

6. Attending to Service Request (Re-reading of Consumption)

Concessionaire requests for Rereading of water consumption.

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	2.3 Provide a copy of accomplished Service Request			
	2.4 Report back to Division Head and compare the previous reading vs. the current reading	None	5 Minutes	Meter Reader / Bill Server
3. Acknowledge receipt of Service Request	3.1 If wrong reading, prepare necessary Billing Adjustment Memo	None	10 minutes	Commercial Division Head
TOTAL:		None	1 hour, 24 minutes	