INFLUENCE OF STRATEGIC PLANS ADOPTED BY THE KENYA POWER COMPANY ON THE SUPPLY OF POWER IN NAIROBI COUNTY SLUMS

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ABSTRACT

The Kenya Power Company Limited core business is to transmit and distribute electricity supply to its customers ranging from domestic, small and medium enterprises to industrial customers. Reliable, safe, adequate and high quality power supply is a necessity for enhanced economic growth of the country. The company's efforts to efficiently supply electricity in Nairobi County slums have been hampered by several challenges, prompting the company to come up with strategies to mitigate these challenges. The purpose of the study was to establish the influence of strategic plans adopted by KPC in the supply of power in Nairobi County slums; KPC has adopted several strategies with the aim of improving customer service delivery in slum areas. The study has adopted a descriptive survey design which ensured an in depth description of the subject under study with a target population of respondents from Kenya Power management, union and contract staff in Nairobi West, Nairobi North and Nairobi South sub regions in Distribution and Customer Service divisions in Nairobi Region. An open ended and closed ended structured questionnaire was used to collect primary data from the respondents in a drop-and-pick later method. The completed questionnaires were checked for completeness, coded and finally entered into the computer for analysis using Microsoft Excel software. Descriptive data was analyzed using descriptive statistics and presented the results in form of frequency tables, bar graphs and pie charts. This offered a systematic and qualitative description of the objective of the study. The research findings enabled KPC to close any gaps in supply of power in Nairobi County slums and ensured strategies formed were implemented and tracked to ensure their efficiency in positively influencing their adoption. The study found out that media campaigns encourage change in behavior as a result of customer education and community agent intermediation, pricing of electricity allows competition with illegal operators when high, calls for price subsidy for affordability, slows down customer creation and accelerates theft of electricity when high; government policy implications are on lack of review of penalties for dealing with power theft culprits, legislation in such areas as price control, monopolistic practices, slum negligence resulting to insecurity which interferes with attendance to system breakdowns; modern use of technology promotes quick attendance to system breakdowns curbing unnecessary delays, reduces system overload, reduces avenue for extortionist cartels, leads to decreased emergency power interruptions and incorporates safety standards. The study concludes that media was used to reach out slum residents in order to influence their behavior and encourage change, pricing when high allows competition with illegal operators in the slums, lenient penalties for dealing with power theft culprits encourages electricity theft and technological advancement by Kenya power reduces non-technical losses.

Key Words: *strategic plans, Kenya Power Company, supply, power, Nairobi County slums*

INTRODUCTION

Besides offering quality goods and services to the public, a public organization has to generate adequate resources for continuity (Kvint 2010). The main obligation is to generate enough profits in order to pay dividends to shareholders or plough back such profits to improve or reinforce the infrastructure. To achieve desired goals, a company has developed appropriate strategies that should be in line with the company's mission, vision and objectives. Electricity power supply network includes generation, transmission and distribution of electricity. The history of Kenya's power sector can be traced back to 1922 when the East African Power and Lighting Company (EAP&L) was established through a merger of two companies. These were; the Mombasa Electric Power and Lighting Company established in 1908 by a Mombasa merchant Harrali Esmailjee Jeevanjee and Nairobi Power and Lighting Syndicate also formed in 1908 by engineer Clement Hertzel. The Kenya Power Company (KPC) was later formed in 1954 as a subsidiary of the EAP&Lwith the sole mandate of constructing electricity transmission lines between Nairobi andTororo in Uganda. This infrastructure was mainly to enable Kenya import power from the Owen Falls Dam in Uganda. With many operations of EAP&L largely confined to

Kenya, the company finally changed its name to Kenya Power and Lighting Company Limited (KPLC) in 1983. KPC was 100% government owned. Following the structural adjustments program in the 1990s, the Government of Kenya officially liberalized power generation as part of the power sector reforms in 1996. Among the first reforms to take place was the unbundling of the state utility in 1997. Kenya Generating Company Limited (KenGen) which remained entirely state owned became responsible for the generation assets while KPLC assumed responsibility for all distribution and transmission.

