

Citizen's Charter

Commercial Services	
About the service	Who may avail of the service?
<p>This involves various concessionaire's queries, requests and complaints pertaining to Commercial Division's scope of works:</p> <ul style="list-style-type: none"> ▪ high consumption complaints ▪ check-up of water meter ▪ re-reading of water meter ▪ change of account name ▪ reclassification of connection ▪ senior citizen discount application 	<p>Concessionaires</p>
Schedule of availability of the service	Requirements
<p>Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates</p>	<p>(FOR CHANGE OF CUSTOMER'S ACCOUNT NAME)</p> <ul style="list-style-type: none"> • Letter requesting for change of name • Proof of ownership of the property • Valid I.D.s of both parties (photocopy)
Duration (start of transaction to actual delivery of the requested service)	Documentation
<p>Depends on the type of complaint/request</p>	<p>Job Order</p>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer informs the Customer Service Assistant of the complaint and/or request	Customer Service Assistant prepares Job Order	3 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
2	Customer signs the Job Order Form	Customer Service Assistant provides the Customer of a copy of the Job Order	1 min	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
3		Customer Service Assistant forwards the Job Order to the Team Leader and Commercial Head for signature and after signing, such will be forwarded to the appropriate personnel to take action	2 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i> Commercial Department

Actions for High Consumption Complaint

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1		<p>During inspection, the inspector shall verify the correctness of the reading and the status of water system after water meter.</p> <p>In the event that the reading is correct and no leakage after water meter found, the inspector may recommend replacement and calibration of water meter. Otherwise, the inspector shall advise the concessionaire to have their service line after the water meter repaired (by a private plumber)</p>	15 mins	Job Order	None	Owen Miranda <i>Inspector/Calibrator</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		immediately and no adjustment on the water bill shall be made. If not, the aforementioned should, at least, close the valve found on the meter set up, when water supply is not used to avoid further increase in the succeeding water bill/s.				
2	The customer shall acknowledge the inspection conducted by signing at the bottom part of the Job Order.	The inspector shall indicate on the Job Order the name of the concessionaire present during his investigation. Inspector shall properly accomplish the Job Order with complete details including signature.	3 mins	Job Order	None	Owen Miranda <i>Inspector/Calibrator</i>
<i>Replacement and calibration of water meter</i>						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				

3		Customer Service Asst. prepares Job Order for meter replacement	5 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
4		The Customer Service Asst. forwards the Job Order for meter replacement to the Contractor.	5 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
5	Customer shall acknowledge the replacement by signing at the meter memo receipt	The Contractor replaces the water meter.	Simple: 30 mins Complex: 1 hour	Job Order	None	Contractor
6		The Contractor forwards the Job Order and pulled out water meter to the Calibration Asst. for proper recording.	2 mins	Job Order	None	Contractor
7		The Calibration Asst. calibrates the water meter and forwards the Job Order including cali-	30 mins	Job Order	None	Owen Miranda <i>Inspector/Calibrator</i> Retita Altavano <i>Customer Service Team Leader</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		bration result to the Customer				

		Service Team Leader.				
8		The Customer Service Team Leader evaluates the result of inspection. Adjustment of the water bill shall be done if found to be wrong reading and with other reasons justifiable for adjustment.	5 mins	Job Order	None	Retita Altavano <i>Customer Service Team Leader</i>
9		The Customer Service Team Leader forwards the account's ledger and Job Orders to the Customer Accounts Team Leader for bill adjustment.	15 mins	Job Order, Ledger	None	Retita Altavano <i>Customer Service Team Leader</i> Glerry Anne Aceluche <i>Customer Accounts Team Leader</i>
10		The Customer Accounts Team Leader prepares Billing	15 mins	Billing Adjustment Memo	None	Glerry Anne Aceluche <i>Customer Accounts Team Leader</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		Adjustment Memo and reflects the adjustment on the system.				

