



EPRA's Response to the Impacts of COVID 19 on the Energy and Petroleum Sectors in Kenya

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease was first identified in December 2019 in Wuhan, the capital of China's Hubei province. The disease has since spread globally, resulting in the ongoing 2019-20 coronavirus pandemic. The World Health Organization (WHO) declared the 2019–20 coronavirus outbreak a Public Health Emergency of International Concern (PHEIC) on 30th January 2020 and a pandemic on the 11th March 2020 local transmission of the disease has occurred in most countries across all six WHO regions

What is EPRA doing to manage impact of COVID 19 in the Energy Sector?

1. Online Processing of All License Applications

The Authority has migrated all licenses to the online platform. This means that consumers will apply online and processing of the same will be done online including printing of the license by the licensee. These measures are meant to curb spread of the virus and reduce exposure during this trying period.

2. Stakeholder Engagement

Communication with our key stakeholders is now carried out primarily through the Authority's social media platforms such as Twitter and Facebook. Additionally, there are emails, SMS shortcodes and hotlines in place for stakeholders to make various queries.

3. Safety of Staff and the Public

i) The Authority has provided its employees with platforms with adequate controls for which they can work from home in the effort to decongest the offices with an aim of observing the social distancing directive. The platform also allows for monitoring of deliverables.

- ii) Authority meetings are carried out virtually through various platforms such as skype, Zoom and Microsoft teams to ensure social distancing is complied with.
- iii) Employees accessing the offices have been provided with Personal Protective Equipments such as masks and sanitizers as the Authority has a high regard for the safety and welfare of its employees.
- iv) The Authority has additionally ensured employees are transported to their places of residence to eliminate use of public transport thereby minimizing staff exposure.
- v) In line with the government directive, working hours for essential personnel have been reduced to a departure time of 4.00 p.m. to enable staff to comply with the curfew in effect.
- vi) Letters are received via email and for cases where hard copies are delivered they are isolated(quarantined) for some time (2 -4 days) before being officially received.

4. Increase in Enforcement and Consumer Protection

The Authority has ensured there is proactive enforcement and consumer protection of consumers during this period. Due to the lockdown, some service providers may not abide to the set rules and regulations and especially that touch on consumer protection. As a result, the Authority has put in place measures to ensure smooth operations of the energy and petroleum sectors and protection of consumers from unscrupulous traders who may take advantage of the current situation and engage in illegalities.