041 225564
ELECTRICTY HOUSE, NAKURU	P.O. BOX 104, NAKURU	051 2211594
ELECTRICTY HOUSE, KISUMU	P.O. BOX 151, KISUMU	057 2020536
STIMA HOUSE, NYERI	P.O. BOX 106, NYERI	061 2030646/ 2030800
DIANA CENTER	P.O. BOX 106, NYERI	061 2030646/ 2030800
THIKA ARCADE	P.O. BOX 202, THIKA	067 22320
KVDA PLAZA ELDORET	P.O. BOX 74, ELDORET	053 2033012
LENGATIA HOUSE, KENYA POWER KISII	P.O. BOX 5, KISII	0704333613

HATI YA WATEJA



Kenya Power

Mteja Mpendwa,

MKATABA WA WATEJA WA KENYA POWER

Hapa KENYA POWER tunakusudia kutoa huduma bora za usambazaji umeme kwa wateja wetu kwa gharama nzuri. Katika Mkataba huu, tunaelezea kwa njia ya wazi na rahisi viwango vya huduma wateja wetu wanatarajia kutoka kwetu. Pia tunaangazia majukumu ya mteja kuelekea kutusaidia kufikia viwango vya huduma.

Mkataba huu ni waraka hai na unaweza kurekebishwa kama na wakati hitaji linapotokea pia kulingana na maoni ya washika dau ili kuridhisha wateja. Mkataba huu wa Huduma kwa Wateja hutoa dhamira yetu kwako na haitipaswi kujengewa kuwa hati inayofunga kisheria. Ni matumaini yetu utaupata Mkataba huu wa Wateja ukiwa rahisi kusoma. Tafadhali iweke mahali karibu kwa marejeleo ya baadaye.

Tuko hapa kukuhudumia.



BERNARD NGUGI

Mkurugenzi Mkuu na Afisa Mkuu Mtendaji

MALENGO YETU

Kuinua watu kuwa na maisha mazuri kupitia uvumbuzi wa kujipa biashara ya huduma

MAONO YETU

Chaguo lako katika upokezi wa nishati

MAADILI YETU YA MSINGI

- Tunawapatia wateja wetu kipao mbele kwa sababu ni wa muhimu sana
- Tuna hamu ya kuinua nchi/taifa
- Tunajitahidi kufikia kilele kwa kila jambo tulitendalo
- Tunaamini kujukumika kwa matendo yetu
- Uaminifu wetu ni wa kiwango cha juu
- Tutafanya kazi kwa pamoja kama timu ili kufikia malengo yetu



Pendekezo la Thamani ya Mteja

Hapa Kenya Power, wateja wetu wanabaki kuwa kitovu cha shughuli zetu za biashara. Kujitolea kwetu na pendekezo kwa wateja wetu ni kwamba;

“Tukitumia uzoefu wetu na maarifa tutawatendea haki na kwa huruma wateja wetu tunapokusudia kutoa huduma ya kuaminika. Wakati huo huo, tutajitahidi kuwa wajibu kwa mahitaji ya wateja na kuwa na gharama nafuu katika shughuli zetu”



MKATABA WA WATEJA WA KENYA POWER

1. Haja Ya Mkataba Wa Wateja

Mkataba huu wa mteja unaelezea majukumu, haki na wajibu wa kenya power pamoja na ateja wetu wenye thamani kwenye hati moja inayolenga utoaji wa huduma bora na yenye ufanisi.

