

ABSTRACT

PDAM Tirta Intan is a local water treatment processing company which is located in Kabupaten Garut. Nowadays, the customer of PDAM Tirta Intan is getting increased. However, it isn't balancing with the customer service's performance. The limitation of the data service's information such as the information number of flow water that has been used, the billing payment or even the announcement information are still manually done where the customer must come to the office PDAM.

The whole system that is made is about the inputting of the customer's number flow of water which is android-based then integrated with the customer service information system based on a website. However, this final project is only focused on discussing the customer's data service website. This website is designed using HTML and framework PHP programming language and MySQL as the database system processor. With this website that has been in an online system, the customer can know the information with internet without having to go to the office instead. The customer also get a notification-based sms gateway to remind the time billing payment.

The result of subjective examination to the user for each question is about ≥ 4 which is categorized good. Based on this result, this information system can help the service of PDAM Tirta Intan in giving an information to the customer well.

Keyword : information system, PDAM, website, sms gateway