



## 2. Processing of Payments for Water Bill

COLLECTION OFFICES	LOCATION	SCHEDULE OF AVAILABILITY OF SERVICE
1. CWD office	B8 L8 Joy St, Cityland Subdivision, Mabuhay, Carmona, Cavite	7:00 am to 5:00 pm Monday to Friday
2. Bayad Center	Nationwide	Store hours
3. MLhuiller	Nationwide	Store hours
4. ECPAY collecting partners	7-11, Expresspay, Tambunting	Store hours
5. SM bills payments	Waltermart, Save More Biñan, SM Sta. Rosa	Store hours
6. Online payment partners	Shopeepay, Maya & GCash	Online thru the downloadable mobile application

### 2.1 Concessionaires with Water Bill

<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/Client of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current / Previous Water Bill (1 original)		Commercial Services Division (Served by the Bill Server) located at 1 <sup>st</sup> floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Lobby and wait for your turn to be served	1. Manage the queue of the customers	None	-	Guard on Duty
2. Give the water bill and the payment to the cashier/teller.	2.1 Accept, validate water bill and payment. 2.2 Issue the official Receipt	As stated in the water bill	3 Minutes	Customer Service Assistant (Cashier)
<b>TOTAL:</b>		As stated in the water bill	3 Minutes	



## 2.2 Customers without Water Bill

<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/Client of Carmona Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Amount of Water Bill, Account Name/Number		Customer Services Lobby located at 1 <sup>st</sup> floor, CWD 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 Customer Service Lobby and wait for your turn to be served	1. Manage the queue of the customers	None	-	Guard on Duty
2 Proceed to Customer Service Area	2. Provide account name, account number and the amount of water bill	None	2 minutes	Customer Service Assistant
3. Give the water bill and the payment to the cashier/teller.	2.1 Accept, validate water bill and payment. 2.2 Issue the official Receipt	As stated in the water bill	3 Minutes	Customer Service Assistant (Cashier)
<b>TOTAL:</b>		As stated in the water bill	5 Minutes	