



P R E S S R E L A S E

Thursday, 24th September 2009

CONSUMERS TO PAY POWER BILLS THROUGH POSTBANK

Electricity customers can now pay their bills in over ninety Postbank branches countrywide following a partnership agreement signed by the Kenya Power and Lighting Company (KPLC) and Postbank.

The agreement will give electricity customers yet another platform with a national reach to pay their electricity bills, deposits, connection and reconnection fees directly to their accounts via Postbank outlets at no transactional charge.

Speaking during launch of the partnership agreement at Postbank headquarters, Nairobi, KPLC Managing Director & CEO, Eng. Joseph Njoroge, said the move is aimed at maximizing KPLC's revenue collection in addition to offering customers an excellent and convenient points at which to pay their bills.

Eng. Njoroge said an effective and timely collection of revenue is important for KPLC to effectively implement its capital intensive projects and programmes and consequently improve service to customers and its bottom line.

Under the deal, Postbank will allow KPLC customers to make over-the-counter bill payments without a charge to the customers.

Although the arrangement will benefit both Postbank account and non-account holders, account holders may also make payment through Direct Debits from their accounts or make payments on the Automated Teller Machine (ATM) besides Point of Sale terminals at teller locations.

The agreement is another step by KPLC to rein in time- wasting long queues in its banking halls that customers have been enduring in their efforts to pay their electricity bills on time. Furthermore, the Company is seeking ways to cater for its increasing customer base especially with the ongoing rural electrification projects in the country.

To make a payment, a customer visits any Postbank branch with his account number and amount of cash to be paid which he/she presents to a receiving cashier after which he/she is issued with a receipt.

Electricity consumers have the options of using Ebill 5551 SMS or email service to check their balances and ascertain that such payments have been effected after 24 hours.

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