

**THE ELECTRIC POWER ACT, 1997
(No. 11 of 1997)**

IN EXERCISE of the powers conferred by section 115 of the Electric Power Act, the Electricity Regulatory Board makes the following Rules:-

THE ELECTRIC POWER (COMPLAINTS AND DISPUTES RESOLUTION) RULES, 2006

1. Citation

These Rules may be cited as the Electric Power (Complaints and Disputes Resolution) Rules, 2006.

2. Application.

These Rules shall apply to any person who has a complaint or dispute regarding any matter within the powers and functions of the Board.

3. Interpretation. [No. 11 of 1997]

In these Rules, unless the context otherwise requires-

“Act” means the Electric Power Act, 1997;

“Board” means the Electricity Regulatory Board established under section 119 of the Act;

“complaint” includes a dissatisfaction with the service rendered by, or a practice of, any licensee;

“complainant” includes any consumer or person affected by a respondent - s undertaking or practice, with a complaint against the subject respondent;

“consumer” includes any public or local authority, company, person or body of persons supplied or entitled to be supplied with electrical energy by a licensee;

“day” means a calendar day;

“dispute” is deemed to exist where, even with the intervention of the Board, the complainant or the respondent is steadfast on his stance;

“licensee” means the public or local authority, company, person or body of persons to whom a licence is granted;

“respondent” means any licensee, licensed electrician or electrical contractor against whom a person has a complaint;

“website” of the Board means www.erb.go.ke;

4. Licensee’s complaints handling procedures

Every licensee shall-

(a) promptly, full and fairly deal with any consumer complaint with the objective of ensuring consumer satisfaction;

(b) have in place procedures approved by the Board for dealing with consumer complaints;

(c) produce information material in simple language explaining:

(i) how a consumer can gain access to the procedures;

(ii) how the procedures work;

(iii) the timeframes within which the procedures may be carried out;

(iv) the consumer’s right to access the Board or the legal system if dissatisfied with the licensee’s decision or the way it has been reached; and

(v) any other matter of relevant importance to the consumer.

(d) in the event that any complaint is not resolved to the complainant’s satisfaction, inform the consumer of the right to have their complaint referred to the Board.

(e) ensure that their staff, representative, agent, sales people or independent contractors are aware of the approved procedures and their obligations under it.

5. Role of the Board

In the event that any complaint is not remedied by the licensee to the satisfaction of the complainant, recourse is available to the Board.

6. Types of complaints

The Board is available to assist complainants in the resolution of complaints in the following matters-

- (a) billing;
- (b) damages;
- (c) disconnection;
- (d) health and safety;
- (e) installations;
- (f) power interruptions;
- (g) licensee practices and procedures;
- (h) metering;
- (i) new connections and extensions;
- (j) reconnections;
- (k) quality of service;
- (l) quality of supply;
- (m) tariffs;
- (n) way leaves, easements or rights-of-way, and
- (o) any other matter required to be regulated under the Act.

7. Filing a complaint.

(1) All complaints filed before the Board shall be typewritten, photocopied or printed neatly and legibly on one side of white paper and every page shall be consecutively numbered.

(2) The Board may accept complaints filed with a computer disk or through electronic media on such terms and conditions as the Board may specify.

(3) The contents of the complaint shall be divided appropriately into separate paragraphs, which shall be numbered serially.

(4) The complaint shall be accompanied by such documents, supporting data and statements as the Board may specify.

8. Information to be provided by complainant

The following information shall be included in the complaint:-

- (a) complainant's address;
- (b) licensee account number (where applicable);
- (c) copies of relevant correspondence between the complainant and licensee,
and
- (d) reasons, from the complainants viewpoint, why the complainant was not resolved by the licensee.

9. Acknowledgement of a complaint

The Board shall acknowledge to the complainant receipt of the complaint and forward it to the subject respondent

for comment or seek further information from the complainant within seven days from the date of such receipt.