2. Ombi Wa Mkataba Wa Wateja

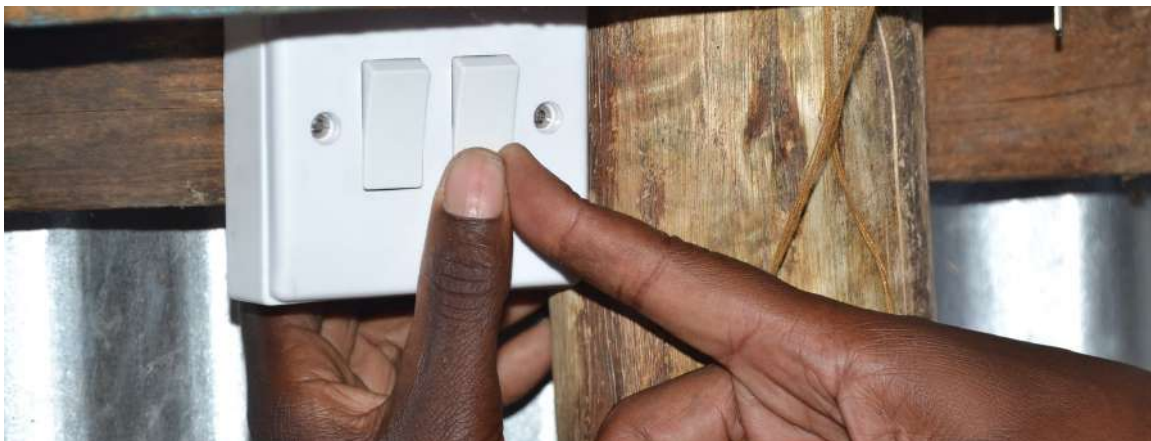
Hati hii inatumika kwa Kenya power na wateja wetu. Wateja wetu wanaashiria mamlaka yoyote ya umma au mitaa, kampuni, mtu binafsi au kikundi cha watu waliogawiwa au walio na haki ya kugawiwa nishati ya umeme kwa kampuni yetu.

3. Huduma Ya Uaminifu

Katika kampuni ya Kenya power tumejitolea kutoa huduma za wateja wenye heshima, uaminifu, utaalam au ubora wa hali ya juu.



4. Uunganishaji Wa Umeme



Ili kuwezesha uunganishaji wa umeme kwa wateja wavya tutaanzisha mpangilio wa mkataba na wateja wetu. ili kufikia tutafanya;

a) Kupea mteja fomu za maombi ya kuunganishiwa umeme kwa mara ya kwanza (Enquiry for supply of electricity forms).

b) Kusaidia na kuongoza mteja kujaza fomu hizo

Fomu hizo zinapatikana katika ofisi zetu zozote za biashara, kupakuliwa kutoka kwenye tovuti zetu www.kplc.co.ke au maombi zaweza pia kufanyiwa kupitia programu za simu za mkono.

Baada ya kupokea fomu iliyojazwa kikamilifu tutafanya kazi zifuatazo;

a) Kuthatmini ombi la mteja. Ikiwa maelezo iliyotokwa yanatosha nambari ya kumbukumbu ya pekee itatolewa mara moja. Ikiwa sio mteja atashauriwa kutoa nyaraka kamili.

b) Kufanya ubunifu umaohitajika

c) Kushauri mteja kuhusu malipo ya ugavi na masharti mengine kwa muafaka wa wakati unaoonyeshwa hapa chini;

Kazi hizi zitafanywa kwa siku zifuatazo;

No	Jinsi Ya Uunganishi	Wakati
(i)	Inayohitaji mita pekee	Siku 7
(ii)	Inayohitaji voltegi ya ugani wa chini (3 phase inayozidi 8kva)	Siku 14
(iii)	Inayohitaji voltegi ya ugani ya chini (single phase hadi 8kva)	Siku28
(iv)	Inayohitaji voltegi ya kiwango cha kati na/au transfoma	Siku 28
(v)	Inayohitaji kuunganishwa katika voltegi ya juu	Kwa siku ambazo KPLC imekubaliana na mteja

Masharti Ya Malipo

Tutamruhusu mteja siku tisini kutoka tarehe ya ushauri wetu ili afanye malipo na kuzingatia hali na masharti husika. Kukosa kulipa kwa siku zilizopeanwa kupeana mbinu mpya ya malipo.

5. Ruhusa Ya Kuweka Nyaya Za Usambazaji Wa Umeme

Kwa kuthamini haki za mmiliki wa mali, tunapopokea malipo yaliyohitajika tutapata haki ya njia kutoka kwa wamiliki kwa mali husika kuweka nyaya za umeme ili kuunganisha umeme kwa majengo ya wateja wetu.