11		The Customer Service Asst. shall inform the concessionaire thru phone call or text message on the evaluation result including the adjustment made, if any.	3 mins	Job Order	None	Vanessa Monreal / Claudine Abril <i>Customer Service Assistants</i>
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Actions for Check-Up Of WM (Revolving Though Faucets Are Closed)						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		Inspector shall determine the cause: <ul style="list-style-type: none"> If leak after the meter the inspector shall inform the concessionaire that immediate 	15 mins	Job Order	None	Owen Miranda <i>Inspector/Calibrator</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		repair must be done by them. <ul style="list-style-type: none"> If defective water meter, the inspector shall 				

		recommend replacement duly informing the concessionaire of such finding.				
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Actions for Rereading Of WM						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1		Meter Reader re-reads the water meter, accomplishes the J.O. and informs the concessionaire of the correct reading.	5 mins	Job Order	None	Adrian Amisola / Rolly Princesa / Gifford Jacob / Laurence Amisola / Jahn Madrona <i>Meter Readers</i>
2		Adjustment of the water bill shall be done by the Customer	15 mins	Job Order, Billing Adjustment Memo	None	Glerry Anne Aceluche <i>Customer Accounts Team Leader</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		Accounts Officer if found to be wrong reading.				
3		Customer Service Asst. informs the concessionaire of the result of	3 mins	Job Order	None	Vanessa Monreal / Claudine Abril <i>Customer Service Assistants</i>

		re-reading of the WM and adjustment, if any.				
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Actions for Change of Customer's Account Name/Ownership

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer forwards the requirements to the Customer Service Assistant	Customer Service Asst. evaluates the requirements, prepares Job Order and encodes the fees to be paid on the system.	3 mins	Job Order		Vanessa Monreal <i>Customer Service Asst.</i>
2	Customer pays the fee	Teller accepts the payment, issues Official Receipt and forwards the	1 min	Official Receipt	P200.00	Helen Arcangel / Darryl Mae Rantael <i>Tellers</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		J.O. to the Customer Service Asst.				
3		Customer Service Assistant changes the account name on the system at the end of	1 min	Logbook		Vanessa Monreal <i>Customer Service Asst.</i>

		the month				
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Actions for Reclassification of Connection						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer files request for reclassification of connection	Customer Service Asst. prepares Job Order	3 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
2	Customer acknowledges the inspection made by signing at the bottom of the Job Order	Meter Reader conducts inspection and investigation. Accomplished Job Order shall be forwarded to the Customer Service Asst.	5 mins	Job Order	None	Adrian Amisola / Rolly Princesa / Gifford Jacob / Laurence Amisola / Jahn Madrona <i>Meter Readers</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
3		Customer Service Asst. forwards the accomplished Job Order to the Customer Accounts Team Leader.	1 min	Job Order	None	Vanessa Monreal / Claudine Abril <i>Customer Service Assistants</i> Glerry Anne Aceluche <i>Customer Accounts Team Leader</i>
4		Accounts Officer changes the	3 secs	Job Order	None	Jay Malto <i>Customer Accounts Officer</i>

		code of classification on the system.				
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Senior Citizen Discount Application

About the service	Who may avail of the service?
<p>5 % discount on water bill up to 30 cubic meter consumption under residential classification.</p> <p>Availment shall be renewed annually.</p>	<p>Existing Concessionaires who are at least 60 years old and residing in the household where the water service connection is located.</p>
Schedule of availability of the service	Requirements
<p>Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates</p>	<ul style="list-style-type: none"> ✓ Senior Citizen ID and Proof of Residency from Barangay ✓ Additional requirements if applying thru a representative: <ol style="list-style-type: none"> 1) Authorization letter from the senior citizen and valid I.D. of the representative

Duration (start of transaction to actual delivery of the requested service)	Documentation
4 hours	<ul style="list-style-type: none"> ✓ Senior Citizen Application Form ✓ Job Order

