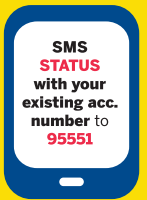




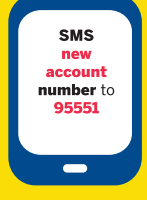
NEW CUSTOMER SERVICES SYSTEM

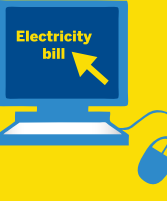
Following the successful launch of the new Integrated Customer Management System, the below information is meant to further empower you, our esteemed customers as you start to use the new system.

- 

1 Do I get a NEW account number in the upgraded customer management system?
Yes, you will have a NEW account number sent to you via SMS. To query your new account number, send the word **STATUS** with your existing account number to **95551**. E.g. if your existing account is 1234567-01, send **Status1234567** (*Don't include the suffix 01, 02*) to **95551**.
- 

2 Will I use my NEW account number to make payments?
Yes, going forward, your NEW account number will be used to make payments and will be used to access your details for all other enquires. It is therefore important to have it on easy reach.
- 

3 Did I need to register NEW E-billing details for the NEW account number given?
No, we migrated all billing data from the old system, however if you would like to make any changes, visit our Customer Care Offices or send SMS to 95551 for registration.
- 

4 If I need to query my bill through my cell phone, which are the steps to follow?
Send a message with **your NEW account number** to **95551** and feedback on your bill status will be sent to you.
- 

5 How do I access my bill via Self Service Module?
The new system has a Self Service Module which can be accessed via the Internet and on a Mobile App for the following services:

 - *Bill or Token Query*
 - *Application for Power Supply*
 - *Change of Contract Name*
 - *Reporting of Power Outages*
 - *A listing of Power Interruptions (Planned and Unplanned)*