

METRO COTABATO WATER DISTRICT

Citizen's Charter

MCWD OFFICE

Gov. Gutierrez Avenue, Cotabato City

Tel. Nos. (062) 421-2252/421-7135/421-1071

Website: www.metrocotabatowd.gov.ph

email: metrocotabatowaterdistrict@gmail.com

VISION

To be a highly efficient water utility rendering excellent service to the community.

MISSION

To provide adequate, safe and affordable water supply to all our concessionaires, deliver efficient service and be responsible in promoting environmental conservation, rehabilitation and sanitation.

CORE VALUES

We, in the Metro Cotabato Water District, are guided in everything we do by the following core values:

HONESTY

To be true to ourselves and trustworthy in dealing with others.

ACCOUNTABILITY

To take full responsibility for our actions.

COMMITMENT

To perform our duties with commitment under the principle of transparency.

TEAMWORK

To work together as a team, with dedication, dignity and respect, to achieve our corporate goals.

SERVICE EXCELLENCE

To provide effective and efficient service to our customers.

SERVICE PLEDGE

The Metro Cotabato Water District pledges to serve its concessionaires and the public, in general, with utmost courtesy, dedication and efficiency.

Feedback and Redress Mechanisms

Please let us know how we have served you by doing any of the following:

➤ *Accomplish our Feedback Form and put in the drop box located at the MCWD office lobby.*

➤ *Send your feedback through:*

Email : metrocotabatowaterdistrict@gmail.com

Log-in : www.metrocotabatowd.gov.ph

Telephone : *421-2252, 421-7135, 421-1071*

Text : *0908-8640315*

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by our Public Assistance & Complaints Desk Officer.

THANK YOU *for helping us continuously improve our services.*



METRO COTABATO WATER DISTRICT

CUSTOMER FEEDBACK FORM

DATE and TIME of TRANSACTION:

Name of MCWD Employee

IN-OFFICE TRANSACTION

PHONE-IN / TEXT TRANSACTION:

421-2252 421-1071
 421-7135 0908-8640315

TRANSACTION

- | | |
|--|--|
| <input type="checkbox"/> New Service Connection | <input type="checkbox"/> Reconnection of Water Service |
| <input type="checkbox"/> Payment of Bills | <input type="checkbox"/> Transfer of Water Meter |
| <input type="checkbox"/> Request for repair & check-up service conn. | <input type="checkbox"/> Partial Payment/Billing Inquiry |
| <input type="checkbox"/> Investigation (complaints of high consumption & meter status, etc.) | <input type="checkbox"/> Request for extension of payment or promissory note |
| <input type="checkbox"/> Others (please specify _____) | |

COMMENTS / SUGGESTIONS:

In order for us to address your problem/concern, please fill-out this form completely.

Rest assured we will treat this with confidentiality

SERVICE

- | | | | | | |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|-----------------------------------|
| YES | NO | | YES | NO | |
| <input type="checkbox"/> | <input type="checkbox"/> | Fast Service | <input type="checkbox"/> | <input type="checkbox"/> | Less processes |
| <input type="checkbox"/> | <input type="checkbox"/> | Customer-friendly Service | <input type="checkbox"/> | <input type="checkbox"/> | Well-organized/orderly procedures |

PERSONNEL

- | | | | | | |
|--------------------------|--------------------------|--------------------------------------|--------------------------|--------------------------|------------------------|
| YES | NO | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | Friendly, accommodating, smiling | <input type="checkbox"/> | <input type="checkbox"/> | Responds / acts fast |
| <input type="checkbox"/> | <input type="checkbox"/> | Tidy, neat, well-groomed | <input type="checkbox"/> | <input type="checkbox"/> | Wearing ID card |
| <input type="checkbox"/> | <input type="checkbox"/> | Wearing proper uniform | <input type="checkbox"/> | <input type="checkbox"/> | Courteous / respectful |
| <input type="checkbox"/> | <input type="checkbox"/> | Explains procedure/instructions well | | | |

OVERALL IMPRESSION OF OUR SERVICE

- Satisfied Dissatisfied

CUSTOMER'S DETAILS (optional)

Name: _____ Age: _____ Male Female
 Contact No(s): _____ Address : _____

Please drop this in the box on Public Assistance & complaints Desk. Thank you.



