



ERC/ELEC/TAUD-1.05 Network Technical Audit Checklist

REVISION ZERO (0)

## 1 DESCRIPTION OF NETWORK

Table 1 KEY UTILITY STATISTICS

Licensee	Areas of supply	No of customers	Installed Capacity (generation)	Bulk Supply points/ substations and ratings	Feeders and voltage levels
<i>Documents: Single Line Diagram, customer database</i>					



## 2 COMPLIANCE WITH LICENCE CONDITIONS

Table 2 Licence Conditions

LICENCE CONDITION	CLAUSE DESCRIPTION	LEVEL OF COMPLIANCE		DOCUMENTS TO BE REVIEWED
		Yes	No	
<b>Condition 13</b> (Provision of information to the Commission and other licensees)	13 (1) Did the licensee submit to the Commission an annual performance report indicating the Quality of Service and performance of the licensee during the previous year against the <b>Performance Standards</b> .			Approved Performance Standards,
	13 (5) Did the licensee submit <b>annual reports</b> to the Commission on his technical performance during the year under review?			
<b>Condition 14</b> (Monitoring Compliance)	14 (1) Did the Licensee give officers of the Commission access to licensee's works for the purpose of inspection under the Act			N/A
<b>Condition 15</b> ( Events of which the licensee must promptly notify the Commission in writing)	15 (a) Did the licensee notify the Commission in writing of all accidents which occurred as a result of carrying out the licensed undertaking			Accident notifications from utilities, notification from print and electronic media, walk in notification to Commission by general public



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		Yes	No	
	15 (c) Did the licensee report all the significant forced outages which affected a significant portion of the undertaking			Outage reports
<b>Condition 17</b> (Environmental, health and safety obligations)	<b>Condition 17 (1)</b> Does the Licensee complies with environmental, health and safety laws in implementing its undertakings			EIA Reports, NEMA Licence
<b>Condition 19</b>	Did the licence pay the <b>grant fee</b> or the <b>annual fee</b> as stipulated in this section.			
<b>Condition 23</b> (Distribution Code)	<b>Condition 23 (1)</b> Does the licensee implement and comply with the <b>Distribution Code</b>			Refer to the distribution grid code.
<b>Condition 24</b> (Performance standards and quality of supply and service)	<b>Condition 24 (1)</b> Is the licensee conducting his business in a manner which achieves <b>Performance Standards</b> and quality of supply and service levels			<b>Annual performance report</b> submitted by the utility to the Commission as per <b>Condition 13.</b>
	<b>Condition 24 (2)</b> Did the licensee submit a report indicating minimum <b>Performance Standards, Quality of supply and service levels</b> as well as plans to meet them?			
<b>Condition 26</b> (Connection and use of distribution system)	<b>Condition 26 (1)</b> Does the Licensee unduly discriminate between consumers or undertakings of the same category in connecting supply			Distribution code, application forms, record of applicants,



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		Yes	No	
	<b>Condition 26 (3)</b> Is the form for application for connection, timeframes in accordance with <b>Distribution Code</b> ?			bill payment record of applicants, Correspondence
	<b>Condition 26 (4)</b> Is the cost payable for connection determined based on the applicable <b>Connection Charges</b>			
	<b>Condition 26 (7)</b> Does the Licensee inform the Commission of any decision to refuse to connect an applicant with power			
<b>Condition 27</b> (Planning, operation and maintenance of the distribution system)	<b>Condition 27 (1)</b> Does the licensee plan, develop and operate the distribution system in accordance with standards established in the <b>Grid Code and Distribution Code, and the Performance Standards.</b>			Distribution Code, distribution masterplan
	<b>Condition 27 (2)</b> Does the Licensee keep a register of assets which constitute his distribution system and location of equipment			Asset register
<b>Condition 28</b> (System losses)	Does the licensee achieve an efficient level of system losses as set out in the <b>Performance Standards</b>			
<b>Condition 29</b> (Interruption of supply)	Does the Licensee give at least a two (2) day notice in case of planned outage			Notice of outages in print media, KPLC



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		Yes	No	
	Does the licensee unduly discriminate against a category of customers when implementing curtailment and restoration plans.			website, SMS, minutes of shutdown meetings
<b>Condition 30</b> (Handling of complaints)	<b>Condition 30 (1) (a)</b> Does the licensee implement procedures, approved by the Commission to receive, process and respond to complaints relating to the <b>Quality of Supply</b> ?			Approved complaints resolution procedures.
	<b>Condition 30 (1) (b)</b> Does the Licensee maintain a comprehensive record of consumer complaints			
	<b>Condition 30 (1) (b)</b> Does the Licensee keep records of outages i.e. outage time, time taken to reconnect complainant.			
	<b>Condition 30 (3)</b> Does the Licensee make available free to his customers a current copy of the <b>complaints resolution procedures</b>			

