

Complaints Handling Procedures

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Overview

At Powerhive, we are committed to providing safe, reliable, and competitively-priced electricity. If you believe that we are falling short of this goal, you as a customer have a right to contact us. These Complaints Handling Procedures provide a way to resolve your complaint as quickly, effectively, and fairly as possible.

Definitions

Complaint: Any concern or grievance related to electricity service provided by Powerhive to an active customer. For example, a complaint may be related to electrical availability, pricing, payment, or equipment.

Customer: The named account holder on a Powerhive Stima Service Contract.

Service Line: The electrical supply wire bringing power to your home or business.

Account Number: Your unique Powerhive Account Number, which will be provided to you via SMS after completion of the Stima Service Contract. Typically, your Account Number will be the same as the primary mobile phone number that you provided during the signup procedure.

Powerhive Caretaker: The Powerhive Caretaker (or “Caretaker”) is a Powerhive representative who lives or works in or near your village. He or she can be visited during regular “office hours” or can be contacted over the phone.

Powerhive Helpline: Powerhive’s Customer Care phone number, which you can reach at 0722 999922 between 8:30 am and 6:00 pm.

Readyboard: The Powerhive-supplied equipment within your household or small business, including a fixed light, an LED light on a 5 meter extension cable, 2 additional lighting outlets, 2 electrical outlets, and enhanced safety features.

Customer Rights and Obligations

Powerhive encourages customers to review the rights and obligations detailed in the Customer Charter before lodging a formal complaint. The Customer Charter outlines your responsibility as a customer, including keeping service lines clear of obstructions, pre-paying for electricity via Airtel Money or M-PESA, and using an electrician certified by the Energy Regulatory Commission (“ERC”) for any modifications to or extensions from your Readyboard. The Charter also details our obligations to you, including with regard to connecting you to electricity in a timely manner, product/service warranties and remediating disruptions to your service as quickly as possible. It is our hope that the majority of concerns that may arise will be resolved by the Customer Charter.

Formal Complaints Redress Mechanism

In the event that you feel your complaint is not resolved after referring to the Customer Charter, you may initiate a formal redress process, which will be elevated as needed according to the steps below.

1. **Step 1- Lodging a complaint.**

Please submit your complaint in one of two ways: by contacting your Caretaker, or by calling the Powerhive Helpline. Present details of your complaint including when and where the issue occurred and what equipment, if any, was involved. When contacting your Caretaker or calling the Helpline, please have your Account Number on hand. The Caretaker or Helpline representative will acknowledge receipt of a complaint within 12 hours of when a customer first communicates the complaint. He or she will gather all pertinent information from the customer within 24 hours.

2. **Step 2- First Level Support**

2. A. A Powerhive representative will propose a resolution to the customer within 72 hours of when the complaint was lodged.

2. B. The Caretaker will address certain technical issues related to formal complaints directly, if they are within his or her area of expertise and jurisdiction. The Helpline may also choose to dispatch a Caretaker. If applicable, the Caretaker will complete resolution of issues within 96 hours of when a complaint is lodged.

3. **Step 3- Elevation**

3. A. For complex issues beyond the jurisdiction of the Caretaker, the Caretaker or the Helpline agent will elevate the complaint. Issues related to payment, pricing, marketing programming, etc. will be referred to an Area Sales Manager or to the Manager of Customer Engagement. Within 96 hours of a customer lodging a complaint, he or she will propose a resolution to the Customer.

3. B. More complex technical issues will be elevated to Powerhive's technical operations and maintenance staff or to certified contractors. They will respond with the highest urgency and resolve service interruptions as soon as possible, in accordance with the Customer Charter. If an issue requires procurement of additional hardware or other complex interventions, resulting delays will be communicated to the Customer.

4. **Step 4- Complaint to Regulator**

In the event that you have exhausted our Complaints Handling Procedures and you remain dissatisfied, you may register your complaint with the Energy Regulatory Commission, in accordance with the Electric Energy (Complaints and Dispute Resolution) Regulations, 2012.