10. Request for further information

(1) The Board is at liberty to seek further information from the respondent or complainant at any time.

(2) Any further information received shall be forwarded to the other party within seven days of receipt.

(3) The party from whom further information is sought under paragraph (1) above shall respond within fourteen days from the date of such request, failing which, in the case of the complainant, the complaint shall be deemed to have been withdrawn, and in the case of the respondent, the Board shall give such orders against the respondent as it may deem fit.

11. Consideration of a complaint by respondent

(1) If the Board is satisfied that there is sufficient information on the complaint, the complaint shall be referred to the respondent to determine the complaint and revert to the Board with a decision, within twenty one days from the date of such reference.

(2) The respondent shall propose in their response the remedial or corrective action to be taken to satisfy the complainant and to prevent further recurrences and in the event that the respondent has indicated such action to the complainant, a copy of the letter sent to the complainant shall be attached to the response.

12. Assessment of a complaint by the Board

(1) The Board shall assess all information received and determine whether or not the complaint is justified and direct what remedial action the respondent may take but if the complaint is not justified, the Board shall so advise the parties within fourteen days from the date of such assessment.

(2) Every party shall inform the Board within ten days from the date of such receipt whether or not the assessment is acceptable to the party, and if not the reasons for non-acceptance.

(3) If the reasons for non-acceptance of the assessment are due to a misunderstanding of the situation in which case there would be no just cause for complaint, the Board shall advise the complainant in writing explaining why the Board cannot accept the complaint.

13. Register of complaints

The Board shall file all correspondence regarding a complaint and the decision, together with the date, in the Board's register of complaints.

14. Unresolved complaints

If any complaint cannot be resolved under the foregoing provisions the procedure for the determination of disputes set out under Rule 15 shall apply.

15. Hearings before the Board

The Board may from time to time hold hearings, inquiries and investigations, as it may consider appropriate in the discharge of its functions under the Act.

16. Authority to represent

(1) A person may authorize and advocate to represent him and to act and plead on his behalf before the Board.

(2) The person may also appear himself or may authorize any of his employees or agents to appear before the Board and to act and plead on his behalf.

(3) Authorization under this rule shall be in Form S-4 as set out in the First Schedule.

17. Initiation of proceedings

(1) The Board may initiate a hearing on a dispute filed before it-

(a) on the request of any person affected or interested in the dispute; or

(b) on its own motion.

(2) The Board may, if it considers it appropriate, invite comments from any person on the issues involved in any hearing in such form as the Board may direct.

18. Disputes and pleadings before the Board and fees payable

(1) Every dispute filed before the Board shall be accompanied by filing fees and deposit of security for costs prescribed in the Second Schedule.

(2) The fees shall be payable by way of cheque or postal order issued in favour of the Electricity Regulatory Board.

(3) The fees received shall be entered into the register prescribed for the purpose in Form S-1 as set out in the First Schedule.

19. General headings

The general heading in all disputes before the Board and in all publications and notices shall be in Form S-2 as set out in the First Schedule.

20. Affidavit in support

(1) The disputes shall be verified by an affidavit and every such affidavit shall be in Form S-3 as set out in the First Schedule.

(2) Every affidavit shall be drawn up in the first person and divided into paragraphs numbered consecutively which paragraphs shall be confined as nearly as possible to a distinct portion of the subject matter.

(3) Every affidavit shall state the description, true place of abode and postal address of the deponent, and if the deponent is a minor shall state his age.

(4) Every affidavit shall be confined to such facts as the deponent is able of his own knowledge to prove.

(5) Where any statement in the affidavit is stated to be on information and belief, the affidavit shall disclose the source of the information and grounds thereof.

21. Reply to dispute

The Board may give such orders and directions as may be deemed necessary, for the filing of reply and rejoinder as it may direct.

