

BALAMBAN WATER DISTRICT OPERATION AND MAINTENANCE MANUAL

This **BALAMBAN WATER DISTRICT OPERATION AND MAINTENANCE MANUAL** prepared for the use of General Manager, Division Managers, operators, technical staff to establish standard operating practices and procedures. This manual made to provide all members with the essential information necessary to fulfill the duties of their positions, and to provide a standard text whereby the DISTRICT officers can:

- a. Enforce standard pumping and Water Supply procedures authorized as a basis of operation for the District.
- b. Align the DISTRICT pumping and water supply procedures to standards as adopted by LWUA and other concern Government Agency.
- c. Maintain a high degree of proficiency, both personally and among their subordinates.

Its purpose is to introduce the institutional models available and the legal requirements that apply to the Balamban Water District water supply; the operational and maintenance principles and issues relating to water supply; and the management principles and good practices that must be adopted in order to attain viability and sustainability in the District water supply. Hopefully, this Manual will facilitate the work of the professional managers and staff engaged in running the Water District by putting in their hands a ready resource reference for their everyday use. This will be an aid in understanding the institutional, operational, financial, and management issues involved, and thus enable the District to participate more effectively in advancing the objectives of the water sector.

Overall, the management and staff of the District who cooperated in making these Manuals possible hope that they understand better the nature of the water supply, its responsibilities to the stakeholders, and the role of the Balamban Water District and regulatory bodies that seek to help them operate sustainably while protecting the consumers.

This BALAMBAN WATER DISTRICT WATER SUPPLY OPERATION AND MAINTENANCE MANUAL serve as a general reference and guide. As this refer to the information, recommendations, and guidelines, management and staff are urged to consider this always in relation to the specific requirements, adapting and applying this within the context of the actual water supply situation.

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I. FOREWORDS

The Municipality of Balamban is located approximately sixty four (64) kilometers northwest of Cebu City. It is bounded in the south by the city of Toledo; in the north by the Municipality of Asturias; in the east by the Cities of Cebu and Mandaue; and in the west by Tanon Strait. Its geographic coordinates are 10° 24' to 10° 33' N latitude; and 123° 40' to 123° 53' E longitude.

Balamban has a land area of 33,700 hectares divided into 28 barangays including the Poblacion.

Balamban is a densely forested area except for a very small portion of land lying along the coastline. Long before the Spanish colonization, there was already a settlement which was first known as "Kagma", meaning dry land or dry plains.

The town derived its name from a native term "balang-balang" which refers to the linked arms of natives formed as improvised seat to carry/ferry the Spaniards in crossing the river. The name "balang-balang" was shortened to "bang-bang" and for unknown reasons the bang-bang was changed to balang-balang when eventually became "BALAMBAN".

There are no definite records as to when balamban first became a town. Its official records were destroyed during WWII. But sometime before 1798, Balamban was already an organized unit with a Spaniard Capitan as its first Administrator.

The town proper or Poblacion is composed of barangays Aliwanay, Baliwagan and Sta. Cruz-Sto. Niño with a combined land area of 1.93 square kilometers or 193 hectares. The rural area consists of 25 barangays with an aggregate area of 335.07 square kilometers or 33, 507 hectares, representing 99.43% of the total land area.

The land form or terrain of Balamban is characterized by flat lands, scraggly hills, small mountain ranges and deep narrow passages between mountain and hills. The Poblacion is relatively flat with an elevation of less than 3.0 meters above sea level. The highest known elevation is situated in the southwestern section of municipality which is about 908 meters or 2,978.24 feet. Settlements are found along the flat lands particularly in the Poblacion where there is accessibility to transportation. The populated barangays are Arpili, buanoy and Pondol.

The Town's land use classification, Agricultural is 3,423.67 hectares, Built-up Areas a) Urban areas 5,328.23 hectares and b) Rural 191.48 hectares. Watershed/ Forestry is 7,792.22 hectares, the Protected Landscape a) Central Cebu Protected Landscape is 5,147.02, b) Grasslands & severely Eroded is 8,051.56 and the Agro-Forestry is 3,764.82

There are two (2) distinct types of weather prevailing in the Municipality, the wet and dry seasons. The wet season starts in May to December while the rest of the year is dry with occasional thunderstorms and rain widely dispersed around the area. Annual precipitation averages to 72.10 while the average annual temperature throughout the year fluctuates around 31 degrees Celsius. The months of March and April register the highest temperature while the months of December to February the lowest.

Balamban is classified as a FIRST CLASS MUNICIPALITY. The town is divided into 28 barangays, nine (9) of which are coastal areas while the other nineteen (19) are completely landlocked.

The coastal barangays are Arpili, Sta. Cruz – Sto. Niño, Buanoy, Baliwagan, Abucayan, Cantu-od, Pondol, Nangka and Aliwanay

The Landlocked barangays are Bayong, Hingatmonan, Biasong, Lamesa, Cabagdalan, Liki, Cabasiangan, Luca, Cambuhawe, Magsaysay, Cantibas, Matun-og, Cansomoroy, Prenza, Duangan, Singsing, Gaas, Vito and Ginatilan.

Balamban registered a total population of 71,237 as of 2010 Census of Population and Housing. This is a 7.51% increase from the previous 2007 population. Balamban has a total household population of 16,108 with an average household size of 4.48.

The Major Agricultural products are rice, corn and banana. The Industries are Ship Building, Ship Repair and Industrial Gas Production at Buanoy, Balamban , Fabrication – Aluminum Vessel at Arpili, Balamban. The total commercial Land Use of the Municipality is estimated to 129.50 has and the total Industrial Area used is estimated at 174 has.

The No. of Banks presents in the Municipality are Commercial Banks (4), Rural Bank (1), there are also 13 Cooperatives run in the Municipality and nine (9) Pawnshops.

The Tourist Spots are Gaas Eco-Adventure Park, K-33 Green Adventure, West 35 Eco-Adventure Park, JVR Island in the Sky Resort at Gaas, Balamban, Costa Roca Resort at Pondol, Balamban, Wild Wild West at Baliwagan, Balamban, Cambuhawe Spring Resort at Cambuhawe and Mt. Manunggal Camping Area at Magsaysay.

Accommodation Facilities presents such as Lodging Houses/Apartelle, Apartments, Hotel and Pension Houses.

II. COMPANY'S PROFILE

The Municipality of Balamban is a fast growing Municipality in terms of economic growth, through the years, Balamban has developed from 5th class to a 1st class municipality. Nowadays the Municipality of Balamban called a "SHIPBUILDING CAPITAL" in the country.

BALAMBAN WATER DISTRICT, is a government owned and controlled corporation created and existing pursuant to Presidential Decree No. 198, as amended, otherwise known as the Provincial Water Utilities Act of 1973. It was issued a Conditional Certificate of Conformance (CCC) No. 622 on October 16, 2008 by the Local Water Utilities Administration (LWUA), thus its birth, its office address is at Poblacion, Balamban, Cebu. BWD belongs to Category C of water districts.

In the year before October 16, 2008, the existing water supply system throughout the Municipality of Balamban is a conglomeration of RWSA's, BWSA's and a Multi-purpose Cooperative serving individual barangay's and/or sitios/ puroks. Water sources comprise of an open system of springs and deep wells with no water treatment applications to ensure potability and safety.

Storage and transmission facilities are maintained separately and individually by each of the water providers in their respective barangay's.

During this time the Poblacion areas was managed by the Balamban Rural Waterworks and Sanitation Association (BRWASA) which links five (5) barangays namely: Baliwagan, Aliwanay, Sta. Cruz/Sto. Nino, Cambuhawe, Prenza and Canto-ud. The Barangay Pondol managed by Pondol Rural Waterworks and Sanitation Association (PRWASA), Barangay Buanoy managed by Buanoy Rural Waterworks and Sanitation Association (BRAWASA), Barangay Abucayan managed by the Abucayan Multi-purpose Cooperatives, Barangay Sing-Sing managed by Sing-Sing Multi-purpose Cooperatives, Barangay Biasong managed by Biasong Rural Waterworks and Sanitation Association, Barangay Hingatmunan managed by Hingatmunan Rural Waterworks and Sanitation Association and the rest of the barangays was manage and run by the barangay's itself.

Before the different associations and cooperatives merge to Balamban Water District (BWD), they already generate a total number of concessionaire ranging to about 5,301 with different water rates. The total rated capacity of all existing sources of different water provider reaches to 52 liter per second which is still not enough to the populace of Balamban, because within this time the economic growth of the town was booming.

In the desire of the Local Government Unit (LGU) to uplift the socio-economic condition of the people living within the Municipality of Balamban, the latter made and initiates a study on how to upgrade the water supply system in Balamban and to meet the increasing demand of water, since, the Municipality is a Past-Growing Municipality as far as economy is concern.

It was in this year 2008 that then, Municipal Mayor, Alex S. Bingham, envisioned to create a water district in the municipality to provide safe, potable drinking water to the populace and to address the unending needs of the various water associations who were asking financial assistance from the Local Government Unit for the rehabilitation of their pipelines, motor pumps, among others.

