



4. Attending to Service Request (Change Meter – Outright Payment)

Concessionaire request for change meter due to destroyed / worn-out / defective water meter.

Office or Division:	Commercial Services and Engineering and Operations			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire/Client of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none">• account name• account number• address/location• Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none">• service connection number• meter number		Customer Service Area located at 1 st floor, CWD Office		
2. Service Request Form (1 original)				
3. Customer Satisfaction Survey (1 original)				
4. Maintenance Order Form (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office		
5. Requisition Slip Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and get a copy of accomplished service request Note : if the age of water meter is less than 1 year skip step No. 3	2.1 Prepare Service Request and Customer Survey satisfaction. Forward to Engineering Division	None	4 Minutes	Customer Service Assistant
	2.2 Inspect the change meter request and accomplish the Service Request with list of materials	None	15 Minutes	Water Maintenance Team



	needed. Provide a copy of service request to the concessionaire for payment reference			
3. Proceed to CWD Office for payment of new water meter and present OR to Customer Service Assistant	3.1 Retrieve other 2 copies of accomplished Service Request with list of materials and forward it to Cashier	None	2 Minutes	Customer Service Assistant
	3.2 Issue Official Receipt, indicate Paid in the SR and forward to Customer Service Assistant	Weighted average cost of water meter and materials at the time of payment plus 30%	4 minutes	Customer Service Assistant (Cashier)
	3.3 Forward the SR to Engineering and Operations Division	None	5 Minutes	Customer Service Assistant
	3.4 Prepare Maintenance Order, and Requisition Slip for released of water meter and give it to the Water Maintenance Team	None	5 Minutes	Engineering Assistant
	3.5 Get the new water meter at warehouse; present MO, RS, Customer satisfaction Survey and schedule for installation	None	10 Minutes	Water Maintenance Team
4. Acknowledge receipt of Service Request, Maintenance Order, Customer Survey satisfaction and Meter Receipt	Note: Installation will be conducted 1 day after payment	None	1 day	Water Maintenance Team
	4.1 Install new water meter to concessionaire service connection	None	45 Minutes	Water Maintenance Team
TOTAL:		Weighted average cost of water meter and materials at the time of payment plus 30%	1 day, 1 hour, 35 minutes	