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Senior Citizen fills out the discount application form and submits	Customer Service Assistant evaluates the requirements submitted and	2 mins	Senior Citizen Application Form	None	Vanessa Monreal <i>Customer Service Asst.</i>

	requirements Note: Discount Application Form and requirements may be submitted by an authorized representative of the senior citizen	prepares J.O. for verification of residency				
2		Customer Service Assistant forwards the Job Order to the Team Leader and Commercial Head for signature and after signing, such will be	5 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		forwarded to the Meter Reader to take action				
3		Meter Reader verifies if the senior citizen applying for the discount resides in the household where the water service	2 mins	Job Order	None	Adrian Amisola / Rolly Princesa / Gifford Jacob / Laurence Amisola / Jahn Madrona <i>Meter Readers</i>

		connection is located				
4		After verification, Customer Service Assistant processes the application form and forwards to the Customer Service Team Leader and Commercial Head for approval	15 mins	Job Order and Application Form	None	Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i>
5		Customer Service Assistant posts on the system	5 mins	Job Order and Approved Application Form	None	Vanessa Monreal <i>Customer Service Asst.</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
6		Customer Service Asst. provides one copy of the approved application to the concessionaire.	1 min	Approved Application Form	None	Vanessa Monreal <i>Customer Service Asst.</i>
<i>End of transaction.</i>						

Collection

About the service	Who may avail of the service?
<p>Bills</p> <ul style="list-style-type: none"> ✓ current ✓ arrears ✓ unbilled consumption <p>Fees</p> <ul style="list-style-type: none"> ✓ reconnection fee ✓ change of name fee ✓ transfer of tapping fee ✓ relocation of wm fee ✓ certification fee ✓ inspection fee ✓ registration fee ✓ cost of water meter <p>Fines & Penalties</p> <ul style="list-style-type: none"> ✓ illegal connection 	<p>Concessionaires Prospective concessionaires Other stakeholders</p>
Schedule of availability of the service	Requirements
<p>Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates</p>	<ul style="list-style-type: none"> ✓ Statement of Account; ✓ Cash/Check ✓ J.O.
Duration (start of transaction to actual delivery of the requested service)	Documentation
20 seconds	Official Receipt

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer presents the Statement of Account and full payment to the Teller	Teller accepts the payment and issues Official Receipt	1 min	Official Receipt		Helen Arcangel / Darryl Mae Rantael Teller
<i>End of transaction.</i>						

Bills Collection Thru Payment Centers and Banks

About the service	Who may avail of the service?
Bills payment for current billings only through: <ul style="list-style-type: none"> ✓ Bayad Center ✓ Cebuana Lhuillier ✓ LBC ✓ 7-Eleven ✓ Tambunting ✓ RD Pawnshop ✓ 2GO ✓ ExpressPay ✓ SM Bills Pay ✓ Robinsons Malls ✓ Villarica Pawnshop ✓ USSC Service Store ✓ ECPay ✓ Western Union ✓ TrueMoney ✓ Gaisano Malls ✓ PNB ✓ BDO ✓ UCPB ✓ Metrobank 	Concessionaires
Schedule of availability of the service	Requirements
Mondays to Sundays	<ul style="list-style-type: none"> ✓ Statement of Account; ✓ Cash/Check
Duration (start of transaction to actual delivery of the requested service)	Documentation
5 – 10 minutes	Acknowledgement Receipt

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer	Collector	5-10 mins	Acknow-	Full	

	presents the Statement of Account and full payment to the Collector	accepts the payment and issues acknowledgment receipt		ledgment Receipt	payment of current bill	
<i>End of transaction.</i>						

Bills Collection Thru Online Payment Applications

About the service	Who may avail of the service?
Convenient and easier way to pay water bill thru GCash, PayMaya, Lazada, AllEasy, Coins.ph, Shopee & Bancnet. These online payment applications are for current water bills only except for AllEasy which accepts overdue bills.	Concessionaires
Schedule of availability of the service	Requirements
24 hours	✓ Account details such as Account Number., ATM Reference Number., Bill Number and Amount Due
Duration (start of transaction to actual delivery of the requested service)	Documentation
20 seconds	Payment confirmation thru text message or e-mail

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer logs in and opens the application, tap Pay Bills and choose		20 secs	Payment confirmation thru text message or e-mail	Full payment of current bill	

PrimeWater as Biller, fill out the form & confirm the details.					
<i>End of transaction.</i>					

