

## CITIZENS' SERVICE DELIVERY CHARTER

### ELECTRICITY

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE
			Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	
1.	Issuance of licenses to Electrical Workers	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	A1	1,000	5,000	2,000	Within 60 days
			A2	1,000	5,000	2,000	
			B	750	3,000	1,000	
			C1	500	2,000	750	
			C2	250	1,000	500	
2.	Issuance of licenses to Electrical Contractors	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	Within 30 days
			A1	1,000	5,000	5,000	
			A2	1,000	5,000	5,000	
			B	750	3,000	3,000	
			C1	500	2,000	2,000	
3.	Issuance of licenses to generation, transmission, distribution and supply of electrical energy	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website and submission of three hard copies to EPRA offices	Nature of undertaking	Grant Fee	Annual fee, modification or transfer fee	Within 60 days	
			Application fee	Application fee of KES. 10,000			
			Generation	10,000/= per MW	5,000/= per MW		
			Transmission	2,000/= per MW	1,000/= per MW		
			Distribution and/ or supply	1,000/= per MW	1,000/= per MW		
			Generation, Distribution and/ or supply	20,000/= per MW	10,000/= per MW		
			Electricity Supply	1,000/= per GWh	500/= per GWh		

### ENERGY EFFICIENCY

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE
			Appliance	Appliance Application Fee (Kshs)			
1.	Issuance of labels for energy efficient appliances	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website and submission of three hard copies to EPRA offices	Self-ballasted lamps	3,000			Within 30 days
			Double Capped Fluorescent Lamps	3,000			
			Ballasts for Fluorescent Lamps	3,000			
			Refrigerating Appliances	5,000			
			Non-Ducted Air Conditioners	10,000			
			Three-Phase Cage Induction Motors	10,000			
			Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	
A	None	None	None	Within 60 days			
B	None	None	None				
3.	Issuance of licenses to Energy Audit Firms	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Daraja	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	Within 30 days
			A	None	None	None	
			B	None	None	None	

### RENEWABLE ENERGY

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE
			Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	
1.	Issuance of licenses to Solar Photovoltaic Technicians	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	T1	250	1,000	500	Within 60 days
			T2	500	2,000	750	
			T3	700	3,000	1,000	
			Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	
2.	Issuance of licenses to Solar PV Contractors/ Vendors/ Manufacturers.	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	C1	500	1,000	1,000	Within 30 days
			V1	1,000	2,500	1,000	
			V2	2,000	5,000	2,000	

### ECONOMIC REGULATION

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE
			Class	Application Fee	Grant Fee	Annual Renewal Fee	
1	Compute Maximum Pump Prices for Diesel, Kerosene and Super Petrol and Published then every 15th day of every month	None	None	None	None	None	Monthly
2	Compute and Publish Electricity Pass through Costs by 10th day of every month	None	None	None	None	None	Monthly
3	Review and Approve ALL Power Purchase Agreements (PPA)	Materially complete Initialed PPA	None	None	None	None	60 Days
4	Review and approve ALL materially complete Retail electricity tariffs applications from distribution companies within the approval period (both Grid & Off-Grid)	Stakeholder consultations	None	None	None	None	60 Days

### PETROLEUM AND GAS

S/NO.	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)		TIMELINE
			Application Fee	Renewal Fee	
1	Issuance of licenses for Petroleum/ LPG Road Transportation Business	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
2	Issuance of petroleum/ LPG driver's certificate	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
3	Issuance of licenses for Petroleum/ LPG Bulk Storage Facility	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
4	Issuance of license for import, export, bunkering or wholesale of Petroleum/ LPG	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
5	Issuance of license for Retail of Petroleum/ LPG	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
6	Amendment of license	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
7	Grant of construction permit for proposed petroleum refinery, retail dispensing station, pipeline or bulk storage facility	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 45 days of receipt of application

#### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/ good rendered that does not conform to the above standards or any officer who does not live up to commitments to courtesy and excellence in Service Delivery should be reported to:

##### Director General

Energy & Petroleum Regulatory Authority  
Eagle Africa Centre, Longonot Rd, Upperhill  
P. O. Box 42681-00100 GPO NAIROBI  
Telephone 2847000/200/212  
Hotline 0709 336 000  
Email: info@epra.go.ke  
Website: www.epra.go.ke

##### Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way, Nairobi.  
P.O. Box 20414-00200 Nairobi  
Tel : +254 (0)20 2270000/2303000  
Email: complain@ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO**