

## **LESCO CUSTOMER SERVICES IMPROVEMENT PLAN**

- a) LESCO is offering following SMS services to valued Customers free of cost.
  - i. Meter reading and meter reading date
  - ii. Bill amount & due date
  - iii. Load shedding schedule
  - iv. Shutdown schedule
  - v. Payment confirmation
- b) For satisfaction of costumers and accurate billing LESCO has planned for printing of meter pictures on electricity bills. For this meter reading through mobile system has been introduced and its roll out will complete in next few months.
- c) For stable supply and to address for complaints of damaged transformers, every Circle/Division has been equipped with sufficient nos. of transformers trolleys to replace the damaged transformers immediately.
- d) Establishment of Complaint centres that are easily accessible to customer
- e) To Educate the Public about procedures:
  - (i) For the issuance of the new connection
  - (ii) For re-connection
  - (iii) Correction of Bills
  - (iv) Safety Guide
  - (v) Installment of Bill
  - (vi) Whom to Contact & How to Contact
  - (vii) Changes in Tariff and application of Tariff& Tariff Guides
- f) To upload the customer Services manual of on Website.
- g) To adopt advance measures to facilitate customers in depositing of monthly bills
- h) To ensure that bills are delivered in time to customers and also to ensure that the bills are available on website.