New Water Service Connection	
About the service	Who may avail of the service?
Tapping/Installation of service connection from the distribution line to the customer's service line. Service is rendered upon completion of the documentary requirements and the necessary permit/s and payment of fees and charges.	Prospective concessionaires Other stakeholders
Schedule of availability of the service	Requirements
Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates	<p>If the applicant is the owner of the property:</p> <ol style="list-style-type: none"> 1. Photocopy of any valid ID or latest Community Tax Certificate 2. Any of the following proof of ownership: <ol style="list-style-type: none"> a. Transfer Certificate of Title b. Tax Declaration c. Deed of Sale d. Contract to Sell e. Barangay Certificate of Ownership f. Lease Contract (if rented) 3. Attendance to orientation (schedule is every Saturday at 9AM) <p>If the applicant is a lessee:</p> <ol style="list-style-type: none"> 1. Lease contract (photocopy) 2. Authorization letter from the owner (photocopy) 3. I.D. of the owner (photocopy) 4. I.D. of the applicant (photocopy) 5. Attendance to orientation (schedule is every Saturday at 9AM) <p>Additional requirements if applying thru a</p>

	representative: 1. Authorization letter (authorizing the representative to transact and sign in behalf of the applicant) 2. Photocopied I.D. of the representative
Duration (start of transaction to actual delivery of the requested service)	Documentation
5 – 7 days	Water Service Contract Actual Work: 1 hour (simple); 5 hours (moderate); 1 day (complex)

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer fills out the Inspection Report Form	Customer Service Assistant checks the completeness of data being filled in by the customer, encodes on the system such data and fees to be paid and makes Job Order for Inspection of NWSC.	3 mins	Inspection Report and Job Order	.	Vanessa Monreal <i>Customer Service Asst.</i>
2	Customer pays the inspection fee to the Teller	Teller accepts the payment and returns the Job Order to the	20 secs	Official Receipt	Inspection Fee - P150.00	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>

		Customer Service Asst.				
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Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
3	Customer waits for the scheduled inspection within 3 working days		3 working days			
4	Customer attends orientation	Customer Service Assistant or the Team Leader conducts orientation (Schedule is every Saturday at 9:00AM)	1 hour	Attendance Sheet		Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i>
5		PW Inspector conducts the actual inspection accompanied by DAWD personnel. Inspection includes the distance of the house to the	Inspection 30 mins	Inspection Report Form and Job Order		Yoldrin Lobete <i>Inspector</i>

		distribution line, water pressure,				
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		GPS and assessment of the amount to be paid by the customer. PW Inspector accomplishes the Inspection Report Form and forwards such form and JO to the Engineering team.				
6		Inspector returns the JO to the Customer Service Asst. (JO must have the approval, disapproval or reason for pending)	Within 2 working hours	Inspection Report Form and Job Order		Yoldrin Lobete <i>Inspector</i>
7		Customer Service Asst. informs	3 mins	Inspection Report Form and		Claudine Abril <i>Customer Service Asst.</i>

		the applicant on the result of inspection thru phone		Job Order		
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		call or text message				
8	Customer submits complete requirements to the Customer Service Assistant	Customer Service Assistant evaluates the requirements, prepares the NWSC documents such as Service Application and Construction Order, Water Service Agreement, Promissory Note (if availing the promo), Meter Memo Receipt, privacy notice, water rates schedule and Job Order for Installation (Tapping and Metering)	15 mins	Service Application and Construction Order Water Service Agreement, Promissory Note (if availing the promo), Meter Memo Receipt, privacy notice, water rates schedule and Job Order Form		Vanessa Monreal <i>Customer Service Asst.</i>

		and encodes the fees on the system				
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
9	Customer signs the NWSC documents	Teller accepts the payment, issues OR	20 secs	Official receipt	Registration Fee:	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>
	and privacy notice; proceeds to the Teller for the payment of the assessed amount	and returns the NWSC documents to the Customer Service Assistant			P1,950 (residential & gov't.) P2,800 (commercial & bulk) Cost of tapping materials depends on the inspection result	
10		Customer Service Asst. processes the NWSC documents and forward such to Engineering Team for scheduling and which will also be forwarded to the contractor.	within 2 working hours			Engr. Venus Malto <i>Repair & Maintenance Team Leader</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
11	<p>Consumer complies with the standard pipe laying of service line after water meter.</p> <p>For natural ground, embedment should be 1 foot for PE pipe and PVC</p> <p>If laid above the concrete it should be encased with concrete grout for PVC and PE pipe.</p>	<p>Contractor installs the water connection and forwards one copy of the Service Application and Construction Order, Water Service Agreement, Promissory Note (if applicable) Meter Memo Receipt and Privacy Notice to the customer.</p>	<p>Simple: 1 hour</p> <p>Moderate: 5 hours,</p> <p>Complex 1 day</p>			Contractor
12		<p>Inspector conducts post-inspection of the service connection installed by the Contractor.</p>				Yoldrin Lobete <i>Inspector</i>
<i>End of transaction.</i>						

