

ABSTRACT

A state-owned electricity company PT Perusahaan Listrik Negara (PLN) is a company that provide electricity that will keep continuously improve its services to public. One of its services is customer's bill information, which could be accessed by several ways. One that has been developed and introduced is Interactive Voice Response (IVR). IVR is an interactive communication, in which the customers could get information of their bill by pressing 123 through their phone. Also, PLN has developed internet and web platform as accessed media for its customers to check their bill even though they still have to come to payment points to pay their bill.

Referring to that situation, through this final assignment, I try to use Short Message Service (SMS) application on a cell phone as a media to get information about electricity bill. By using SMS, mobile activities is not a constraint to get information. It also has advantages, such as text visualization and bill charged to cell phone pulse. It works automatically by processing customer's service access code as system trigger to automatically resend notification SMS.

Based on experiment's result on installed system, notification process to customer takes 00:07:28 second in average for either sending bill information or notification SMS with availability level of 100%.