

USER GUIDE



PRE-PAID POWER



PRE-PAID ELECTRICITY COMES TO KENYA

KPLC now gives you the power to control your electricity consumption with pre-paid power. With a pre-paid meter, paper bills, disconnections and the hassles of reconnections are things you'll never have to deal with. You can now buy a credit slip from any authorised vendor or through your mobile phone.

QUESTIONS ABOUT PREPAID

HOW CAN I GET A PRE-PAID POWER METER?

At the moment KPLC has preselected the project sites to be converted from the traditional meter to prepayment e.g. Imara Daima, Nyayo Highrise just to mention a few. KPLC will meet the cost of prepayment meter installation for the project phase.

IS PRE-PAID CHEAPER THAN WHAT I PAY NOW?

No the charges will be the same – refer to the tariff schedule. The only difference is that with prepayment, you will be paying in advance.

WILL MY ELECTRICITY BE SHUT OFF WHEN THE CREDIT RUNS OUT?

Yes, your electricity will be shut off (disconnected) when your credit runs out. However, the meter will give a warning when the credit falls below 20Kwhrs. When faced with this situation it is advisable to top up your credit so as to avoid disconnection.

HOW DO I OBTAIN A CREDIT?

You may obtain credit from existing KPLC pay points e.g. Electricity House and Stima Plaza, plus other 3rd party vendors such as Uchumi, Zain and Safaricom (M-Pesa) so as to improve purchase convenience to the customer.

IF I HAVE AN OVERDUE BILL, WILL MY ELECTRICITY BE SHUT OFF WHEN THE TECHNICIAN COMES TO INSTALL THE NEW METER?

No, your electricity will not be shut off; however, you should endeavour to clear the debt prior to conversion, otherwise the bill will be transferred to the prepayment system. If the transfer occurs, on subsequent purchase of electricity, a portion of your payment will be deducted and used to reduce the arrears.

ONCE THE NEW METER IS INSTALLED, WILL THE KPLC TECHNICIANS STILL COME TO READ MY METER?

No, meter reading is not necessary in prepayment metering system. However, our KPLC technicians will be visiting customer premises from time to time to carryout inspections as required by law.

HOW WILL THE KPLC TECHNICIAN BE IDENTIFIED?

KPLC technician will come in a team and bear a company identification card. He will also have a prepayment meter, which will be used to replace the existing credit meter.

WILL THE METER AFFECT MY GEYSER/HOT WATER?

No, the meter will not affect your geyser/hot water.

WHAT HAPPENS TO MY CURRENT ELECTRICITY DEPOSIT?

Your current electricity deposit will be refunded if you have no debt.

HOW MUCH POWER CAN I BUY?

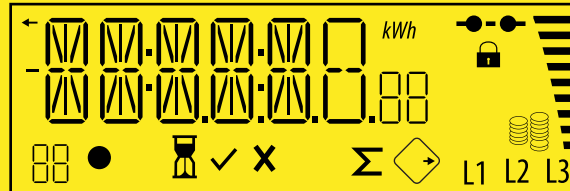
You can buy as much power as you wish.

THE PRE-PAID METER



KEY A - Consumption rate Indicator B - Backspace Key C - Meter Serial Number D - Enter Key

UNDERSTANDING THE UNIT'S SCREEN



- Load Connected
- Entry Rejected
- No Load
- Load Disconnected
- Entry
- Lock Out Condition
- Processing
- Low Credit Warning / No Credit
- Power Level Indicator

WHERE TO BUY PRE-PAID ELECTRICITY

Purchasing a token

1. Go to the local electricity vendor.
2. Supply the operator at the vendor with the meter ID card or meter serial number.
3. Supply the operator with the amount you wish to purchase.
4. You will receive a 20-digit token printed on a receipt.

Note:

To display the meter serial number, key in '100' followed by the 'Enter' key.

The meter will display the 11-digit meter serial number, scrolling from right to left (twice).

This number is the same as the meter serial number and the number on the User ID card used to purchase electricity.