By virtue of SB Resolution Number 165-208, the Sanggunian, authorize Mayor Alex S. Bingham to:

1. Officially request the assistance of the Local Water Utilities Administration (LWUA) in the creation of a viable Water District in the Municipality;
2. Appoint himself and/or another competent person and/or committee and/or Consultant who shall directly coordinate with the LWUA and assist in the preparation of the requirements including studies and pertinent documents;
3. Conduct other related activities related to the creation of the said Water District including the coordination with technical experts and attendance in technical and financial meetings;
4. Conduct all lawful and legal actions necessary leading towards the establishment of the Water District and;
5. Submit to the Sangguniang Bayan, for review and approval prior to its implementation, the results of the technical and financial studies and the final recommendation for the implementation of the District.

Thus, series of public hearings were conducted by LWUA's representative and the present Management Advisor of the Balamban Water District, Engr. Emma Eda B. Censon with the assistance of SB Secretary Rufo A. Hayag. Honorable Alex S. Binghay was also present during the public hearings and explained to the attending public the advantages of creating a water district. Public hearings were conducted on the following date and areas, to wit:

1. August 22, 2008
 - Mayor Exasperanza S. Binghay Memorial Cultural Center
 - Attendees were the members of the Balamban Rural Waterworks & Sanitation Association
2. September 14, 2008
 - Buanoy Sports Complex
 - Attendees were the members of the Buanoy Rural Waterworks & Sanitation Association and Arpili Rural Waterworks & Sanitation Association.
3. September 21, 2008 - morning
 - Mayor Exasperanza S. Binghay Memorial Cultural Center
 - Attendees were the members of the water associations from the following areas:
 - Hingatmonan
 - Nangka
 - Immaculada
 - Combado
 - Sing -sing
 - Biasong
 - Cantibas
4. September 21, 2008 - afternoon

- Pondol Sports Complex
- Attendees were the members of the Pondol Rural Waterworks & Sanitation Association and Abucayan Multi Purpose Cooperative.

5. October 25, 2008

- Barangay Biasong chapel
- Attendees were the members of the Biasong Water Association.

After the conduct of public hearings and the sharing of views and opinions during the activity, an overwhelming positive response from the populace was gained. All the minutes of the public hearing were presented to the Sanggunian for review and approval.

The Sanggunian then approved the creation of a unified District upon seeing the positive response of the constituents. Documents relative to the formation of the District were then prepared for submission to the Local Water Utilities Administration (LWUA).

On October 10, 2008, the Organizational Meeting of the new set of Board of Directors, was conducted. Honorable Alex S. Bingham presented to the LWUA representative, Engr. Emma Eda B. Censon, the members of the Board and their respective sectors represented, to wit:

MA. BELEN E. ALCOSEBA, ICM	-	Women's Sector
RIZALINA P. GIMENA	-	Education Sector
BERNABE KARLO O. GONZALEZ III	-	Professional Sector
MARIA LIGAYA S. HAYAG	-	Civic – Oriented Sector
CELESTINO D. SYBICO III	-	Business Sector

The members of the Board have elected among themselves the chairman, vice - chairman, secretary, treasurer and member. Thus, the set of officers were as follows:

BERNABE KARLO O. GONZALEZ III	-	Chairman
MA. BELEN E. ALCOSEBA, ICM	-	Vice – Chairperson
MARIA LIGAYA S. HAYAG	-	Secretary
RIZALINA P. GIMENA	-	Treasurer
CELESTINO D. SYBICO III	-	Member

On October 16, 2008, the Local Water Utilities Administration (LWUA) issued a Conditional Certificate of Conformance (CCC Number 622) to the Balamban Water District, thus its birth.

III. BWD VISION

BWD envisions itself to become an innovative and a financially viable entity that provides safe, potable and affordable water and efficient sewerage system for the people of Balamban, Cebu.

IV. BWD MISSION

We are committed to carryout assessment, exploration and education towards development, preservation, ecological and sustainable water resources, accountable to uphold healthy practices in protecting and stabilizing Mother Earth.

Our competence to give good services must be improved by creating and managing public services and in advanced, creative, safe, and worthwhile means and adapting to international standards.

We shall function and keep our facilities in a prime way, creating excellence a vital feature of our accomplishment.

It is then necessary to nurture a very motivated, empowered and self-oriented workforce, with a fervent spirit of teamwork, partnership, compassion, love and deal with profound professionalism and determinedly geared on productivity, efficiency and smooth working relationship with the staff, management and consumers.

The workforce shall be encouraged and stimulated by a competent management team committed for the common good of BWD.

This mission shall be along with judicious financial management with its prime objective which is to render better services to the people of Balamban.

V. Performance Pledge

We, the officials and employees of Balamban Water District, Commit to:

Be vigilant and bold enough in monitoring, inspecting, apprehensions and prosecution of violators, perpetrators and pilferers in accordance with the District's rules and regulations, policies, practices, the Provincial Water Utilities Act 1973, Water Crisis Act of 1955, Water Code and other laws governing utilities.

Always communicate formally to all registered customers any information and changes of the District's operational policies and practices and thereafter shall be made effective and enforceable after thirty (30) days from dissemination thereof.

Lessen any failures in every activity causing long service interruptions that would deprive concessionaire's right to water supply.

Achieve our goal to serve you the best

Maximum level of service quality and customer satisfaction.

Be of service under strict compliance to achieve our performance standards and targets.

Accept and welcome every concessionaire's comments, suggestions, including those with special needs such As the differently-abled, pregnant women, and Senior citizens, and;

Noble enough by preserving humility and integrity at all times

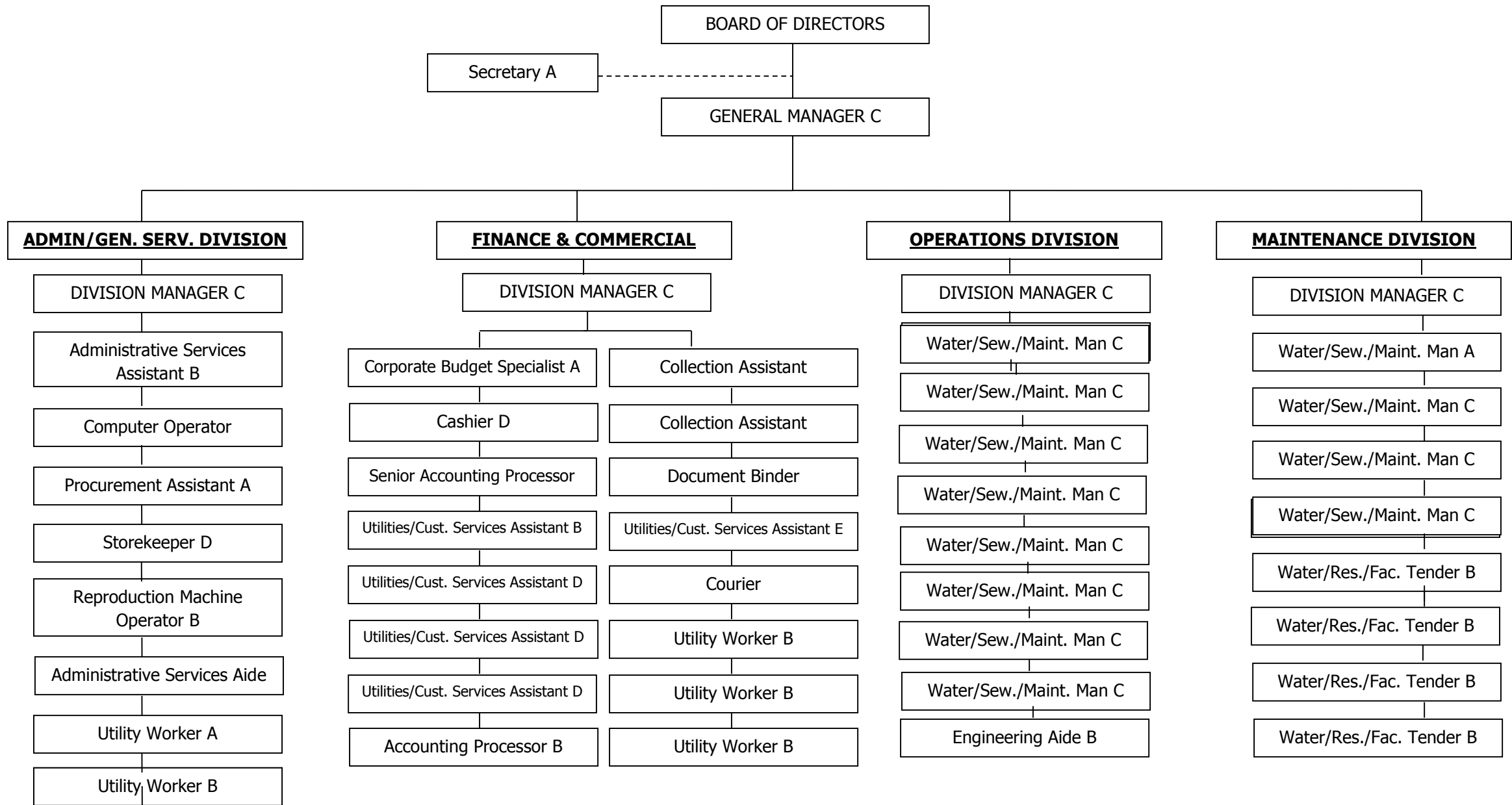
Work with minimum supervision and continue with our stature as water provider in the Area and,

Diligence and care the conveying of a safe, adequate, reliable and economically viable water supply service, and at 100% service coverage possible.

