

Domestic Customers Application Procedure

This application procedure applies to Domestic (below 25kVA) and Premium applications (Above 25kVA, excluding SMEs with a load between 100kVA to 200kVA). This includes Additional Load and Meter Separation applications.

1. Application

We are encouraging all customers apply online <https://selfservice.kplc.co.ke>, submit with the applicable documents (refer to customer checklist below). You will be provided with an *Application Reference Number* instantly.

2. Quotation

You will receive a quotation based on your specifications in your enquiry.

The following quotation timelines will apply for various application types;

Application Connection Type	Time
Requiring a meter only	7 days
Requiring low voltage extension	14 days
Requiring low voltage extension (Single phase up to 8 kVa)	28 days
Requiring medium voltage extension and/or trans-former	28 days
Requiring connection at high voltage	within the period agreed with the Customer.

A quotation is valid for ninety (90) days within which payment can be made via the following channels;

1. Electronic funds transfer (RTGS) to KPLC Bank Account No. 0104074121608

2. Mobile money (Pay bill number 888899, Account No: application reference No.)
3. Cheque to KPLC (Quote your application reference number and contact number overleaf of the cheque)
4. Cash payment at KPLC Payment office

3. Construction & Metering

We will obtain necessary consent where applicable to lay electricity supply lines and thereafter undertake construction and metering within the following timelines;

Type of Connection	Time
Requiring a meter only	3 days
Requiring low voltage extension (Single phase up to 8 kVa)	14 days
Requiring low voltage extension (3 phase above 8 kVa)	14 days
Requiring medium voltage extension and/or trans-former	28 days
Requiring connection at high voltage	within the period agreed with the Customer.

Customer Checklist: Please attach the following documents when submitting your enquiry for supply form

All Applicants

- Copy of National Identification (I.D) or Passport for Non-Kenyans/ Company Registration Certificates
- Copy of your PIN Certificate
- Route sketch map leading to premises where supply is required.
- Copy of title deed and land search documents for ownership of property (to support wayleaves consent)

- Duly filled Supply Contract form (<https://bit.ly/3btXjVq>)
- Wiring Certificates (Submit any time after issuance of *application reference number* but before construction of the electricity network)

Meter Separation and Additional Load Application

- Copy of latest Electricity Bill

Additional Requirements for Premium Applications (Businesses)

- Scaled site plan (Preferably in soft copy AutoCADD 2014 lower version/DWG format)
- Load Schedule Details