The Kenya Power Company Ltd is a key player in the electric power supply sub sector with the mandate to purchase bulk electricity supply, transmit, distribute and retail electricity to end use customers throughout Kenya. Its vision is to provide world class power that delights customers. Its mission is Powering people for better lives. The company's quality policy is to efficiently transmit and distribute high quality electricity throughout Kenya at cost effective tariffs; to achieve the highest standards of customer service; and to ensure the company long term technical and financial viability. Kenya Power Company is one of Africa's most accomplished operating utilities with a customer base of 1.2 million, $540 million in annual revenues and $775 million in capital assets. KPC is a very well managed utility with significant experience in rapid urban and rural and slum electrification, loss reduction and modern metering technologies. It provides its customers with high quality customer service and has developed customer focused programs that provide ease of access to electricity and services.

Slum area customer growth strategy in Kenya Power Company started way back in 1973 when Rural/Slum Electrification program was launched. In this electricity program projects are identified and then prioritized through the various Development Committees (DCs). The Government then funds the projects. The main objectives of Government involvement in such funding are that of economic and social development of slum areas. In such case, KPC benefits indirectly if the projects captures more Customers who form part of KPC Customer base. The company has been forced to pursue strategies to resolve issues that hamper its revenue target achievement. Nairobi County has several slums such as Kibra, Baba Ndogo, Dandora, Fuata Nyayo, Huruma, Kawangware, Kangemi, Kiambiu, Korogocho, Mathare Valley, Mukuru kwa Njenga, Nyalenda, Pumwani, Ziwa la Ng'ombe and Majengo. In this study Kibra will be mentioned severally as there is a pilot project on slum electrification. It is one of the most pronounced slums within Kenya and is undergoing an intensive slum upgrading process. Kibera is the largest of Nairobi's slums, and the second largest urban slum in Africa, with an estimated population of approximately 1,200,000. It is located in Nairobi West Sub- region.

The neighborhood is divided into a number of villages, including Kianda, Soweto, Gatwekera, Kisumu Ndogo, Lindi, Laini Saba, Siranga Undugu, Makina, Olympic, Mashimoni, Kambi Muru, Kangemi, Kichinjio, Makongeni, Mugumoini, Raila, Sarang'ombe, Shilanga, Soweto East and Soweto West. Over 10,400 Customers connected to date in slums. Mutegi (2013), cites that only about 20% of Kibra has electricity. UN-Habitat is in the process of providing it to some parts of Kibera – this will include street lighting, security lighting and connection to shacks. This costs KES 900 per shack, which in most cases is not affordable.

STATEMENT OF THE PROBLEM

Challenges faced by KPC in its effort to provide quality and reliable electricity supply in slum areas include; vandalism of power supply equipment, poor infrastructure constraining accessibility to power supply system, high power supply demand causing system equipment failure due to overload escalated by illegal power extensions, unaffordable price of electricity due to poor living standards of the slum residents leading to theft of power, insecurity in the slum area arising from organized gangs operating in the slums which restrain routine and corrective maintenance on power supply system and relaxed Government policy in terms of planning for houses and infrastructure and also lenient penalties for power supply offences. It is very difficult for enforcers to have illegal connections removed without the assistance of the police because of the resistant nature of the slum residents. There is a high risk to the culprits as well because of frequent electrical fires and electrocutions. KPC has suffered loss of revenue which has hampered financial viability as well as customer goodwill because of these challenges. There is a potential for very large amounts of electricity generated being lost to theft because of the lower rates of detection and the high usage activities associated with meter related theft. The company has considered investing in strategies, aimed at increasing its competitiveness and overall performance so as to improve its revenue. Adoption of carefully planned and implemented strategic plans provides

significant benefits in work measurement, cost reduction, productivity improvement and better services to customers (Walter, 2014). It is the adoption of strategies which make its use possible and it is the use that makes performance attainable. Therefore the combined effect of strategies can enhance the competitiveness of the service firms (Bahareh Khanali Lou, 2011). Against this background, the study therefore sought to establish the influence of strategic plans adopted by the Kenya Power Company limited on the supply of power in Nairobi County slums, emphasis on Kibra slums being the largest slum in Kenya and the second largest in Africa. These strategic plans aimed to reduce power supply losses.