Reconnection of Service Connection

About the service	Who may avail of the service?
Reconnection of service connections involves restoration of water supply service of consumers whose service connections have been previously disconnected. Payment of reconnection fee, cost of materials and settlement of outstanding accounts, if any, is a prerequisite for the restoration of water supply service.	Concessionaires
Schedule of availability of the service	Requirements
Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates	<ul style="list-style-type: none"> ✓ Full payment of current bill and arrears unless qualified to avail of a special reconnection program ✓ I.D. (if the registered person is personally applying for reconnection) ✓ I.D. and authorization letter from the registered person (if applying thru a representative)
Duration (start of transaction to actual delivery of the requested service)	
1 – 5 days	

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer gets reconnection advice from the Customer Service Assistant	Customer Service Assistant informs the customer of the necessary amount and schedule of	10 mins	Job Order		Vanessa Monreal <i>Customer Service Asst.</i>
Step	Process		Duration	Form	Fees and	Service

	Customer	Office			charges	Provider
		reconnection, makes Job Order and encodes the fees on the system				
2	Customer pays the arrears and/or other fees such as reconnection fee, inspection fee or change of name fee	Teller accepts the payment, issues Official Receipt and returns the Job Order to the Customer Service Asst.	3 mins	Official Receipt and Job Order	<p>Non-Payment</p> <p>P100.00 - if payment of arrears is made within 1 month from the date of disconnection</p> <p>P600.00 - if payment of arrears is made for more than 1 month to 6 months</p> <p>Residential P1,325.00 - if payment of arrears is made for more than 6 months</p>	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
					Commercial P1,725.00 - if payment of arrears is made for more than 6 months Request by concessionaire: P300.00	
3		Customer Service Asst. forwards the Job Order to the Customer Service Team Leader and Commercial Head for signature	2 mins	Job Order		Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i>
4		Customer Service Asst. forwards the Job Order to the Contractor for reconnection	(Reconnections from 8:00am to 12:30pm will be forwarded at 1pm while reconnections from 12:31pm to 4:00pm will be	Job Order		Claudine Abril <i>Customer Service Asst.</i> Contractor

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
			forwarded at 4:30pm on the same day)			
FOR SERVICE LINE THAT NEEDS INSPECTION BEFORE THE RECONNECTION						
4a		<i>PW Inspector conducts inspection which includes the distance of the house to the distribution line, water pressure, GPS and assessment of the amount to be paid by the customer. He may also recommend transfer of tapping or relocation of water meter if necessary.</i>	15 mins	Job Order		Yoldrin Lobete <i>Inspector</i>
4b		<i>Inspector returns the Job Order to the Customer</i>	within 2 working hours	Job Order		Yoldrin Lobete <i>Inspector</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		<i>Service Asst. (Job Order must</i>				

		<i>have the approval, disapproval or reason for pending)</i>				
4c		<i>Customer Service Asst. informs the customer on the result of inspection thru phone call or text message</i>	3 mins	Inspection Report Form and Job Order		Claudine Abril <i>Customer Service Asst.</i>
4d	<i>Customer pays the reconnection fee and/or other fees such as transfer of tapping or relocation of water meter fee</i>	<i>Teller accepts the payment, issues Official Receipt and returns the Job Order to the Customer Service Asst.</i>	3 mins	Job Order and Official Receipt	Reconnection Fee (pls. refer to fees and charges under item no. 2) P200- Relocation of water meter fee P300- Transfer of tapping fee	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>
5		Warehouse man issues water meter	5 mins	Job Order		Randy D. Jacob <i>Warehouseman</i> Contractor

