



### 3. Attending to Service Request (Change Ball Valve)

Concessionaire request for change of defective ball valve.

<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)				
3. Maintenance Order Form (1 original)		Engineering and Operations Division located at 2 <sup>nd</sup> floor, CWD Office		
4. Requisition Slip Form (1 original)				
<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			Customer Service Assistant / Administrative Service Aide
2. Assist the inspection team to the site and get a copy of accomplished service request	2.1 Prepare the Service Request Form and forward it to Engineering and Operations Division for inspection	None	4 Minutes	Customer Service Assistant
	2.2 Inspect the ball valve and accomplish the Service Request with list of materials needed. Provide a copy of service request to the	None	15 Minutes	Water Maintenance Team



	concessionaire for payment reference			
3. Proceed to CWD Office to pay for the ball valve and materials needed for the transfer	3.1 Accept payment Issue Official Receipt, mark the SR with Paid	Weighted average cost of ball valve at the time of payment plus 30%	4 minutes	Customer Service Assistant (Cashier)
	3.2 Forward to Engineering Division the SR marked with Paid	None	5 minutes	Customer Service Assistant
	3.3 Prepare Maintenance Order and Requisition Slip form and forward it to Water Maintenance Team	None	5 Minutes	Engineering Assistant
4. Acknowledge Maintenance Order	Note: Change ball valve will be conducted within 4 hours	None	4 hours	Water Maintenance Team
	4. Change ball valve and accomplish the service request and Maintenance Order. Seek for concessionaire's affirmation or acknowledgement for the completed task	None	30 Minutes	Water Maintenance Team
<b>TOTAL:</b>		Weighted average cost of ball valve at the time of payment plus 30%	5 Hours, 8 Minutes	