

HOW TO EFFECTIVELY IMPROVE ON UMEME BILL DISTRIBUTION

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1 Introduction

A bill invoice is a piece of paper given to customer using electricity with the customer details including the units used in a month and the amount of money the customer is being demanded.

1.1 Background

For very many years companies, organizations, households and so many other people use electricity every day. Electricity is a necessity in so many businesses today therefore as much electricity is wanted and needed by everyone so do the companies that distribute and make the power available to people need the money, for the consumption by customers. For umeme to collect its revenue from its customers it provides them with a monthly bill from which is indicated the units consumed in a month and the amount of money they are supposed to pay in that particular month. A bill is issued every month to remind the customer clear their dues.

1.2 Problem statement

Bills are distributed by umeme workers who go out in the field and give out these invoices to the customers, this is a door to do service bills are hand delivered to the customers. However the bills are not delivered and distributed effectively to all customers in the field out there so collection of revenue by umeme is challenging as several customers do not pay their dues on time and others do not pay at all because they take months to get their bill or do not get their bills at all.

1.3 Aims/objectives

1.3.1 Main objective

To find an effective way to distribute umeme bills while in the field

1.3.2 Specific objectives

- To find solutions to the challenges faced by the umeme staff working in the field such that they can distribute the bills effectively.
- To effectively collect revenue from the customers with dues.
- To ensure that each and every customer gets an invoice since everyone is entitled to one.

1.4 Research significance

The significance of this research concept is to enable bill deliverers in the field get an effective way of distributing the umeme bills. Umeme is to gain in such a way that when bills are delivered effectively they collect more revenue such that they are able to cover they operation costs as well.

2 Research methodology

When collecting data I used odk collect and aggregate server to create a form which I used to interview the bill deliverers.

2.1 References

UMEME limited, Kampala Uganda SENTE logistics limited,materwood plaza-ndeeba.