VI. BWD ORGANIZATIONAL STRUCTURE

The Plantilla of Personnel of Balamban Water District was submitted to the Civil Service Commission and DBM on March 3, 2012, using the LWD-Macro as guide in formulating the position of personnel that will fit to a Category C Water District. It was then on June 12, 2013 was approved and released. Right after the approval of the structure the Balamban Water District started to fill-up the new position, wherein the incumbent personnel given the priority for the vacant position.

FIGURE I – ORGANIZATIONAL STRUCTURE



BWD BOARD OF DIRECTORS AS OF 2015



Bernabe Karlo O. Gonzalez III
Chairman of the Board
Business Sector



Epifanio Milan
V-Chairman of the Board
Professional Sector



Maria Ligaya S. Hayag
Board Secretary
Civic Sector



Rizzalina P. Gemina
Board Member
Education Sector



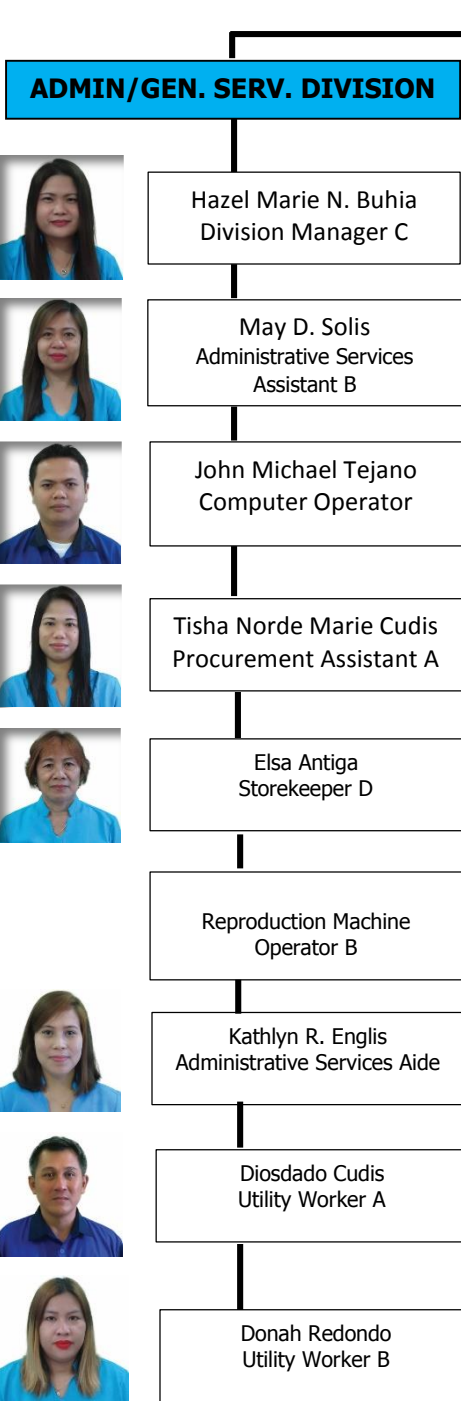
Juanita Englis
Board Member
Women Sector