22. Presentation and scrutiny of the disputes

All disputes shall be filed with six copies and each set of the dispute shall be complete in all respects

(2) All disputes may-

(a) be presented in person or by any duly authorized agent or representative at the Board's offices;

(b) be sent, by registered post with acknowledgment due, to the Boards offices;

(3) In the event the disputes are presented by an authorized representative, the document authorizing the representative shall be filed along with the dispute, if not already filed on the record of the dispute.

(4) Any person representing a party before the Board shall file a Memorandum of Authorization in Form S-4 as set out in the First Schedule.

(5) (a) Upon the receipt of the dispute the Board shall acknowledge the receipt by stamping and endorsing the date on which the dispute has been presented and shall issue an acknowledgement with stamp and date to the Complainant.

(b) In case of dispute as to date of presentation for disputes sent by registered post, the date on which the dispute is actually received at the office of the Board shall be taken as the date of the presentation of the disputed.

(6) The presentation and receipt of the dispute shall be duly entered in the disputes register maintained for the purpose by the Board as per Form S-5 as set out in the First Schedule.

(7) The Board may decline to accept any dispute which does not conform to the provisions of the Act or these Rules or directions given by the board or is otherwise defective or which is presented otherwise than in accordance with the Rules or directions of the Board.

(8) The Board shall not reject any dispute for defects in the pleadings or in the presentation, without giving an opportunity to the person filing the dispute to rectify the defects within the time which may be given for the purpose.

(9) The Board shall give notice of the defects in the prescribed Compliance form as per Form S-6 as set out in the First Schedule.

(10) If the Board admits the dispute, it shall signify an admission of the complaint in the compliance form which will be sent to the Complainant and the procedure prescribed under Rule 23 shall apply.

23. Filing of reply, opposition, objections, etc

- (1) The Board shall serve the dispute on the respondent within seven days from the date of notification of such admission.
- (2) The respondent shall file a reply and the documents relied upon (with six copies) within fourteen days from the date of receipt of such complaint.
- (3) In the reply filed, the respondent shall specifically admit, deny or explain the facts stated in the dispute and may also state such additional facts as he considers necessary for just decision of the dispute.
- (4) The reply shall be signed and verified and supported by affidavit in the same manner as in the filing of the dispute.
- (5) The respondent shall serve a copy of the reply together with the documents duly attested to be true copies on the complainant or his authorized representative within fourteen days from the date of receipt of such complaint and file proof of such service with the office of the Board within seven days from the date of such service.
- (6) Where the respondent states that additional facts may be necessary for the just decision of the dispute, the Board may allow the Complainant to file a rejoinder to the reply filed by the respondents.
- (7) The procedure mentioned in this Rule for filing of the reply shall apply, to the filing of the rejoinder.

24. Fixing of hearing date

The board shall set down the dispute for hearing within thirty days from the date of close of pleadings.

25. Service of notices and processes issue by the Board

- (1) The Board shall determine the place, the date and the time of hearing of the dispute.
- (2) The notice of the time and place of hearing shall be served at least fifteen days prior to the hearing upon all persons affected and published in the Gazette.
- (3) The Gazette notice issued by the Board may be served by any one or more of the following modes as may be directed by the Board;
 - (a) by hand delivery;
 - (b) by registered post, or
 - (c) in any other manner as may be considered appropriate by the Board.
- (4) An officer of the Board effecting service of the Gazette notice shall file an affidavit of service giving details of the date and manner of service of the notice.
- (5) Every notice or process required to be served on or delivered to any person may be sent to the person or his agent empowered to accept service at the address furnished by him for service or at the place where the person or his agent ordinarily resides or carries on business or personally works for gain.
- (6) In the event any matter is pending before the Board and the person to be served has authorized an agent or representative to appear for or represent him in the matter, such agent or representative shall be deemed to be duly empowered to take service of the notices and processes on behalf of the party concerned in all matters and the service on such agent or representative shall be taken as due service on the person to be served.
- (7) Where a notice is served by a party to the proceedings either in person or through registered post, an affidavit of service shall be filed by such party with the Board giving details of the date and manner of service of notices and processes.
- (8) No service or publication required to be done shall be deemed invalid by reason of any defect in the name or description of a person provided that the Board is satisfied that such service is in other respects sufficient, and no hearing shall be invalidated by reason of any defect or irregularity unless the Board, on an objection taken, is of the opinion that substantial injustice has been caused by such defect or irregularity or there are otherwise sufficient reasons for doing so.