GENERAL OBJECTIVE

The main aim of the study was to establish the influence of strategic plans adopted by Kenya Power Company on the supply of power in Nairobi County slums.

SPECIFIC OBJECTIVES

1. To establish the extent to which media campaign strategy influences supply of power in Nairobi County slums.
2. To determine the extent to which pricing strategy influences supply of power in Nairobi County slums.
3. To establish the extent to which Government policies influence power supply in Nairobi County slums.
4. To determine the effect of Technology on the supply of power in Nairobi County slums.

THEORETICAL FRAMEWORK

This section presents the theoretical backbone of the study. It specifically addresses three theories that form a basis for this study: behavioral theory, pricing theory and governance theory. These theories are discussed below.

Behavioral Theory

Behavioral change theories attempts to explain why behaviors change. These theories cite environmental, personal, and behavioral characteristics as the major factors in behavioral determination. In recent years, there has been increased interest in the application of these theories in the areas of health, education, criminology, energy and international development with the hope that understanding behavioral change will improve the services offered in these (Redding & Evers, 2012). In the field of behavior change, theoretical frameworks are increasingly being recognised and used by practitioners as a means of informing, developing and evaluating interventions designed to influence behavior. Such theories of behavior provide an integrated summary of constructs, procedures and methods for understanding behavior, and present an explicit account of the hypothesised relationships or causal pathways that influence behavior (Michie & Johnston, 2013). They have by and large been developed based on a body of empirical evidence that lends support to these relationships, with a means of avoiding implicit

assumptions.According to (Mair & Noboa, 2009) organizations seek opportunities that create practices that yield benefits. Campaigns can influence beliefs about the likelihood of experiencing positive and negative outcomes and other components of the theory. Hornik (2012), presents a model that incorporates reasoned action approaches into the theory of planned behavior; this provides insight into the pathways of influence from campaign messages to behavioral outcomes. The theories, designs and impacts of media based public campaigns have been summarized by (Atkin & Salmon, 2010). Campaign design begins with a conceptual assessment of the situation to determine opportunities and barriers and to identify which outcome behaviors would be performed by which people.

The design specifies focal segments of the population whose practices are to be changed, and the bottom-line focal behaviors that the campaign ultimately seeks to influence. Rogers (2012), describes how new ideas and practices spread through interpersonal networks and the influential role played by opinion leaders. Opinion leaders tend to have greater exposure to media messages about a domain and are more likely to exercise informal influence over the attitudes and behaviors of friends and family members. Researchers have also generalized further into the non-violent effects of media that can be beneficial to society.

Pricing Theory

Finding the right pricing strategy is an important element in running a successful business. The theory of price says that the point at which the benefit gained from those who demand the entity meets the seller's marginal costs is the most optimal market price for the good/service (Wagnar, 2009). Price is the only element in the marketing mix that produces revenues; all others represent costs, according to Business Link, a public-private partnership business support organization. Price-signaling occurs when the cost of something reflects the product's perceived quality. Whether or not your product is the best quality for the best price, your pricing strategy aims to convince the buyer that is the case (Professor Rao, 2007).

Camerer (2010), argues that Pricing is cost-based, demand-based or competition-based. In cost-based pricing, you set prices based purely on production costs and the desired profit without considering the demand. In demand-based pricing, consumer research helps to ascertain the acceptable price range, and then you can determine profit and cost requirements within that range. In competition-based pricing, you set your prices based on your competitors. Depending on customer loyalty, standards of living, or brand differences, you might be selling at, above or below market price. According to Leah (2007), electricity is a very important utility in our lives. It is very much sought being the wheel of development in many activities. It is common knowledge that people would endeavor to seek for alternative ways of getting it whether proper or improper. Lapowsky (2014), cited that price is the mechanism which ensures that the demand and supply are equilibrium. That is to say that if demand exceeds supply, then the price will rise to the point where the volume demanded by those willing and able to pay that price is equivalent to the

volume available. Conversely, if supply exceeds demand then price will fall until sufficient new buyers have entered the market to ensure the consumption of available supply.