Mimi Pilapil
Board Secretary



Engr. Dante B. Navarro
GENERAL MANAGER C



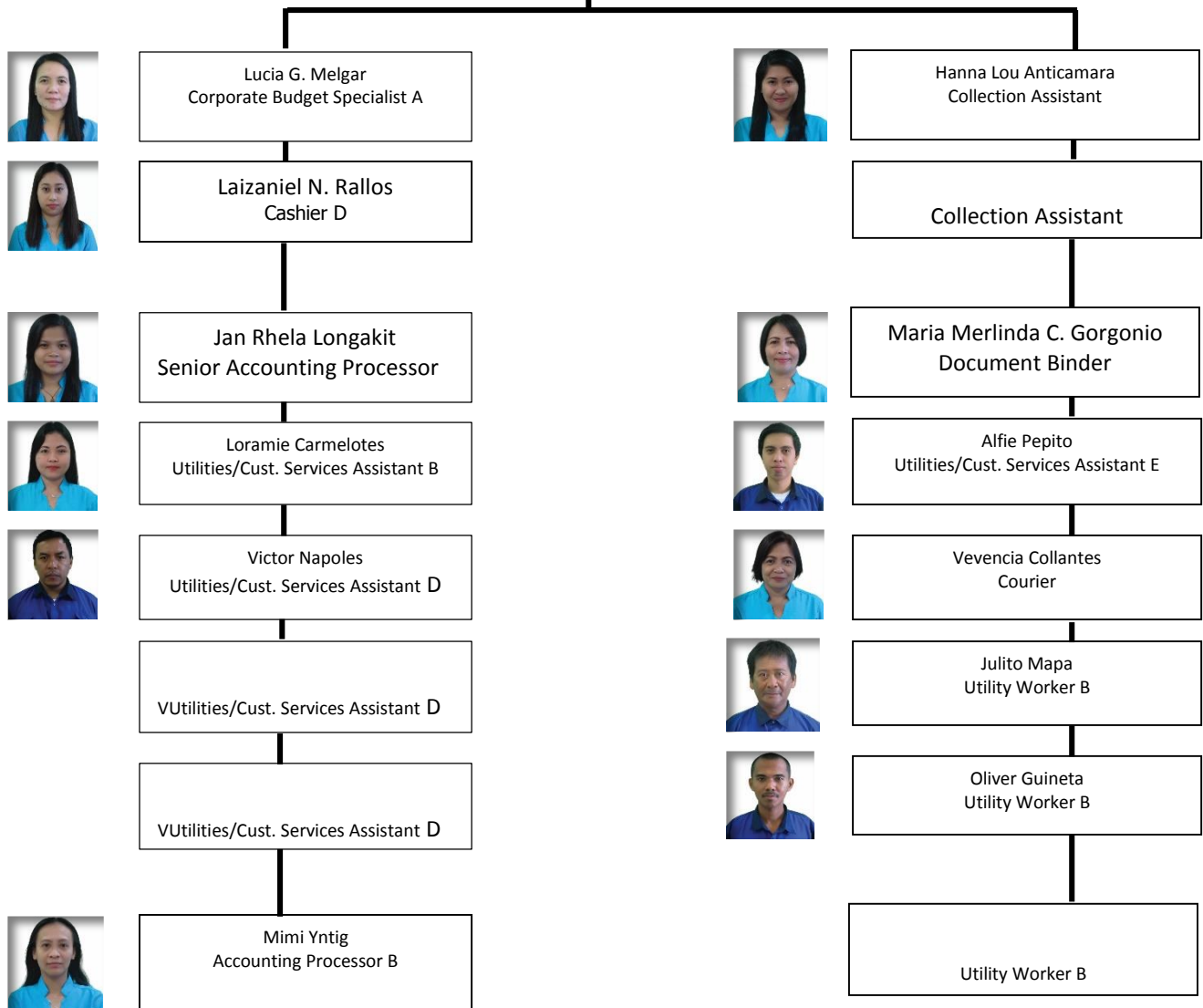


Engr. Dante B. Navarro
GENERAL MANAGER C

**FINANCE & COMMERCIAL
DIVISION**

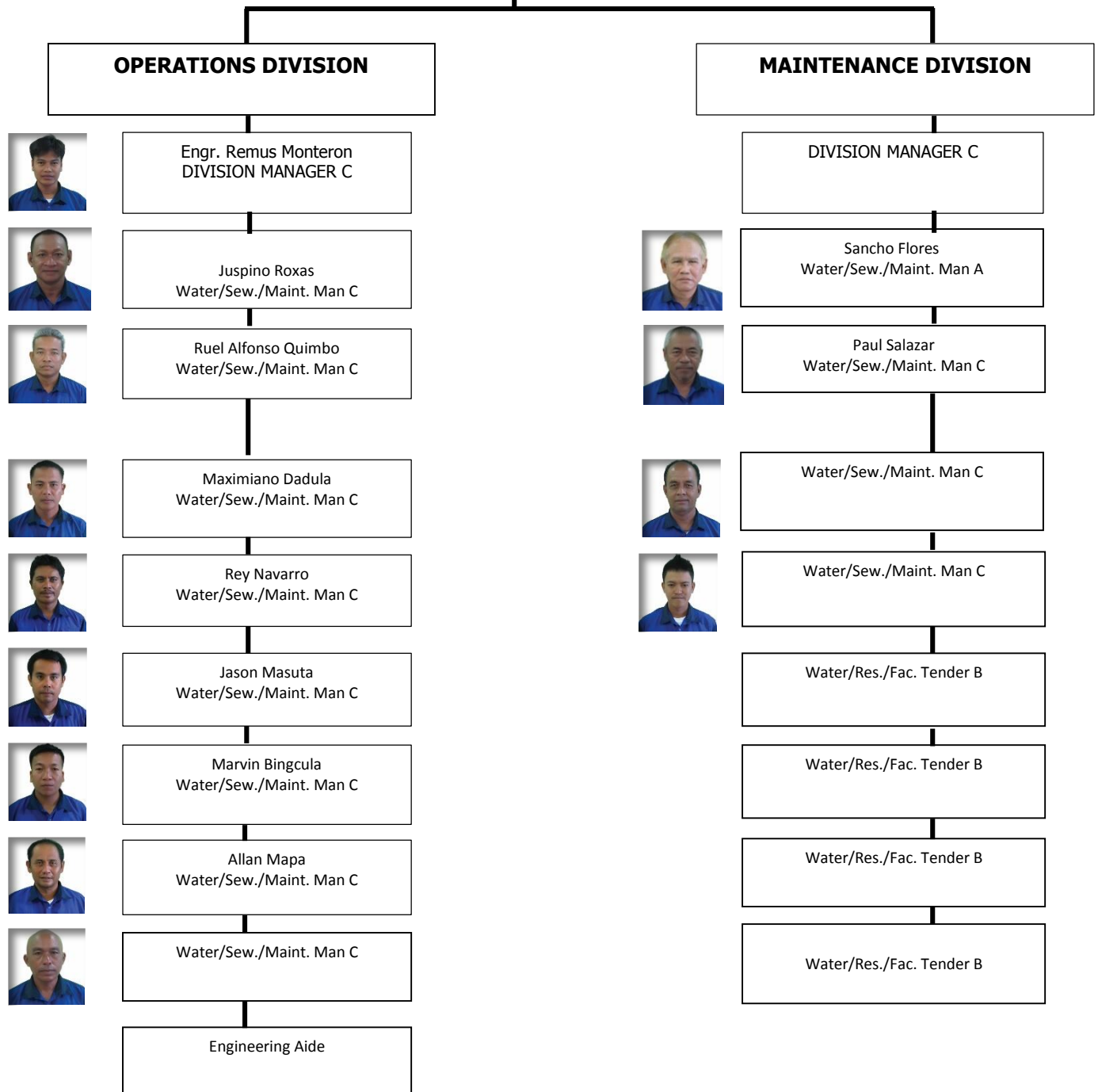


Isidro Inumerables
DIVISION MANAGER C





Engr. Dante B. Navarro
GENERAL MANAGER C



VII. GENERAL RESPONSIBILITIES OF THE RESPECTIVE OFFICES/DEPARTMENTS

A. The Board of Directors

Board of Directors is the policy setting and legislative body of the WD. Ensures the availability of adequate financial resources and approves annual budget.

Secretary A

1. Ensure that accurate minutes of meetings are taken and approved and are made available to all members of the Board requesting for a review of the past minutes.
2. Ensures that official records are maintained of members of the organization and Board and ensure that these records are available when required for reports and other important matters.
3. Ensures that proper notification is given of directors' meetings. Manages the general correspondence of the Board of Directors except for such correspondence assigned to others.
4. Responsible in the preparation of all official travels of the members of the Board and
5. Performs such other functions as maybe assigned from time to time.

B. Office of the General Manager

The General Manager

1. Prepares basic plans to carry out policies in achieving utility objectives. Directs and controls utilities toward that end.
2. Directs the basic efforts of all departments, divisions and offices towards achieving utility goals and objectives within established policies.
3. Prepares agenda for meetings of the Board of Directors, keeps the Board informed as to Utility status; responds to formally presented inquiries of the Board.
4. Propose policies, rules, regulations and budgets for Board action.
5. Carries out Board policies.

Most of these functions he fulfills not directly but through the management team and the operating staff. As such, leadership, decision-making, communication, staff development, and problem solving are the focus of his day-to-day activities. Being in charge of the day-to-day operations, it is the manager's responsibility to ensure the success and sustainability of the Water District.

While the Board may not interfere in the way the manager runs day-to-day operations, the manager must answer to the Board for results.

C. Office of the Admin/General Services

Regardless of the service level of the District, the most important factor for its success is the quality of the people who manage and operate it. They need, however, to work within a clear, supportive administrative system that channels their capabilities and enables them to fulfill their unique functions within the organization.

1. The Division Manager

- a. Supervise the implementation of the office administration/operational procedures, and personnel rules and regulations.
- b. Establish plans and programs in improving performance and working conditions of staff and must see to it that the goals and objectives are consistent with the agency's organizational and functional activities.
- c. Monitors administrative general routine procedures.
- d. Maintain personnel files and other relevant records.
- e. Reviews and ensure compliance corporate's administrative directives.

2. The Administrative Services Assistant B

- a. Under immediate supervision, assists in planning and coordinating day-to-day operations, functions, and services. Directs coordinates and reviews assigned activities including assigned administrative support and technical areas.
- b. Performs a wide variety of responsible secretarial, administrative and clerical duties for management staff and other staff as assigned. Assists the department head in administrative work including answering and investigating complaints and providing assistance in resolving operational and administrative problems.
- c. Serves as a primary contact for the assigned department and as a liason officer to the general public, outside agencies and organizations.
- d. .Initiates, organize and maintain the assigned department filing systems and records, which may include highly sensitive files, establishes, makes entries and maintains assigned files.
- e. Encodes, word processes, and proofread a wide variety of reports, letters, memoranda and correspondence; encodes rough drafts, verbal instructions, or independently composes correspondence and reports related to assigned area of responsibility.
- f. Performs such other functions as maybe assigned from time to time.

3. The COMPUTER OPERATOR

- a. Enter commands, using computer terminal and activate controls on computer and peripheral equipment to integrate and operate equipment.
- b. Monitor the system for equipment failure or errors in performance.
- c. Notify supervisor or computer maintenance technicians of equipment malfunctions.
- d. Respond to program error messages by finding and correcting problems or terminating the program.
- e. Operate spreadsheet programs and other types of software to load and manipulate data to produce reports.
- f. Retrieve, separate and sort program output as needed, and send data to specified users.
- g. Oversee the operation of computer hardware systems, including coordinating and scheduling the use of computer terminals and networks to ensure sufficient use.
- h. Performs routine maintenance on computer hardware equipment and updates appropriate records; cleans system following appropriate maintenance schedules and procedures.
- i. Record information such as computer operating time, problems that occurred and actions taken.
- j. Perform such other task that the management may require from time to time.

4. The PROCUREMENT ASSISTANT A

- a. Assists with preparing formal bid documents for items and services for the purpose of ensuring that material are in compliance with all procurement regulations.
- b. Informs other staff regarding procedural requirements for the purpose of facilitating the purchasing process with established practices.
- c. Maintains purchasing documents, files and records for the purpose of ensuring the availability of documentation and compliance with established policies and regulatory guidelines.
- d. Processes requisitions into approved purchase orders for the purpose of updating and distributing information and acquiring resources in compliance with established guidelines.
- e. Review documents and data for the purpose of ensuring completeness and accuracy of purchasing process.

f. Performs other tasks assigned by the management from time to time.

5. The STOREKEEPER D

a. Receives, stores and issues supplies and equipment and compiles records of supply transactions.

b. Verifies that supplies received are listed on requisitions and invoices.

c. Stores supplies and equipment in storerooms.

d. Inventories supplies and equipment every month and consolidate the same yearly.

e. Performs others tasks assigned by the management from time to time.

6. The REPRODUCTION MACHINE OPERATOR B

a. Loads and sets machines for required production.

b. Cleans and oils machines and makes minor repairs.

c. Contacts requesters, as needed, to determine best methods for producing needed copies.

d. Prepares reports of the condition of the machines used and maintains files for such reports for ready reference.

e. Performs such other functions as maybe assigned from time to time.

7. The ADMINISTRATIVE SERVICES AIDE

a. Operates and maintains simple reproduction machines such as photocopying machines.

b. Collects and delivers inter and intra office communications.

c. Simple filing of office documents.

d. Performs others tasks assigned by the management from time to time.

8. By the Entire Water District's Personnel

a. Take responsibility for knowing the District's Mission and Vision, basic policies, operational procedures, history and organization; the value of its function of supplying safe, potable water to the community; and the community's responsibilities in ensuring that the District is both viable and sustainable;

b. Conducting themselves properly at all times, by acquiring the good habits of being respectful, accommodating of complaints and suggestions, being on time for appointments and keeping schedules, and observing respectable grooming practices and decent attire;

c. Maintaining clean, orderly office premises, and when doing field work observing respect for public and private property and seeing to it that work areas are left clean after a job is done.

D. Office of the Commercial and Finance Division

1. Commercial Operations

Commercial Operations pertain to the systems and procedures in dealing with customers and their bills. These systems and procedures touch on the following aspects of the water District:

1. Service Connection Applications
2. Customer Classification
3. Billing and Collection
4. Customer Complaints
5. Dealing with Delinquent Accounts
6. Management Reports
7. Improving Collection Efficiency

A. The Division Manager

1. Supervise employees in the Commercial and Finance Division.
2. Establish section and office goals and objectives. Assists in establishment of practices & procedures. Establish section performance standards. Prepares comprehensive reports.
3. Directs the operation of determining the meter reading & billing of customers.
4. Determines and supervises activities addressing the customer service requirements for water installations.
5. Maintain customer records and implements the office performance standards and policies on water connections and installation.
6. Supervises the accurate and up-to-date maintenance of customer records; enforces utility rules and regulations, reconciles billings and receipts.
7. Reviews and ensure compliance with corporate's directives.

B. The Utilities/Customer Services Assistant

1. New water service application accurately process within 5 working days upon receipt of applications
2. Meter reading accurately encoded on one working day after submission of meter reading
3. Printing of bill day after the entry of meter reading
4. Printing of Disconnection list and notices of each zones in corresponding dates of disconnection.

