



PRESS NOTICE

IMPLEMENTATION OF ESCOM MANAGEMENT INFORMATION SYSTEM (EMIS)

In order to enhance customer service delivery, ESCOM is implementing a Management Information System (E-MIS).

The Management Information System (MIS) will replace the business systems currently being used at ESCOM; implement new systems in areas where there are no computer systems in place, integrate all the business processes into a single point of reference and management, and ensure that the organization's business processes and information systems are well-aligned to industry best practice for enhanced customer services, experience and improved service delivery. Among others, the following are the benefits of EMIS:

- Immediate update of bill payments so that customers will not have to wait for over 24 hours after making a bill payment in order for their bill to reflect in the system.
- Introduction of new bill payment channels such as a direct debit facility where customers can give authorization to commercial banks to deduct bill payments directly from their bank accounts.
- Implementation of a call centre which will improve handling of customer requests and complaints.
- Introduction of a Customer Web Portal where customers will be able to apply for new electricity connection online, register complaints, query bills, check statements, download and print bill statements, check prepaid purchased tokens for a given period, check electricity consumption patterns, and access other relevant customer information.
- Receiving or sending of bill information electronically through SMSs, Email and through the web portal so that the customer does not have to wait for the paper bill at the end of the month.
- Reduced faults and outage resolution time due to implementation of a digitized network grid and automation of the network maintenance processes.

ESCOM will implement the Management Information System countrywide. The system will be available to serve customers starting from Thursday, 18th January 2018 at 6:00 am.

Implementation of the MIS will result in changes on how customers use and access ESCOM's services.

ESCOM has provided information on how customers can use and access its services before, during and after implementation of the Management Information System.

MANAGEMENT