



Powering people for better lives

**POSTPAID KPLC MOBILE MONEY PAYMENT REALLOCATION/REFUND  
REQUEST FORM**

Correct KPLC Account Name.....

Correct KPLC Account No.....Location.....

Wrong KPLC Account No..... Wrong KPLC Account Name (if known).....

Reason for the error.....

.....

.....

.....

**Payment Details:**

KPLC Mobile Money Collection Agent (Mpesa/Airtel Money etc.).....

Mobile Telephone No.....

I/D or Passport No. (Attach a copy of payer ID/Pp).....

Amount.....date of payment.....

Transaction ID; Mpesa/Airtel Transaction ref no. ....

Customer's Name (payer).....Sign.....

**FOR KPLC USE ONLY:**

Received/Confirmed by: \_\_\_\_\_

Verified by: \_\_\_\_\_

*Approved by:* \_\_\_\_\_