

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

Concessionaire requests for Rereading of water consumption.

Office or Division:	Commercial Services			
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. Meter Reading Form (1 original)		Commercial Services Division (Use by the Meter Reader) located at 1 st floor, CWD Office		
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.	2.1. Prepare the Service Request Form and forward it to Meter Reader / Bill Server for inspection	None	4 Minutes	Customer Service Assistant
	2.2 Inspect the water meter and read the current water consumption	None	1 Hour	Meter Reader / Bill Server



	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	