### 3 COMPLIANCE WITH ENERGY ACT, 2006

Table 3 Compliance with Energy Act, 2006

Clause No	Clause Description	Compliance with Clause		Comments
		Yes	No	
Clause 6(k)	Are the meters used for ascertaining			



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Clause No	Clause Description	Compliance with Clause		Comments
		Yes	No	
	the quantity of energy examined and approved by the Commission.			
<b>Clause 31 (2)</b>	Is the licensee operating in a manner which complies with EHS laws			Compliance reports to NEMA, OSHA certification, staff training on EHS issues7ujn
<b>Clause 44 (1)</b> Forms of Contract	Are the forms of contract for Supply of electrical energy to consumers approved by the Commission?			
	Does the form of supply contract stipulate			
	the following			
	(i) limitation of liability of the licensee;			
	(ii) disconnection procedures			
	(iii) account and meter deposits			
(iv) Consultation and notice of changes to any of the				



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Clause No	Clause Description	Compliance with Clause		Comments
		Yes	No	
	contract terms			
	(v) Metering			
	(vi) complaint handling and dispute resolution			
Clause 46 (1)	Does the licensee seeks prior consent before seeking the permission of owner/occupier.			Wayleave consent forms
	Does the permission sought above indicate particulars of entry			
	Does the licensee keep records of consents for wayleaves and compensation (if any) with landowners			
Clause 54	Does the licensee follow the requirements of the Act in invoking compulsory acquisition of land			
Clause 55	Does the licensee give at least a 7 day notice in cases to land owner or occupier to cut or lop trees which interfere with construction of supply lines.			
Clause 56	Does the licensee keeps its supply lines in a good state of repair?			Field audits



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Clause No	Clause Description	Compliance with Clause		Comments
		Yes	No	
Clause 58	Is the energy sold to the consumer ascertained by meters of a type approved by KEBS			
	Are the charges for hire of meters by the customer approved by the Commission?			
	Are the energy meters whether property of the licensee or the customer sealed with an approved seal bearing the licensee's distinguished brand?			
	Does the licensee install suitable cut-outs on the supply side of the meter. Are the cut-outs sealed with an approved seal bearing the licensees' distinguishing brand			
Clause 59	Does the licensee follow the requirement of this clause for billing in instances of faulty meters			Sample of complaints, received by ERC and those processed by KPLC.
Clause 61	Has the licensee reduced, discontinued or refuse supply of electrical energy to any consumer unless: 1. The Consumer has failed to pay charges due to the licensee for the			





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Clause No	Clause Description	Compliance with Clause		Comments
		Yes	No	
	<p>supply of electrical energy to the premises in respect of which such supply is demanded or in respect of any other premise. (Note that a licensee is not supposed to reduce, discontinue or refuse to supply in case a consumer has a complaint regarding the charges to the same licensee)</p> <p>2. The consumer fails or neglects to make good any defects in his installation provided that the defects and the period within such defects to be rectified have been communicated to the consumer in writing.</p> <p>3. The consumer uses or permits to be used such supply for any purpose which interferes unduly or improperly with efficient supply of electrical energy by the licensee to any person or endangers public safety.</p>			



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Clause No	Clause Description	Compliance with Clause		Comments
		Yes	No	
	4. The seals affixed on meters installed at consumer's premises are broken without the authority of licensee			
Clause 61	Has the licensee disconnected supply to a consumer for a dispute which has been referred to the Commission or for a dispute which is before a court?			Records of the Commission

## 4 SAFETY

Table 4 Safety checklist

No	Audit Item	Yes	No	Documents to Review
1.	Does the utility have a procedure to provide PPE to its employees			
2.	Does the utility have adequate authorized personnel			
3.	Do staff perform tasks as per their authorization levels?			



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No	Audit Item	Yes	No	Documents to Review
4.	Does the utility have a safety manual			
5.	Does the utility keep copies of issued work permits			
6.	Does the utility have a procedure for orienting and educating new employees			
7.	Does the utility have a formal refresher course on safety for employees If yes what is the frequency of retraining?			
8.	Does the utility keep records of employees who received training on safety?			
9.	Are warning signs properly displayed in posts, txs, substations. etc			

## 5 MAINTENANCE

Table 5 Maintenance checklist

No	Audit Item	Yes	No	Documents to Review
1.	Does the utility have an annual maintenance schedule			
2.	Does the utility adhere to the maintenance schedule?			



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3.	Does the utility have a system to evaluate the effectiveness of the maintenance schedule?			
4.	Does the utility have sufficient maintenance materials in store?			

## 6 STATE OF REPAIR ( NETWORK CONDITION)