

CITIZENS' SERVICE DELIVERY CHARTER

ERC is committed to facilitating access to sustainable energy by applying leading, universal energy regulatory practices

SERVICE	REQUIREMENTS	USER CHARGES IN KENYA SHILLINGS			TIMELINE	
		Class	Application Fee	Grant Fee		Annual Renewal Fee
Issuance of Licences for Electricians	Application via the ERC licensing portal. Attach academic and professional certificates	C2	250/=	1,000/=	500/=	Within 90 days
		C1	500/=	2,000/=	750/=	
		B	750/=	3,000/=	1,000/=	
		A1	1,000/=	5,000/=	2,000/=	
		A2	1,000/=	5,000/=	2,000/=	
Issuance of Registration Certificate for Electrical Contractors	Application via the ERC licensing portal: Attach details of office premises, tools and equipment	C2	250/=	1,000/=	1,000/=	Within 90 days
		C1	500/=	2,000/=	2,000/=	
		B	750/=	3,000/=	3,000/=	
		A1	1,000/=	5,000/=	5,000/=	
		A2	1,000/=	5,000/=	5,000/=	
Issuance of Licences or Permits for generation, transmission, distribution and supply of electrical energy	Materially complete application via the ERC Licensing portal - Refer to the Energy (ElectricityLicensing) Regulations 2012 on the ERC website	Nature of Undertaking	Grant Fee	Annual Renewal,Modification or Transfer		Within 90 days
		Application fee	Free of Charge for undertakings involving less than 3MW of Capacity			
			Application Fee of 10,000/= for capacity over 3 MW			
		Generation	10,000/= per MW	5,000/= per MW		
		Transmission	2,000/= per MW	1,000/= per M		
		Distribution and/or Supply	1,000/=per GWh	1,000/=per GWh		
		Generation, Distribution and/ or Supply	20,000/= per MW	10,000/= per MW		
		Electricity Supply	1,000/= per GWh	500/= per GWh		

SERVICE	REQUIREMENTS	APPLICATION FEES	RENEWAL FEES	TIMELINE
Issuance of Licenses for Petroleum Road Transportation Businesses	Application via ERC Licensing Portal; Materially complete attachments as listed in the portal	NIL	NIL	Maximum 30 days
Issuance of Certificates for Petroleum Road Tankers Drivers	Application via ERC Licensing Portal; Materially complete attachments as listed in the portal	NIL	NIL	Maximum 30 days
Issuance of License for Petroleum Bulk Storage Facilities	Application via ERC Licensing Portal; Materially complete attachments as listed in the portal	NIL	NIL	Maximum 30 days
Issuance of Licenses for Petroleum Businesses	Application via ERC Licensing Portal; Materially complete attachments as listed in the portal	Free of charge	Free of charge	Within 30 days
Issuance of Licenses for Liquefied Petroleum Gas (LPG) Bulk Storage and Cylinder Filling Facilities	Application via ERC Licensing Portal; Materially complete attachments as listed in the portal	Free of charge	Free of charge	Within 30 days
Grant of Construction Permits for proposed Petroleum Facilities	Application via ERC Licensing Portal; Attach application letter, EIA license, approved plans and drawings	Free of charge	Free of charge	Within 45 days
Issuance of Licenses for Petroleum Transport via Pipeline	Application via ERC Licensing Portal; Materially complete attachments as listed in the portal	NIL	NIL	Maximum 30 days

SERVICE	REQUIREMENTS	USER CHARGES IN KENYA SHILLINGS			TIMELINE	
Class	Application Fee	Grant Fee	Annual Renewal Fee			
Issuance of Licences for Energy Auditors	Application via the ERC licensing portal. Attach copies of academic and professional certificates. Applicant must have experience having participated in at least 5 audits	A	Free of Charge	Free of Charge	Within 90 days	
		B	Free of Charge	Free of Charge		
Issuance of Registration Certificates for Energy Audit Firms	Application via the ERC licensing portal. Attach copies of company statutory documents, details of audit tools and licensed auditor(s)	A	Free of Charge	Free of Charge	Within 90 days	
		B	Free of Charge	Free of Charge		
Issuance of Licences for Solar Photovoltaic Technicians	Application via the ERC licensing portal. Applicant must be a licensed Solar PV technician, have solar PV testing and commissioning equipment. Attach company statutory documents	T1	250/=	1,000/=	500/=	Within 90 days
		T2	500/=	2,000/=	750/=	
		T3	750/=	3,000/=	1,000/=	
Issuance of Registration Certificates for Solar PV Contractor/Vendor/Manufacturer.	Application via the ERC licensing portal. Attach appliance test certificates and report, and accreditation certificate from the testing laboratory	C1	500/=	1,000/=	1,000/=	Within 90 days
		V1	1,000/=	2,500/=	1,000/=	
		V2	2,000/=	5,000/=	2,500/=	
Issuance of Labels for Energy Efficient Appliances	Application via the ERC licensing portal. Attach a test report and a test certificate from an accredited laboratory	Appliance		Application Fees		Within 90 days
		Self-ballasted lamps		3,000/=		
		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/=				

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Compute Maximum Pump Prices for Diesel, Kerosene and Super Petrol and publish them every 15th day of every month	N/A	Nil	Nil	Nil	Nil	Monthly
Compute and Publish Electricity Pass through Costs by 10th day of every month	N/A	Nil	Nil	Nil	Nil	Monthly
Review and Approve ALL materially complete Retail electricity tariffs applications from distribution Companies within the approval period (both Grid and off-grid)	Materially complete Initialed PPA	Nil	Nil	Nil	Nil	Within 90 days
Review and approve ALL materially complete Retail electricity tariffs applications from distribution Companies within the approval period (both Grid & Off-Grid)	N/A	Nil	Nil	Nil	Nil	Within 90 days

SERVICE	REQUIREMENTS	USER CHARGES IN KENYA SHILLINGS	ACTION/DEPARTMENT	TIMELINE
Opening of quotations	N/A	N/A	Procurement	Within 60 days
Payment of suppliers	Receipt of Compliant documents	N/A	Procurement	Within 30 days

ACCESS TO INFORMATION	We value your right to information and as such, we are committed to offering complete, timely and accurate information. Information is available from our head office; 1st Floor, Eagle Africa Center, Longonot Road, Upperhill or nearest regional office Telephone: 2847000/200/212 ; Postal address: P. O. Box 42681-00100 GPO Nairobi ; Email address: info@erc.go.ke; Website: www.erc.go.ke	Free of charge	Immediate
COMPLAINTS	ERC values and appreciates your feedback in form of complaints to help us improve our services. Complaints can be lodged to the Commission through the following modes: In person: visit our head office 1st Floor Eagle Africa Center, Longonot Road, Upperhill or nearest regional office. Telephone: 2847000/200/212 ; Postal address: P. O. Box 42681-00100 GPO Nairobi ; Email address: info@erc.go.ke; Website: www.erc.go.ke If you remain dissatisfied with our services please write to: Office of the Ombudsman: Email complain@ombudsman.go.ke/ Postal address 20414-00200, Nairobi	Free of charge	Average of 60 days

In cases where service delivery is perceived to be unsatisfactory, complaints should be reported to:

Director General
Energy Regulatory Commission
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 Telephone 2847000/200/212
 Hotline 0709 336 000
 Email: info@erc.go.ke Website: www.erc.go.ke