26. Hearing of the dispute

- (1) The Board may determine the dispute in any manner as it may consider appropriate.
- (2) The Board may decide the dispute on the pleadings of the parties filed or require oral evidence in the dispute.

(3) If the Board directs evidence of a party to be led by way of oral submission, the Board may, if considered necessary or expedient, grant an opportunity to the other party to cross-examine the persons giving evidence.

(4) The Board may, if considered necessary or expedient, record the evidence of the parties by any means it may deem fit.

(5) The Board may direct the parties to file written note of arguments or submissions in the dispute.

(6) If the Board directs the parties to file submissions, the complainant shall be the first to file his submissions and the documents relied upon (with 6 copies) within seven days from the date of receipt of such directive and the submissions shall be signed and verified and supported by affidavit in Form S-3 as set out in the First Schedule.

(7) The complainant shall serve a copy of his submissions along with the documents duly attested to be true copies on the respondent or his authorized representative within seven days from the date of receipt of such directive and file proof of service with the Board within seven days from the date of such service.

(8) The respondent shall file his submissions and the documents relied upon (with 6 copies) within seven days from the date of receipt of complainant's submissions and the submissions shall be signed and verified and supported by affidavit in Form S-3 as set out in the First Schedule.

(9) The respondent shall serve a copy of his submissions along with the documents duly attested to be true copies on the complainant or his authorized representative within seven days from the date of receipt of complainant's submission and file proof of service with the Board within seven days from the date of such service.

(10) Where the complainant states that supplementary submissions may be necessary for the just decision of the dispute, the Board may allow the Complainant to file supplementary submissions and the procedure mentioned in this Rule for filing of submissions shall apply, *mutatis mutandis* to the filing of supplementary submissions.

(11) The Board shall be at liberty to interrogate or address questions to the parties during the hearing of the dispute.

(12) The Board shall make its decision in writing, giving reasons thereof, within 21 days from the date of conclusion of the hearing.

27. Powers of the Board to call for further information, evidence, etc

(1) The board may, at any time before making any orders on any dispute, require the parties or any one or more of them or any other person whom the Board considers appropriate, to produce such documentary or other evidence as the Board may consider necessary for the purpose of enabling it to make orders.

(2) The Board may direct the summoning of the witness, discovery and productions of any document or other material objects admissible in evidence, requisition of any public record from any office, examination by an officer of the Board the books, accounts or other documents or information in the custody or control of any person which the Board considers relevant to the dispute.

28. Reference of issues to others

(1) At any stage of the hearing, the Board is entitled to refer such issue or issues in the dispute as it considers appropriate to other persons including, but not limited to, the officers and consultants of the Board whom the board considers as qualified to give expert advice or opinion on the matters in dispute.

(2) The board may nominate from time to time any person including, but not limited to, the officers and consultants to visit any place or places for inspection and report on the existence or status of the place or any facilities therein.

(3) The Board, if it thinks fit, may direct the parties to appear before the persons designated in paragraph (1) or (2) above to present their respective views on the issues or matters referred to.

(4) The report or the opinion received from such person shall form a part of the record of the dispute and the parties shall be given the copies of the report or opinion given by the person(s) designated by the Board.

(5) The parties shall be entitled to file their version either in support or in opposition to the report or the opinion of any other person to whom the Board has referred the matter.

