ABSTRACT

PDAM Tirtawening of Bandung City is a regional company engaged in the management of drinking water and sewage facilities management. One of the main activities included in PDAM Bandung Tirtawening is to provide service to customers.

This time to get service account billing information, report meter booth numbers and report complaints about PDAM Tirtawening service, customers have come to the headquarters of making the service process is not optimal and inefficient.

To provide optimum service, we need a development of better information systems using information technology facilities that can be accessed by customers with ease.

Complaints and service information system, Customer Accounts Receivable In PDAM Tirtawening Bandung using SMS Gateway, will further enhance the quality of services provided by the company to the customer so that customer satisfaction levels had increased and making a positive impact revenue for the company, because customers can SMS Gateway obtain service easily anywhere, anytime with a relatively low cost and efficient.

Keywords: Information System, SMS Gateway