It is therefore clear that in developing a price policy one has to consider both the external environment in which one has to compete and also the internal factors which condition and control the course of action. According to Clay (2011), a firm's pricing policy will be influenced by government policy as expressed in the extent and proposed legislation in such areas as price control, maintenance, monopolistic practices, and minimum performance standards for products and so on. The major factor conditioning the firm's price policy is its own definition of the business it is in. Traditionally the firm's success has been measured by its profitability which is the measure of the amount by which income exceeds expenditure. The shareholders and the government hold the firm accountable for the expenditure of its income and therefore emphasize the need for detailed cost analysis and annual statements. The internal price is also determined by the nature and extent of the firm's corporate resources (Bilton & Nreick, 2012).

Governance Theory

A policy is a deliberate system of principles to guide decisions and achieve rational outcomes. A policy is a statement of intent, and is implemented as a procedure or protocol (Christophe, 2008). The general definition in this context can therefore be put as the systems put in place to achieve good governance policy making, procedures, and controls in the Energy sector. Regulatory policies, or mandates, limit the discretion of individuals and agencies, or otherwise compel certain types of behavior. These policies are generally thought to be best applied when good behavior can be easily defined and bad behavior can be easily regulated and punished through fines or sanctions (Althaus & Glyn, 2007). The strength of policy making is integral to the strength of government as a whole, and that of the country at large. When policies fail, the costs whether monetary or otherwise can be significant. Accordimg to Dominguez (2005), the Governments create the rules and frameworks in which businesses are able to compete against each other.

From time to time the government will change these rules and frameworks forcing businesses to change the way they operate. Business is thus keenly affected by government policy. The attempts to improve policy making have all suffered from a gap between theory and practice. Either they have presented unrealistic models of policy making, or have failed to provide the support to turn desired practices into reality. Most importantly, they have excluded ministers, thus neglecting the fact policy is the responsibility of both parties, and a product of their joint efforts (Gruhn, 2009). According to David Halpern (2010), the effects of policies are often indirect, diffuse, and take time to appear. Current guidance presents policies as discrete interventions to tackle specific problems, whose effects can then be reliably measured and evaluated. But there is plenty of evidence that the effects of these interventions may be complex, wide-ranging and unintended. Given the complexity of the problems with which government deals, it may be unlikely that a policy will produce effects that are both measurable and attributable.

It matters how policy makers go about their business, and the approach has been to define the qualities that policy making should possess (Michael Hallsworth, et al. 2010). The Electricity Policy aims at achieving objectives such as availability of electricity for all households, supply of reliable and quality power of specified standards in an efficient manner and at reasonable rates, protection of consumer interest and energy and peaking shortages to be overcome (Brown and Yucel, 2007). The policy seeks to address issues such as; rural Electrification, generation, transmission, distribution, recovery of cost of services and targeted Subsidies, technology development and research & development, financing power sector programmes, energy Conservation, training and human resource development and protection of consumer interests and quality standards. Determined efforts should be made to ensure that the task of slum electrification for securing electricity access to all households and also ensuring that electricity reaches poor and marginal sections of the society at reasonable rates is completed within the next five years. Taxation policy affects business costs. For example, a rise in corporation tax (on business profits) has the same effect as an increase in costs. Businesses can pass some of this tax on to consumers in higher prices, but it will also affect the bottom line (Albanesi and Sleet, 2005).

CONCEPTUAL FRAMEWORK

Symth (2004) describes conceptual framework as a set of broad ideas and principles taken from relevant fields of enquiry and used to structure a subsequent presentation. The conceptual framework in this study indicates the relationship between the factors as contained in the literature review, which constitute the independent variables affecting availability and demand of power supply (dependent variable) in the slum areas.

