

2. Cost and benefit of the use of electronic metering system for domestic consumers.

The current practice of using a hand-held-reader for the reading, processing and issuance of an electricity bill is adequate. However, to improve the delay in preparing a 'billing' tape for payment through banks and credit card -- a complete analysis of the billing system is necessary to ascertain the costs and benefits for such an improvement.

3. Cost implications of collection disbursement by Pos Malaysia

The current practice of a weekly transfer of payment from Pos Malaysia to Tenaga Nasional needs to be critically reviewed especially with regard to on the amount transferred and the delay in returning of bad cheques. Further study in this area would result in a better collection system by Pos Malaysia for Tenaga Nasional and an improvement in the amount of monies transferred.

10 CONCLUSIONS

Overall, the study yields some significant results. The various causes and costs of floats were determined. The various models produced could be similarly used in other Tenaga Nasional's regions to identify similar delays. Further, the use of the models can help identify the areas that need urgent attention such that the loss by Tenaga Nasional can be minimized, if not eliminated.

Further study in this area is highly recommended as the overall benefit in increased cash flow and reduced costs would be significant to the cash balance and cash management of Tenaga Nasional.

Some areas that need further studies are :

1. Average Collection Period

As evidently found, the *ACP* was wrongly used to measure the rate of which the consumer settles his account. Hence it has no meaning to the collection process. A further study to come up with a better measuring instrument for Tenaga Nasional's *ACP* is recommended.