

ABSTRACT

Along with the times, the need for electricity is increasing for lighting or others. To improve electricity services at UP3 PLN (Persero) provides prepaid electricity services. Prepaid electricity services are used for customers who have made it possible to use postpaid electricity services and the entire renewal for new installations of electrical services. At UP3 PLN (Persero) there is an AP2T (Centralized Customer Service Application) application that can be used to provide services for customers who will add electric power, new installations of electricity, migrate electricity from postpaid to prepaid, and other customer complaints. This is done by checking the Customer ID of each electricity user.

Keywords: Customer ID, AP2T, Postpaid, Prepaid