6. Malengo ya Uhusiano

Baada ya mteja kulipa malipo yote na kufuata sheria na masharti mengine yote na kupata kibali hiki muhimu panapohitajika, tutasambaza nguvu za umeme kwa siku zifuatazo;

No	Aina Ya Uunganishi	Wakati
(i)	Inayohitaji mita pekee	Siku 3
(ii)	Inayohitaji voltegi ya ugani wa chini (3 phase inayozidi 8kva)	Siku 14
(iii)	Inayohitaji voltegi ya ugani wa chini (single phase hadi 8kva)	Siku 14
(iv)	Inayohitaji voltegi ya ugani cha kiwango cha kati na/au transfoma	Siku 28
(v)	Inayohitaji uunganisho kwenye voltegi ya juu	Kwa siku/muda uliokubaliana na mteja

7. Wajibu Wa Mteja Kuhusiana Na Uunganisho Mpya

Ili kuwezesha kuwekea mteja nguvu za umeme, mteja ni lazima;

- Kutoa taarifa sahihi katika fomu maombi na maelezo unaokubalika wa kujitambulisha kama vile; nambari ya siri, nambari ya utambulisho na ikiwa na wapangaji, ridhaa iliyoandikwa ya mmiliki wa mali.
- Kutoa taarifa kuhusu vifaa vya elektroniki zilizowekwa katika eneo la usambazaji.
- Kuwa na internal wiring yake kufanywa na mkandarasi wa umeme aliyesajiliwa, amesajiliwa na mamlaka ya udhibiti wa nishati na mafuta na kuwasilisha vyeti vya awali vya wiring.
- Orodha ya makandarasi yaliyosajiliwa inapatikana kwenye tovuti ya EPRA
- Kumaliza kulipa madeni yote kutoka kwa usambazaji wa awali wa mteja
- Kulipia pesa zinazohitajika mapema ili kutuwezesha kuanza mchakato wa uunganisho

Kwa wateja wa malipo ya baadaye;

a) Kwa wateja wa nyumbani; kulipia amana za kurejeshwa

b) Kwa mteja wa biashara, viwandani, kutoa mahitaji ya dhamana kutoka benki yenye sifa nzuri au kulipia amana ya kurejeshwa.

Kiasi cha dhamana kitakuwa mara mbili na nusu ya matumizi ya kila mwezi yaliyopangwa kwa kiwango cha chini cha shilingi 2,500 kama ilivyochezwa katika nukuu



8. Ubora wa Usambazaji



Viwango Vya Mzunguko Wa Volteji

Tutawapa wateja wetu usambazaji wa kuaminika, salama na wa juu ambao unakidhi mahitaji ya kisheria kama ilivyoelezwa hapa chini:

Tofauti za volteji

KIWANGO CHA VOLTEJI KATIKA KV	UPEO WA TOFAUTI UNAOKUBALIKA
Chini ya 1.0 kv	+ au -6%
Inayozidi 1.0 kv	+ au -10%

9. Ukatizaji wa Ugavi

Kila wakati tutahutaji kukatiza usambazaji kwa mteja kwa madhumuni ya urekebishaji, kuwawekea wateja wengine umeme au kwa sababu nyingine yoyote, tutawajulisha wateja kwa masaa zisizopungua 24 na usambazaji ambao wateja walikuwa wamejulishwa.

Kila wakati tutakuwa makini kuhakikisha kuwa muda wa kukatiza stima ulioratibiwa haujapata ilioelezwa kwenye jedwali ifuatayo:

No	Eneo la usambazaji	Wakati wa kila ukatizaji kwa masaa
(i)	Miji ya biashara ya Nairobi, Mombasa, Eldoret, Nakuru na Kisumu	5
(ii)	Vijiji vya Nairobi, Mombasa, Eldoret, Nakuru na Kisumu na miji mingine	8
(iii)	Maeneo mengine yote	8

Iwapo ukatizaji umeaababishwa na uharibifu, mawimbi au tukio lolote ile, muda wa urudishaji wa stima unaweza ukazidi uliotajwa kwenye jedwali.

Huduma wa urudishaji wa stima utashughulikiwa kutegemea muda ambao mteja amewasiliana nasi. Kila ripoti ya ukatizaji wa stima itasimamiwa na nambari ya urejelezi na kupimwa kutokana na ripoti ya awali

10. Miti na Mimea



Miti na mimea yanapokaribiana na mistari ya umeme inaweza kusababisha hatari ya moto na sababu ya kawaida ya kuvuruga umeme. Ni wajibu wa mteja kukata miti karibu na laini za umeme kwenye mali ya wateja.

