

1 AGREEMENT DETAILS

Contract No.	Date
Customer / Company	KRA PIN
Contact Person	Phone
Email	Property
Physical Address	
No. of Units	Installation Site

2 PRODUCTS & SERVICES

Description	Meter / Service Type	Qty	Unit Price	Total
Electricity Meter	Single Phase			
Electricity Meter	Split Meter			
Electricity Meter	Three Phase			
Water Meter	Smart / Prepaid			
Installation	Supply & Installation			
Other				
			TOTAL	

3 PAYMENT TERMS

Deposit: KES	Balance: KES
Payment Method	Payment Due Date

Equipment, installation and other services shall be supplied according to the agreed quotation and payment schedule.

4 IMS RESPONSIBILITIES

IMS shall supply the agreed equipment and, where included in the quotation, provide installation, configuration, commissioning and reasonable technical support. IMS shall use reasonable care in carrying out installation and provide applicable operating guidance.

5 CUSTOMER RESPONSIBILITIES

The customer shall provide safe access to the installation site, accurate property and unit information, suitable installation conditions, protection of installed equipment from damage or unauthorised interference, and timely settlement of agreed charges.

6 WARRANTY & EXCLUSIONS

Warranty applies according to the applicable IMS product warranty terms. It does not cover tampering, unauthorised modification, physical damage, third-party installation faults, abnormal electrical conditions, misuse, negligence, or operation outside specified conditions.

7 METER TAMPERING & UNAUTHORISED INTERFERENCE

Unauthorised opening, bypassing, modification, interference with, or attempted manipulation of a meter, communication device, vending system or associated equipment constitutes a breach. IMS may suspend affected services and charge applicable inspection, repair, replacement or reinstatement costs where justified.

8 CUSTOMER SUPPORT & SERVICE

Technical faults, billing concerns and other service issues should be reported through official IMS customer-support channels. IMS will endeavour to acknowledge and resolve issues within reasonable service timelines depending on severity, access, equipment condition and fault nature.

9 ACCESS, SAFETY & INSTALLATION

The customer shall ensure IMS personnel can safely access relevant installation points. IMS may postpone work where conditions are unsafe, inaccessible, unauthorised or materially different from information supplied by the customer.

10 TERMINATION

Either party may terminate subject to any notice period stated in the quotation or special conditions. Termination does not extinguish outstanding payment obligations or provisions intended to survive termination.

11 DISPUTE RESOLUTION & GOVERNING LAW

The parties shall first seek to resolve disputes amicably through good-faith negotiation. Where unresolved, the matter may be referred to the appropriate dispute-resolution mechanism under the applicable laws of Kenya.

12 SPECIAL TERMS / NOTES

01	
02	
03	
04	

13 ACCEPTANCE & SIGNATURES

By signing below, the parties confirm that they have read, understood and accepted this Customer Meter Supply & Service Agreement and any quotation or schedule expressly incorporated into it.

CUSTOMER / AUTHORISED REPRESENTATIVE		FOR INTELLIGENT MKENYA SYSTEMS (IMS)	
Name		Name	
Designation		Designation	
ID / Company No.		ID / Staff No.	
Signature		Signature	
Date		Date	