ABSTRACT

PT. PLN Persero is one of company which has a lot of customers. Besides it has a lot of costumer, it also has much variety of information and services which can't easily get. We know that to get information from PLN about the blackout is hard and also the bill which require us to go to the PLN bill payment counter or to go to the ATM. Generally, payment is still done manually that need us to go to the PLN counter or Bank. Not only that prepaid customers have difficulties to get the PLN Token which only provide on certain banks and special place like post office. Basically every customer wants a good service, either the service that can be done every where, anytime, effective and efficient. Therefore, it needs some changes to do.

In this final project, researcher try to solve these problem by making an application that needed by PLN customer which has a mobile characteristic based on J2ME with the minimum specifications CLCD 1.0 and MIDP 2.0. This application has some features such as **checking the electric bill, electricity bill payments, purchase PLN tokens, reporting customer complaints,** and **the blackouts information**.

The results obtained after designing the system and implementing it, we got the result that this application runs 100% well on *mobile* phone devices, the server running either 100%, and the client-server access times is about 1.971 ms to 35.35 ms and the data size that sent from the server is about 289 bytes to 1433 bytes.

Keywords: J2ME, PLN, *Mobile*.