EB699
THE VIABILITY OF ENERGY DISPENSING SYSTEM IN MALAYSIA

CLOSED STACKS

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ABSTRACT

The utility industry has undergone tremendous change in the late 80's and looks set to continue "unfreezing" until the end of the century. The process of devolution and deregulation has taken many by surprise and forces utilities worldwide to relook into the way how their business is being conducted. Right sizing, competitive prices and efficient services are the order of the day. The growing sophistication from the customers call for more refined and enhanced customer services. More value-added services and customer-oriented initiatives need to be introduced from time to time in order to seek the competitive edge over the rivals.

Innovation and improvement can be observed from various aspects of customer services in the utility industry. One of the areas which would eventually be exposed to such changes is possibly the customer billing system. Conventional electricity billing method has always been associated with inefficiency, inconvenience and inadequacy. Long queues, bad debts, defaulters, and high overhead are some of the minus points of the conventional billing method. Improvements were carried out from time to time to minimize this inefficiency but very little has been achieved until the advent of Energy Prepaid System or Energy Dispensing System.

This report is aimed at expounding this new concept of "billing" for electricity. This entails description of the system, what it is and how it functions, the advantages and disadvantages of the system and finally, how can the system benefits the end-users namely the utility, the local vendors, and the customers themselves. This report utilises data and information obtained from AEG Energy Control Pte. Ltd. of South Africa, Tenaga Nasional Berhad, local vendors and other relevant literatures. In addition, it represents the writer's experience, observation and analysis on the relevant subject throughout his involvement in Energy Dispensing System for almost 2 years.

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