

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

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

Dear Sir/Madam,

Subject: Request for Service Upgrade

I hope this letter finds you well. I am writing to formally request an upgrade of my electricity service at [your service address]. My current account number is [your account number].

Given the increase in my household/business electricity consumption, I would like to upgrade my service to accommodate my needs. I would appreciate it if you could provide me with the necessary information regarding the requirements and steps involved in the upgrade process. Please let me know if there are any forms I need to fill out or any additional documentation you require from my end. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]