(6) The Board may take into account the report or the opinion given by the person, the reply filed by the parties while deciding the dispute and if considered necessary the examination before the Board of the person giving the report or the opinion.

29. Procedure to be followed where any party does not appear

(1) Where, on the date fixed for hearing or any other date to which such hearing may be adjourned, any of the parties or its authorized agent or representative does not appear when the dispute is called for hearing, the Board may, in its discretion, either dismiss the dispute for default when the Complainant or the person who moves the Board for hearing is in default or proceed *ex parte*.

(2) Where a dispute is dismissed in default or decided *ex parte*, the person aggrieved may file an application within fourteen days from the date of such dismissal or the dispute being proceeded *ex parte*, as the case may be, for review of the order passed, and the Board may review the orders on such terms as it thinks fit, if the Board is satisfied that there was sufficient cause for the non appearance when the dispute was called for hearing.

30. Orders of the Board

(1) The Board may pass such interim orders as the Board may consider appropriate at any stage of the hearing.

(2) The reasons given by the Board in support of the orders shall form a part of the order and shall be available for inspection and supply of copies in accordance with these Rules.

(3) All orders and decisions issued or communicated by the Board shall be under the official seal of the Board.

(4) All orders of the Board shall be communicated to the parties to the dispute under the signature of the Board Secretary and published in the Kenya Gazette.

(5) The Board shall be entitled to decide in each dispute the party or parties who shall bear the costs of the hearing.

31. Inspection of records of hearings

(1) Records of every hearing, except those parts which for reasons specified by the Board are confidential or privilege or otherwise not to be disclosed to any person, shall be open to inspection either during the hearing or after the orders have been made, subject to such person complying with such terms as the Board may direct from time to time including in regard to time, place, and manner of inspection and payment of fees.

(2) The application for inspection of documents shall be in Form S-7 as set out in the First Schedule and shall be accompanied by fees as prescribed by Rules.

(3) The inspection of records shall be allowed on any working day ordinarily from 2.00 p.m. to 5.00 pm. in the presence of an officer authorized for that purpose.

(4) The person inspecting the records shall not in any manner cause undue disorganization, mutilation, tampering or damage to records in the course of inspection.

(5) The officer supervising the inspection may at any time prohibit further inspection if in his opinion any of the records are likely to be damaged in the process of inspection and shall immediately make a report about the matter to the Board Secretary and seek further orders on the matter.

(6) The Board shall maintain a register for inspection of records as per Form S-8 as set out in the First Schedule.

32. Supply of certified copies of documents.

(1) Any person shall be entitled to obtain certified copies of the orders and reasons in support thereof given by the Board as well as the pleadings, papers and other parts of the records of the Board to which he is entitled to inspect on payment of applicable fee and complying with other terms which the Board may direct.

(2) Every order granting, refusing or modifying interim relief and final order shall be communicated to the parties to the dispute;

Provided that any party who has not entered appearance in a dispute is not, as of right, entitled to a copy of the final order.

(3) Any person desirous of obtaining a certified copy of any order of the Board or any document forming part of the record of hearings before the Board may submit an application as per Form S-9 as set out in the First Schedule.

(4) The application for certified copy shall be accompanied by the fee prescribed by these Rules.

(5) The Board shall maintain a register of copy applications in Form S-10 as set out in the First Schedule.

(6) An endorsement as under shall be affixed on the reverse of the last page of the document:

(a) Number of the application.

(b) Name of the applicant.

(c) Date of presentation of the application.

(d) Number of pages.

(e) Copying fee charged.

(f) Date on which copy is ready.

(7) The endorsement shall be made with the help of a rubber stamp prepared for the purpose and the entries shall be made in ink.