Ambapo mteja anahitaji kukata miti karibu na laini za umeme, Mteja ataripoti kwa Kenya power na atatolewa nambari ya kumbukumbu. Ikiwa miti iko karibu na laini ya chini ya voltegi, tutaweka salama laini ya mteja ili kukata miti ndani ya siku saba ya taarifa. Ikiwa karibu na laini ya juu ya voltegi tutakubaliana na mteja wakati unaofaa na tarehe.

Ikiwa mteja haweka miti au mimea ndani ya mali yao wazi ya laini ya nguvu ya umeme, wawakilishi wetu wanaweza kufanya ukataji baada ya kutoa taarifa kwa mteja siku saba.

11. Upeo wa Nguvu na Kupanda na Kushuka kwa Nguvu za Umeme

Wakati mwingine, ubora na mzunguko wa umeme unaweza kuathiriwa na idadi ya mambo Zaidi ya kupunguza na kudhibiti. Usumbufu na mabadiliko yanaweza kusababisha uharibifu kwa mali ya mteja.

Mteja anahitaji kuvhukua tahadhari nzuri ya kupunguza uharibifu wa mali zao ambazo zinaweza kusababisha tofauti za voltegi. Kuna vifaa vya ulinzi vya kuongezeka vinavyopatikana kwenye soko ambalo linapunguza hatari ya uharibifu kutokana na kuongezeka na kuimarisha ulinzi kwa vifaa vyao.

12. Wajibu wa Wateja Kuhusu Ubora wa Usambazaji

Katika jitihada zetu za usambazaji wa umeme wa kuaminika na ulio bora Zaidi kwa wateja na kuhakikisha usalama wao na ule wa jirani wao, mteja anahitajika;

- Kushirikisha fundi wa umeme aliyesajiliwa na kupewa leseni na EPRA kwa kazi zote za ufungaji wa umeme.
- Kutujulisha mipango yoyote ya kubadilisha wiring au vifaa katika mali yake ambayo inaweza kuathiri usambazaji wa umeme kwa njia yoyote.
- Kudumisha wiring yake au vifaa vya umeme katika hali salama
- Kutujulisha kabla ya mabadiliko makubwa kiasi cha umeme kilichotumiwa katika majengo yake
- Kutoa ulinzi wa busara kwa vifaa vyetu vilivyowekwa kwenye majengo yake
- Kutumia umeme kwa namna ambayo haifai kuingilia kati au uharibifu kwa watumiaji wengine; na
- Kuzuia ugani wa umeme haramu kutoka mita yake au kinyume cha sheria kutokana na mita yake.

13. Kusoma Mita na Bili

Kusoma Mita

Tutajitahidi kupata kusoma kwa mita ya mteja kila mwezi kwa kutoa masomo 8-12 kwa mwaka kwa makundi mbalimbali.



Bili

Tutamtumia mteja wetu bili kila mwezi kutegemea matumizi yao, au kusoma kwa ubinafsi mita ya mteja au kadri ya matumizi ya mteja kwa mwezi. Bili itakuwa na ujumbe ifuatayo;

- Umeme (units) uliotumika kwa mwezi
- Deni ya mwezi uliopita kama ipo
- Malipo ya ziada yaliyotoka kwa mwezi uliopita kama ipo
- Bei tajika ya mwezi huo
- Ushuru wa kikatiba na kodi
- Tarehe ambayo malipo yatakuwa tayari kulipwa

Tutachukulia kuwa mteja amepata bili ya umeme kwa muda wa siku tatu baada ya kuwasilisha ujumbe. Iwapo mteja hatapata bili, anapaswa kuangalia deni iliopo kupitia barua pepe au huduma ya arafa ambayo tutapeana.

Mteja anahitajika kwasiliana nasi iwapo bili yake sio sahihi au iwapo mteja ana maswali yoyote kuihusu. Tutawajibikia mwito wa mteja bila malipo katika kifungu 21 ya hati hii na kuangazia malalamishi ya bili hio kama ilivyo.

