



8. Attending to Service Request (Test Water Meter for High / Low Consumption)

Concessionaire request for testing of water meter because of high / low consumption.

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)				
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 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 acknowledge the Service Request	2.1 Prepare the Service Request Form and forward it to Engineering and Operations Division	None	4 minutes	Customer Service Assistant
	2.2 Acknowledge the Service Request and inform the Water Maintenance Team	None	5 Minutes	Engineering Assistant
	Note: Pull-out of water meter will be conducted 1 day after	None	1 day	Water Maintenance Team



	the request			
	2.3 Pull-out Water Meter for testing and seek for concessionaire's affirmation on the SR	None	10 Minutes	Water Maintenance Team
	2.4 Install temporary water meter for continuous service	None	10 Minutes	Water Maintenance Team
	2.5 Testing of Water Meter; if passed, schedule the return the old water meter; if failed proceed to change meter procedure Note: For Outright Payment, proceed to Frontline Service No. 4; For Installment Basis, proceed to Frontline Service No. 5.	None	1 Day	Water Maintenance Team
3. Acknowledge receipt of Service Request for the return of old meter	3.1 Pull-out the temporary meter and return the old water meter.	None	45 Minutes	Water Maintenance Team
	3.2 Provide a copy of accomplished Service Request to the concessionaire.	None	5 Minutes	Water Maintenance Team
TOTAL:		None	2 days, 1 hour, 24 mins	