Tokens are available currently from the following vending stations and can also be purchased through MPESA and ZAP 24 hours.

Vendor Name	Vendor Address	Business Hours
Kenya Power & Lighting Co.	Stima Plaza	8.00a.m. – 4.30p.m.
Kenya Power & Lighting Co.	Electricity House	8.00a.m. – 4.30p.m.
Uchumi Capital Centre	Mombasa Road	8.00a.m. – 8.00p.m.
Uchumi Ngong Hyper	Ngong Road	8.00a.m. – 8.00p.m.
Uchumi	Langata Road	8.00a.m. – 8.00p.m.
Sarit Centre (KPLC Office)	Sarit Centre	8.00a.m. – 4.30p.m.
Thika (KPLC Office)	Thika	8.00a.m. – 4.30p.m.

HOW TO PURCHASE THROUGH YOUR MOBILE PHONE

Purchasing pre-paid electricity token via MPESA or ZAP is as simple as using your phone. You will receive a return SMS that contains the token number which you enter into the meter. When the electricity credit is used, you can purchase more credit.

THROUGH MPESA

- Step 1
Go to **MPESA** menu select “**pay bill**”
- Step 2
Enter the **KPLC** prepaid business number **888880** and press **OK**
- Step 3
Enter the **11** digit pre-payment meter number that you would like to purchase a token for and press **OK**
- Step 4
Enter the amount you wish to purchase electricity token (between **KShs. 250** and **35,000**) and press **OK**
- Step 5
Enter your **M-PESA PIN** and press **OK**
Confirm that all the details are correct and press **OK**
- Step 6
You will receive a confirmation **SMS** from **MPESA** immediately. **KPLC** will then generate a token for your meter and send it to you via sms.

THROUGH ZAP

- Step 1
Go To Zap Menu
- Step 2
Choose Money Option
- Step 3
Choose the Nickname option & enter **MYPOWER**
- Step 4
Enter amount
- Step 5
Confirm transaction
- Step 6
Enter the 4 digit password
- Step 7
Under reference option enter the full **KPLC** prepaid 11 digit meter number.
- The customer will receive a confirmation SMS with the following attributes*
1. *Transaction ID – which is unique for every transaction.*
 2. *Amount paid*
 3. *KPLC prepaid meter number*
 4. *Customers Zap balance.*

“Always remember to have your 11 digit meter number when you need to buy more credit for your pre-paid meter.”

HOW TO LOAD YOUR TOKEN

1. Key in the 20 digit number on the token using the keypad and press the enter key.
2. On the screen an **"ACCEPT"** message will be displayed and your units will be increased with the amount of electricity purchased.
3. If the screen displays a **"USED"** message, it means that the token has already been used.
4. If the screen displays an **"OLD"** message, it means, that the token is old and invalid.
5. If the screen displays a **"REJECT"** message, it means that there is something wrong with your token. In this case you must contact KPLC Call Centre on the numbers provided.
6. Always check that your meter has enough electricity units left. This information is displayed on the screen.
7. **A low credit alarm** will be shown when the credit **falls below 20 Kwhrs**. Please purchase more electricity when this happens to avoid your power going off.
8. If the token was entered incorrectly the display will indicate **"EEEEEE 13"**



CODE REFERENCE



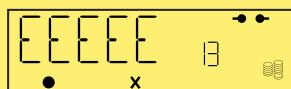
This indicates zero credit available on the meter. Enter a new credit token for additional credit.



A 100kWh token was accepted.



Normal credit mode display.



The token was either entered incorrectly or not intended for this meter and could not be decoded by the meter.



The token that was entered is old and cannot be accepted.



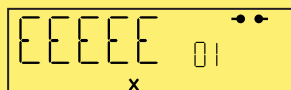
The token entered has been used before and the token cannot be accepted.



Over Power: Top bar of the power icon flashes. Switch off some appliances. Disconnection occurs if the Over Power condition persists for more than 10 seconds. Reconnection will take place after 2 minutes.