CLIENT COMPLAINT FORM

Name : _____

Address : _____

Email Address (if any) : _____

Tel./ cellphone No. (if any) ; _____

Person(s) Complained of : _____

Nature of Complaint : _____

When did it happen : _____

Facts/ Details of the Complaint : _____

Desired Action from our Office : _____

Signature : _____

Date : _____

FRONTLINE SERVICES

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1) DELIVERY OF WATER BILLS

Schedule of Service:

- a) **Monday – Friday
8:00a.m. – 5:00p.m.**
- b) **At least seven (7) working days before DUE DATE**

Who May Avail of the Service:

All active registered concessionaires

What Are the Requirements: NONE

Duration of Transaction:

3 minutes per customer (exclusive of travel time)

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Acknowledges receipt of water bill	Issues water bill and requests customer to sign the Acknowledgement Receipt. If nobody is available or refuses to sign the Acknowledgement Receipt: Drops bill in the mailbox, insert at the gate, door or window or gives to the nearest neighbor and take note in the acknowledgement receipt.	3 minutes	Customer Service Asst. B (Meter Reader)	None	Acknowledgement Receipt Sheet

END OF TRANSACTION

2) COLLECTION OF PAYMENTS

Schedule of Service:

MCWD OFFICE

**Monday – Friday
7:30 a.m. – 5:00p.m.
NO NOON BREAK**

AUTHORIZED BANKS

**Monday – Friday
9:00 a.m. – 12:00 noon**

Who May Avail of the Service:

All Concessionaires

**BANCO DE ORO (Makakua St.)
BPI (Makakua St.)
CHINA BANK (SK Pendatun St.)
DBP
ISLAMIC BANK**

**Land Bank-Main(Magallanes St.)
Land bank-Extension (Estosan)
PNB (Old Allied Bank)
UCPB**

What Are the Requirements:

- **Water bill or old Official Receipt/bill**
- **BIR Form 2307 - Tax withheld certificate (if applicable)**
- **Check advice stamped received by bank (for Government Offices)**
- **If no/ lost water bill:**
 - **Account name/number secured from Customer Servicing Section (Frontliner)**
 - Or go directly to the Teller if no queuing customer**

Duration of Transaction:

3 - 9 minutes

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	<u>A) CASH PAYMENT</u> Presents any of the following: <ul style="list-style-type: none"> ✓ Statement of Account ✓ Water bill ✓ Old Official Receipt ✓ Registered name/ 	Accepts and processes payments and issue Official Receipt.	2 minutes	CSA B - Office Teller	Total Amount Due	Official Receipt

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
	name/account number secured from Cust. Service Section (Frontliner)	If no water bill, locates name in the masterfile and accepts, processes payment and issues Official Receipt.	2 minutes	Office Teller		
2	Receives official receipt and counts change before leaving the counter .	Acknowledges and thank the customer. Files the duplicate copy of Official Receipt.	1 minute	Office Teller		Official Receipt
<u>B) CHECK PAYMENT</u>						
<u>I. Personal/Business Checks</u>						
1	Presents water bill and check Payment	Reviews date, payee, signatories and amount of check. Writes account number, contact name and number of customer at the back of the check .	1 minute	Office Teller		
2		Processes payment and issues official receipt.	1 minute	Office Teller	Total amount due	Official Receipt
3	Receives the Official Receipt	Files the duplicate copy of the Official Receipt	1 minute	Office Teller		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
	II. Government Checks and Payments with Tax Withheld Present water bill, voucher with bank advice and BIR Form 2307 Receives the Official Receipt	Process adjustment, retain copy of BIR Form 2307 for attachment to adjustment memo and forward bill, voucher and check to Office Teller.	5 minutes	Customer Service Officer B		Adjustment Memo
2		Accept, process payment and issue Official Receipt.	2 minutes	Office Teller	Total amount due	Official Receipt
3		Files the duplicate copy of Official Receipt.	1 minute	Office Teller		

END OF TRANSACTION

3.) PROCEDURE FOR FILING COMPLAINTS

Schedule of Service : Monday – Friday
8:00a.m. – 5:00p.m.
NO NOON BREAK

Who May Avail of the Service: All MCWD concessionaires and Outside Clients

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Fill-up Client Complaint/ Feedback Form (available at Public Assistance and Complaint Desk (PACD)).	Issue Customer Complaint/ Feedback Form and assist in the filling-up	10 minutes	Public Assistance & Complaints Desk Officer	None	Client Complaint/Feedback Form
2	Submit the filled-up Client Complaint/Feedback Form to the PACD	Receive the filled-up Client/ Feedback Complaint Form	2 minutes	Public Assistance & Complaints Desk Officer	None	
3	Proceed to designated personnel/(table no.) as directed by PACD	Will direct the customer to proceed to designated personnel assigned to process the said transaction.	2 minutes	Public Assistance & Complaints Desk Officer	None	
4		If nature of complaint is regarding the erring personnel or addressed to General Manager, forward the complaint to Office of the General Manager.	2 minutes	Executive Assistant C	None	

END OF TRANSACTION

4) REQUEST FOR EXTENSION / PROMISSORY NOTE

Schedule of Service:

**Monday – Friday
7:30 a.m. – 5:00p.m. (no noon break)**

Who May Avail of the Service:

Concessionaires with 2 months overdue accounts

What Are the Requirements:

Copy of Water bill

Duration of Transaction:

