

- Automation of customers Instalment plans (Payment agreements)
- Real time update of customer payments would eliminate completely any disconnections for non-payment.
- All detail information on payments are displayed on the customers' bill. Eg. Bill payment, disconnection fees, advance payment for new service connection etc.
- Opportunity for customers to request for a group bill (made up of accounts from different operational regions) and indicate the one they want to pay at any given time.

Any complaint or problems encountered may be directed to the ECG District Office that serves your area or call the ECG Contact Centre.



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ELECTRICITY COMPANY OF GHANA



Introducing

**THE COMMERCIAL
MANAGEMENT
SYSTEM (CMS)**

INTRODUCTION

The Electricity Company of Ghana is replacing its Customer Billing Information System (CBIS) with a Commercial Management System (CMS) in order to better position it to provide improved services to customers.

THE COMMERCIAL MANAGEMENT SYSTEM

It is an integrated one – stop commercial system that has been designed to support all activities regarding Commercial and Customer Care Processes of Utility Companies.

MAIN FEATURES

- Modules that are integrated into a basic solution (Billing, Collection, Meter Management etc)
- One Database and One Application for comprehensive management
- Online and Batch activities

BENEFITS OF THE COMMERCIAL MANAGEMENT SYSTEM (CMS)

The benefits envisaged after the full implementation of the CMS project are outlined below.

To Our Esteemed Customers:

- Customers can apply for new services and separate meters at any ECG operational Regions and Districts irrespective of location of the premises.
- Integrated CMS modules would quicken the new service connection process for customers and also result in quicker response and resolution of customer complaints.



- All post-paid Customers can make bill payments at any of ECG's operational Regions, Districts or Payment outlets and have real time update of the payment into the customer database.

- Meter readings will be captured by hand held electronic devices which will record the date and time of reading to ensure accurate billing.
- Proration of fixed charges (Service charges) on daily bases would ensure that customers pay fixed charges only for the number of days of usage.
- The daily Proration of charges in the calculation of bills would also results in a more accurate production of Final or Out-of-cycle bills when the billing period is not exactly a month.
- Final bills of customers can be prepared and printed on request immediately the readings are confirmed.
- Electronic bills can be sent to the customer immediately the bills are prepared.
- Customers will have a graphical view of their consumption pattern over a period of twelve months plotted on their monthly bills. This would enable customers plan their consumption and conserve energy efficiently.
- Introduction of Bar Code at the bottom of the Customer Bill for quick retrieval of customer account, speed up bill payment process and eliminate errors with customer identification.