



K-SMART UTILITIES LTD

SMART SOLUTION FOR POWER & WATER

Dealers in: Electricity /water meters

P.O. BOX9627-00200
NAIROBI, KENYA
+254 701 860 991

PROPERTY OWNER DETAILS

Full name:

Cellphone: Email:

Email:

ID NO: KRA PIN:

KRA PIN:

County:

PROPERTY/BUILDING DETAILS

Name: Location:

Building type (tick one): Residential Commercial Industrial

Utility type (tick one): Electricity Water Gas

Main meter account no: Payment mode:

Payment mode:

Installation readings..... Installation type (tick one): New Additional

Additional

TECHNICIAN DETAILS

Name: Cellphone:

Signature: Date:

METER LINKED TO MAIN METER

DECLARATION

I hereby acknowledge that I have read, understood and agree to comply with all K-smart terms and conditions regarding the installation and use of prepaid sub meters.

Signature: Date:

These terms and conditions ("Terms") outline the agreement between K-smart and the property owner occupant ("Customer") for the installation of submeters.

1. K-smart offer metering solution and hence is not a utility provider.
2. The customer shall engage a qualified licensed technician to install the K-smart meters and is fully responsible for the installation of these meters. A list of licensed electricians can be found on the **EPRA** website on **K-smart** www.epra.go.ke
3. For electrical meters, the customer shall submit an installation certificate to K-smart for record keeping.
4. K-smart provides **one-year (1 - yr) warranty** on all meters effective from the date of installation. During this period, the Customer must report any meter malfunctions promptly to K-smart for troubleshooting or free replacement. However, if a fault is determined to be caused by customer mishandling or tampering, the Customer shall assume full responsibility for all associated repair or replacement costs.
5. The customer is responsible for any **unbilled units** registered by the main meter which could arise from connecting directly from main meter bypassing the sub meters.
6. **For KPLC postpaid accounts**, the Customer shall share a **digital photo** of the current meter readings to ensure the accurate capture of the mother meter's consumption data. Additionally, the Customer agrees to provide a clear **digital photo** of the installed meters to K-smart prior to the commissioning of the system.
7. Tokens shall be charged at the prevailing tariff approved by EPRA, check www.stimatracker.com
8. K-smart shall charge a **service fee of 10% for token generation** and administration on the total tokens unless advised otherwise by the landlord it shall be deducted to customers as meter vends.
9. Depending on the agreement with the Landlord, K-smart shall ensure all funds received are paid to the utility provider twice monthly, specifically on the **15th and the last day of every month**. Evidence of these payments shall be shared with the Landlord following each transaction.
10. K-smart **is not liable** for any loss, damage, or inconvenience caused by factors beyond its control, including but not limited to natural disasters, power outages, or M-pesa outage.
11. Upon meter registration, K-smart shall provide the Landlord with access to a dedicated customer portal via <https://customer.ksmart.co.ke/>. Through this portal, the Landlord may view and download all transaction records, including daily, weekly, and monthly statements. Additionally, K-smart shall deliver a monthly summary statement via SMS to the Landlord's registered phone number.
12. This is a **secondary meter** and not a replacement for the main utility meter hence must be supplied from the main meter.