Over Power Lock-out: All bars of the power icon flash. The meter has entered a lock-out condition due to five trip conditions within a 30-minute period. The duration of the lock-out is 30 minutes. The countdown displays in minutes and then in seconds for the last minute.



Meter has gone into Error mode. Please contact the supply authority.



Communication with metering unit is in progress. Please wait a few seconds.

SHORT CODES

- Display meter number/serial - 100 enter
- Display total KWh consumed - 004 enter
- Display the maximum power limit setting - 007 enter
- Display the meter instantaneous power consumption - 050 enter

GUIDE TO PREPAID TARIFFS

NB: This tariff is applicable to post paid customers as well as the prepaid ones; and the charges are the same.

CHARGES IN TARIFF DC (Domestic Consumers)

- a) A Monthly Fixed Charge of KSh 120.00*
- b) Energy charges of :
 - KSh 2.00 per Unit for 0 - 50 Units bought;
 - KSh 8.10 per Unit for 51-1,500 Units bought;
 - KSh 18.57 per Unit for Units bought above 1,500.

** Unit stands for Kilowatt-Hour (kWh)*

** If Tariff DC (Domestic Consumers) is used in conjunction with Method IT (The Interruptible) – in this case – DO – (Water Heating meter) at the same supply terminals, then the combined Fixed Charge for both Methods of Charge shall be KSh 240.00*

TAXES & LEVIES

The customer shall pay any taxes, levies or duties imposed from time to time by the Government. At present, the following are levied by the Government:

- i. VAT* at 12% charged to:
 - a) Fixed Charge
 - b) Demand Charge (not applicable to domestic customers)
 - c) Foreign Exchange Fluctuation Adjustment
 - d) Fuel Cost and;
 - e) Inflation Adjustment
 - f) Taxable value of electrical energy consumed in a manner required by the Government.
- ii. Rural Electrification Programme (REP) levy at 5% of revenue from Unit sales.
- iii. Energy Regulatory Commission (ERC) levy at 3 Kenya cents/kWh

**** Fifth Schedule of Value Added Tax Act Cap 476 exempts VAT on supply of electrical energy to a domestic household where the consumption does not exceed two hundred kilowatt-hours (units).***

WHAT YOU SHOULD KNOW ABOUT VAT!

As per the Fifth Schedule of the Value Added Tax Act Cap 476:

“VAT shall be exempt in the supply of electrical energy to a domestic household where the consumption does not exceed two hundred kilowatt-hours (200kWh).”

WHAT HAPPENS WHEN YOU EXCEED 200 UNITS IN A MONTH?

VAT charges shall be levied on all the electrical energy (units) bought from the beginning of the month.

WHAT YOU SHOULD KNOW ABOUT TARIFF DC

- Tariff DC is a step tariff and two tokens of the same amount may not give you the same number of units depending on the step you are in amongst other factors.
- KPLC's vending system is online; hence the system keeps a record of all previous purchases and is thus able to determine the appropriate step in the tariff calculation.

TYPICAL TARIFF DC (DOMESTIC CONSUMERS) TRANSACTIONS OF A CUSTOMER WHO PURCHASES TOKENS 4 TIMES IN A MONTH

1 st buy in a month			Concept	Charges
Charge	Rate	kWh purchased	Fixed Charge	120.00
		33.3	Total Kwh (33.3X2)	66.60
Fuel	7.83		Fuel Index Charge (Ksh7.83/kwh) i.e. 7.83X33.3	260.74
Forex	0.94		Forex Charge (Ksh 0.94/kWh) i.e. 0.94X33.3	31.30
Inflation	0.08		Inflation Adjustment (Ksh 0.08/Kwh) i.e. 0.08X33.3	2.66
REP	5%		REP Charge (5%) i.e. 0.05X66.50	3.33
ERC	0.03		ERC Charge (Ksh 0.03/kWh) i.e. 0.03X33.3	1.00
VAT	12%		VAT (12%) i.e. 0.12X120	14.40
			Total Cost	500.00
Total Kwh for the month	33.3			