5. Accurately submitted to accounting office every 5th day of succeeding month.
6. Assist complaints satisfactorily acted upon within 5 working days upon receipt.
7. Prepare water service connection accurately disconnection within 1 day upon receipt of disconnection request.
8. Transfer of Tapping, timely and accurately processed within 2 days.
9. All change of account names request accurately entertain after payment and approval of the Division Manager and the GM.
10. Posting of discount after the approval of the Division Manager and General Manager.
11. Submitted accurate report to accounting office every end of succeeding month.
12. Posted accurately billing to the program every end of the month.
13. Conduct Orientation Seminars for all new applicants for New water service Connection
14. PROCESS FRONTLINE SERVICES:
Service Request, Reconnection, New Service Connection Application, Voluntary Disconnection, transfer of Meter, Señor Citizen Discount, Change of Account name etc.)

C. The Meter Reader

1. Meter reading of Assigned Area/Zone
2. Bill tending of Assigned Area/Zone
3. Send Disconnection Notice to assigned Area/Zone
4. Prepare Field Report (if there is any concerns found during field works)
5. Assist PACD in all its transactions whenever there is no field works, especially during collections due dates.

2. Financial Operation

The financial aspects of BWD, especially those elements that play an important role in the effective management and to a large extent determine its viability and sustainability. These key financial elements include the tariff-setting considerations and methodologies, and the financial management and control system, including the reporting requirements.

A. Three Main Financial Features

1. Budget Preparation
2. Tariff Setting Methodologies
3. Financial Systems and Controls.

B. General Accounting and Financial Management

B.1. CORPORATE BUDGET SPECIALIST-B

1. Prepared BUS accurately for payables forwarded daily after receipt of complete supporting documents.
2. All DV'S forwarded daily by the in-charge are reviewed and forwarded to the cashier within the day
3. All JEVs reviewed and posted monthly on or before the 15th day of the ensuing month.
4. Financial transaction posted accurately to the corresponding book of accounts on or before the 15th day of ensuing month.
5. Prepared the current year budget accurately and have it approved by the agency BODs and to be submitted to DBM not later than December 31 of the succeeding year.
6. Financial reports prepared accurately and will be available on or before the 25th day of the following month.
7. ROSA prepared accurately and submitted to the commission on Audit (COA) every 15th day after the end of the quarter.
8. Facilitate submission of accurate Government Project Quarterly report to the Commission on Audit (COA) every 15th day after the end of the quarter
9. Prepared accurately and submit pre-closing and post-closing trial balance and annual financial reports to COA on or before January 25th of the following year.
10. Prepare other reports required by COA from time to time and submit within deadline.

11. Facilitates implementation of COA audit recommendations within deadline.
12. Facilitates BIR registration of books not later than Dec 31.
13. Facilitates submission Used Official Receipts to BIR not later than January 15 of the following year.
14. Prepare accurately Monthly Data Sheet and Submitted to LWUA not later than end of the following month.

B.2. Cashier D

1. Preparation of Daily Cash Position Report, reviewed and reconciled with the cashbook balance on a daily basis.
2. All checks disbursements are being recorded accurately on the cashbook after receipt of the disbursement voucher and all cash collection are also recorded accurately after cash count and checking of each teller collection on a daily basis.
3. All collection of the previous day and to date is deposited to the bank and is accurately check if the amount deposited corresponds with the daily cash collections reports and endorsement logbooks, accurately reconciled the cash book balance with the bankbook balance on daily basis.
4. Prepare type-written checks correctly within 1-3 minutes after receipt and checking of the disbursement voucher for any lacking signatures.

B.3. The Accounting Processor A

1. Prepare bank reconciliation reports for the ff: Accts LBP-Toledo reserved, RCBC savings and LBP-LWUA Escario
2. Prepare Cash Receipts Reports
3. Prepare Cash Advance Liquidation Report
4. Prepare Lapsing Schedules for Property, Plant and Equipment
5. Prepare Journal Entry Vouchers
6. Prepare General and Subsidiary Ledger of Income Statement Accounts
7. Unliquidated Cash Advances Report prepared accurately and submitted to the Commission on Audit (COA) every 10th day of the following month.
8. Prepare Schedule of Expenses: Operating Expense, Maintenance Expense

B.4. Collection Assistant-A

1. Prepare report accurately, reviewed and reconciled manually with billing, penalty and collection report every 3rd-4th week of the month (Accounts Receivable- Aging)
2. Prepare accurate report, reviewed and reconciled manually with supplies inventory and with other Receipts (Collection Report) every 2nd week of the month (Other Account Receivable-Aging (water Meter, Fittings, Transfer Fee))
3. Submit accurate Report to Finance Division and ensure proper posting of payments every 2nd week of the month (Monitoring of New Connection- Installment, Labor and Transfer Fee)
4. Prepare Billing Adjustments Memo (BAM) Summary Report.
5. Receivable records and collections are reconciled accurately, properly and efficiently on daily basis.
6. Posting of Edit ledger Request for Billing and penalty.

B.5. Accounting Processors-B

1. In-charge of petty cash vouchers, accurately prepare efficiently everyday.
2. Prepares reconciles individual ledger of receivable of other receivables accounts of Water Meter Sales and Fittings for concessionaires
3. Prepared property ledger card on all BWD fixed assets
4. Summary of expanded withholding tax remittance accurately prepared and reviewed for submission every 2nd week of the month
5. Conduct inventory of BWD properties, accurately reviewed for submission to COA or as the need arises.

B.6. Support Staff and Their Functions

1. Journal Entry Voucher, prepared accurately for payables due day after receipt of complete supporting documents.
2. Compensation, VAT, Expanded and Franchise tax preparation.
3. Disbursement register report preparation.
4. Fuel and Power consumption summary preparation

The reports are reviewed by the Division Manager of the Commercial and Finance Division before the same will be submitted to the General Manager for approval. The General Manager submits the reports to the Board of Directors and other interested parties such as the Local Water Utilities Administration (LWUA)

E. Office of the Operation and Maintenance Division

Operation refers to the procedures and activities involved in the actual delivery of services, for instance pumping, treatment, transmission and distribution line of drinking water. On the other hand, Maintenance refers to the activities aimed at keeping existing facilities (physical assets) in serviceable condition, for instance painting of steel reservoirs, and repair of leaking pipes and worn out pumps.

O&M aims to provide continuous and sustainable water supply services with the perspective that

1. The useful life of the water supply facilities needs to be extended and their service quality enhanced;
2. The health of the population must be maintained;
3. The quality of the environment must be preserved and protected; and
4. The marginalized should be benefitted.

There are undesirable consequences of poor O&M:

1. Intermittent water supply due to wastage and depletion;
2. Poor water quality due to inadequate treatment and contamination;
3. Deterioration of pipes, equipment, and service;
4. Increased cost of maintenance; and
5. Failure to secure consumers' acceptance when tariff increases are needed to sustain viability.

A. The Division Manager Operation and Maintenance Division

1. Supervise employees under the operations division.
2. Responsible for the over-all maintenance of the water utility facilities of the District (mainline, pumps, water tanks, among others).
3. Establishes and evaluates office supervisory performance of all the employees directly under the maintenance division.
4. Directs activities of the division and establish practices and procedures for the proper maintenance of all water utilities and equipment.
5. Reviews and ensure compliance with corporate's directives.

B. Water Sewerage Maintenance Man

1. Schedules construction and maintenance activities.
2. Ensures availability of materials and equipments for use during repairs and other maintenance activities.
3. Develop maintenance standard practices and procedures.
4. Direct employees of the division for major and minor repairs and make evaluation afterwards.
5. Performs such other functions as maybe assigned from time to time.
6. Keeps accurate records of pump operations.
7. Keeps schedule of chlorination activity of all pumps.
8. Checks the power supply condition of all pumps and that of the office.
9. Helps in reservoir cleaning and other activities in maintaining the facilities in good operating conditions.
10. Performs such other functions as maybe assigned from time to time.
11. Receives maintenance orders.
12. Implement disconnection orders.
13. Install new water connections and assist service crews as necessary.
14. Repair and maintenance of main pipelines transmission/distribution.

C. Water Resource Facilities Operator

1. Prepares maintenance orders and schedules.
2. Determines availability of required materials, tools and personnel.
3. Direct efforts of pump operators/tenders.
4. See to it that proper chlorination is implemented.
5. Assign task to men. Keeps accurate records as to labor.
6. Performs such other functions as maybe assigned from time to time.
7. Attend to pumping operations and valving.
8. Daily cleaning of the assigned pumping station.
9. Checking of the level of chlorine solution and top up when necessary.

10. Daily cleaning of chlorinator valves.

D. Engineering Aide B

1. Support professional engineering staff and technical personnel in survey, drafting, research and operational activities.
2. Develop charts and graphs for reports and presentations.
3. Prepare and maintain records and reports complying established format.
4. Support engineers and researchers in initial design and development through sketches and rough layouts.

E.1. Disinfection

Disinfection is necessary to ensure that drinking water is free from disease-causing microorganisms. Water disinfection means the removal, deactivation or killing of pathogenic microorganisms. Disinfection is often universally employed by water distribution systems, even when water at the source is deemed already potable - as a precautionary measure to control the spread of waterborne diseases. In BWD Systems, this precaution is particularly important because of the risk of contamination due to breaks and other types of seepages anywhere throughout the extensive pipe network, and the magnified impact of this risk due to the number of users.

a. Chlorine Disinfection (Chlorination)

Chlorination is the process of adding the element chlorine to water to make it safe for human consumption as drinking water. Chlorine (and its compounds) is the most widely used disinfectant for water systems because of its effectiveness, cheap cost and availability.

