

## Total Consumer Management System (TCMS)

To generate and automate customer-related functions such as service request, customer account query and material costing.

### General Transactions

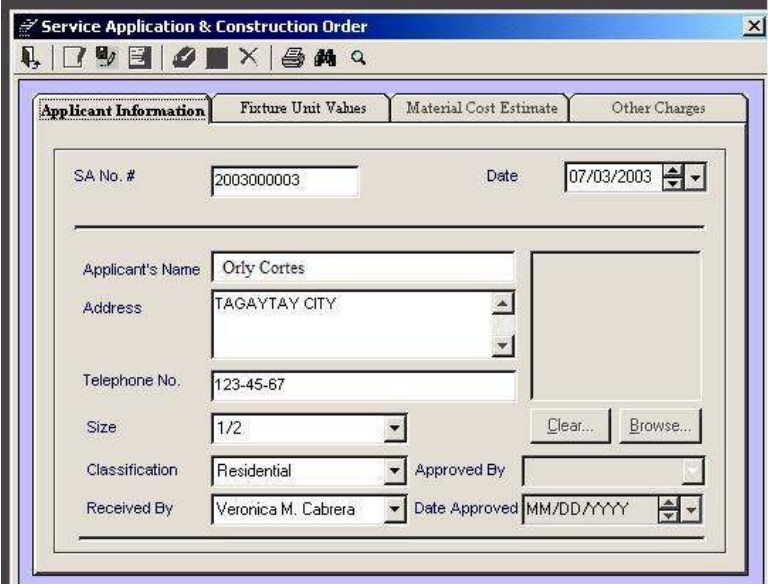
- ✓ Application for Service Connection

#### - For New Connection

- ✓ Membership Service Inspection
- ✓ Connect Order
- ✓ Membership Service Tapping
- ✓ Membership Information

#### - Member's Personal Information

- ✓ Membership Pilferage
- ✓ Service Request/Job Order
- ✓ Membership SMS Request
- ✓ Service Disconnection Order
- ✓ Service Reconnection Order
- ✓ Service Change Billing/Membership
- ✓ Service change Meter



### Additional Features

- ✓ Service Connection Status Monitoring

### Reports Generated

- ✓ Member List
- ✓ Number of Consumers Receiving Service
- ✓ Status of Electrification
- ✓ Change Meter Accomplishment
- ✓ Complaint and request Accomplishment
- ✓ House Tapping Accomplishment
- ✓ Reconnection Accomplishment
- ✓ Consolidated Complaints and Requests
- ✓ Monthly Complaints and Requests
- ✓ Top 10 Complaints and Requests
- ✓ Summary of Pilferages
- ✓ Unsettled Pilferages
- ✓ Summary of Non-Members

### Value Added Services (VAS).

#### BillsQuery

BillsQuery is an application software that enable the consumer to inquire current billing information via SMS or Text. BillsQuery receives text requests; automatically looks up information from the Billing database, and reply the bill amount and due date through SMS.

#### BillsAlert

BillsAlert is an application that automatically sends an SMS or Text alert message based on a predefined event; example is 2 days prior to payment deadline. BillsAlert enables the timely sending of reminders and notifications (and greetings) to the consumer. BillsAlert improves consumer relations, which in turn improves service and collection efforts.