5 minutes

HOW TO AVAIL OF THE SERVICE

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceed to Customer Service Division/ Disconnection Section and request for extension of due date/ promissory note	Verify accounts from Database, take note date of extension/ agreed terms to logbook and water bill, and have the customer sign.	3 minutes	Div.Manager B or Public Relations Officer (Table 1 or 6)	none	Logbook/ Promissory Note
2	Signs in the logbook /promissory note in agreement with the terms.		1 minute	Div.Mgr, B or Public Relations Officer (Table 1 or 6)		
3	Receives the bill.	Returns the water bill to the customer	1 minute	Div.Mgr, B or Public Relations Officer		

END OF TRANSACTION

5) INVESTIGATION (Complaints of High Consumption, Average Reading, Abrupt Increase, Category & Meter Status)

Schedule of Service:

**Monday – Friday
7:30 a.m. – 5:00p.m. (no noon break)**

Who May Avail of the Service:

Concessionaires with complaints regarding billing/ request for investigation

What Are the Requirements:

Copy of Water bill

Duration of Transaction:

5 – 15 minutes for phone-in/ office transaction

Within 2-3 working days after filing of complaint for simple case (actual inspection on site)

Within 4-7 working days after filing of complaints for complex case

HOW TO AVAIL OF THE SERVICE

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Files complaints to Investigation Section or call Telephone nos. 421-7135/421-2252 or text no. 0908-8640315	Evaluates complaints, prepares Investigation Order and advise customer on the schedule of inspection.	5 minutes	Cust. Service Asst. B (Table 5)	None	Copy of water bill
2		Issues Investigation Order to Investigator.	1 minute	Cust. Service Officer B (Table 5)		Investigation order
3	Assists investigator during actual inspection	Conducts investigation / inspection on site and advise customer for action to be taken.	(within 2-3 working days for simple case	CSA B (Investigator)		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
4		Prepare and submit investigation report to Customer Service Officer B.	or 4-7 days for complex case) 5 minutes	CSA B (Investigator)		
5		Evaluate & encode investigation report.	5 minutes	Cust. Service Asst. B (Table 5)		
6		IF SUBJECT FOR REPAIR FOR LEAKS BEFORE THE METER OR FOR METER REPLACEMENT: Prepares Service Request and forward to Maintenance Section or Meter Shop.	5 minutes	Cust. Service Asst. B (Table 3)		Service Request
7		IF SUBJECT FOR ADJUSTMENT: Print Investigation result with statement of account and forward to Customer Service officer B for adjustment.	3 minutes	Cust. Service Asst. B (Table 5)		
8	Receives the adjusted statement of account/ water bill for payment	Evaluate and prepare adjustment based on office policy and return the statement of account to customer for payment.	5 minutes	Customer Service Officer B (Table 7)		Billing Adjustment Memo

END OF TRANSACTION

6) REQUEST FOR REPAIR FOR LEAKS BEFORE THE METER AND CHECK-UP SERVICE CONNECTIONS

Schedule of Service:

**Monday – Friday
7:30 am – 5:00 pm (no noon break)**

Who May Avail of the Service:

MCWD concessionaires/ concerned citizens/ public

What are the requirements:

Complete information of the request

Time of Action:

5 minutes - Office/phone-in Transaction

Simple Case - Next working day after filing of the complaint

Complex Case - within three (3) working days after filing of the complaint or upon approval of excavation permit

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and give details of complaints or call telephone nos: 421-2252/421-7135/421-1071 Or text – 0908-8640315	Gets details of complaints and evaluate.	5 minutes	Cust. Service Asst. B (Table 2 or 3)	None	
2		Prepares service request and forwards to Maintenance Division	Not later than	Cust. Service Asst. B (Table 2 or 3)		Service Request

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
3		Receive and print work Order.	11:30am & 4:30pm 3 minutes	Utilities Service Asst. B		
4		Issues Service Request with Work Order	1 minute	Utilities Service Asst. B		
5		Acts on the request	Simple Case- Next Working Day Complex Case – w/in 3 working days	Maintenance Sector		
6	Signs & receives customer's copy of Job Order & List of materials for billing(if any)	Retains office copies of documents.	3 minutes	Maintenance Sector	Cost of Materials (to be paid in the office only)	List of Materials & Job Order

END OF TRANSACTION

7) APPLICATION FOR NEW WATER SERVICE CONNECTION, TRANSFER TAPPING & METER RELOCATION

Schedule of Service:

**Monday – Friday
7:30am – 5:00pm
No noon break**

Who May Avail of the Service:

All interested applicants within the service area of MCWD/ registered concessionaires

What are the requirements:

a) NEW CONNECTION

Basic Requirements:

- **One (1) pc. Photocopy of valid or any Government issued ID with picture**
- **One (1) pc. 2 x 2 (recent) ID picture**
- **Barangay Clearance**
- **Location/Sketch plan**

Additional Requirement: (any applicable)