Chlorination has the advantage of oxidizing bacteria and virus even after the point of application due to its residual action. Hence any bacteria introduced to the system after the point of chlorination can still be eliminated by the residual chlorine in the water.

b. Chlorine Dosage and Demand

1. Relationship of Chlorine Dosage, Demand and Residual

When chlorine is added to water, some of it is used up immediately by the water and the substances that are in it. This is known as the chlorine demand of the water. There must be sufficient chlorine left to kill bacteria and viruses not just at the reservoir but even in the distribution system.

$$\text{Dosage} = \text{Demand} + \text{Residual}$$

Even if the chlorine demand of a particular source does not change much over the years, it is still good to be vigilant to prevent any serious outbreaks of diseases. An increase in organic matter in the water source will increase chlorine demand. And this means measuring the chlorine demand and residual almost every day to determine the accurate chlorine dosage to be used.

c. Determining Chlorine Demand

Two ways of determining the chlorine dosage.

Method 1:

1. Dose the water supply with an arbitrary amount, say 1mg/l;
2. Wait for 30 minutes and measure the chlorine residual.
3. If residual is zero or less than 0.3 mg/l, increase the dosage until the right residual is obtained or in conformance to PNSWD.

4. If residual is more than 0.5 mg/l, then the dosage can be reduced.

Method 2:

1. Use a 1% chlorine solution to conduct the following procedures:
2. Prepare a 1% chlorine solution, the quantity depending upon type of chlorine used (see Table below);
3. Take 3 or 4 non-metallic containers of known volume (e.g. 40 liter buckets);
4. Add to each bucket a progressively greater dose of 1% solution with a measuring device:
 - a. 1st container: 1 ml
 - b. 2nd container: 1.5 ml
 - c. 3rd container: 2 ml
 - d. 4th container: 2.5 ml
5. Wait 30 minutes. (This is essential as this is the minimum contact time for the chlorine to react. If the pH of the water is high, this minimum time will increase);
6. Measure the free chlorine residual in each bucket;
7. Choose the sample which shows a free residual chlorine level between 0.2 mg/l and 0.5mg/l;
8. Extrapolate the 1% dose to the volume of water to be treated;
9. Check chlorine demand at several water distribution points and adjust if required.

Table I: Percentage of Available Chlorine

Material	Available Chlorine	Quantity to Make a Liter of 1% Chlorine Solution
Chlorine gas	100%	-
Calcium Hypochlorite	70 – 74%	14
Bleaching powder	34 – 37%	30
Sodium Hypochlorite (5.25%)	12 – 15%	80

10. Chlorine Dosage

For disinfection of water supplies:

Dosage: 0.3 – 1.5 mg/l

Contact Time: 20 – 30 minutes

E.2. Maintenance

Maintenance of the facilities is essential in preventing component failure, extending the useful life of the facilities, and minimizing disruptions in services. Good maintenance involves the following:

- a. Quick repair/replacement of any failed component;
- b. Up-to-date training of maintenance personnel;
- c. Adequate inventory of parts and tools needed for repairs;
- d. Efficient mobilization practices in emergencies; and
- e. Valve exercising (single most important form of preventive maintenance for reliability of service).

2. Two general types of maintenance: Preventive and Reactive (or Repair) maintenance.

a. Preventive Maintenance

Preventive or routine maintenance involves tasks and activities carried out according to pre-established schedules to ensure the quality and reliability of operating facilities. It is based on rational considerations such as the manufacturer's recommendations for servicing equipment, industry standards and practices (which are based on collective experience), and the BWD's own experience on the performance, durability, and reliability of the different equipment and their parts and components. Once established, these schedules need to be kept and the results recorded.

b. Unscheduled Maintenance

Unscheduled maintenance (also called Emergency or Repair maintenance) is a reactive intervention forced on the District when equipment, components, or parts either break down or malfunction. The activities and tasks are unplanned and generally unexpected, thus taking the nature of emergencies. They tend to be disruptive, inefficient, and often costly – not only to undertake but also in terms of lost revenues and goodwill. These occur most frequently when preventive maintenance has been poor or inadequate, after accidents and natural force majeure events, and when aging facilities are kept in service without replacement beyond their useful life.

All unscheduled maintenance situations need to be analyzed and the causes of the malfunction or breakage recorded. These records are important as they help in deciding whether part or all of a network or plant should be upgraded or replaced, and serve as a guide in future procurement decisions (for instance, sourcing of new equipment and of parts and supplies), as well as in related management decisions (e.g., inventory lists and levels)

E.3. Water Quality

The sole product of the District is water and it is mandatory for this product to meet at least the minimum standards specified by the PNSDW. The BWD is required to have a sample of its water tested by an accredited DOH laboratory for bacteriological presence at least once a month. Should a sample test positive for coli forms, the Utility must immediately have a re-sampling done and, without waiting for the results, take the actions needed to determine the possible source of contamination in order to eliminate the cause.

Where the sampling method indicates that customers are at risk of using unsafe water, the BWD itself must take measures to warn its customers to take the necessary precautionary measures, such as boiling their drinking water before using, until there is assurance that the risk has been eliminated.

In case of a second positive testing, the BWD consider suspension of operations until the problem is solved, and if this is not possible, it should reinforce its advisory to all consumers to boil their drinking water until they receive notice that the problem is solved.

The BWD responsibility for safe water makes it imperative to eliminate harmful organisms by some means, of which the standard is treatment with chlorine, as part of its routine water quality maintenance procedures, the BWD routinely, on a daily basis, take readings of chlorine residuals at different distribution points using a chlorine comparator.

E.4. Field Tools

Table II – Plumbers Field Tools

• Ratchet threader	• Mattock (Piko) and Shovels
• Adjustable wrenches	• Crowbar
• Pipe wrenches	• Screwdrivers
• Pipe threader	• Pliers
• Pipe cutter	• Open Wrenches
• Shovels	• Saws and hammers
• Crowbars	• Bench Vise
• Blow Torch	• Auger Bit

E.5. Other Operational Considerations

A. Monitoring

1. Operators must monitor readings on gauges and respond to alarms and warning signals. Failure to heed these could result in otherwise minor problems escalating into major problems.
2. Operators must be trained to respond instantly to emergencies, and should be given the means to communicate without delay, so they can call out repairs and inform supervisory personnel.
3. Whenever practical, well output and discharge pressures ideally should be recorded daily. If a flow meter is not available, the simplest way to measure volumetric flow is to measure how long it takes to fill a known volume container. A simple example is using a container of known volume, filled by a fluid. The stopwatch is started when the flow starts, and stopped when the container starts to overflow. The volume divided by the time gives the flow.

VIII. Billing and Collection Basic Structure

A. MONTHLY METER READING AND BILL TENDERING SCHEDULE

Zone	Areas	Meter Reading	Bill Tending	Due Date	Penalty	Disconnection	Sta.
011/021/052	Pulo/ Baliwagan	1 to 3	4	16	17	26 061/062/071	Sta.
Cruz/Public Market		3 to 4	5	17	18	27	
031/032/051	Baliwagan Prenza/Cambuhawe/Pili/ Breeding	4 to 5	6	19	20	1	
081/111/141	Aliwanay / Lacdon	5 to 6	7	20	21	2	
161/162/163	Cabito-onan/Bung-aw/ Centro/Kalubihan/Sam-ang	6 to 7	8	22	23	2	
171/172/173	Menteryong Daan/Katunggan/ Pundok/Tubod/Lamac/Ibo	7 to 8	10	23	24	2	
151/152/041	Abucayan/Lomboy/Nangka/ 181/092/073 Cantuod/Immaculada	8 to 10	11	25	26	4	
121/122/123	Alang-Alang/Calag-itan/ Looc/Centro	10 to 11	12	26	27	7	
124/125/126	Alang-Alang/Calag-itan/ Segra/Centro/Camanggahan	11 to 12	13	28	29	9	
127/128/091	Centro/Laray/Segra/ Soberano/Saksak	12 to 13	14	29	30	9	
182/191	Sing-sing/Biasong/Vito	14 to 17	18	30	31	10	
131/192/193	Hingatmonan/Cansomoroy/ 153/072/183 Arpili/Lamesa/Cantibas/Gaas	14	15	30	31	10	

CHARGES:

BILL AMOUNT

BILL AMOUNT

+ 10% OF YOUR
WATER BILL

+10% YOUR
WATER BILL + P50
SERVICE

Table 1. Monthly Meter Reading and Bill Tendering Schedule

B. Meter Reading

b.1. Service activities are grouped into zones to achieve a system in which water meters within an area can be read within a day. (The number of meters that can be read in a day was already assigned to each meter reader) A group of areas lumped together, which could be read as scheduled on meter reading and bill tendering monthly activities.

b.2. The water meters are read on a monthly schedule. The area assignments of meter readers are rotated monthly, so that no meter reader will be making two consecutive readings of any meter.

b.3. Aside from reading the meters, the meter reader take note of and report service defects, complaints from customers, and any infraction of utility rules.