FIRST SCHEDULE

FORM S-1

(Rule 18)

ELECTRICITY REGULATORY BOARD

1. Serial No.
 2. Dispute No.
 3. Name of Complainant
 4. Number and date of cheque or postal order
 5. Amount KSh
 6. Name of the bank
 7. Name and initials of Finance Manager
 8. Remarks
-

FORM S-2

(Rule 19)

BEFORE THE ELECTRICITY REGULATORY BOARD NAIROBI, KENYA

COMPLAINT NO.
(To be completed by the Office)
IN THE MATTER OF:
(State nature of the dispute)
NAME OF COMPLAINANT:
ADDRESS:
(Full addresses of the Complainants and names and full addresses of the respondents)
NAME OF RESPONDENT:
ADDRESS:

FORM S-3

(Rules 20, 26)

BEFORE THE ELECTRICITY REGULATORY BOARD NAIROBI, KENYA

COMPLAINT NO
(To be completed by the Office)
IN THE MATTER OF: - Respondent
(State nature of the dispute)
NAME OF COMPLAINANT:
ADDRESS:
(Full addresses of the Complaints/applicants and names and full addresses of the respondents)
NAME OF RESPONDENT:
ADDRESS:
Affidavit verifying the dispute/reply:
I, of
..... do solemnly
and sincerely declare as follows:
I am the complainant/respondent etc. or I am a Director/Secretary/partner of - - -
..... of - - -

the complainant/respondent in the above matter and am duly authorized by the said complainant/respondent to make this affidavit.

The statements made in paragraphs ----- ..
of the complainant/application/reply herein now shown to me and marked with the letter "A" are true to my
knowledge and the statements made in paragraphs ----- are based on information received from -----
.. (indicate source) and I believe them to be true.

I make this declaration conscientiously believing the same to be true and according to the Oaths and Statutory
Declaration Act.

Sworn before me this ----- day of ----- .. at -----

COMMISSIONER FOR OATHS

Form S-4

(Rules 16, 22)

BEFORE THE
ELECTRICITY REGULATORY BOARD
NAIROBI, KENYA

DISPUTE NO ----- ..

(To be completed by the Office)

IN THE MATTER OF: ----- .. ----- Complainant

(State nature of the dispute)

Versus

----- Respondent(s)

Memorandum of Authorization:

I, -----, practicing/working as ----- ..
have been authorized by ----- (Furnish the particulars of the person authorizing), hereby enter
appearance on behalf of ----- and undertake to plead and act for him/it in all matters in the aforesaid
dispute.

Place ----- .. Date ----- .. at ----- ..

Signature ----- .. Designation ----- .. at ----- ..

Address for Correspondence

(FORM S-5 (Disputes Register))

(Rule 22)

ELECTRICITY REGULATORY BOARD

1. Serial No. ----- ..
 2. Date of Filing ----- ..
 3. Dispute No. ----- ..
 4. Name and address of the complainant ----- ..
----- ..
 5. Name and address of the respondent ----- ..
 6. Nature of the complainant ----- ..
 7. Particulars of interim order passed, if any ----- ..
 8. Date and particulars of final order ----- ..
 9. Details of appeal if any filed in the High Court/Minister ----- ..
 10. Remarks ----- ..
- Signed -----

(for and on behalf of the Electricity Regulatory Board)

(Rule 22)

FORM S-6 (Compliance Form)

THE ELECTRIC POWER ACT
(NO. 11 OF 1997)
THE ELECTRICITY REGULATORY BOARD

IN THE MATTER OF ----- ..

Dear Sir/Madam,

I am directed to refer to your complaint dated ----- filed on ----- on the above subject
and to inform you that on scrutiny, the following have been noted. TRUE or FALSE.