- **Photocopy of Lot Title; if applicant is the owner**
- **Consent/Authorization from lot/building owner – if applicant is renting/informal settler**
- **Affidavit of Undertaking (duly notarized) – if government property**
- **Consent from lot owner to install water facilities in his lot - if service line passes through private lot**
- **Photocopy of deed of sale/ if property is newly acquired or letter of consent from previous owner**
- **Memorandum of Agreement for string connection (Form available at Commercial Dept.)**
- **Excavation permit (if applicable)**
- **Clearance from SPDA Administrator (for SPDA residents)**

If transacted by a representative:

- **Authorization letter from the applicant**
- **Photocopy of applicants valid ID with signature**
- **Photocopy of representative valid ID with picture (must present original)**
-

b) TRANSFER TAPPING AND METER RELOCATION

- Location sketch plan
- Account name/number of registered concessionaire
- Consent from lot owner to install water facilities in his lot - if service line passes through private lot
- Memorandum of agreement for string connection (if applicable)
- Excavation permit (if applicable)

FEES:

a) New Connection

- Inspection/ Survey Fee	P	50.00
- Guaranty Deposit		
Residential		1,000.00
Government		3,000.00
Pure Commercial		3,000.00
Semi-Commercial A		2,500.00
Semi-Commercial B		2,500.00
Industrial		10,000.00
- Installation Fee		500.00
- Materials(to be determined after survey)		_____
- Additional fees/ Old Accounts (if any)		_____

b) Transfer Tapping and Meter Relocation

- Inspection/Survey Fee	50.00
- Tapping Fee	150.00
- Installation Fee	100.00
- Materials (to be determined after survey)	_____

Duration: (Under normal condition)

- Survey & preparation of Plans & Estimates including background check within four (4) working days from payment of Inspection Fee
- Installation within three (3) working days from payment of application charges.

HOW TO AVAIL OF THE SERVICE:

A) NEW CONNECTION

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds and submits all requirements to Customer Servicing Section and pay inspection fee/survey fee	Checks the requirements, Interviews client, fill-up Applicants Information Sheet, issues Statement of account and forwards payment to Teller.	8 minutes	Customer Service Asst. B (Table 2 or 3)		Applicants Information Sheet
2		Receives payment and issues Official Receipt and return documents to Customer Servicing Section.	3 minutes	Office Teller	Inspection Fee P50.00	Official Receipt
3	Receives the Official Receipt	Gives Official Receipt and advises client on the schedule of inspection.	1 minute	Customer Service Asst. B (Table 2 or 3)		
		Forwards AIS with attached required documents to Inspection/Survey Section.	2 minutes	Customer Service Asst. B (Table2 or 3)		
		Conducts field survey the following working day from date of payment of inspection fee.	30 minutes	Engineering Assistant A		
		Prepares plans and cost estimate and submit to SCSO for checking/background check.	Within 3 working day from payment of inspection fee	Engineering Assistant A		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
		Reviews plans and estimates and do background check if with previous account. Issues confirmation slip and advise client to pay application fees at the office. Forwards documents to Division Manager B for approval .	w/in 1 working day from receipt of accomplished AIS)	Sr. Customer Service Officer		Confirmation slip
		Approves plans and cost estimate and return documents to SCSO.	3 minutes	Division Manager B (Cust. Services Div.)		
		Assign account numbers and forwards documents to CSA B(Frontliner/Table 4)	5 minutes	SCSO/ Investigator		
3	(After 4 working days) Presents confirmation slip	Locates AIS, prepares statement of account and advise client to pay at the Teller.	5 minutes	Cust. Service Asst. B (Table 4)		Statement of Account
4	Presents statement of account with payment	Accept payment and issue Official Receipt	3 minutes	Office Teller	Installation Fees for new Connection	Official Receipt
5	Poses for picture taking	Prepares Service Application Contract(SAC), Maintenance & Construction Order (MCO) and Promissory Note(PN), and asks client to pose for picture taking thru web cam.	10 minutes	Cust. Service Asst. B (Table 4)		SAC, MCO & PN

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
6	Reads and signs the contract	Asks the client to read & sign the contract and promissory note and advise to proceed to Division manager B.	5 minutes	Cust. Service Asst. B (Table 4)		
7		Orients client regarding water district policies and approves the contract.	10 minutes	Division Manager B (Cust. Services Div.)		
8	Receives copy of the documents	Gives the customer's copy of the contract, cost estimates and promissory note and Official Receipt, and advise client to prepare after the meter provision line and wait for the date of installation.	3 minutes	Cust. Service Asst. B (Table 4)		
		Forwards Maintenance & Construction Order to SCSO)	3 minutes	Cust. Service Asst. B (Table4)		
		Prepares Work Order, List of Materials (LOM), and Store Requisition Slip (SRS).	30 minutes	Cust. Service Asst. B (Table 4)		
		Signs and approves LOM, SRS, and Work Order.	5 minutes	Division Manager B (Cust. Services Div.)		Work Order, LOM, SRS
		Assigns MCO to Installation Team	3 minutes	Sr. Customer Service Officer		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
9	(Wait for 3 working days) Signs the documents	Forwards Work Order to Meter Maintenance for preparation of Meter Receipt & assignment of water meter.	15 minutes	Cust. Service Asst. B (Table 2)		MCO, LOM & Meter Receipt
		Forwards LOM to Property Section for preparation of Materials for issuance.	5 minutes	Cust. Service Asst. B (Table 2)		
		Withdraws materials and water meter needed for installation at Property Section.	15 minutes	Installation Team		
		Install Water Service Connection and asks the client to sign the MCO, LOM, & Meter Receipt.	(w/in three(3) working days from date of payment)	Installation Team		
10	Receives copy of the documents	Gives customer's copy of LOM & Meter Receipt and retain office copy.	1 minute	Installation Team		