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
6		Contractor reconnects	Simple: 15 mins			Contractor

		the service line	Moderate: 2 hours Complex: 1 day			
7	Customer acknowledges the installation of water meter			Meter Memorandum Receipt, if water meter was pulled out during disconnection		Contractor
8		Contractor returns the retrieved materials such as padlock and plug to the Warehouse man	10 mins	Return Material Slip		Randy D. Jacob <i>Warehouseman</i> Contractor
9		Contractor records the reconnection data on logbook	2 mins	Logbook		Contractor
<i>End of transaction.</i>						

Service Disconnection

About the service	Who may avail of the service?
Cutting off of water supply and pulling out of water meter upon customer's request. Full settlement of any outstanding obligations shall be required to avail of the requested disconnection service.	Concessionaires

Schedule of availability of the service	Requirements
Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates	<ul style="list-style-type: none"> ✓ Full payment of arrears and current bill ✓ I.D. of the registered person ✓ Authorization letter from the registered person if applying thru a representative
Duration (start of transaction to actual delivery of the requested service)	Documentation
1 – 2 days	Job Order Actual Work:30 minutes

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer informs the Customer Service Assistant of the reason for disconnection	Customer Service Assistant checks the account ledger and informs the customer of the water bill/s to be paid	5 mins		None	Vanessa Monreal <i>Customer Service Asst.</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
2	Customer pays the water bill/s to the Teller	Teller receives the payment, issues official receipt and advises the customer to	2 mins	Official Receipt	Amount of water bill/s	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>

		present the official receipt to the Customer Service Assistant				
3	Customer presents the official receipt to the Customer Service Assistant and signs the Job Order for disconnection	Customer Service Assistant prepares Job Order for disconnection	5 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
4		Customer Service Assistant forwards the Job Order for disconnection to the Customer	2 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		Service Team Leader and Commercial Head for signature				
5		Customer Service Asst. forwards the Job Order to	2 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>

		the Contractor for disconnection				
6		Contractor disconnects the water line	30 mins	Job Order	None	Contractor
7		Contractor returns the retrieved water meter and fittings to the Warehouse man	5 minutes	Return Material Slip	None	Randy Jacob <i>Warehouseman</i> Contractor
8		Contractor records the disconnection data on the logbook and returns the Job Order to the Customer Service Asst.	2 mins	Disconnection Logbook	None	Contractor
<i>End of transaction.</i>						

Technical Services

About the service	Who may avail of the service?
<p>This involves various concessionaire's complaints and reports pertaining to Engineering and Construction Division and/or Production and Water Quality Division's scope of works:</p> <ul style="list-style-type: none"> • leak repair • replacement of damaged or lost water meter • replacement of worn-out gate valve or ball valve • replacement of dilapidated service line or stand pipe • relocation of water meter • transfer of tapping • water quality issues • water pressure 	<p>Concessionaires</p>
Schedule of availability of the service	
<p>Mondays to Fridays: 8:00AM-5:00PM Saturdays 8:00AM-12NN, until 5:00PM on due dates</p>	
Duration (start of transaction to actual delivery of the requested service)	Documentation
<p>depends on the type of complaint/request</p>	<p>Job Order</p>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer informs the Customer Service Assistant of the complaint and/or request	Customer Service Assistant prepares Job Order	3 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
2	Customer signs the Job Order Form	Customer Service Assistant provides the Customer of a copy of the Job Order	1 min	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
3		Customer Service Assistant forwards the Job Order to the Team Leader and Commercial Head for signature and after signing, such will be forwarded to the appropriate personnel to take action	2 mins	Job Order	None	Vanessa Monreal / Claudine Abril <i>Customer Service Assistants</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i> Engr. Brandon Lorayes <i>Production & Water Quality Team Leader</i> Engr. Venus Malto <i>Repair & Maintenance Team Leader</i>

Actions for Leak Repair

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1		Contractor/ Engineering Plumber conducts on-site action/ implementation of customer request. <ul style="list-style-type: none"> • simple leak repair 30 mins • moderate leak repair 2 hours • complex leak repair 8 hours • meter leak repair 20 mins 		Job Order	None	Contractor