Bili Iliyo Na Mushki / Makosa

Iwapo tumemlipisha kwa ziada mteja na kugundua kosa hilo, tutatengeneza bili ipasavyo na tutampa mteja tuzo kwa bili ijayo.

Iwapo tutamlipisha mteja kwa bei ya chini, tutahitajika kurudisha bei ambayo haikuwapo. Tutampa mteja muda wa kulipa pesa hio baada ya kukubaliana namna ya kulipa iwapo itawezekana.

Majaribio Ya Mita

Iwapo hajatosheka na jawabu la ujasiri wa bili, wanaweza kuomba majaribu kwa mita. Tutaweka kifaa cha kupima mita ili kusoma iliyo na shida kwa siku zisizopita 30. Jibu zitakazotolewa zitawasilishwa kwa mteja kwa muda wa wiki 2 baada ya huo muda wa kujaribu.

Ikiwa jaribio la mita litaonyesha kuwa mita ina shida, mita hiyo itabadilishwa kwa gharama yetu na ikiwa mteja atasisitiza apewe mita ingine, mteja atagharania kulipia mita hiyo.

Tutamkaribisha mteja kutueleza mgogoro wowote kutokana na jawabu iliyotokana na kujaribu mita. Ikiwa suluhisho halitafikiwa, mteja anawezapeleka kesi hio kwa EPRA ili kushughulikiwa Zaidi.

Malipo

Tutawapa wateja wetu jinsi ya kulipa bili zao.

Malipo yanaweza kufanyika kupitia

- Kituo chochote cha kulipia fedha ambayo mteja anapendelea anaweza lipa fedha au atumie cheki
- Mashine ya moja kwa moja ya breki yoyote iliyochaguliwa
- Kupitia simu
- Vitengo vya umeme vinanunuliwa kwa mita mpya ya umeme ya kulipia kabla ya kutumia vinapaswa kujazwa kabla kumalizika ili kuepuka kukatishwa mawasiliano otomatiki.
- Washirika wetu wa kulipia rahisi. Njia zinginezo za malipo tutawajuza wateja kila wakati

Kukatiza na kurudisha usambazaji wa umeme kwa bei zilizoafikiwa

Iwapo akaunti ya mteja itakuwa na deni, tutakatiza usambazaji wetu wa umeme kwa mteja siku ifuatayo baada ya tarehe ambayo malipo yalikuwa tayari.

Baada ya kufanya malipo kwa sababu ya kukatiwa stima, Kenya Power itahakikisha kuwa mteja amerejeshewa stima kwa muda wa masaa ishirini na nne. Malipo yatajumuishwa.

a) Deni iliopo.

b) Malipo ya kurudishiwa stima ambayo ilikatwa. Iwapo mita ilikatwa mteja atalipa shilingi 580, iwapo stima ilikatwa kwa kikingi, mteja atalipa 3,828, na iwapo ni laini, mteja atahitajika kulipa 13,920.

c) Kuongeza kwa amana kama ilivyoainishwa na Sheria ya Nishati ya mwaka 2019.

Ratiba Ya Ushuru

Bei zetu ziko kwa ratiba na viwango vya usambazaji wa umeme, 2018 au inaweza badilika muda kwa muda na udhubiti wetu, EPRA, na mabadiliko yatafahamishwa kwa wateja wetu na nakala ambayo inawezapatikana kwa mtandao wa Kenya Power.

Bei zetu za umeme zinadhhibitiwa na EPRA. Pendekezo lolote tutafanya kuhusu bei zetu za umeme zinasimamiwa na kukubalika na EPRA. Mteja wetu ana haki ya kupeana pendekezo kwa EPRA.

Kufunga Akaunti Ya Usambazaji

Ili kufunga akaunti ya mteja, tunahitaji kusoma mita yake mara ya mwisho. Hili litafanyika kwa muda wa siku tatu ambapo ujumbe utakuwa umepokelewa

Malipo ambayo hayajalipwa yanapaswa kulipwa kabla ya mali kupokezwa kwingine/kutupwa. Ikiwa mteja ameua makezi yake, watatujuza ili tuweze kufunga akaunti baada ya kusoma mita mara ya mwisho.

