



CUSTOMER COMPLAINTS HANDLING GUIDE



Kenya Power

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INTRODUCTION

Kenya Power is committed to providing our customers with the highest possible levels of service and support. However, with over 7 million customers spread across a large network, in some instances quality of service may not be at the expected level. When the expected service level is below standard, we acknowledge the problem and find solutions to enable us improve operations in the future.

To help you raise any issues quickly and easily, Kenya Power has developed a formal Complaints Handling Policy and a Complaints Handling Procedure. The policy sets out the principles that outline our commitment to customers and the procedures we undertake to resolve customers' complaints. We regard any form of customer dissatisfaction as a 'complaint' to which we will respond. Complaints Handling Procedure seeks to give guidance on how to resolve such matters.

1. HOW CUSTOMERS WITH COMPLAINTS CAN REACH KENYA POWER

Whenever customers contact Kenya Power with complaints, we shall either respond to the customer conclusively or provide a reference number for follow-up purposes within the stipulated resolution timelines. Customers may contact us through the following ways:

(i) By Telephone

Complaints can be made by telephone to any of the following numbers:

Contact Centre Number: **97771** (24/7)

Emergency Numbers:

0703 070707

0732 170170

(ii) Via USSD Code

Incidences can be reported by dialing ***977#**

(iii) Kenya Power Self Service App - MyPower

You can download the mobile application self-service app through google play store for Android users or App Store for Iphone users.

(iv) In Writing

The letters should be addressed to the respective Regional Manager. In case there is need for detailed investigations, we will inform the customer immediately in writing. Every written complaint will be acknowledged within two days of receipt.

(v) By Email

Complaints can be made through e-mail using the address customercare@kplc.co.ke. And will be handled in similar manner as correspondence above.

(vi) In person

A customer can speak to our representative at any nearest Kenya Power Office/Branch. They should be able to handle or refer you to the correct personnel so that you do not have to follow-up several times.