C. Billing

c.1. Water bills are prepared right after the meter reader accomplished the reading activities (see meter reading schedule). Water bills prepared for the concessionaires belonging to a zone be checked for completeness against the total number of connections shown in the master list of service connections. Any discrepancy be investigated and rectified.

c.2. Completed water bills are forwarded to the division manager, then to the General Manager, then to the bill deliverers (or meter readers) at the end of the day for distribution.

c.3. A Monthly Billing Report is prepared for all bills prepared for the Month. This is to ensure a reporting mode, which will be very useful for analyzing collection efficiency, sales breakdown and billing efficiency. This will serve as reference in the recording in the Customer Ledger Cards.

c.4. A Notice of Collection include the Due Date for the payment and a Notice to the customer that a penalty will apply for late payments.

c.5. Adjustments are made for the contested bills. However, none should be made for verified consumption. Any adjustment in billing is approved by the General Manager and documented in the Billing Adjustment Memo. All memos issued are summarized monthly for recording in the General Ledger and in the Customer Ledger Cards.

c.6. Upon receipt of the approved Billing Adjustment memo, the Utilities Customer Services Assistant notes the corresponding adjustment in the Customer Ledger Card. The adjustment is then reflected either in a new or the next billing statement.

D. Payments from Customers (Collection)

d.1. As a policy, customers should pay only at the BWD office where official receipts shall be issued. There should be no collectors from the BWD going to individual consumers.

d.2. Customer ledger cards should be maintained (either manually or electronically) and regularly updated. Consumers cannot be expected to keep records of their payments for long and there is no reason for the District to have incomplete or un-updated records. As soon as payments are received, they must be recorded in the consumer's ledger cards. Whenever a whole booklet of receipts is used up, a routine check comparing the stub entries to the ledger entries should be conducted.

d.3. Collection of water bills in the office is included on the monthly billing and tendering schedule. The Due Date is indicated on the copies of the water bills for the customer's information and as reference for the imposition of the penalty charge.

d.4. For water bills which are not paid at the office on time, a penalty indicated on the bill will be collected which will be added to and collected together with the amount of the outstanding bill.

d.5. All cash accountable employees, such as the Bill Collector and Cashier, should be covered by an adequate amount of fidelity bonds.

d.6. All collections of the Bill Collector are turned over to the Cashier daily. Bill collections and those miscellaneous collections which the Cashier receives directly from the concessionaires are covered by Official Receipts to be issued by the Cashier.

d.7. Memorandum of Agreement (MOA) between landbank and BWD were sign to collect the daily collection within that day or the next banking day.

d.7. All collections which will not pick-up by landbank within that day shall be kept by the Cashier in a steel safe cabinet during the night and pick-up in the following banking day.

d.8. No other depository bank except a Government Depository Bank.

IX. CITIZENS CHARTER

1. Collection of Payment of Water Bills

Processing Time: 15 to 20 minutes

Schedule of Availability of Service: Monday to Friday - 8:00 a.m. – 5:00 p.m.

Who May Avail of the Service:

All active/inactive consumers with water service connections within the BWD Water Service Areas.

What are the Requirements:

Concessionaires need to bring a copy of their latest water bill. If not concessionaire may approach the Public Assistant Customer Desk to ask the account number and the amount due.

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area

SERVICE PROVIDER – Assist/Give the concessionaire the priority number.

Duration of Activity – 30 seconds

Person In Charge - Assigned Utilities Customer Service Asst.

Fees – None

Form – Priority Number

STEP 2

SERVICE PROVIDER – Customer is requested to sit on the waiting area and wait for his/her number to be called by the teller

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 15 minutes

PERSON IN CHARGE – Melchor Curacha/Loramie Carmelotes/Alfie Pepito

STEP 3

SERVICE PROVIDER – Collection Assistant calls the given priority number, Accept the water bill or accept account number given by Public Assistant Complaint Desk, accepts payment, and issue official receipt

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 30 seconds

PERSON IN CHARGE – Crisjean Maturan/Kathlyn R. Englis/Laizaniel N. Rallos

Fees - Amount of Water Bill Due for Payment

Form - Official Receipt

2. NEW WATER SERVICE CONNECTION

Processing Time: 1 day, 8 hours, and 19 minutes

WHO MAY AVAIL OF THE SERVICE?

- Owner of the household
- Lessee or any authorized representative

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Duly filled – up survey request form and water service contract.
2. Residence Certificate

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area

SERVICE PROVIDER – Assist the concessionaire to fill-up the Survey Request Form. Provide Water Service Contract.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 10 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Survey Request Form and Water Service Contract

STEP 2

SERVICE PROVIDER – Conduct preliminary on site inspection/survey (including estimates of labor and materials from meter stand to the house – optional)

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 24 hours (after filling of survey request form)

PERSON IN CHARGE – Victor A. Napoles/Melchor M. Curacha/Area Plumber

FORM – Approved Survey Request Form by the Inspector

STEP 3

APPLICANT/CONCESSIONAIRE – Attendance to Orientation Seminar
SERVICE PROVIDER – Orientation on District’s policies will be given to would-be concessionaires.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours (every Wednesdays and Fridays at 2:00 P.M.)

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Attendance Logbook

STEP 4

APPLICANT/CONCESSIONAIRE – Submission of Water Service Contract

SERVICE PROVIDER – Accept the filled-up form containing the necessary information (name, address, signature and residence certificate number of the concessionaire)

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 3 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Water Service Contract

STEP 5

SERVICE PROVIDER – Register the new account to the District’s Billing and Collection Program

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Approved Survey Request Form

STEP 6

APPLICANT/CONCESSIONAIRE – Payment of the required installation fee.

SERVICE PROVIDER – Accept the payment from the applicant

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos/Kathleen R. Englis

FEE – P 2,500.00

FORM – Official Receipt

STEP 7

APPLICANT/CONCESSIONAIRE – Present the OR to the Customer Service

SERVICE PROVIDER – Validate OR. Let the concessionaire register and sign the Water Meter logbook.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Water Meter Logbook

STEP 8

SERVICE PROVIDER – Installation order will be prepared and forwarded to Commercial Division Head for signing.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Installation Order Form

STEP 9

SERVICE PROVIDER – Installation Order will be forwarded to Maintenance Division for verification, scheduling and signing by the Maintenance Division Head.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Engr. Remus C. Monteron

FORM – Installation Order form

STEP 10

SERVICE PROVIDER – Maintenance Division will forward Installation Order to General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Janice B. Padilla/GM Engr. Dante B. Navarro

FORM – Installation Order Form

STEP 11

SERVICE PROVIDER – Posting and deployment of assigned plumber.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Janice B. Padilla

FORM – Approved Installation Order Form

STEP 12

SERVICE PROVIDER – The plumber will secure all materials needed for installation.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 3 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Installation Order Form

STEP 13

SERVICE PROVIDER – Filling-up and signing of Stocks Requisition Slip and Maintenance Order.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Area Plumber/Janice B. Padilla/Engr. Remus C. Monteron

FORM – Stocks Requisition Slip and Maintenance Order

STEP 14

SERVICE PROVIDER – The Plumber will withdraw all the materials from the stockroom.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 45 minutes

PERSON IN CHARGE – May D. Solis/Elsa L. Antiga/Vevencia O. Collantes

FORM – Approved Stocks Requisition Slip and Approved Maintenance Order

STEP 15

SERVICE PROVIDER – The Plumber will go to the assigned area and install the connection.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Stocks Requisition Slip and Approved Maintenance Order

*****END OF TRANSACTION*****

3. TRANSFER OF WATER METER

Processing Time: 9 hours and 29 minutes

WHO MAY AVAIL OF THE SERVICE?

- Owner of the household
- Lessee or any authorized representative

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Duly filled – up survey request form.
2. Residence Certificate

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area

SERVICE PROVIDER – Assist the concessionaire to fill-up the Survey Request Form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 10 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Survey Request Form

STEP 2

SERVICE PROVIDER – Forward the filled-up survey form to the Maintenance Division for scheduling.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Survey Request Form

STEP 3

SERVICE PROVIDER – Conduct preliminary on site inspection/survey.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 3 hours

PERSON IN CHARGE – Victor A. Napoles/Melchor M. Curacha/Area Plumber

FORM – Approved Survey Request Form by the Inspector

STEP 4

SERVICE PROVIDER – Validation of Survey Request Form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Approved Survey Request Form by the Inspector

STEP 5

SERVICE PROVIDER – Validation of Water Meter transfer, input data and make necessary changes to the connection account in the system.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

STEP 6

APPLICANT/CONCESSIONAIRE – Payment of the required Installation Fee.

SERVICE PROVIDER – Accept payment from the applicant.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos/Kathleen R. Englis/Crisjean A. Maturan

FEE – P 500.00

FORM – Official Request

STEP 7

APPLICANT/CONCESSIONAIRE – Present OR to the Customer Service.