2 nd buy in a month			Concept	Charges
Charge	Rate	kWh purchased	Fixed Charge	0.00
		63.7	Total Kwh (16.7X2)+(47.0X8.1)	414.10
Fuel	7.83		Fuel Index Charge (Ksh7.83/kwh) i.e. 7.83X63.7	498.77
Forex	0.94		Forex Charge (Ksh 0.94/kWh) i.e. 0.94X63.7	59.88
Inflation	0.08		Inflation Adjustment (Ksh 0.08/Kwh) i.e. 0.08X63.7	5.10
REP	5%		REP Charge (5%) i.e. 0.05X414.10	20.71
ERC	0.03		ERC Charge (Ksh 0.03/kWh) i.e. 0.03X63.7	1.91
VAT	12%		VAT (12%) i.e. 0.12X0	0.00
			Total Cost	1,000.00
Total Kwh for the month	97.00			

3 rd buy in a month			Concept	Charges
Charge	Rate	kWh purchased	Fixed Charge	0.00
		28.8	Total Kwh (28.8X8.10)	233.28
Fuel	7.83		Fuel Index Charge (Ksh7.83/kwh) i.e. 7.83X28.8	225.50
Forex	0.94		Forex Charge (Ksh 0.94/kWh) i.e. 0.94X28.8	27.07
Inflation	0.08		Inflation Adjustment (Ksh 0.08/Kwh) i.e. 0.08X28.8	2.30
REP	5%		REP Charge (5%) i.e. 0.05X233.28	11.66
ERC	0.03		ERC Charge (Ksh 0.03/kWh) i.e. 0.03X28.8	0.86
VAT	12%		VAT (12%) i.e. 0.12X0	0.00
			Total Cost	500.00
Total Kwh for the month	125.80			

4 th buy in a month			Concept	Charges
Charge	Rate	kWh purchased	Fixed Charge	0.00
		75.2	Total Kwh (75.2X8.1)	609.12
Fuel	7.83		Fuel Index Charge (Ksh7.83/kwh) i.e. 7.83X75.2	588.82
Forex	0.94		Forex Charge (Ksh 0.94/kWh) i.e. 0.94X75.2	70.69
Inflation	0.08		Inflation Adjustment (Ksh 0.08/Kwh) i.e. 0.08X75.2	6.02
REP	5%		REP Charge (5%) i.e. 0.05X609.12	30.46
ERC	0.03		ERC Charge (Ksh 0.03/kWh) i.e. 0.03X75.2	2.26
VAT	12%		VAT (12%) i.e. 0.12X ((0)+(151X8.1)+(50X2)+(7.83X201)+(0.94X201)+(0.08X201))	372.23
			Total Cost	1,680.00
Total Kwh for the month	201.00			

Total Cost for the month(1stbuy+2ndbuy+3rdbuy+4thbuy)=3,680.00

POST-PAID BILL FOR A CUSTOMER WHO CONSUMES 201 UNITS IN A MONTH

			Concept	Charges
Charge	Rate	kWh consumed in a month	Fixed Charge	120.00
		201	Total Kwh (50x2.00)+(151x8.10)	1,323.10
Fuel	7.83		Fuel Index Charge (Ksh7.83/kwh) i.e. 7.83X201	1,573.83
Forex	0.94		Forex Charge (Ksh 0.94kWh) i.e. 0.94X201	188.94
Inflation	0.08		Inflation Adjustment (Ksh 0.08/Kwh) i.e. 0.05X201	16.08
REP	5%		REP Charge (5%) i.e. 0.05X1,323.10	66.16
ERC	0.03		ERC Charge (Ksh 0.03/kWh) i.e. 0.03X201	6.03
VAT	12%		VAT (12%) i.e. 0.12X((120)+(151x8.1)+(50x2)+(7.83x201)+(0.94x201)+(0.08x201))	386.63
			Total Cost	3,680.00



For emergency assistance call:
020-3201000, 0711-031000, 0732-111000.
www.kplc.co.ke
