



## 11. Issuance of Statement of Account

Concessionaire request for issuance of statement of account.

<b>Office or Division:</b>		Commercial Services Division		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		Concessionaire of CWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Current / Previous Water Meter Bill (if not available, account name/number)		Commercial Services Division (Served by the Bill Server) located at 1 <sup>st</sup> floor, CWD Office		
2. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Customer Service Area and request for issuance of statement of account.	1.1 Get the account name and account number	None	2 Minutes	Customer Service Assistant
	1.2 Check the system to verify the account and print the statement of account; forward to commercial division head	None	5 Minutes	Customer Service Assistant
	1.3 Approve and sign the statement of account	None	4 Minutes	Commercial Division Head
2. Receive the copy of the statement of account	2. Release the requested statement of account	None	4 Minutes	Customer Service Assistant
<b>TOTAL:</b>		None	15 Minutes	