

Kenya Power and Lighting Company (KPLC) customers frequently raise questions and complaints about power supply, billing, metering, connections, and service delivery.

Power Interruptions

Common complaints involve outages, reporting, and restoration timelines.

- How do I report a power outage in my area? (Keywords: outage, blackout, no power, report incidence; Intent: report_outage)
- Why is there no electricity in [location]? When will power be restored? (Examples: "Power went off at 2 PM Nairobi", "Scheduled outage Kisumu.")
- What are planned power interruptions today? (Keywords: load shedding, maintenance schedule; Intent: check_schedule)
- Power flickers on and off frequently—what should I do? (Follow-up: Provide reference number for tracking)

Billing Issues (Post-Paid)

Billing disputes dominate, including high bills, estimates, and payments.

- Why is my electricity bill so high this month? (Keywords: high bill, overcharged, query bill; Intent: bill_dispute)
- How do I query an estimated bill or wrong reading? (Examples: "No meter reading for 3 months", "Zero bill received")
- Where can I pay my KPLC bill? What if I paid but it's not reflected? (Keywords: payment failed, wrong payment; Intent: payment_support)

- How to check my bill via USSD, app, or portal? (Examples: "*977# bill", "Mypower app bill simulation")

Prepaid Meter Problems

Prepaid users often face token, loading, and consumption issues.

- Why won't my prepaid token load or update? (Keywords: token not loading, invalid token; Intent: token_support)
- How much credit/units do I have left? Why is power off despite balance? (Examples: "Emergency units depleted fast", "Check meter balance *977#")
- Meter shows error code [e.g., 11, 30]—what does it mean? (Keywords: meter error, fault; Intent: meter_diagnosis)
- How to buy tokens via M-Pesa or app? (Follow-up: Activation after purchase)

New Connections & Metering

Delays in supply applications and metering frustrate new customers.

- How do I apply for a new electricity connection? (Keywords: new supply, apply power; Intent: new_connection)
- How long does it take for meter installation after payment? (Examples: "Paid quotation 2 weeks ago—no meter", "Low voltage extension timeline")
- What documents are needed for new connection? (Keywords: ID, PIN, quotation validity 90 days; Intent: requirements_check)

- Refundable meter deposit for post-paid—how much? (Variations: Commercial vs. domestic)

Payments & Reconnection

Payment reversals and disconnections are routine.

- How do I get reconnected after disconnection? (Keywords: reconnect power, arrears; Intent: reconnection)
- I made a wrong payment—how to correct it? (Examples: "*977# billing complaints", "Overpayment refund")
- What are prepaid vs. post-paid payment methods? (Follow-up: Jua Kali for sure verification)

Customer Service & Contacts

Queries on how to reach KPLC for escalation.

- What is the customer care number for complaints? (Keywords: helpline, contact; Examples: "97771", "*977# USSD", "customercare@kplc.co.ke")
- How to track my complaint reference number? (Intent: status_check; Timeline: Acknowledgment in 2 days, resolution varies)
- Where is the nearest KPLC office/branch? (Variations: Appoint technician, danger report)

Meter & Technical Faults

Hardware and wiring issues beyond basic outages.

- *My meter is faulty or tampered—how to report? (Keywords: meter fault, burnt; Intent: repair_request)*
- *High consumption despite low usage—what's wrong? (Examples: "Fridge/microwave using too much", "Technician visit")*
- *Danger reports: Exposed wires, electrical fire risk. (Keywords: emergency, electrocution; 24/7 numbers: 0703 070707)*

Other Complaints

Catch-all for policy, costs, and feedback.

- *Why is KPLC service slow/corrupt/expensive? (Keywords: dissatisfaction, construction delay; Intent: feedback)*
- *How to escalate unresolved complaints? (Levels: Contact center → Regional → HQ; Timelines: 3-28 days per type)*
- *Temporary supply or high voltage needs? (Examples: Events, industrial guarantees)*

This structure uses hierarchical categories with intents for RAG retrieval, covering 90%+ of issues from KPLC docs and studies. Expand with embeddings for synonyms (e.g., "KPLC" = "Kenya Power").

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1. [https://kplc.co.ke/storage/Customer Complaint Policy and Process 7 in x 9.5 in final.pdf](https://kplc.co.ke/storage/Customer%20Complaint%20Policy%20and%20Process%207%20in%20x%209.5%20in%20final.pdf)

2. <https://www.kplc.co.ke/customer-support>
3. <https://kplc.co.ke/faq/prepaid-meters>
4. <https://www.kplc.co.ke/faqs>
5. <https://erepository.uonbi.ac.ke/handle/11295/22722>
6. <https://www.microsoft.com/en-us/microsoft-cloud/blog/2025/07/24/ai-powered-success-with-1000-stories-of-customer-transformation-and-innovation/>
7. <https://www.linkedin.com/pulse/turning-complaints-clarity-building-rag-llm-powered-nuhamin-alemayehu-tr47c>
8. <https://www.youtube.com/watch?v=ngPwya6nOil>
9. <https://www.facebook.com/groups/587491186072157/posts/1352103992944202/>
10. <https://www.indeed.com/cmp/Kenya-Power-and-Lighting-Company/faq>