



# K-SMART UTILITIES LTD

## **SMART SOLUTION FOR POWER & WATER Dealers in: Electricity /water meters**

P.O. BOX9627-00200  
NAIROBI, KENYA  
+254 701 860 991

## PROPERTY OWNER DETAILS

Full name: .....

Cellphone: .....

Email: .....

ID NO: .....

KRA PIN: .....

County: \_\_\_\_\_

## PROPERTY/BUILDING DETAILS

Name: ..... Location: .....

Building type (tick one):  Residential  Commercial  Industrial

Utility type (tick one):  Electricity  Water  Gas

Main meter account no: ..... Payment mode: .....

Installation readings..... Installation type (tick one):  New  Additional

## TECHNICIAN DETAILS

Name: ..... Cellphone: .....

Signature: ..... Date: .....

## METER LINKED TO MAIN METER

## DECLARATION

I hereby acknowledge that I have read, understood and agree to comply with all K-smart terms and conditions regarding the installation and use of prepaid sub meters.

Signature: ..... Date: .....

**These terms and conditions ("Terms") outline the agreement between K-smart and the property owner/manager ("Customer") for the installation of submeters.**

1. *K-smart offer sub-metering solutions and hence is not a utility provider.*
2. *The customer shall engage a qualified licensed technician to install the K-smart meters and is fully responsible for the installation of these meters. A list of licensed electricians can be found on the EPRA website on K-smart [www.epra.go.ke](http://www.epra.go.ke)*
3. *K-smart provides one-year (1 - yr) warranty on all meters effective from the date of installation. During this period, the Customer must report any meter malfunctions promptly to K-smart for troubleshooting or free replacement. However, if a fault is determined to be caused by customer mishandling or tampering, the Customer shall assume full responsibility for all associated repair or replacement costs.*
4. *The customer is responsible for any unbilled units registered by the main meter which could arise from by-passing the sub meters.*
5. *Tokens shall be charged at the prevailing tariff approved by EPRA, check [www.stimatracker.com](http://www.stimatracker.com)*
6. *K-smart shall charge a service fee of 10% for token generation and administration on the total tokens from the users unless advised otherwise by the landlord. It is the sole responsibility of the customer to inform tenants of the 10% deduction on vending transactions and K-smart not be held accountable for disputes arising from the lack of tenant awareness.*
7. *Depending on the agreement with the customer, K-smart shall ensure all funds received are paid to the utility provider twice monthly. Evidence of these payments shall be shared with the customer following each transaction.*
8. *K-smart is not liable for any loss, damage, or inconvenience caused by factors beyond its control, including but not limited to natural disasters, power outages, or M-pesa outage.*
9. *Upon meter registration, K-smart shall provide the customer with access to a dedicated customer portal via <https://customer.ksmart.co.ke/>. Through this portal, the customer may view and download all transaction records, including daily, weekly, and monthly statements. Additionally, K-smart shall deliver a monthly summary statement via SMS to the customer's registered phone number.*
10. *The customer shall ensure that unless the utility is from private source (borehole or solar) the meters shall be used as separation meters hence getting their supply from the main utility meter.*