END OF TRANSACTION

B) TRANSFER TAPPING/ METER RELOCATION

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and files request	Evaluates request, informs charges and issues statement of account and asks client to pay at the Teller.	5 minutes	Cust. Service Asst. B (Table 3 or 4)		Statement of Account
2	Presents statement of account with payment	Receives payment and issues Official Receipt	3 minutes	Office Teller	Inspection fee P50.00	Official Receipt
3	Presents Official Receipt	Prepares Transfer Tapping/Meter Relocation Form and stamped paid and advises client schedule of survey.	2 minutes	Cust. Service Asst. B (Table 3 or 4)		TTS/Meter Relocation Form
		Forwards TTS/Meter Relocation form to Survey and Inspection unit.	5 minutes	Cust. Service Asst. B (Table 3 or 4)		
		Conducts field survey & prepares plans & cost estimates	(W/in 3 working days from date of payment)	Engineering Asst. A		
		Reviews plans and cost estimates for DivM's approval	5 minute	Sr. Customer Service Officer		
		Approves plans and cost estimates and forwards accomplished AIS to Customer Servicing Section.	3 minutes	Division Manager B (Cust. Services Div.)		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
	(After three(3) working days)					
4	Follows-up request for transfer tapping/meter relocation	Retrieves AIS and prepares statement of account and asks client to pay at the teller.	5 minutes	Cust. Service Asst. B (Table 3 or 4)		
5	Presents statement of account with payment	Receives payment and issues official receipt	3 minutes	Office Teller	Tapping Fee- P150.00, Intallation Fee- P100.00, & cost of Materials	Official Receipt
6	Receives copy of official receipt	Prepares Service Request and advise client schedule of installation.	5 minutes	Cust. Service Asst. B (Table 3 or 4)		
		Forwards Service Request to Maintenance Division	5 minutes	Cust. Service Asst. B (Table 3 or 4)		
		Prepares Work Order, List of materials and Store Requisition Slips, and issues to assigned sector	5 minutes	Utility Services Asst. B (Maintenance Div.)		Work order, LOM & SRS
	(Wait for two(2) working days)	Withdraws needed materials	15 minutes	Maintenance Sector		
7	Signs the documents	Transfers tapping/ relocates meter and asks customer to sign the Job Order and List of Materials.	w/in two(2) working days	Maintenance Sector		
8	Receives copy of LOM	Gives customer's copy of LOM and retain office copy.	1 minute	Sector		LOM

END OF TRANSACTION

8) APPLICATION FOR REOPENING

Schedule of Service:

**Monday – Friday
7:30 am to 5:00pm
No noon break**

Who May Avail of the Service:

All concessionaires with disconnected water services

What are the Requirements:

If transacted by Owner:

- Original and photocopy of one valid ID
- Water bill

If transacted by Representative:

- Authorization letter from the owner
- One photocopy of owner's valid ID
- Original and photocopy of representative's valid ID
- Water bill

If applied Reopening for change of registered name:

- Written consent from the previous/building owner
- Photocopy of Deed of Sale or Barangay Certification or any document that certifies ownership of property
- One (1) pc 2 x 2 picture
- Original and photocopy of valid ID

Fees:

a) For Turned –off Water Connection (riveted meter)

- 1) Unpaid Water bill/ arrearages
- 2) Guaranty Deposit equivalent to minimum of P1,000.00 for residential(or depending on Category) or latest two (2) months consumption whichever is higher

b) For Dismounted Water Meter (no meter on site)

1) Inspection Fee	P	50.00
2) Installation Fee		100.00
3) Guaranty Deposit (minimum)		1,000.00
4) Cost of Materials (if any)		_____
5) Unpaid Water Bills/Arrearages		_____
6) And other charges, if any		_____

Duration:

a) For Turned-off Water Connection (riveted meter)

- Reopening within the day if account paid not later than 4:00pm or next working day

b) For Dismounted Water Meter (no meter on site)

- Survey and preparation of plans and Cost Estimates including background check within 3 working days from date of payment of inspection fee
- Installation of water meter within three (3) working days after payment of reopening charges