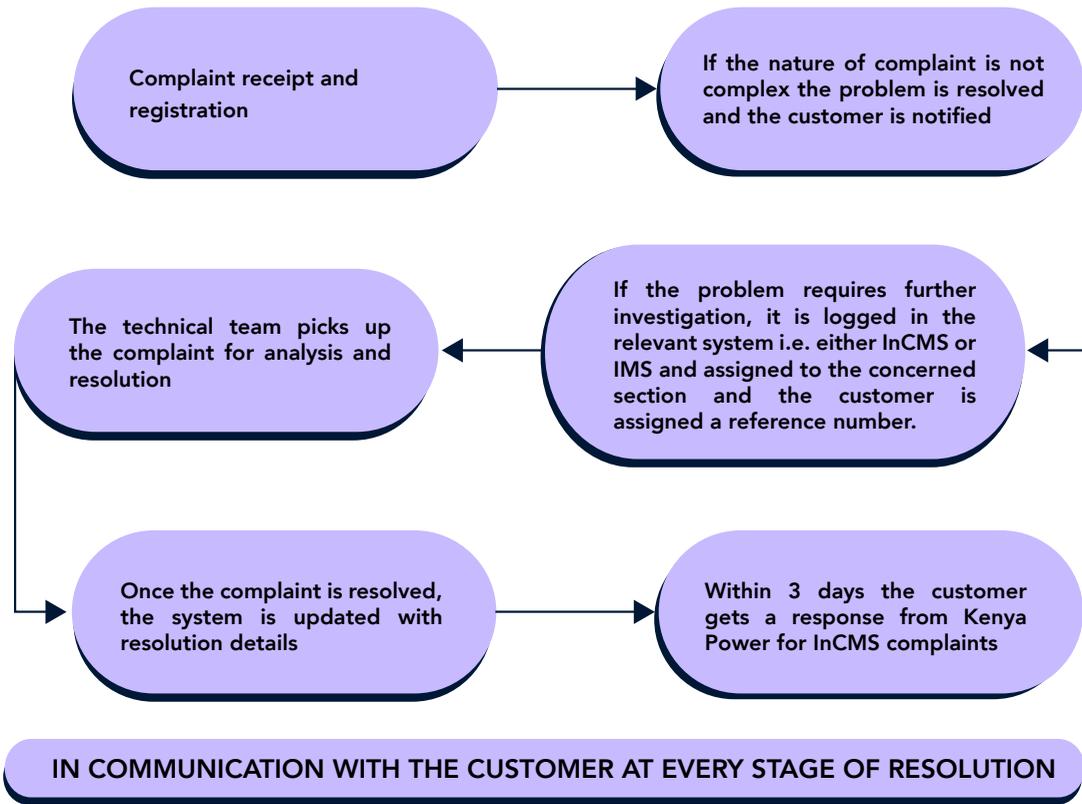
(vii) Through Social Media

Twitter: @KenyaPower_Care or @KenyaPower

Facebook: Kenya Power

Various WhatsApp Groups

COMPLAINT HANDLING PROCESS



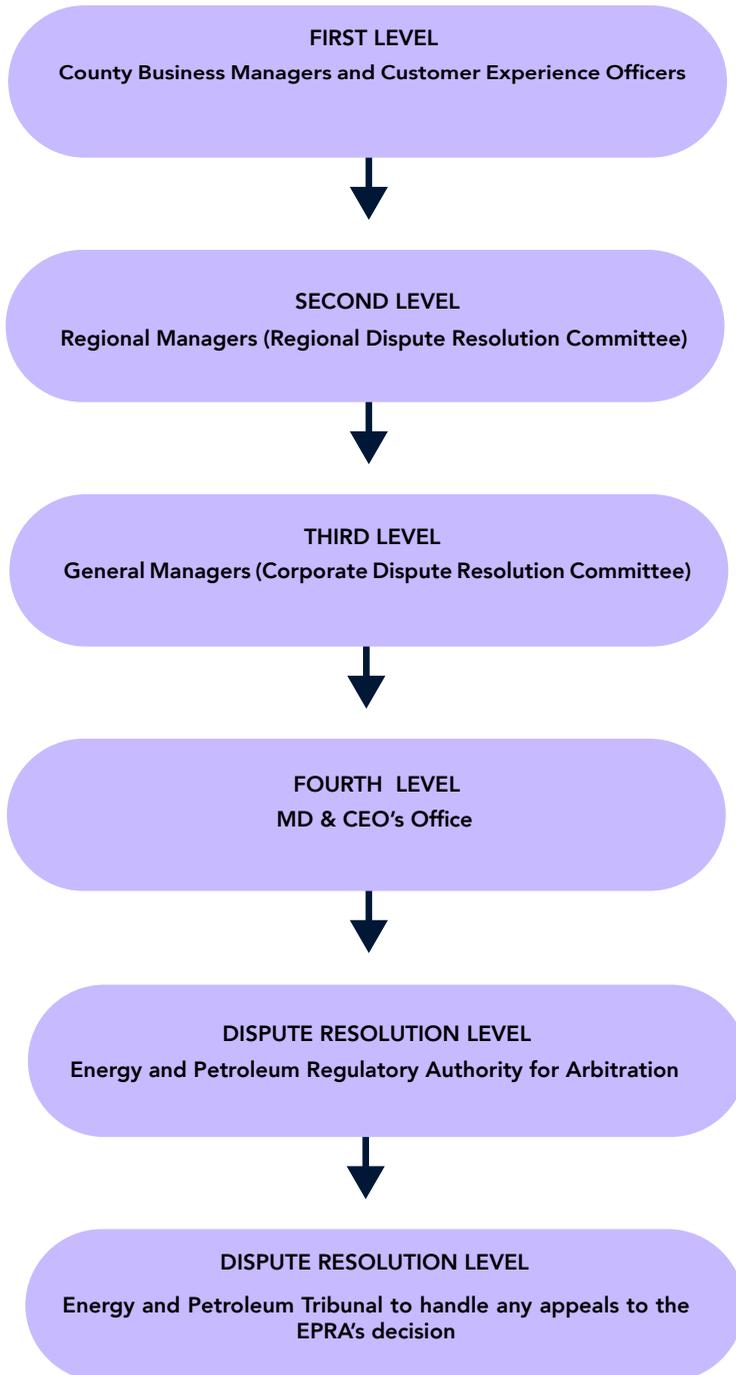
Types of broad complaints

- (i) Power Interruption
- (ii) Pre-Paid Complaints
- (iii) New Connections
- (iv) Billing (Post-Paid)

In addition, we encourage our customers to inform us of any imminent electrical danger, occurrences and concerns within their localities.

Levels of Complaints Escalation

Our aim is to resolve customer complaints as soon as we receive them to the satisfaction of the customer. We ensure that each written complaint or correspondence we receive is responded to within 3 days. However, if complaints are not addressed to their satisfaction and requires redress, the chart below shows where customers can escalate complaints for assistance:



