



## COMPLAINT REPORTING MECHANISM

### Kaa Safe Mtaani! Help Us Keep Energy & Petroleum Compliant

Your vigilance plays a crucial role in ensuring safe, fair, and reliable energy and petroleum services for everyone. If you witness unsafe practices, unfair pricing, illegal activities, or non-compliance with regulations, speak up. Your report will be handled confidentially and with urgency.

#### What You Can Report:

- Overpricing of petroleum products
- Sale of adulterated petroleum products
- Unauthorized refilling of gas without the consent of the brand owner
- Unauthorized gas refilling stations. Licensed stations have valid permits openly displayed within their premises
- Poor service delivery from licensed providers.
- Sale of substandard LPG cylinders that are worn out, unsealed and half empty
- Under dispensing of Petroleum products
- Illegal construction of petroleum facilities such as petrol stations and LPG refilling sites
- Siphoning of petroleum products from tankers
- Parking of tankers in residential areas and undesignated zones
- Overbilling of electricity
- Unsafe electrical installations and illegal connections
- Vandalism of electricity infrastructure such as transformers and distribution
- Persons undertaking electrical works without a license

#### How to report a complaint:

To EPRA for all energy related complaints

- a) Call: +254709336000, +254020284700
- b) Email: [complaints@epra.go.ke](mailto:complaints@epra.go.ke)