



## PRESS STATEMENT

Pursuant to the consent judgment in Milimani High Court Petition No.6 of 2018 on 22<sup>nd</sup> October 2018, The Kenya Power & Lighting Company Limited ("Kenya Power") undertakes the following:

1. Kenya Power will continue billing its customers in accordance with the electricity tariffs approved by the Energy Regulatory Commission ("ERC") and the charges for Fuel Cost Charge and Foreign Exchange Fluctuations Adjustment prescribed by the ERC in the Kenya Gazette. Where a customer is billed on the basis of estimates as permitted by code 4.2.2 of the Kenya Electricity Grid Code a customer who has any queries regarding their bill can call us or visit our offices for a review of their bills based on an actual meter reading.
2. Kenya Power has allowed customers who may have issues related to their bills following the migration to the Integrated Customers Management System (InCMS) in Nairobi and its environs in September 2017 and the countrywide roll out in November 2017 a period of 30 days, starting 25<sup>th</sup> October 2018 to 25<sup>th</sup> November 2018 to raise their queries.
3. Kenya Power has offered a 30 day moratorium period, suspending disconnection of all customers who have raised queries regarding their bills pursuant to paragraph two (2) above.
4. Kenya Power has established dedicated billing query counters in all our commercial offices countrywide where our customers will have their billing issues resolved promptly.
5. In addition, Kenya Power has set up Power Clinics which will serve as a one stop shop for customers who wish to make enquiries about their bills, new connections, disconnections and reconnections, power supply interruption and other related power issues.
6. Kenya Power has also provided a mobile phone-based Self-Service App, which enables customers to undertake self-meter reading and obtain their bills. (Download KPLC Self Service App from google play).

On behalf of Kenya Power, I wish to sincerely thank our esteemed customers for their continued support.

**ENG. JARED OTHIENO**  
**AG. MANAGING DIRECTOR & CHIEF EXECUTIVE OFFICER**