Ikiwa mteja ni mpangaji, wanapaswa kuomba mita zao zisomwe mara ya mwisho kabla ya kutoka kwa makazi hayo.

Tujuzeni iwapo unahama kwa makazi Fulani au wanauza mali waweze kulipa deni aliopo na akaunti ziweze kufungwa ipasavyo.

14. Mteja Ataweza Kuruhusu Mawakilishi wetu Kuingia kwenye Boma Lake Iwapo Tunahitaji:

- Kusoma au kugagua mita
- Kuunganisha au kukata ugavi wa umeme
- Kugagua au kufanya majaribio uwekaji wa umeme
- Kupunguza au kuondoa mimea kutoka kwenye nyaya za stima
- Kufanya ukarabati au utunzaji

Tunapoingia wafanyakazi hubeba stakabadhi za utambulisho majina yao picha na idara. Ni sharti waonyeshe vitambulisho vyao kila wakati.

Ikiwa mteja hataturuhusu kuingia, tutawapa gharama ya kipimo ya stima au kukata ugavi wa umeme.

Ikiwa wawakilishi wetu wameharibu mali ya mteja tutarejesha mali hiyo katika hali yake ya awali kwa gharama yetu.

Lakini katika hali ya dharura tutaingia nyumbani mwa mteja kwa wakati ufaao.

Mteja anatakiwa kuhakikisha kuwa mnyama yeyote au vyombo vinavyopatikana ndani ya boma zao havina madhara au ya kuhatarisha usalama wa wafanyakazi wetu.

Ulipaji wa gharama ya umeme

Kutufahamisha wakati wa kuhama au kuuza mali ili waweze kulipia deni za mwisho ndiposa akaunti hizo zifungwe kikamilifu.

Lipa kwa ukamilifu ada ya umeme uliyotumika

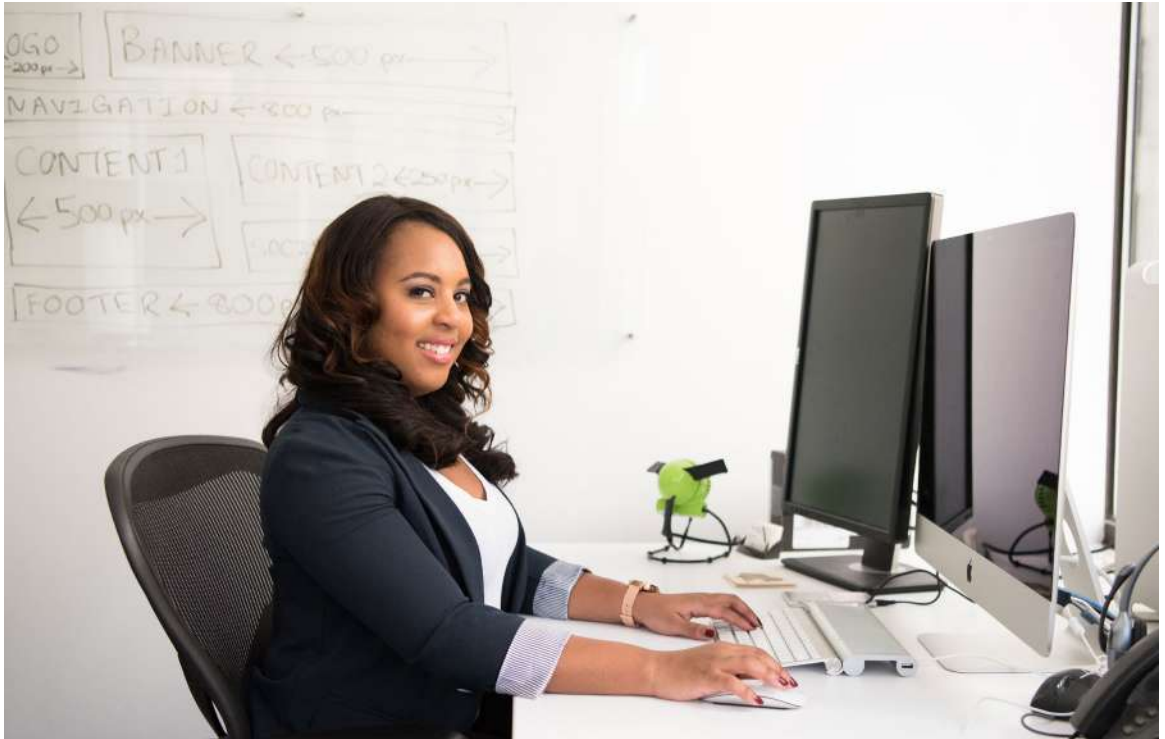
Kutunza vyema vifaa vya kampuni ya Kenya power vilivyowekwa nyumbani mwao. Jiweke katika nafasi ya kuzuia vifaa vya Kenya power vilivyowekwa kutokana na uharibifu wa kiufundi au wa hali ya kawaida.

