



## 10. Attending to Service Request (Water Quality / No Water Supply / Low Pressure)

Concessionaire requests for inspection of water quality / no water supply / low pressure of service connection.

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office or Division:</b>   | Commercial Services and Engineering and Operations   |  |                        |  |
| <b>Classification:</b>   | Simple Transaction   |  |                        |  |
| <b>Type of Transaction:</b>  | G2B, G2C, G2G  |  |                        |  |
| <b>Who may avail:</b>  | Concessionaire/Client of Carmona Water District  |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Information of service connection such as: <ul style="list-style-type: none"><li>• account name</li><li>• account number</li><li>• address/location</li><li>• Name of the requesting party/concessionaire</li></ul> If possible: <ul style="list-style-type: none"><li>• service connection number</li><li>• meter number</li></ul> |  | Customer Service Area located at 1 <sup>st</sup> floor, CWD Office |                        |  |
| 2. Service Request Form (1 original copy)  |  |  |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                |
| 1.1 Through office visit - Proceed to the Customer Service Area  | 1.1 Inquire the request through interview  | None   | 5 Minutes              | Customer Service Assistant                               |
| 1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD   | 1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD |  |                        | Customer Service Assistant / Administrative Service Aide |
| 2. Assist the inspection team to the site  | 2.1 Prepare the Service Request Form and forward it to Engineering and Operations division       | None   | 4 Minutes              | Customer Service Assistant                               |
|  | 2.2 Site inspection and fill-out the Service Request   | None   | 15 Minutes             | Engineering Assistant                                    |
|  | 2.3 For Water Quality: Flushing Activity will be   | None   | 1 Day                  | Water Resource Team                                      |



|  |   |      |                    |                        |
|--|---|------|--------------------|------------------------|
|  | performed   |      |                    |                        |
|  | 2.4 For No Water Supply / Low Pressure: Inspection of Pumping Station will be conducted |      |                    |                        |
|  | 2.5 For leak: refer to Repair Leak Process  |      |                    |                        |
| 3. Acknowledge receipt of Service Request form | 3. Provide accomplished SR to the concessionaire  | None | 10 Minutes         | Water Maintenance Team |
| <b>TOTAL:</b>                                  |   | None | 1 Days, 35 Minutes |                        |