Actions for Damaged or Lost Water Meter

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1		Inspector conducts inspection and investigation	15 mins	Job Order	None	Owen Miranda <i>Inspector/Calibrator</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
2		Inspector forwards the J.O. which includes result of his investigation to the Customer Service Team Leader. The Customer Service Team Leader shall make a letter informing the customer of the replacement cost, its mode of payment and that immediate replacement of water meter shall be done by PW.	10 mins	Letter	None	Retita Altavano <i>Customer Service Team Leader</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
3		Contractor serves the letter to the customer and immediately replaces the water meter.	30 mins	Letter and Job Order	None	Contractor
4	Customer informs the Customer Service Asst. of the mode of payment he opted	Customer Service Asst. encodes on the system the amount to be paid by the customer and/or prepares promissory note if he opted for staggered payment.	10 mins	Promissory Note	None	Vanessa Monreal <i>Customer Service Asst.</i>
5	Customer pays the full amount or partial payment of replacement cost	Teller accepts the payment and issues OR	1 minute	Receipt	Replacement Cost of Damaged or Lost WM- P1,400.00	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
6		Customer Service Asst. forwards the promissory note to the Cashier/Customer Accounts Team Leader and Cashier/Customer Accounts Team Leader posts the amount of promissory note on the system.	5 mins	Promissory Note		Vanessa Monreal <i>Customer Service Asst.</i> Camille Kaye Sacayan <i>Cashier</i> Glerry Anne Aceluche <i>Customer Accounts Team Leader</i>
Note: No charges for damaged or lost water meter due to force majeure						

Actions for Replacement of Worn-out Gate Valve or Ball Valve and Dilapidated Service Line or Stand Pipe						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		Contractor conducts on-site action /implementation of customer request. <ul style="list-style-type: none"> Replacement of worn-out gate valve 	15 mins	Job Order		Contractor

		or ball valve			
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Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		<ul style="list-style-type: none"> Replacement of dilapidated service line 	Simple: 1 hour Complex: 3 hours			
		<ul style="list-style-type: none"> Replacement of dilapidated standpipe 	30 mins			

Actions for Relocation of Water Meter and Transfer Of Tapping

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer informs the Customer Service Asst. of the reason for the request.	Customer Service Asst. prepares Inspection Report Form, J.O. for inspection and encodes the amount to be paid by the customer	5 mins	Job Order and Inspection Report Form	None	Vanessa Monreal <i>Customer Service Asst.</i>
2	Customer pays the	Teller accepts the payment,	1 min	Job Order,	Inspection Fee-P150	Helen Arcangel / Darryl Mae

	inspection fee to the Teller	issues OR and returns the Job Order to the Customer Service Asst.		Inspection Report Form and Receipt		Rantael <i>Teller</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
3		Customer Service Asst. forwards the Job Order to the Team Leader and Commercial Head for signature	2 mins	Job Order and Inspection Report Form	None	Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i>
4	Customer waits for the scheduled inspection within 2 to 3 working days		3 working days			
5		Inspector conducts the actual inspection (which includes the distance of the house to the distribution line, water pressure, GPS, etc.), assesses the amount to be	30 mins	Job Order and Inspection Report Form	None	Yoldrin Lobete <i>Inspector</i>

		paid by the customer and accomplishes the Inspection Report Form. Note: The standard				
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		location of WM is near the distribution line				
6		Inspector returns the JO to the Customer Service Asst. (JO must have the approval, disapproval or reason for pending)	within 2 working hours	Job Order and Inspection Report Form		Yoldrin Lobete <i>Inspector</i>
7		Customer Service Asst. informs the Customer on the result of inspection thru phone call or text message	3 mins	Job Order and Inspection Report Form		Claudine Abril <i>Customer Service Asst.</i>
8		Customer Service Asst. makes J.O. and encodes on the system the amount to be paid by the	5 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>

		customer.				
9	Customer pays the inspection fee to the Teller	Teller accepts the payment, issues OR and returns the Job	1 min	Job Order, Inspection Report	Transfer of Tapping Fee P300.00	Helen Arcangel / Darryl Mae Rantael <i>Teller</i>
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		Order to the Customer Service Asst.		Form and Receipt	Relocation of Water Meter Fee P200.00 Cost of Materials depends on the result of inspection	
10		Customer Service Asst. forwards the Job Order to the Customer Service Team Leader and Commercial Head for signature and to the Engineering Team for the accomplishment of such	5 mins	Job Order		Vanessa Monreal <i>Customer Service Asst.</i> Retita Altavano <i>Customer Service Team Leader</i> Wilma Santillan <i>Commercial Head</i> Engr. Venus Malto <i>Repair & Maintenance Team Leader</i>
11		Contractor/ Engineering Plumber		Job Order		Contractor

