

WATER BILLING SYSTEM AT THE DRINKING WATER DISTRICT COMPANY (PDAM) BRANCH OF BENGKALIS

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ABSTRACT

The Bengkalis Branch Drinking Water Company (PDAM) is a Regional Owned Enterprise Agency (BUMD), which is one of the extension of the hands of the Regional Government that is engaged in the provision of clean water needed by the community. PDAM has the primary task of organizing the provision of clean water to improve the well-being of the community in terms of social, economic, health, public services and contributing to local income. This research aims to find out the water billing system at the Drinking Water District Company (PDAM) Bengkalis Branch. The type of research used in this study is qualitative descriptive. The data sources used in this study are primary and secondary data. Data collection techniques in this research are observations, interviews and documentation. The results of this research show that the water billing system at the Drinking Water District Company (PDAM) Branch of Bengkalis, among others, provides water bill information on customers loans. In the explanation show the company already has a good billing system, so that all the activities of the company can run effectively and efficiently.

Keywords : Billing, Arrears, SMS Gateway