



CITIZENS’ SERVICE DELIVERY CHARTER

ELECTRICITY

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	A1	1,000	5,000	5,000	Within 30 days
		A2	1,000	5,000	5,000	
		B	750	3,000	3,000	
		C1	500	2,000	2,000	
		C2	250	1,000	1,000	
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 GWh	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

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			
2 Issuance of licenses to Energy Auditors	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 60 days
		EM	250	500	500	
		EA2	500	750	750	
		EA1	750	1,000	1,000	
		EMVP	1,000	1,500	1,500	
		ESCO	1,000	3,000	3,000	
3 Issuance of licenses to Energy Service Companies	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	ESCO	1,000	3,000	3,000	Within 30 days
4 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	EAF2	500	1,000	1,000	Within 30 days
		EAF1	750	2,000	2,000	

RENEWABLE ENERGY

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	750	3,000	1,000	
		C1	500	1,000	1,000	
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	V1	1,000	2,500	1,000	Within 30 days
		V2	2,000	5,000	2,000	
		SHW1	500	1,000	1,000	
3 Issuance of licenses to Solar Water Heating Workers	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	SHW2	750	1,500	1,500	Within 60 days
		SHC1	2,000	1,500	1,500	
4 Issuance of licenses to Solar Water Heating Contractors/Vendors/Manufactures/Importers	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	SHC2	3,000	2,000	2,000	Within 30 days
		SHM	3,000	2,000	2,000	

ECONOMIC REGULATION

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

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

UPSTREAM PETROLEUM

SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)		TIMELINE
		Application Fee (KES)	Renewal Fee (KES)	
1 Review of Field Development Plan (FDP)	Submission of Field Development Plan to EPRA	Not Applicable	Not Applicable	Within 60 days of receipt of submitted FDP
2 Amendment of approved Field Development Plan	Submission of amended Field Development Plan to EPRA	Not Applicable	Not Applicable	Within 60 days of receipt of amended FDP
3 Issuance of Upstream Petroleum Operational Permits	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website Conduct Public Participation	Not Applicable	Not Applicable	Within 60 days of receipt of application, which is inclusive of 21 working days' notice for public participation
4 Review of ESIA Reports for Upstream Petroleum Projects	Receipt of report from NEMA; Site Inspection	Not Applicable	Not Applicable	Within 29 days of receipt of report from NEMA
5 Issuance of commercial non-exclusive exploration permit for a geographically delineated area	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 60 days of receipt of application which is inclusive of notification to the affected County Governments
6 Issuance of non-commercial non-exclusive exploration permit for a geographically delineated area	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 60 days of receipt of application which is inclusive of notification to the affected County Governments
7 Provision of Upstream Petroleum information/data upon payment of associated fee where applicable	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 7 days of receipt of payment
8 Issuance of a written consent to remove petroleum and samples	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
9 Review of unitization agreement for joint development and production of petroleum	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 18 months from the date of making of the unitization agreement or longer period as EPRA may determine.

COAL SECTION

SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)		TIMELINE
		Application Fee	Renewal Fee	
1 Issuance of permit for construction of coal storage, value addition and common user facilities	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 45 days of receipt of application
2 Issuance of permit for transportation of coal	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
3 Issuance of license for importation, exportation and bulk sale of coal	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
4 Issuance of license for production of energy using coal	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
5 Issuance of license to operate coal common user facilities	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
6 Issuance of license to operate value addition and/or coal storage facilities	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
7 Inspection of licenses and permits register	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Accessible online upon meeting requirements
8 Review of ESIA reports for upstream coal projects	Receipt of reports from NEMA, Site Inspection	Not Applicable	Not Applicable	Within 60 days of receipt of application
9 Review of Coal Field Development Plans	Submission of Field Development Plan to EPRA	Not Applicable	Not Applicable	Within 60 days of receipt of application

COMMON SERVICES

CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT (S)	COST OF SERVICE		TIMELINE
		Application Fee	Renewal Fee	
1. Response to Phone Calls (Landline or any other official line)	Phone Call	Free		15 seconds
2. Response to enquiry by Walk-in clients	Walking-in and make the enquiry	Free		1 minute
3. Response to Correspondence	Written Correspondence (Letters)	Free		5 working days
	Email and social media (X, Facebook, Instagram, YouTube)	Free		1 Working day
4. Response to Public Complaints and Grievances	Make a complaint	Free		1 Working day
5. Resolutions of Complaints	Make a verbal of written complaint	Free		14 working days
6. Registration of suppliers	Duly filled application form	Free	Not Applicable	14 working days
	Company Profile			
	Certificate of incorporation / Registration			
	PIN Certificate			
	Valid Tax Compliance Certificate/ Exemptions			
	Original Bank Statements			
	Copy of certificate of registration with relevant bodies			
7. Processing of tenders	Non-refundable fee payment receipt			
	Copies of annual return forms filled by company registry			
	National ID/Passport			
8. Notification of successful and unsuccessful bidders	Submit bids for goods & services	Free		90 days
9. Payment of goods and services received	Access e-government portal for notification	Free		1 working day
	L.P.O/ Invoice Certificate of Completion/ Goods / Services Received	Free		60 days from date or receipt of the invoice
10. Disposal of obsolete stores	Submission of bids	Free		60 days from date of advertisement
11. Public participation in policy making process	Familiarization with issues and active participation	Free		1 day
12. Recruitment of staff	Make formal application based on the advert	Free		90 days
13. Processing of request for information	Make a request for information	Free		21 days

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
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