Media Campaign

Energy conservation campaigns, media campaigns and setting up regional demonstration centers on efficient use of electricity has been advocated as the best way of mobilization to continuously educate customers on efficient use of energy and energy conservation. Benefits are behavior change and increase adoption of energy efficient technologies and energy conservation practices. Community agents intermediate for the electricity company and help to identify and resolve problems as well as provide education on energy conservation practices. There is also the aspect of hiring local agents who can interface on their behalf with the community. In order to increase the likelihood of your campaign succeeding, you need to put sufficient time and effort into planning what you are going to do and thinking about why you are going to do it. According to Abroms (2008), campaigns can sometimes have unexpected, and even negative impacts, as a result of campaign objectives. Tactics are about choosing the right tool or method for your particular campaign.

Pricing

The price of electricity has determined the pricing strategies KPC comes up with in supply of electricity to customers. If the price is low, many individuals will be able to afford electricity and

thus the supply of electricity to many areas will be possible. Special authority obtained from the regulator to charge a flat rate consumption of 40kw per month, which is approximately Kshs 300 per house. Connection charges have been subsidised by Kenya power and are Kshs 1000 plus Vat of Ksh 160. Connection Charges subsidy-Benefit to assist customers to afford the connection fees given rising costs in Kenya Power subsidizing standard connection charges. There is also provision of credit facilities to low income customers for electricity connection and efficient lighting project entailing free distribution of bulbs to slum customers dubbed Badilisha Bulb campaign.

According to Akash Paun and David Atkinson (2011), about 56% of slum households have not yet been electrified even though many of these households are willing to pay for electricity. Determined efforts should be made to ensure that the task of slum electrification for securing electricity access to all households and also ensuring that electricity reaches poor and marginal sections of the society at reasonable rates is completed within the next five years. Taxation policy affects business costs. For example, a rise in corporation tax (on business profits) has the same effect as an increase in costs. Businesses can pass some of this tax on to consumers in higher prices, but it will also affect the bottom line (Albanesi and Sleet 2010).

Government policy

There is proposed legislation in such areas as price control, maintenance, monopolistic practices, and minimum performance standards for products. The Government is also responsible for planning for houses and infrastructure. It collaborates with KPC to come up with strategies on penalties for power supply offences. The infrastructure here includes roads and housing. The challenge of overcrowded temporary structures and houses, narrow alleys/tunnels, poor housing materials and unsafe wiring compound the challenge of poor physical starting conditions. In some slums such as Mathare 4A, Kibera, Huruma and Korogocho, housing and infrastructure programs are being put in place through joint efforts of the government, donors and civil society organizations. These interventions are meant to address the problems of slums or informal settlements (Winnie Mitullah, 2012).

Areas with a high level of electricity demand either due to population or industrialization are more likely to be supplied with electricity as compared to areas which are less populated and un-industrialized. The government policy also determines areas where electricity can be supplied as electricity supply is at times highly capital intensive that only the government can fund such projects. In its energy conservation efforts, the government targeted to cut electricity consumption by 60 megawatts when it completed distributing more than one million free energy-saving bulbs. Political considerations define the legal and governing parameters within which the firm operates. Political forces are placed on each company through anti-trust laws, tax programs, fair-trade decisions, and pricing policies. These regulations are commonly restrictive and tend to reduce the company's potential profits.

Technology

According to Lieberman (2009), various disciplines and sub disciplines studying technology take their own cross-sections of the complex whole that is technology. New technology is often thought of as coming in from the outside, diffusing, and being taken up for its overt function. This is also how impacts of technology are sometimes conceived. Technology is also stratified, in the sense that it is composed of materials and components, combined into devices and linkages that, in their turn, are combined into an overall working system. This is how modern technology is organized.

