

Mount Kenya



University

**SCHOOL OF PURE AND APPLIED SCIENCES
DEPARTMENT OF INFORMATION TECHNOLOGY
PROJECT TITLE: WATER BILLING SYSTEM**

EVALYNE MBESA KISENGI

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The project is a partial fulfilment for the award of Bachelors in Business Information Technology degree of Mount Kenya University

CHAPTER ONE:INTRODUCTION

1.0 Background Information

Some of the problems faced by the current system are record loss, data integrity is not kept, false records on payment of bills. All these are as a result of poor data management due to paperwork. The company was started after the community in the area had the need to have clean water and have a sewerage system that would be effective. The company deals with the supply of water to its customers within Town. The company started with a few number of employees but recently it has a large number of employees who include the permanent and casuals. The company has a management team headed by the managing director, other management staff, manager, and the finance manager. The departments within the company include the registry where all the customer files, billing section where data entry takes place, bills preparation and bills distribution to the clients is done. The company also has the accounts department which manages the finance which has the clerks and company's auditors; the technical department has the meter readers and sewage managers. Demand to offer excellent services have increased rapidly with time due to population growth.

1.1 Problem Statement

The main area of study is the billing section within the organization. Registration and verification of customer details are done manually. New customer's details are recorded and files opened which are later stored in cabinets. The files are searched from the cabinets at the end of every month and consumption calculated. The monthly charges are also computed by multiplying the consumption by the charges per meter for every customer, other charges are also added including the fixed charges, meter rent and other charges Bills are then written which are later sent to each customer having the date due and date of issue. Receipts are written after