



## 7. Attending to Service Request (Repair Leak/s)

Concessionaire request for repair leak/s.

<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, 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 to Engineering and Operations Division	None	4 Minutes	Customer Service Assistant
	2.2 Acknowledge the Service Request and inform Water Maintenance Team	None	5 Minutes	Engineering Assistant
	2.3 Site inspection and fill-out the Service Request with the list of materials	None	30 minutes	Water Maintenance Team
	2.4 For defective meter,	None	-	-



	<p>please proceed to the following:</p> <p>Note:</p> <p>For Change Meter - Outright Payment, proceed to Frontline Service No. 4;</p> <p>For Change Meter - Installment Basis, proceed to Frontline Service No. 5.</p> <p>For defective ball valve, please proceed to Frontline Service No. 3 - Change Ball valve procedure</p>			
	2.4 Prepare Maintenance Order and Requisition Slip Form for the release of materials	None	10 Minutes	Engineering Assistant
	2.5 Release materials based on the MO/RS Form	None	10 Minutes	Storekeeper
3. Acknowledge receipt of Service Request and Maintenance Order after the repair	<p>Note: Leak repair will be conducted 1 day after inspection</p> <p>3. Perform leak repair and provide a copy of accomplished Service Request Form to the concessionaire</p>	None	1 Day	Water Maintenance Team
<b>TOTAL:</b>		None	1 day, 1 hour, 4 mins	