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	A. Reopening (with meter on site) Proceeds to Customer Servicing Section and present requirements	Verifies account per computer record, checks service connection card and prepares statement of account.	10 minutes	Public Relations Officer B (PACD) (Table 1)		Statement of Account
		Accepts payment and issues Official Receipt.	3 minutes	Office Teller	Total unpaid bills and Guaranty Deposit	Official Receipt
2	Presents statement of account with payment	Prepare Service Application Contract (SAC), Maintenance Construction Order (MCO) and Promissory Note (PN)	3 minutes	Cust. Service Asst. B (Table 4)		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
3	Read, sign the contract and receive a copy of contract and PN	Orient client and approve the contract, advise schedule of reopening.	5 minutes	Division Manager B		SAC & PN
		Issue Maintenance Construction Order (MCO) for reopening	3 minutes	Public Relations Officer B		
		Reopen the disconnected meter on site.	15 minutes	Customer Service Asst. B (Disco. Plumber)		
	B. Reopening (without Meter on Site)					
1	Proceeds to Customer Servicing Section and submits requirements and pay inspection/survey fee	Verifies customer accounts , and service connection card, interviews client and fill-up Applicants Information Sheet.	10 minutes	Cust. Service Asst. B (Table 2 or 3)	Inspection Fee P50.00	Official Receipt
2	Receives copy of official receipt	Accepts payment and issue Official Receipt.	3 minutes	(Office Teller)		
		Advise Client on the schedule of inspection	3 minutes	Cust. Service Asst. B (Table 2 or 3)		
		Forward Applicant Information Sheet to Survey Section	5 minutes	Cust. Service Asst. B (Table 2 or 3)		
		Conducts field survey and Prepares plans and cost estimates.	w/in 2 working days	Engineering Asst. A		
		Background check, verifies records of unpaid accounts and	w/in 1 day after survey	Sr. Cust. Service Officer/ CSA B-		Confirmation slip

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
		issue confirmation slip, and advise customer to pay reconnection charges to office.		Investigator		
		Review and check plans and cost estimate for DivM's approval.	10 minutes	Sr. Customer Service Officer		
		Approves plans and cost estimate and forward to CSA B (Table 4)	5 minutes	Div. Manager (Cust. Service Div.)		
3	(After 3 working days) Proceeds to Customer Servicing Section and present confirmation slip	Locate Application Information Sheet and prepare statement of account and advise customer to pay at the Teller.	10 minutes	Cust. Service Asst. B (Table 3 or 4)		Statement of Account
4	Present statement of account with payment	Accepts payment and issue official receipt	3 minutes	Office Teller	Unpaid bills, Guaranty Deposit and cost of materials	Official Receipt
5	Poses for picture taking	Prepares Service Application Contract(SAC), Maintenance & Construction Order (MCO) and Promissory Note(PN), and asks client to pose for picture taking thru web cam.	5 minutes	Cust. Service Asst. B (Table 3 or 4)		SAC, MCO. PN
6	Read, sign the contract and receive customer's copy of documents	Orients customer and approves contract.	10 minutes	Division Manager B (Cust. Services Div.)		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
6	Signs the job order and receives customer's copy of Meter Receipt and List of Materials	Prepare Work Order and forward to Meter Shop, List of Materials to Property Section, and MCO to Sr. Cust. Service Officer after approval from Div. Manager B	15 minutes	Cust. Service Asst. B (Table 2 or 3)		MCO, LOM and Work Order
		Assign and log daily MCO issued to Installation Team.	5 minutes	Sr. Customer Service Officer		
		Withdraws materials and water meter needed for installation at Property Section/Meter Shop.	15 minutes	Installation Team		
		Installation of water service connection and have the customer sign the job order .	(w/in 3 working days from date of payment)	Installation Team		MCO, LOM and Meter Receipt
		Retains office copies of the documents.	2 minutes	Installation Team		

END OF TRANSACTION

9) APPLICATION FOR CHANGE OF NAME

Schedule of Service:

**Monday – Friday
7:30 am to 5:00pm
No noon break**

Who May Avail of the Service:

All active concessionaires

What are the Requirements:

- Written consent from the previous/building owner
- Photocopy of Deed of Sale or Barangay Certification or any document that certifies ownership of property
- One (1) pc 2 x 2 picture
- Original and photocopy of valid ID

Fees:

- | | |
|---|-----------|
| - Transfer Fee | P 50.00 |
| - Guaranty Deposit (If GD is not sufficient) | |
| Residential | 1,000.00 |
| Government | 3,000.00 |
| Pure Commercial | 3,000.00 |
| Semi-Commercial A | 2,500.00 |
| Semi-Commercial B | 2,500.00 |
| Industrial | 10,000.00 |
| - Unpaid Water bill/ arrearages | _____ |

Duration:

