



**THE KENYA POWER AND LIGHTING PLC**

**99<sup>TH</sup> AGM 2021 ON 1<sup>ST</sup> APRIL 2021**

**QUESTIONS FROM SHAREHOLDERS 2019/2021**

No.	Questions and Answers
1.	<p><b>What is the dividend rate per share?</b></p> <ul style="list-style-type: none"> <li>The Company has not declared dividends for the year ended 30th June 2020.</li> </ul>
2.	<p><b>How am I supposed to get my dividends?</b></p> <ul style="list-style-type: none"> <li>KPLC pays dividends through MPESA, EFT, TT or cheque.</li> <li>Shareholders are encouraged to contact 0711031264, 0711031277, 0711031220, 0711031267 or <i>shares@kplc.co.ke</i> to register for any of the option.</li> </ul>
3.	<p><b>I would like to register my mobile number to receive dividends?</b></p> <ul style="list-style-type: none"> <li>Please contact 0711031264/77/20/67 or <i>shares@kplc.co.ke</i> to register for MPESA.</li> </ul>
4.	<p><b>Dividend zangu utumwa wapi?</b></p> <ul style="list-style-type: none"> <li>Kampuni haijatangaza mgao wa mwaka uliopita wa 2019/2020. Tulilipa mgao wa mwisho tarehe 31.01.2018.</li> <li>Wanahisa wataulizwa kwa mtandao wa SMS jinsi ya kulipa mgao Kampuni ikilipa wakati ujao.</li> <li>Piga nambari 0711031264/77/20/67 ili kujua hali ya akauti yako.</li> </ul>
5.	<p><b>Can I change the channel of receiving divided from bank to M-PESA?</b></p> <p>Yes, please contact us via 0711031264/77/20/67 or <i>shares@kplc.co.ke</i> to register.</p>
6.	<p><b>How can I get my Electricity Bill? I doubt if payment done reflects in my account?</b></p> <ul style="list-style-type: none"> <li>Use *977# to check you bill or call 97771 for assistance.</li> <li>Download 'MyPower Kenya Power Self' from App/Google store to access your account statement.</li> </ul>
7.	<p><b>I want to know my shares balances please?</b></p> <ul style="list-style-type: none"> <li>Please contact your stock brokers to get your shares statement. For dividend payments please contact us via 0711031264/77/20/67 or <i>shares@kplc.co.ke</i>.</li> </ul>

No.	Questions and Answers
8.	<p><b>I have not been received my dividends for quite a while now?</b></p> <ul style="list-style-type: none"> <li>• The last dividend was paid on 31st January 2018.</li> <li>• Please get in touch with us through 0711031264, 0711031277, 0711031220, 0711031267 or shares@kplc.co.ke in case you require further clarification.</li> </ul>
9.	<p><b>What's being put in place to make sure that we get returns on our investments and on time?</b></p> <ul style="list-style-type: none"> <li>• The Company is undertaking a number of key strategic initiatives to improve financial results of the Company going forward. Our immediate focus areas are to grow electricity sales, improve revenue collection, reduce system losses and manage operational costs.</li> </ul>
10.	<p><b>Why do we as investors have to shoulder the government agenda on power distribution/tariffs even if it's not profitable? Where do you draw the line to see the investors get returns on investment and government takes care of its citizen?</b></p> <ul style="list-style-type: none"> <li>• Government-led electrification projects complement the REREC's mandate to extend the grid to sub-economic rural areas for social reasons and to spur development at the micro-level. The Company rides on such projects such as the Last Mile to further secure the power market and improve electricity sales in line with our growth strategy.</li> </ul>
11.	<p><b>Every government institution has a budget which is financed through Treasury how comes these institutions have a huge unpaid bills. What's being done to make sure these bills are paid on time?</b></p> <ul style="list-style-type: none"> <li>• KPLC is actively engaging the Government to ensure all outstanding bills are paid on time. Further, we have assigned revenue collectors and key account managers to pursue all debt owed to the Company by Government agencies, county Governments and other institutions.</li> </ul>
12.	<p><b>Management to look into ways of boosting share price as I have seen other companies do to increase investors' confidence because as the way things are, it looks as if the Company is heading to deathbed?</b></p> <ul style="list-style-type: none"> <li>• We are implementing a turnaround strategy to improve our overall business performance and steer the Company to profitability. This will, in turn, restore investor confidence and improve our share price.</li> </ul>
13.	<p><b>Going forward: Government to stop acting as a sole proprietor and consider other investors?</b></p> <ul style="list-style-type: none"> <li>• With 50.1% shareholding, the Government does not act as a sole proprietor. It provides critical support in accessing cheaper concessionary facilities to finance major projects that are beneficial to all shareholders and the overall business in the long run.</li> </ul>

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14.	<p><b>Why is the Company making losses and it's a monopoly?</b></p> <ul style="list-style-type: none"> <li>• KPLC operates under a highly regulated business environment where electricity prices are not dictated by market forces but are pre-determined in a tariff arrangement. The main factors that contributed to poor performance over the period include slow economic growth arising from the negative effects of the COVID-19 Pandemic, depreciation of the Kenya shilling and accounting provisions.</li> </ul>
15.	<p><b>Dividend notification: I kindly request you to be notifying us the amount of dividend to be received by phone. When did we last receive dividend? Send that dividend to me by MPESA.</b></p> <ul style="list-style-type: none"> <li>• Please note that the shareholders will receive an SMS alert from KPLC to update /confirm preferred dividend payment methods when the Company declares dividend. The last dividend was paid on 31st January 2018.</li> <li>• Please contact 0711 031264/77/20/67 or shares@kplc.co.ke to register for MPESA.</li> </ul>
16.	<p><b>Why is it that have never been given anything since I became a stake holder?</b></p> <ul style="list-style-type: none"> <li>• The last dividend paid was on 31.1.2018.</li> <li>• KPLC officers will get in touch with you using 0711 031264/77/20/67 or shares@kplc.co.ke to update the status.</li> </ul>
17.	<p><b>I wish to ask what has happened that even after being promised Kshs.0.50 in safari park hotel the last physical meeting I attended nothing forth came and there has not been any dividends payment for me(us)?</b></p> <ul style="list-style-type: none"> <li>• The last dividend paid was on 31.1.2018.</li> <li>• KPLC officers will get in touch with you using 0711 031264/77/20/67 or shares@kplc.co.ke to update the status.</li> </ul>
18.	<p><b>When does the board expect to resume paying dividends?</b></p> <ul style="list-style-type: none"> <li>• The Company has initiated a business turnaround and transformation strategy to return the business to profitability and resumption of dividend payments.</li> </ul>