

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

Customer Service  
Kenya Power and Lighting Company  
[Company Address]  
[City, State, Zip Code]

Subject: Request for Refund

Dear Customer Service,

I hope this letter finds you well. I am writing to formally request a refund for [briefly describe the reason for the refund, e.g., an overpayment, service interruption, etc.].

Details of my account are as follows:

- Account Number: [Your Account Number]
- Invoice Number: [Invoice Number, if applicable]
- Amount to be Refunded: [Amount]
- Date of Transaction: [Date]

I have attached relevant documents, including [list any attached documents, e.g., payment receipts, account statements, etc.], to support my request.

I kindly ask that you process this refund at your earliest convenience.

Thank you for your attention to this matter.

Sincerely,

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