

Cotabato Light widens its Payment Centers

Written by Arlene G. Valdez



PAYMENT ACCESSIBILITY: Cotabato Light Collection Management Supervisor CJ Venzon talks to the media, reps from TPCAs and fellow officers about the new payment centers of Cotabato Light through its accredited Third Party Collection Agents (TPCAs).

With customer-centeredness in mind, the Cotabato Light team continuously innovates to

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improve its level of customer service. Just recently, the company launched its **Third Party Collection Agents (TPCAs)** as their accredited partners in accepting payments of electric bills.

The authorized TPCAs are CIS Bayad Center Inc., PJ Lhuillier Group of Companies (Cebuana Lhuillier) and the USSC Western Union. These TPCAs has about 21 payments centers located within its franchise area, and more than 3,800 branches nationwide. Now, the Cotabato Light customers have more options and convenience to pay their electric bills - at their office, accredited banks and TCPAs.

The launching was held at Cotabato Light conference room on April 3, 2013. In attendance during the event were the media practitioners from ABS-CBN, Mindano Cross, NDBC-Radyo Bida and RMN-DXMY. The TPCAs representatives were also present.

Cotabato Light COO and VP for Engineering Roger Velasco also graced the launching together with VP and Resident Manager Crisente Ferolino and its company officers.

“We should patronize these payment centers. We pay our bills on-time at the nearest TCPA, or at the mall while we do our shopping and groceries. In this way we can save time and money, do more chores and reduces vehicle usage. That would be a good environmental contribution in our own little ways.” Mr. Ferolino said.

The event highlights were presented by Collection Management Supervisor Charly Jason Venzon. He emphasized the importance of TCPAs in providing better customer service and how it would help in improving collection efficiency of the company.

Accordingly, the authorized collection centers can accept and process all payment transactions with current or overdue accounts. Only cash payments will be accepted regardless of due dates.

On important note, the customers should bring with them their Electric Bill or old Official Receipt which indicates their registered Name and Account ID. The ASKCLPC BILL info from mobile

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phone is also very useful for this purpose.