



9. Attending to Service Request (Transfer of Water Meter)

Concessionaire request for transfer of water meter / service connection).

Office or Division:	Commercial Services and Engineering and Operations			
Classification:	Complex 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. Inspection Slip Form (1 original)				
4. Maintenance Order Form (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office		
5. 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
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	2.1 Prepare the Service Request Form and Inspection slip and transfer to Engineering and Operations Division for Inspection	None	6 Minutes	Customer Service Assistant
	Note: Inspection will be conducted the following day	None	1 Day	Water Maintenance Team
	2.2 Site inspection and fill-out the	None	15 Minutes	Water Maintenance



	inspection slip with the list of materials			Team
	2.3 Inform the concessionaire with the result of inspection and materials to be used and forward the SR and Inspection Slip to Engineering Assistant for recording	None	5 Minutes	Water Maintenance Team
	2.4 Forward the SR and Inspection Slip to Commercial Division	None	10 minutes	Engineering Assistant
3. Proceed to CWD Office for payment of materials needed for transfer	3.1 Issue Official Receipt, indicate Paid to SR/Inspection	Weighted average cost of materials plus 30%	4 minutes	Customer Service Assistant (Cashier)
	3.2 Forward SR/Inspection Slip to Engineering and Operations Division	None	5 minutes	Customer Service Assistant
	3.3 Prepare Maintenance Order and Requisition Slip for the release of materials and transfer to Water Maintenance Team	None	5 minutes	Engineering Assistant
4. Acknowledge receipt of Service Request and Maintenance Order	Note: Transfer of water meter will be conducted 2 days after the payment	None	2 days	Water Maintenance Man
	4.1 Transfer water meter to designated location	None	2 Hours	Water Maintenance Man
	4.2 Provide accomplished Service Request to the concessionaire	None	10 Minutes	Water Maintenance Man
TOTAL:		Weighted average cost of materials at the time of payment plus 30%	3 days, 3 hours, 5 minutes	