15 minutes

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and present requirements	Verifies account per computer record, checks service connection card and prepares statement of account.	5 minutes	Cust. Service Asst. B (Table 3 or 4)		
2	Presents statement of account with payment	Accepts payment and issues Official Receipt.	2 minutes	Office Teller	Total unpaid bills, Guaranty Deposit, and transfer fee	Official Receipt
3	Poses for picture taking	Prepares Service Application Contract (SAC) and asks client to pose for picture taking thru web cam.	3 minutes	Cust. Service Asst. B (Table 3 or 4)		
4	Read, sign the contract and receive customer's copy of documents	Orients the customer and approves the contract.	5 minutes	Division Manager B		SAC

END OF TRANSACTION

10) REQUEST FOR METER TESTING

Schedule of Service:

8:00am – 12:00 noon

1:00pm – 5:00pm

Who May Avail of the Service:

All MCWD concessionaires with active connections

What are the Requirements:

Copy of Water bill

FEES:

Meter Test Fee - P50.00

Duration: 4 hours (schedule every Friday)

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Investigation Section and files request and payment	Evaluate request, orient procedures & requirements of meter testing and advise customer of schedule for meter testing. Remove meter on site and bring to Meter Shop and advise customer to witness.	10 minutes 30 minutes	Cust. Service Asst. B (Table 5) Cust. Service Asst. B (Disco. Plumber)		
2	Witness meter testing	Actual meter testing and submit meter test result to Customer Service Division.	30 minutes	Instrument Technician		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
3	Acknowledges result of meter test, and receives copy of the result.	Evaluate meter test result and explain to customer and have the customer sign. (If meter is unserviceable or not functioning well, subject for job order for meter replacement to be scheduled by Meter Maint. Unit.)	45 minutes	Instrument Technician		
		If meter is in good condition, advise Customer to pay meter test fee at Teller.	3 minutes	Cust. Service Asst. B (Investigator/Table 5)		
4	Receives copy of Official Receipt	Receives payment and issues Official Receipt	3 minutes	Office Teller	Meter Test Fee - P 50.00	Official Receipt
		Retain office copy of documents	2 minutes	Public Relations Officer B		
		Restore meter on site.	30 minutes	Cust. Service Asst. B (Disco. Plumber)		

END OF TRANSACTION

11) REQUEST FOR DISCONNECTION OF SERVICE CONNECTION

Schedule of Service:

Monday – Friday
7:30 am – 5:00 pm
No noon break

Who May Avail of the Service:

All active registered concessionaires

What are the Requirements:

Copy of water bill
Letter request for disconnection

Duration: 30 minutes

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and files request	Receives request, evaluate customer's record, orient customer about temporary disconnection and request client to sign in the disconnection logbook.	5 minutes	Public Assistance & Complaints Desk/ Public Relations Officer B (Table 1)		Disco. Logbook
2	Sign in the Disconnection logbook	Inform the client of the schedule of disconnection and advise customer to pay their closing bill including outstanding accounts after 5 working days.	2 minutes	Public Relations Officer B (Table 1)		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
3	(after 5 working days) Asks for copy of closing bill and remaining accounts.	Coordinate schedule of disconnection to Plumber.	2 minutes	Public Relations Officer B	Total unpaid accounts	Official Receipt
		Disconnect water services and get last reading for closing bill.	15 minutes	Cust. Service Asst. B (Disconnection Plumber)		
		Gives copy of closing bill and remaining accounts, and advise customer to pay at the teller.	2 minutes	Public Relations Officer B		
4	Presents closing bill with payment	Receives payment and issues Official Receipt	2 minutes	Office Teller		

END OF TRANSACTION

12) REFUND OF GUARANTY DEPOSIT

Schedule of Service:

Monday – Friday
7:30 am – 5:00 pm

Who May Avail of the Service:

Disconnected concessionaires requesting for refund of Guaranty Deposit

What are the Requirements:

Original copy of Official Receipt of Guaranty Deposit
Affidavit of Loss – in case of lost of Official Receipt
One (1) valid I.D. of account holder
Authorization Letter if transacted by a Representative and valid I.D.

Duration: **within 4 working days**

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and files request and submit requirements	Receives requests and check if requirements are complete and have the customer sign in the logbook.	2 minutes	Cust. Service Asst. A (Table 2)		Logbook
2	Sign in the logbook	Evaluate customer's record and check outstanding accounts.	3 minutes	Cust. Service Asst. A (Table 2)		
		Inform client about the remaining amount after applying Guaranty Deposit to all unpaid accounts and print statement of account/ ledger for customer's copy.	2 minutes	Cust. Service Asst. A (Table 2)		

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
		Advise client to claim check after three (3) working days and bring 1 valid I.D.	2 minutes	Cust. Service Asst. A (Table 2)		
		Prepares Refund Authorization and approved by the Dept. Manager B for Commercial Services.	5 minutes	Cust. Service Asst. A (Table 2)		Refund Authorization Form
		Forwards approved Refund Authorization with attached documents to Finance Department for voucher preparation.	3 minutes	Cust. Service Asst. A (Table 2)		
3	(After 3 working days) Present valid I.D./ authorization letter to claim Guaranty Deposit refund and sign the voucher.	Checks I.D./ authorization letter, and request client to sign in the voucher.	5 minutes	Cashier		Check Voucher
4	Receives the check	Releases the check.	1 minute	Cashier		