		conducts relocation of water meter or transfer of tapping				
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Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		<ul style="list-style-type: none"> • Simple 	30 mins			
		<ul style="list-style-type: none"> • Moderate 	1 hour			
		<ul style="list-style-type: none"> • Complex 	4 hours			
		<ul style="list-style-type: none"> • Relocation of WM 	30 mins			

Actions on No Water Concerns						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1		No water due to: <ul style="list-style-type: none"> • Closed Gate Valve • Defective Gate Valve • Busted or broken service line 	1 min 15 mins See actions for leak repair	Job Order	None	Contractor
		Contractor	5 mins	Job Order	None	Contractor

		conducts flushing				
		Contractor conducts test pumping	10 mins	Job Order	None	Contractor
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
		*Change of service line or change tapping	4 hours	Job Order	None	Contractor

Actions on Water Quality Concerns						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1		Attend to water quality concerns such as water supply with air ,dirty/murky water supply, with odor				Jose Matocinos <i>Water Quality Assurance Officer</i>
		Water quality testing	2 mins			
		Conducts flushing	10 mins minimum			
		Installation of blow-off	2 hours			
		Installation of air release valve	15 mins to 2 hours			
		After completion of each work, the Contractor shall return all waste	10 mins			Contractor Randy Jacob <i>Warehouseman</i>

		materials to the Warehouseman.				
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Bulk Water Delivery Service

About the service	Who may avail of the service?
This service is intended to deliver potable water to households and business establishments with the use of lorry.	Registered active concessionaires of Daraga Water District and PrimeWater-Daraga in areas with poor water supply condition
Schedule of availability of the service	Requirements
Mondays to Sundays: 6:00AM-10:00PM	Request

Actions for Water Delivery for Registered Active Concessionaires in Areas With Poor Water Supply Condition

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	Customer requests for water delivery	Customer Service Asst. prepares JO indicating the request.	2 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i>
2		Customer Service Asst. forwards the request to PWQD	2 mins	Job Order	None	Vanessa Monreal <i>Customer Service Asst.</i> Engr. Brandon Lorayes <i>Production & Water Quality Team Leader</i>
3		Production Team Leader approves or denies the request	2 mins	Job Order	None	Engr. Brandon Lorayes <i>Production & Water Quality Team Leader</i>

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
4		Customer Service Asst. advises the delivery team	1 min			Claudine Abril <i>Customer Service Asst.</i>
5	Concessionaire shall acknowledge the water delivered by signing on the delivery report form	During water delivery, the team shall record the cubic meter delivered to the concessionaire.		Delivery Report Form		Anne Medollar / Jake Macasinag / Nolly Torillos / Franc Walter Rubios Delivery Teams
6		Customer Service Asst. shall bill the concessionaire of the water delivered		List of accounts		Vanessa Mostoles <i>Customer Service Assistant</i>

Fire Fighting Water Supply

About the service	Who may avail of the service?
<ul style="list-style-type: none"> This service is intended purely for fire-fighting activities. CSR 	<ul style="list-style-type: none"> Bureau of Fire Protection Fire volunteers
Schedule of availability of the service	Requirements
24 hours	None
Duration (start of transaction to actual delivery of the requested service)	
Immediate	

Actions for Fire Fighting Water Supply						
Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
1	The BFP or fire volunteers sends request to withdraw water from the fire hydrant via sms or thru phone to DAWD or PW. Request may also be made thru the guard-on-duty.					

Step	Process		Duration	Form	Fees and charges	Service Provider
	Customer	Office				
2	The Bureau of Fire Protection renders a monthly report of the quantity of water withdrawn.					
3		Administrative and General Services keeps the record of the quantity of water withdrawn	3 mins		None	Jennica Mae Balde <i>HR Assistant</i>