



5. Attending to Service Request (Change Meter – Installment Basis)

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. Acknowledgement Receipt (1 original)				
5. Maintenance Order Form (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office		
6. 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/ Administrative Service Aide
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			
1.3 Service Request	1.3 Prepare Service Request Forward to Engineering Division	None	4 minutes	Customer Service Assistant
2. Assist the team to the site and get a copy of accomplished service request	Note: temporary meter will be installed within 1 day	None	1 day	Water Maintenance Team
	2.1 Install temporary water meter and accomplish the Service Request with	None	20 Minutes	Water Maintenance Team



	list of materials needed. Provide a copy of service request to the concessionaire (put process for change meter / temporary)			
	2.2 Forward the SR to Commercial Division	None	2 Minutes	Engineering Assistant
	2.3 Accomplish the "Meter Replacement" part of the SR. If the meter is installed one year or less, replacement will be free of charge. If the meter is installed more than 1 year, the replacement will be charged on installment basis. Note: Skip No. 2.4 for change meter without payment	None	5 Minutes	Customer Service Assistant
	2.4 Prepare the Acknowledgment receipt form and Customer Satisfaction Survey for meter replacement with installment basis.	None	10 Minutes	Customer Service Assistant
	2.5 Approve and sign the SR and Acknowledgement Receipt Note : SR only if change meter without payment	None	5 Minutes	Commercial Division Head
	2.6 Prepare Maintenance Order, Requisition Slip and give it to the Warehouse for	None	10 Minutes	Engineering Assistant

	encoding			
	2.7 Encode Maintenance Order, Requisition Slip, Acknowledgment Receipt (if applicable) and Customer Satisfaction Survey. Forward to Calibration Team for sorting of old water meters	None	10 Minutes	Warehouse
	2.8 Sort the old water meter and schedule the return of old meters. Note: The replaced temporary meter will be the new water meter	None	10 Minutes	Water Maintenance Team (Calibration Team)
3. Acknowledge Maintenance Order, Acknowledgment Receipt, Customer Survey Satisfaction and Meter Receipt	3 Provide a copy of Acknowledgement receipt (if applicable) and return the old meter to the concessionaire	Based on the agreement in the Acknowledgement Receipt	10 Minutes	Water Maintenance Team
TOTAL:		Based on the agreement in the Acknowledgement Receipt	1 Day ,1 Hour, 31 Minutes	