END OF TRANSACTION

13.) INQUIRY OF ACCOUNTS

Schedule of Service: **Monday – Friday**
 7:30 am – 5:00 pm
 No noon break

Who May Avail of the Service:

All registered MCWD concessionaires

What are the Requirements:

Copy of bill
Give the registered name/account number

Duration: **5 – 10 minutes**

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and gives details of request or call telephone nos: 421-2252/421-7135/421-1071 Or text – 0908-8640315	Evaluates request and verifies accounts from the master file.	5 minutes	Cust. Service Asst. B (anyone- Table 1 to 6)		Copy of bill
2	Receives copy of statement of account/ledger.	Inform customer of his accounts, and prints statement of account/ledger and gives copy to customer.	5 minutes	Cust. Service Asst. B (anyone- Table 1 to 6)		Computer Generated Statement of Account

END OF TRANSACTION

14.) INQUIRY ON FORWARDED ACCOUNTS OR DEMAND LETTERS

Schedule of Service: **Monday – Friday**
 8:00 am – 5:00 pm
 No noon break

Who May Avail of the Service:

All registered concessionaires with complaints on forwarded accounts/demand letters

What are the Requirements:

Copy of water bill
Copy of forwarded/demand letter

Duration: **5 – 15 minutes**

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceeds to Customer Servicing Section and presents copy of bill w/ demand letter	Verifies account, and explains and discuss settlement of account.	10 minutes	Cust. Service Asst. B (Table 5 or 7)		
2	Agrees and sign per compromise agreement to settle the account	Request customer to sign per compromise agreement.	3 minutes	Cust. Service Asst. B		Promissory Note/ ledger
		Adjust Statement of Account/water bill based on compromised agreement.	5 minutes	Cust. Service Officer B		
3	Receives adjusted statement of account/bill for payment.	Returns adjusted statement of account/water bill and advise customer to pay at the teller.	2 minutes	Cust. Service Asst. B		

END OF TRANSACTION

15) SALES OF WATER (BULK) PAYMENTS AND OTHER SERVICES

Schedule of Service:

**Monday – Friday
7:30a.m. – 5:00p.m.**

Who May Avail of the Service:

The Public

**What are the Requirements: Payment of corresponding fee per cu.m.
Water Container/tank**

Duration : 13 minutes

HOW TO AVAIL OF THE SERVICE

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Proceed to Customer Service Division and files request.	Compute the value, prepare Statement of Account and advise client to proceed to Cashier.	5 minutes	Division Manager B		Statement of Account
2	Present Statement of Account with payment	Accept payment and issue Official Receipt	2 minutes	Cashier	P89.85/cu.m.	Official Receipt
3	Present Official Receipt to the Guard on duty and the Guard will assist in the filling-up water container/tank.	Check official receipt and open the valve of the fire hydrant and fill-up water container/tank.	10 minutes	Guard on Duty		

END OF TRANSACTION

16) AVAILMENT OF SENIOR CITIZEN'S DISCOUNT

Schedule of Service:

**Monday – Friday
7:30a.m. – 5:00p.m.**

Who May Avail of the Service:

Senior Citizen's with Active Connection

- What are the Requirements:**
- Application Form
 - 1 pc Latest colored picture 2"x2"
 - Proof of Residence/ Barangay Clearance
 - Valid new Senior Citizen I.D. Card (photocopy)
 - Authorization letter (if applying through representative)
 - Valid I.D. of representative

Conditions for Availment :

- The senior citizen must be a resident of the household
- Consumption should not exceed 30 cubic meters
- This is granted by household regardless of the number of senior citizens living therein.
- Meter registration should be in the name of the senior citizen for a period of one year.
- Annual renewal of application to the utility provider is required.

Duration :

- 5 minutes for office transaction
- within 3 days from date of filing of application

HOW TO AVAIL OF THE SERVICE

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
1	Fill-up application form and submit together w/ other requirements to	Accepts application form and prepare Investigation Order. Advise customer of the	5 minutes	Customer Service Asst. B (Table 5)	NONE	Application Form for Sr. Citizen

Step	Customer	Service Provider	Duration	Person In-Charge	Fees	Forms
2	<p>Investigation Section - CSA B (Table 5)</p> <p>(Wait for 2-3 days) Pose for picture taking holding latest issue of newspaper.</p>	<p>schedule for confirmation.</p> <p>Visits residence of Sr. Citizen for confirmation and asks the customer to pose for picture taking holding the latest issue of Newspaper.</p> <p>Advise customer that discount will take effect upon approval and automatically reflected in his billing for a period of one year.</p>	w/in 3 days from filing of application	Cust. Service Asst. B (Investigator)		Availment of discount

END OF TRANSACTION