

CONVERSATION ABOUT A POWER OUTAGE IN JUST ONE HOUSE

CSO

PLN 123, good evening with Nita can I help you? ☺

CUST

Good evening, is this PLN contact center?

CSO

Sorry, who am i talking to?

CUST

I'm Franky, I have a problem with the electricity in my house. Can you send your staff to fix it?

CSO

Alright Mr. Franky could you inform me what kind off electricity did you used?

Regular or prepaid?

CUST

I use "prepaid electricity". Right now, the power has been off for almost half an hour!

CSO

We are very sorry for this inconvenience sir.

Is it only your house that turn of the electricity or your neighbors also?

CUST

Only In My house Mrs, All My Neighbors Are

CSO

Alrighth sir.

Have you check the mcb inside and outside of your home? Are they in the position "on" or "off"?

CUST

In the position "on" both of them sir.

CSO

Mr. Franky, would you please to check now at the kwh meter display?

How many kwh are left and what kind of case write

CUST

Wait a moment, i'll Check It Out!

CSO

Alright sir 😊

CUST

Excuse me, kwh are still 69.08 and in kwh displayed wrote "error" only

CSO

Mr. Franky, could you inform us your meter's number, please!

Meter's number are consist of 11 digits number, sir!

CUST

Ok, 22342378547

CSO

22342378547 all right, sir! Would you like to inform us that this meter number is registered in your name or someone else's?

CUST

It's registered by my wife names, Rihanna!

CSO

Alright, sir. May i have your complete address and location?

CUST

In Boulevard Street block f, no.37, Klandasan ilir,
Balikpapan.

My house is the third house after the big royal building,
left side of road!

CSO

Do you have a phone number as the contact person, sir?

CUST

You can contact me with number 085256172289

CSO

Mr. Franky, i'll repeat your address and phone number.
It's on boulevard street block f, no. 37, Klandasan ilir,
Balikpapan.

Your house is the third house after big royal building, left
side of road. And your contact number are 085256172289.
Is that correct, sir?

CUST

That's right. So, anyone from pln will come to my house
to fix it?

CSO

Alrigh, sir. We already received your report, and we will
forward right now to unit to be follow up asap. We will give
you report number as you record transaction. Please
remember or write, they're 2h45t9o. Anything else, sir?

CUST

2h45t9o! Alright. What time they will be arrive at my home?

CSO

We'll follow up it as soon as possible, sir

CUST

Thank u very much

CSO

To make things easier, download the New PLN Mobile app. Thank you for contacting PLN 123, good night Mr. Franco :)