

## 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

Office or Division:	Commercial Service	es Division			
Classification: Simple Transaction		1			
Type of Transaction: G2B, G2C, G2G					
Who may avail:	Concessionaire/Cli	ient of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
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	PROCESSING	PERSON	
		PAID	TIME	RESPONSIBLE	
Proceed to Customer Service Lobby and wait for your turn to be served	Manage the queue of the customers	None	-	Guard on Duty	
2. Give the water bill and the payment to the cashier/teller.	<ul><li>2.1 Accept, validate water bill and payment.</li><li>2.2 Issue the official Receipt</li></ul>	As stated in the water bill	3 Minutes	Customer Service Assistant (Cashier)	
TOTAL:		As stated in the water bill	3 Minutes		



## 2.2 Customers without Water Bill

Office or Division:	Commercial Servic	Commercial Services Division				
Classification:	Simple Transaction	Simple Transaction				
Type of Transaction:	G2B, G2C, G2G					
Who may avail:	Concessionaire/Cli	Concessionaire/Client of Carmona Water District				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1. Copy of Amount of Water Bill, Account		Customer Services Lobby located at 1 <sup>st</sup> floor, CWD				
Name/Number		Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON		
CLIENT STEPS	AGENCI ACTIONS	PAID	TIME	RESPONSIBLE		
1. Proceed to Customer	1. Manage the queue			Guard on Duty		
Service Lobby and wait	of the customers	None	-	Odard on Daty		
for your turn to be						
served						
	2. Provide account			Customer		
2 Proceed to Customer	name, account	None	2 minutes	Service		
Service Area	number and the		2 minutes	Assistant		
	amount of water bill			Assistant		
3. Give the water bill and the payment to the cashier/teller.	2.1 Accept, validate		3 Minutes			
	water bill and			Customer		
	payment.	As stated in		Service		
		the water bill		Assistant		
	2.2 Issue the official			(Cashier)		
	Receipt					
TOTAL:		As stated in the water bill	5 Minutes			
		the water bill				