Ripoti katika ofisi ya Kenya power kabla ya kuhamia kwenye makazi mapya.

Ripoti kwa ofisi ya Kenya power ikiwa kuna kifaa cha umeme kinachoongezwa na matumizi mengine kwenye boma.

Ripoti mara moja kwa kituo cha polisi iliyokaribu na pia ofisi ya Kenya power. ikiwa kuna kisichoruhusiwa au shughuli za kutiliwa shaka kwenye kifaa cha ugavi wa umeme au wizi wa umeme.

15. Huduma Kwa Mteja



Tunakusaidia kutoa huduma bora Zaidi na kujikita kufuata mahitaji ya huduma na viwango vya juu kama ifuatayo;

Ikiwa mteja ameweka maagano kuonana na mmoja wa wafanyakazi wetu atahudhuriwa kwa muda wa dakika kumi ndani ya muda uliokubalika.

Ikiwa mteja atazuru kituo chetu chochote za huduma pasu na ufahamisho wa mapema tutamshughulikia ndani ya muda wa lisali moja.

Tutachunguza na kujibu maswali yote ya wateja na malalamishi kuhusiana na malipo, uwekaji mita au madai kwa muda ndani ya siku saba ya upokezi.

16. Utatuzi wa Migogoro na Malalamishi

Wakati wowote mteja ana lalama au kutoridhika na huduma zetu, mteja huyu kulingana na hatua zetu na kushughulikia malalamishi anafaa kusajilisha lalama hiyo kupitia maandishi, kupiga simu au kupitia barua pepe au mitandao yetu rasmi ya kijamii.

Katika hali ambapo mteja amefuata na kukamilisha hatua zote za kushughulikia malalamishi mteja huenda bado hajaridhika.

17. Utunzaji wa Mazingira

Tunaunda kudumisha na kuendesha utumizi mzuri wa mfumo wa ugavi wa umeme kwa lengo la kupunguza athari yake kwa mazingira. Tunakusudia kuhusisha umma katika kutoa habari mwafaka kuhusiana na uhifadhi wa mazingira.

18. Uendelevu wa Ubora/Uboreshaji wa Kuendelea

Tumejitolea kukuza njia Zaidi ya nguvu, iliyoratibiwa nay a kuhusishwa kwa utoaji wa huduma za umma ili kufikia lengo hili;

Tutathmini maoni ya wateja wetu na mapendezo na kuitumia ili kuboresha utoaji wa huduma yetu.

Tutachukua mbinu ya ushauri au wadau kufanya kazi na wawakilishi wa sekta na vyama vya kukaa.

Tutahusisha mtandao pamoja na idara za serikali

Tutakubali na kufahamu maoni kutoka kwa wadau kuhusu jinsi tunaweza kutoa huduma bora

Tutafanya uchunguzi wa wateja ambao wanaweza kusambazwa kupitia barua pepe, bili, taarifa fupi au njia nyingine inayopatikana.

