

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/contractor technician be identified?

The KPLC technician will come in a team and bear a company identification card. Contractors will have an introduction letter from KPLC. They will also have a Pre-paid 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.



Prepaid Meter Helpline:
020-3201000, 0711-031000, 0732-111000.
www.kplc.co.ke

Power when I want it.



That's Prepaid Power!

PRE-PAIDPOWER



Prepaid Electricity comes to Kenya

KPLC now gives you the power to control your electricity consumption with Pre-paid electricity. With a Pre-paid meter, paper bills, disconnections and the hassles of reconnections are things you'll never have to deal with.

Advantages of Prepaid Electricity

- No more disconnections.
- Be in total control of your consumption on a daily basis (pay when you want to and pay any amount).
- Eliminates unpleasant surprises (like high monthly bills and disconnections).
- No reconnection fees when you forget to make payments.
- No estimated bills.
- No more under or overestimated bills due to premises access problems.
- No more waiting for electricity bills.
- Enhanced privacy.
- Instant reconnection upon purchase of units.

Questions about Prepaid Electricity

Will the flow of electricity be interrupted when my Pre-paid electricity meter is installed?

No, the meter will come with 30 pre-loaded units to ensure that your electricity is not interrupted and also to give KPLC adequate time to activate your meter in our Pre-paid management system. The same (30 units) will be recovered from you in subsequent purchases of electricity

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. Nairobi, Kisumu, Mombasa, Nyeri, Eldoret 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 he 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 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