There is implementation of prepaid meters to meet the needs of the clients with irregular income and to address challenges for Kenya Power such as revenue collection. These are technologies that reduce theft opportunities and allow remote operations. Surveillance videos can be sent to the relevant authorities via wireless networks once suspicious motion has been detected. KPC is pursuing modern technologies on power supply and the protection of power supply systems to curb electricity supply problems in these areas. Electronic anti-theft gadgets have been installed to trigger an alarm when installations are tampered with. The implementation plan of the project for the transformer intruder detection system (TIDS) has been launched. Protection devices have been developed so as to detect intrusion attempts by triggering sirens, dialing dispatch stations, or activating strobe alarms for crime detection.

RESEARCH METHODOLOGY

Research Design

The study adopted a descriptive survey design since the study investigated the influence of strategic plans adopted by The Kenya Power Company in the supply of power in Nairobi County slums. This research design was chosen because it is efficient in collecting information and provides stronger opportunity to understand the target population within a short time (Kothari, 2004). According to Creswell (2005) survey is the only means through which views, opinions, attitudes and suggestions for improvement can be addressed.

Target Population

The study was carried out in Nairobi County, Kenya. Mugenda and Mugenda (2003) define population as an entire group of individuals, events or objects with some observable characteristics. The study target population incorporated KPC management, union and contract employees in Nairobi west, Nairobi North and Nairobi South sub-regions in distribution and customer service departments in security, marketing and customer relations. The target population for this study therefore was 352 staff in various sub regions in Nairobi County.

Sample size and Sampling Technique

According to Mugenda A. G (2008) sampling is the process of selecting respondents from the target population. The desired sample size for the study was 176 which is 50% of the target population. This sample size was arrived at using the following formulae:

$$n = \frac{NC^2}{C^2 + (N-1)e^2}$$

Where, n is the sample size
N is the population size
C is the coefficient of variation which is equal to 30%
e is the margin of error which is equal to 5 %

This study used stratified random sampling technique. In stratified random sampling the population is divided into groups and a random sample of a proportionate size is selected from each group (Dornyei, 2010). The researcher stratified the population based on the regions or functions and then randomly picked the samples at fifty percent per strata

Data Analysis

Data analysis involved assigning meaning to the data that had been collected. It involved organizing data, breaking it into manageable units, fusing it, searching for patterns, discovering what is important and what is to be learned and, deciding what will be reported (Connaway, 2010). After collecting data, the questionnaires were edited to facilitate statistical analysis. The reason was to eliminate unusable or contradictory data and interpret ambiguous answers. The data obtained from the questionnaires was coded, organized, analyzed, summarized and keyed into the Statistical Package for Social Science (SPSS) analysis software using multiple linear regressions.

Suppose Y is a dependent variable, and X is an independent variable. The population regression line is:

$$Y_i = B_0 + B_1X_1 + B_2X_2 + B_3X_3 + B_4X_4$$

Where B_0 is a constant, B_1 is the regression coefficient, X is the value of the independent variable, and Y is the value of the dependent variable.

Given a random sample of observations, the population regression line was estimated by:

$$\hat{y} = b_0 + b_1x + b_2x + b_3x + b_4x$$

Data Presentation

After doing an analysis, the analyzed information was summarized and results presented in form of charts, tables and graphs. Frequency distribution tables were used together with corresponding percentages general information questions. The mean and standard deviation were used for Likert scale questions.

RESEARCH RESULTS

This section presents a summary of findings in accordance to the objectives of the study. It reflects findings on the influence of media campaigns on the supply of power; influence of Price on the supply of power; influence of Government policy initiatives on the supply of power; influence of technology adoption on the supply of power.

Influence of media campaigns on the supply of power

The study found out that the media campaigns most of the times influence supply of power. The results to change in behavior, promotes safety in usage of electricity, encourages community agents intermediation and Customer education on efficient use of energy.

Influence of Price on the supply of power

The study found out that pricing of electricity allows competition with illegal operators when the price is high, calls for price subsidy for affordability, Slows down customer creation as most residents opt not to use electricity but other alternatives when they are unable to afford it, leads to low business opportunity for the company and accelerate theft of electricity within slum areas as residents want to easily get what they cannot afford.