19. Haki za Mteja

Mteja ana haki za;

- Ubora, usaidizi wa kuaminika na ugavi bora, usaidizi wa kuaminika na usalama.
- Uzoefu wa huduma bora juu ya utoaji wa huduma.
- Hitilafu ya bure na kwa wakati
- Kuhudhuriwa kwa hadhi, heshima na haki
- Kipimo sahihi cha matumizi
- Usiri wa habari zao
- Kushirikishwa na masuala yanayowaathiri

20. Majukumu ya Kenya Power kwa Wateja

- Uendeshaji, utengenezaji na utoaji wa umeme wa kutosha, nafuu, wa kuaminika na iliyo na usalama.
- Kuwajulisha wateja kuhusu viwango vya utoaji wa huduma na kinachotarajiwa kutoka Kenya power kama mtoa huduma anayehudumia mteja.
- Kuwapa wateja wetu habari kamili na sahihi kuhusu huduma zetu zinazotolewa.
- Elimu kwa mteja na vikao
- Kuwa waaminifu na uwazi katika kushughulikia/kuwahudumia wateja wetu
- Kuendelea kuboresha huduma kwa kukuza uvumbuzi na kujifunza.

Wajibu wa KENYA POWER huishia katika jukumu ya mita na wajibu wa watumiaji huanza baada ya mita isipokuwa ambapo makosa ya KENYA POWER ya mita husababisha uharibifu wa mali ya watumiaji au vifaa.

21. Kwa Habari ya Jumla

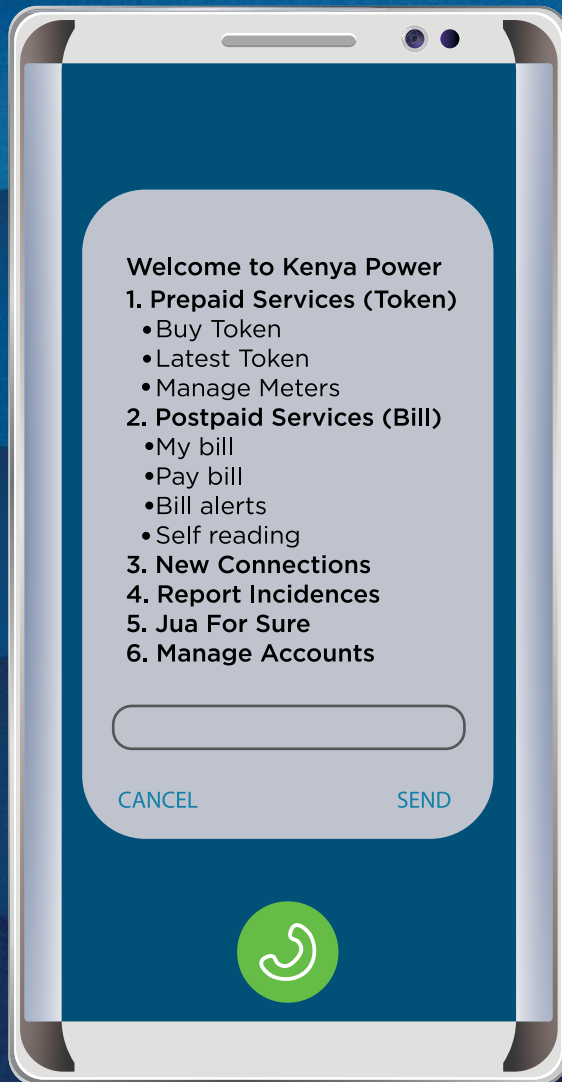
Mteja anaweza kutembelea tovuti yetu ya www.kplc.co.ke. Au kupiga simu/kuwasiliana katika moja ya ofisi zetu zilizoorodheshwa hapa:

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ELECTRICTY HOUSE, HARAMBEE AVENUE, NAIROBI	P.O. BOX 30177, NAIROBI	020 3211000
ELECTRICTY HOUSE, MOMBASA	P.O. BOX 90104, MOMBASA	041 225564
ELECTRICTY HOUSE, NAKURU	P.O. BOX 104, NAKURU	051 2211594
ELECTRICTY HOUSE, KISUMU	P.O. BOX 151, KISUMU	057 2020536
STIMA HOUSE, NYERI	P.O. BOX 106, NYERI	061 2030646/ 2030800
DIANA CENTER	P.O. BOX 106, NYERI	061 2030646/ 2030800
THIKA ARCADE	P.O. BOX 202, THIKA	067 22320
KVDA PLAZA ELDORET	P.O. BOX 74, ELDORET	053 2033012
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- 5. Jua For Sure**
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