

Terms & Conditions

Last Updated: 06 July 2026

Terms & Conditions For Use Of AI Systems

These Terms And Conditions Govern The Use Of KPLC’s Artificial Intelligence (AI) Systems, Including AI-Powered Assistants, Chatbots Such As Nuru (Collectively Referred To As The “AI System”). By Accessing Or Interacting With The AI System, You Acknowledge That You Have Read, Understood And Agree To Be Bound By The Following Terms And Conditions: .

1. Purpose Of The AI System

The AI System Is Designed To Support Customer Service Delivery And Operational Efficiency, Including Responding To Customer Inquiries, Outage Reporting, Account Support, Information Provision And Facilitating Communication With KPLC Representatives.

2. Nature Of AI Responses

Responses Generated By The AI System Are Automated And May Not Always Be Fully Accurate, Complete Or Up To Date. The Information Provided Is For General Assistance Purposes Only And Does Not Constitute Legal, Technical Or Professional Advice.

3. Human Oversight And Escalation

Customers May Request Escalation To A Human Representative For Complex Matters, Disputes, Complaints, High-Risk Transactions Or Where Clarification Is Required. The AI System Shall Not Be The Final Authority In Matters That Significantly Affect Customers’ Rights, Obligations Or Access To Services.

4. Transparency And Fair Use

KPLC Will Endeavour To Ensure That The AI System Operates In A Lawful, Fair, Transparent And Non-Discriminatory Manner. Users Are Encouraged To Provide Accurate Information And To Use The AI System Responsibly And Only For Lawful Purposes.

5. Data Protection And Privacy

KPLC Processes Personal Data Collected Through The AI System In Accordance With The Constitution Of Kenya, The Data Protection Act, 2019 And Other Applicable Laws. User Interactions May Be Recorded, Monitored And Analysed For Service Improvement, Quality Assurance, Security, Compliance And Dispute Resolution Purposes.

6. Automated Processing

Where The AI System Supports Automated Decision-Making, KPLC Shall Provide Appropriate Safeguards In Line With Applicable Law, Including The Right To Request Human Intervention, Seek Clarification And Challenge Decisions That May Significantly Affect A User.

7. Limitation Of Liability

While KPLC Endeavours To Ensure Reliability And Accuracy, KPLC Shall Not Be Liable For Any Loss, Damage, Delay Or Inconvenience Arising From Reliance On Information Or Responses Generated By The AI System.

8. Security And Prohibited Use

Users Shall Not Misuse, Interfere With Or Attempt To Compromise The Security, Integrity Or Functionality Of The AI System. KPLC Reserves The Right To Suspend Or Restrict Access Where Misuse, Abuse Or Unlawful Activity Is Detected.

9. Continuous Improvement

KPLC May Review, Update Or Improve The AI System And These Terms And Conditions From Time To Time Without Prior Notice To Align With Operational Requirements, Technological Developments And Applicable Legal And Regulatory Obligations.

10. Acceptance Of Terms

By Continuing To Use The AI System, You Confirm That You Have Read, Understood And Consented To These Terms And Conditions.

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I Decline

I Accept