



BOTSWANA POWER CORPORATION

**MADUO**  
TWENTYSIX  
SUSTAINABILITY THROUGH EFFICIENCY



# FAQs SmartPower App (Motlakase App)



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## **What is the Smart Power App?**

The Smart Power App (Motlakase App) is a convenient digital platform that allows you to manage your electricity account anytime, anywhere, without the need to visit BPC offices.

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## **How does the app make access to electricity services easier?**

The app offers easy access to your account details, bill payments, consumption tracking, and service requests such as application for a new electricity connection, move in/out services, know-your-customer (KYC), all at your fingertips, saving you time and effort.

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## **Can I pay my electricity bill using the app?**

Yes, you can securely pay your bills directly through the app, eliminating the need to stand in queues or visit BPC offices.

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## **Is the app available on all mobile devices?**

The Smart Power App is compatible with most smartphones, making it widely accessible to customers. You can download the app from Google Play and App Store from the comfort of your home or business.

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## **How do I report a power fault using the app?**

You can quickly report faults or outages through the app's fault reporting feature, which directly notifies BPC's 24-hour contact centre for swift action.

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## **Do I need to visit any BPC office to report issues or make requests?**

The app enables you to handle most tasks, including fault reporting and service requests, remotely without visiting an office.

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## **Can I view my electricity usage history on the app?**

Yes, the app provides detailed consumption data to help you monitor and manage your energy use efficiently.

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## **What if I'm not tech-savvy, will I be able to use the app?**

The Smart Power App is user-friendly and designed for ease of use, and support is available if you need help navigating its features.

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## **Is my personal and payment information safe on the app?**

The Smart Power App complies with strict data security and privacy standards to protect your information.

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## **Can I complete the KYC process on the Smart Power App?**

Yes, to complete KYC, you will need to provide valid identification documents and personal details as prompted within the app. Follow the step-by-step instructions to upload necessary documents securely, which will then be verified by BPC.

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## **Where can I get help or support if I encounter any issues with the app?**

You can contact BPC customer support directly through the app or via their contact centre for any assistance or feedback.





# Motlakase App – KYC & Registration FAQ

## 1. How do I get started with the Motlakase App (BPC Smart Power App) as a prepaid customer?

To get started, you need to complete your KYC (Know Your Customer) process and then register on the app.

## 2. What are the steps to complete my KYC?

Step-by-step:

1. Go to the BPC Website
  - Visit [www.bpc.bw](http://www.bpc.bw) and locate the KYC section.
2. Fill in the KYC Form
  - Provide the required information and submit the form online.
3. Receive Confirmation Email
  - You will get an email confirming your KYC Service Request with a Reference Number (Requester ID).
4. Wait for Internal Approval
  - Once your request is approved, you will receive another email containing your:
    - Customer Account Number
    - Business Partner Number

## 3. How do I register for the Motlakase App after completing KYC?

Step-by-step:

1. Confirm KYC Approval
  - Make sure you have received your Customer Account Number and Business Partner Number via email.
2. Access the Registration Page
  - Go back to the BPC website and click on the “Register” link.
3. Enter Required Details
  - Use the Customer Account Number and Business Partner Number provided in your email to complete the registration.
4. Complete Setup on the App or WebPortal via the BPC website
  - Access BPC website and click the register link
  - OR
  - Download the Motlakase App from the Google Play Store or Apple App Store, log in, and start using it!

## 4. What if I didn't receive the confirmation email after submitting KYC?

If you haven't received your KYC confirmation email within a reasonable time:

- Check your spam or junk folder.
- Contact BPC Customer Support for assistance.