1. The complaint is not in the form prescribed by the board.

2. The names, descriptions and addresses of the parties have not been furnished in the cause title.
3. The following necessary parties have not been impleaded:
 - (a) ----- .
 - (b) ----- .
 - (c) ----- ..
4. The complaint has not been duly signed.
5. The complaint has not been verified through an affidavit.
6. The affidavit is not on the form prescribed by the Board.
7. The affidavit has not been signed and sworn before a Commissioner for Oaths.
8. Six copies of the complaint have not been filed.
9. The copies of the complaint are not complete in all respects.
10. The copies of the documents are not legible and duly certified.
11. Translation, in English language recognized by the Board, of the documents and other material, contained in a language other than English language recognized by the Board, has not been filed.
12. Authenticity of the translation of the documents, in English language recognized by the Board, has not been furnished.
13. The letter of authorization has not been filed.
14. The prescribed fee for the complaint has not been paid.
15. The index of documents has not been filed.
16. The pagination of the documents has not been done properly.
17. The Board has admitted your complaint as complaint number -----
18. You are requested to rectify the defects within two weeks of issue of this letter, failing which the complaint shall be deemed to have been withdrawn.

Yours faithfully,

for and on behalf of the Electricity Regulatory Board

FORM S-7 (Application for Inspection of Documents/Records)

(Rule 31)

ELECTRICITY REGULATORY BOARD

DISPUTE NO -----

----- . Complainant
VERSUS
----- . Respondent(s)

Application for Inspection of Documents/Records:

I hereby apply for grant of permission to inspect the documents/records in the above complaint. The details are as follows:

1. Name and address of the person seeking permission.
2. Whether he is party to the complaint or he is the authorized representative of any Party. (Furnish necessary particulars).
3. Details of papers/documents sought to be inspected.
4. Purpose for seeking inspection.
5. Date and duration of the inspection sought.
6. The amount of fee payable and the mode of payment -----

----- ..

Place -----
Date -----
Signature -----

FOR OFFICIAL USE

Inspection Granted/Rejected on -----
Signed -----

for and on behalf of the Electricity Regulatory Board

FORM S-8 (Register for Inspection of Records)

(Rule 31)

ELECTRICITY REGULATORY BOARD

1. Serial No. -----
2. Name of the applicant -----
3. Date of application -----
4. Records to be inspected -----
5. Purpose of inspection -----
6. Amount paid -----
7. Date on which inspected -----
8. Official in whose presence the record inspected -----
9. Signature of all persons inspecting the records -----
10. Remarks -----

Signed -----
for and on behalf of the Electricity Regulatory Board

FORM S-9

(Rule 32)

ELECTRICITY REGULATORY BOARD

DISPUTE NO. -----
----- Complainant

VERSUS

----- Respondent(s)

Application for grant of certified copy

1. Name and address of applicant -----
 2. Whether the applicant is party to the complaint -----
 3. Whether the complaint is pending or disposed of -----
 4. Description with date of the documents of which copy is applied for -----
 5. No. of copies required -----
 6. Amount of fee remitted and mode of payment -----
- Signature -----

FOR OFFICIAL USE

Granted/Rejected -----
Additional copying fee Payable/Paid and details thereof -----
Signed -----

for and on behalf of the Electricity Regulatory Board

FORM S-10

(Rule 32)

ELECTRICITY REGULATORY BOARD

1. Serial No. -----
2. Date of application -----
3. Name of the applicant -----
4. Dispute No. -----
5. Amount received KSh. -----
6. Number and date of Bankers Cheque or Postal Order -----
7. Bank -----
8. Number of pages -----
9. Date of preparation -----
10. Date of delivery -----
11. Signature of the person receiving -----

12. Remarks ----- .

13. Signed -----

for and on behalf of the Electricity Regulatory Board

SECOND SCHEDULE

(Rule 18)

ELECTRICITY REGULATORY BOARD

SCHEDULE OF DISPUTES FILING FEES AND DEPOSITS OF SECURITY FOR COSTS

(a) Filing fees ----- Ksh. 1,000

(b) Cost for advertising hearing in Kenya Gazette Prevailing cost for one quarter column

(c) Cost for advertising ruling in Kenya Gazette Prevailing cost for half a page

(d) Security deposit Equivalent to amount demanded by other party to the dispute

Made on the 24th July, 2006.