

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Department
Kenya Power and Lighting Company (KPLC)
[Office Address]
[City, State, Zip Code]

Dear Customer Service Team,
Subject: Complaint Regarding [Specify Issue]

I am writing to formally lodge a complaint regarding [describe your issue, e.g., frequent power outages, overbilling, etc.] that I have been experiencing at my residence/business located at [your address].
[Provide a brief description of the issue, including any relevant details such as dates, times, and previous correspondence.]

I kindly request that this issue be addressed promptly, as it has caused [mention the impact it has had, such as inconvenience or financial loss].
I would appreciate it if you could provide me with an update on the steps being taken to resolve this matter.

Thank you for your attention to this issue. I look forward to your prompt response.

Sincerely,
[Your Signature (if sending a hard copy)]
[Your Printed Name]