Influence of Government policy initiatives on the supply of power

The study established that lack of review of penalties for dealing with power theft culprits, legislation in such areas as price control, maintenance, monopolistic practices, and minimum performance standards for products; slum negligence resulting to insecurity which interferes with attendance to system breakdowns, enhancement of infrastructure in terms of roads and housing, and failure to set goals which include electrification in slum upgrading schemes had influence the power supply in the Nairobi County slums

Influence of technology adoption on the supply of power

The study found out that use of technology in various aspects promotes quick attendance to system breakdowns curbing unnecessary delays, reduces system overload, reduces avenue for extortionist cartels, leads to decreased emergency power interruptions and incorporates safety standards within the Nairobi County slums.

Modern use of technologies on power supply and the protection of power supply systems curbs electricity supply problems in these areas. Electronic anti-theft gadgets have been installed to trigger alarms when installations are tampered with. Transformer intruder detection systems have also been launched. Protection devices have been developed so as to detect intrusion attempts by triggering sirens, dialing dispatch stations, or activating strobe alarms for crime detection.

CONCLUSIONS

On influence of media campaigns on the supply of power, the study concludes that media was commonly used to reach out the slums residents in order to influence their behavior, educate them on safety in usage of electricity, encourage community agents intermediation and customer education on efficient use of energy. The study concludes that pricing on the supply of power had allowed competition with illegal operators in the slums and calls for price subsidy for affordability. The study further found out that pricing slows down customer creation as many slum dwellers could not afford and leads to low business opportunity and also accelerates theft of electricity within slum areas. The study further concludes that lenient penalties for dealing with power theft culprits encourages electricity theft, insecurity interferes with attendance to system breakdowns, poor infrastructure in terms of roads and housing causes delay in attendance to system breakdowns and failure to set goals which include electrification in slum upgrading schemes by the relevant authorities is also an issue. The study concludes that technological advancement by Kenya power reduces non-technical losses by promoting quick attendance to system breakdowns curbing unnecessary delays, it has reduced system overload and avenue for extortionist operating in slums thus leads to decreased emergency power interruptions and incorporates electricity safety standards within the Nairobi County slums.

RECOMMENDATIONS

The study recommends that Kenya Power Company could carry out major media campaigns to sensitize the public on safety and efficient use of energy and needs to focus on how electricity can be used by residents in their business and also assist slum dwellers discover new uses of electricity. The company should engage intensively in sensitization of the public on the dangers of electricity supply interference and theft through public meetings. The study also recommends that Kenya Power Company should engage in massive electrification projects and supply power to all areas with need as a matter of urgency. At the same time, the company should ensure that electricity is affordable by lobbying for reviewing of the tariffs to suite different cadres of customers from time to time. This will also go a long way in ensuring that business competition does not play a part as far as electricity theft is concerned due to the fact that the production costs will remain considerably low. Integrity of the employees should be checked by the company through training. Where billing errors inevitably occurs, they should be resolved promptly and corrected before the next billing cycle. The customer service department should provide and verify customer billing tariffs appropriately or their way of power consumption (commercial or domestic). The construction staff should consider standard meter board height when installing meters for easy access of readings to avoid making mistakes. The training should also aim at enhancing the skills of the employees to empower them in fighting the menace of non-technical electricity losses. The company should keep adopting more secure and efficient Information Communication system and technologies so as to keep ahead of the new ways of electricity supply interferences. Smart metering for domestic and small commercial customers should also be

adopted. Harsh penalties and disciplinary actions should be imposed on those that get compromised to engage in acts that lead to non-technical electricity losses. In areas where customers reconnect the power by themselves upon disconnection by KPC staff, heavy penalties should be applied. The company should also improve its relationship with other industry players like the Ministry of Energy, Energy Regulatory Commission, Rural Electrification Authority, and Independent Power Producers. These will help in enforcing regulations, approving power purchase agreements, reviewing of tariffs, implementation of rural and slums electrification program, and ensure that the company has enough power to meet the increasing demand.

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