2. SERVICE LEVEL TIMELINES OFFERED TO OUR CUSTOMERS

What is the complaint about	Stipulated resolution time
<p>A. Quotation after application of Supply</p>	<ol style="list-style-type: none"> 1. Requiring a meter only—3 days 2. Requiring low voltage Extension (3 phase above 8 Kva)— 14 days 3. Requiring low voltage extension (Single phase up to 8 Kva) – 28 days 4. Requiring medium voltage extension and/or transformer—metered at 400V—28 days 5. Connection at high voltage – metered at 11kV, 33kV,66kV, 132kV – To be agreed with the customer
<p>B. Construction period after payment</p>	<ol style="list-style-type: none"> 1. Requiring a meter only—3 days 2. Requiring low voltage Extension—(Three Phase over 8 Kva)— 14 days resolution 3. Requiring low voltage extension (Single Phase up to 8Kva) – 14 days 4. Requiring medium voltage extension and/or transformer – metered at 400V – 28 Days. 5. Connection at high voltage – metered at 11 kV, 33kV or 66kV – To be agreed on with customer.
<p>C. Metering</p>	<ol style="list-style-type: none"> 1. Requiring a meter only—3 days 2. Requiring low voltage Extension—(Three Phase over 8 Kva)— 3 days resolution 3. Requiring low voltage extension (Single Phase up to 8Kva) – 3 days 4. Requiring medium voltage extension and/or transformer – metered at 400V – 5 days 5. Connection at high voltage – metered at 11 kV, 33kV or 66kV – To be agreed on with customer.
<p>D. Reconnection after disconnection</p>	<ol style="list-style-type: none"> 1. Reconnection after payment - 24 Hours
<p>E. Account Closure and Deposit Refund</p>	<ol style="list-style-type: none"> 1. Disconnection on request for account closure – within 24 Hours 2. Deposit refund upon closure of account -14 days
<p>F. Unplanned Supply Interruption</p>	<ol style="list-style-type: none"> 1. System Transformer malfunction – up to 12 hours in urban areas and 24 hours in rural areas. 2. Trees falling on lines – up to 7 hours in urban areas and 12 hours in rural areas.

Supply Interruption Timelines:



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

3. PROCEDURE FOR HANDLING DANGER REPORTS

Please note that this is a procedure for reporting **DANGER COMPLAINTS** where there is imminent danger to life such as electrocution, electrical fires etc. For other complaints; see the normal way of handling complaints referred to in this booklet.

All dangerous occurrences and electrical accidents on the system shall be reported immediately to any of the following contacts nearest to you.

- The Kenya Power Call Centre
- Your County Business Manager for the branch nearest to you.
- Any of the following enquiry numbers:

0703-070-707; 0732-170-170; 97771

Contact Center: 97771 (24/7)

E-mail: customercare@kplc.co.ke

Twitter: @KenyaPower_care

Facebook: Kenya Power

While reporting we request you to offer the following information to enable us to attend to the complaint:

- Name of Customer
- Supply Location/Account No. if any/Tel or Mobile No
- Date & Time of incidence
- Damages involved (if any)
- Circumstances
- Observations

NB: In cases of fire you are advised to also call the Fire Brigade, Ambulance and the Police Station nearest you.

Tracking the Complaints

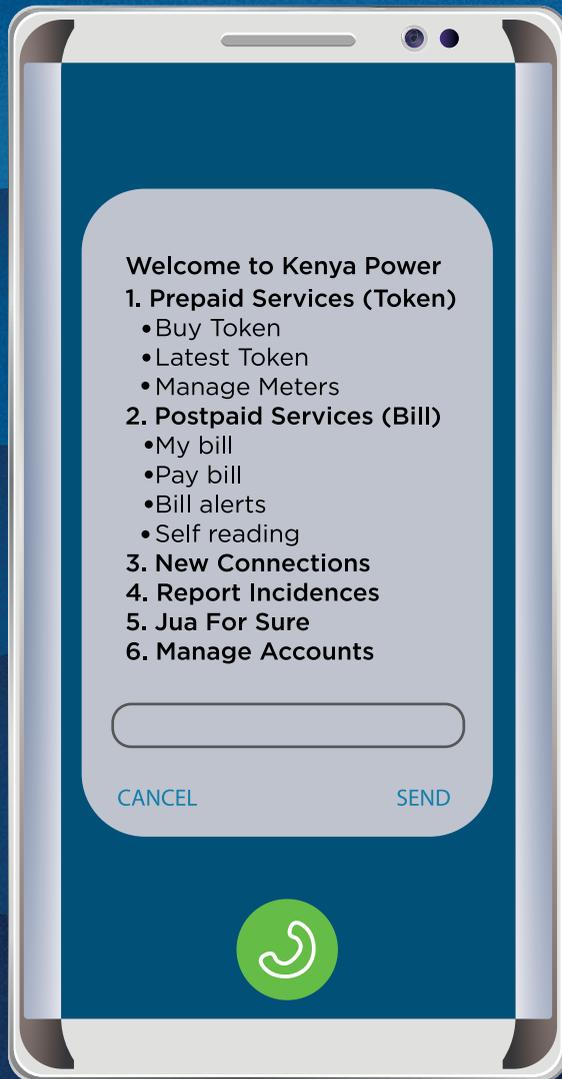
For any further enquiries and clarifications, you can contact us using the following addresses:

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



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Contact Centre: 97771
USSD Code: *977#