SERVICE PROVIDER – Validate OR. Service Request form will be prepared and forwarded to the Commercial Division Head for signing.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Isidro S. Enumerables

FORM – Service Request Form

STEP 8

SERVICE PROVIDER – Service Request Form or Installation Order will be forwarded to Maintenance Division for verification, scheduling and signing by the Maintenance Division Head.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Engr. Remus C. Monteron

FORM – Survey Request Form

STEP 9

SERVICE PROVIDER – Maintenance Division will forward the Service Request form to the General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Janice B. Padilla/GM Engr. Dante B. Navarro

FORM – Service Request Form

STEP 10

SERVICE PROVIDER – Posting and deployment of assigned plumber.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Janice B. Padilla

FORM – Approved Service Request Form

STEP 11

SERVICE PROVIDER – The plumber will secure all the materials needed.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 3 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 12

SERVICE PROVIDER – Filling- up and signing of Stocks Requisition Slip and Maintenance Order.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Area Plumber/Janice B. Padilla/Engr. Remus C. Monteron

FORM – Stocks Requisition Slip and Maintenance Order

STEP 13

SERVICE PROVIDER – The plumber will withdrawal the materials from the stockroom.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 45 minutes

PERSON IN CHARGE – May D. Solis/Elsa L. Antiga/Vevencia O. Collantes

FORM – Approved Stocks Requisition Slip and Approved Maintenance Order

STEP 14

SERVICE PROVIDER – Plumber will go to the assigned area and install the connection.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Stocks Requisition Slip and Approved Maintenance Order

*****END OF TRANSACTION*****

4. RECONNECTION (for those who applied for Voluntary Disconnection)

Processing Time: 2 hours and 15minutes

WHO MAY AVAIL OF THE SERVICE?

- All BWD Registered Concessionaires

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Payment of reconnection fee

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area

SERVICE PROVIDER – Inform the concessionaire of his/her bill.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

STEP 2

APPLICANT/CONCESSIONAIRE – Payment of the Reconnection Fee.

SERVICE PROVIDER – Accept the payment from the applicant.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos/Kathleen R. Englis/Crisjean A. Maturan

FEE – P 100.00

FORM – Official Receipt

STEP 3

SERVICE PROVIDER – Reconnection order will be prepared and forwarded to Commercial Division for signing.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Laizaniel F. Rallos/Kathleen R. Englis/Crisjean A. Maturan

FORM – Reconnection Order Form

STEP 4

SERVICE PROVIDER – Reconnection Order will be forwarded to Maintenance Division for verification, scheduling and signing by the Maintenance Division Head.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Engr. Remus C. Monteron

FORM – Reconnection Order Form

STEP 5

SERVICE PROVIDER – Maintenance Division will forward the Reconnection Order form to General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Janice B. Padilla/GM Engr. Dante B. Navarro

FORM – Reconnection Order Form

STEP 6

SERVICE PROVIDER – Posting and deployment of assigned plumber.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Janice B. Padilla

FORM – Approved Reconnection Order Form

STEP 7

SERVICE PROVIDER – Plumber will go to the assigned area and reconnect the service line.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Reconnection Order Form

*****END OF TRANSACTION*****

5. RECONNECTION

(for those consumers who were disconnected due to NON-PAYMENT of water bills)

Processing Time: 2 hours and 16 minutes

WHO MAY AVAIL OF THE SERVICE?

- All BWD Registered Concessionaires

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Payment of reconnection fee

STEP 1

APPLICANT/CONCESSIONAIRE – Payment of the bill, reconnection fee and the compromise.

SERVICE PROVIDER – Accept the payment from the applicant.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos/Kathleen R. Englis/Crisjean A. Maturan

FORM – Official Receipt

STEP 2

SERVICE PROVIDER – Reconnection Order will be prepared and forwarded to Commercial Division for signing.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Reconnection Order Form

STEP 3

SERVICE PROVIDER – Reconnection Order will be forwarded to Maintenance Division for verification, scheduling and signing by the Maintenance Division Head.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Reconnection Order Form

STEP 4

SERVICE PROVIDER – Reconnection Order verification and signature.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Engr. Remus C. Monteron

FORM – Reconnection Order Form

STEP 5

SERVICE PROVIDER – Maintenance Division will forward Reconnection Order form to the General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Janice B. Padilla/GM Engr. Dante B. Navarro

FORM – Reconnection Order Form

STEP 6

SERVICE PROVIDER – Posting and deployment of assigned plumber.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Janice B. Padilla

FORM – Approved Reconnection Order Form

STEP 7

SERVICE PROVIDER – Plumber will go to the assigned area and reconnect the service line

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Reconnection Order Form

*****END OF TRANSACTION*****

6. APPLICATION FOR SERVICE REQUEST (ALL TYPES OF COMPLAINTS)

Processing Time: 4 hours and 24 minutes (no materials needed)

Processing Time: 6 hours and 14 minutes (certain materials needed)

WHO MAY AVAIL OF THE SERVICE?

- All BWD Registered Concessionaires

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Duly filled-up service request form indicating the nature of the complaint

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area

SERVICE PROVIDER – Give the Concessionaire Service Request Form for filling-up his/her complaint(s).

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Service Request Form

STEP 2

SERVICE PROVIDER – Verification and filling – up of useful data entry on the service request.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Service Request Form

STEP 3

SERVICE PROVIDER – Service Request Form will be forwarded to Maintenance Division for verification, scheduling and signing of the Maintenance Division Head.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Engr. Remus C. Monteron

FORM – Service Request Form

STEP 4

SERVICE PROVIDER – Maintenance Division will forward Service Request form to the General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Janice B. Padilla/GM Engr. Dante B. Navarro
FORM – Service Request Form

STEP 5

SERVICE PROVIDER – Posting and deployment of the assigned plumber.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Janice B. Padilla

FORM – Approved Service Request Form

STEP 6

SERVICE PROVIDER – Plumber will conduct initial investigation of the Service Request.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 7

SERVICE PROVIDER – Concessionaire will be notified on the result/findings of the investigation conducted by letting the concessionaire sign the Service Request Form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 10 minutes

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

******* IF THE COMPLAINT CAN BE ADDRESSED WITHOUT THE USE OF ANY MATERIALS**

STEP 8

SERVICE PROVIDER – The plumber will conduct the job as reflected in the Service Request Form

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

******* IF THE COMPLAINT CANNOT BE ADDRESSED AS CERTAIN MATERIALS ARE NEEDED**

STEP 9

SERVICE PROVIDER – The plumber will inspect, estimate and secure all the materials needed (BEFORE WATER METER)

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 30 minutes

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 10

SERVICE PROVIDER – Filling-up and signing of Stocks Requisition Slip and maintenance order.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 35 minutes

PERSON IN CHARGE – Area Plumber/Janice B. Padilla/Engr. Remus C. Monteron

FORM – Stocks Requisition Slip and Maintenance Order

STEP 11

SERVICE PROVIDER – The plumber will withdraw the needed materials.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 45 minutes

PERSON IN CHARGE – May D. Solis/Elsa L. Antiga/Vevencia O. Collantes

FORM – Approved Stocks Requisition Slip and Maintenance Order

STEP 12

SERVICE PROVIDER – The plumber will conduct the job as reflected in the Service Request form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Stocks Requisition Slip and Maintenance Order

STEP 13

SERVICE PROVIDER – Concessionaire will be notified on the result/findings of the investigation conducted by letting the concessionaire sign the Service Request Form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 10 minutes

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

*****END OF TRANSACTION*****

7. APPLICATION FOR SERVICE REQUEST (HIGH CONSUMPTION)

Processing Time: 2 hours and 56 minutes

WHO MAY AVAIL OF THE SERVICE?

- All BWD Registered Concessionaires

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Duly filled-up service request form indicating the nature of the complaint

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area

SERVICE PROVIDER – Give the Concessionaire Service Request Form indicating the nature of complaint (High Consumption)

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Service Request Form

STEP 2

SERVICE PROVIDER – Verification and filing – up of useful data entry on the Service Request Form; Last reading of meter and previous and current consumption

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Service Request Form

STEP 3

SERVICE PROVIDER – Service Request Form will be forwarded to Maintenance Division for scheduling and signing of the Maintenance Division Head

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Engr. Remus C. Monteron

FORM – Service Request Form

STEP 4

SERVICE PROVIDER – Maintenance Division will forward Service Request Form to General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Janice B. Padilla/GM Engr. Dante B. Navarro

FORM – Service Request Form

STEP 5

SERVICE PROVIDER – Posting and deployment of the assigned plumber.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 6

SERVICE PROVIDER – Plumber will check the cause of the High Consumption

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 hours

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 7

SERVICE PROVIDER – Plumber will write the cause of the High Consumption on Service Request Form and indicate if “seen” or “unseen” leak.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 8

APPLICANT/CONCESSIONAIRE – Sign the Service Request Form.

SERVICE PROVIDER – Let the concessionaire sign and furnished a duplicate copy.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Area Plumber

FORM – Approved Service Request Form

STEP 9

SERVICE PROVIDER – Plumber will advise the concessionaire to have their after meter leak or any cause of High Consumption repaired and report to BWD if done (consumer’s obligation, plumbers cannot perform after meter service unless off-duty)

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Area Plumber

STEP 10

APPLICANT/CONCESSIONAIRE – Go back to Customer Service Area and submit the approved Service Request duplicate.

SERVICE PROVIDER – Accept the approved Service Request duplicate.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Approved Service Request Form

STEP 11

SERVICE PROVIDER – Customer Service will forward to the Maintenance Division the duplicate Service Request and ask for the confirmation of the plumber's report.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 10 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Engr. Remus C. Monteron

FORM – Approved Service Request Form duplicate

STEP 12

SERVICE PROVIDER – The Commercial and Maintenance Division heads will verify the findings of the plumber and will indicate the % of discount from the billing and affixed their signatures.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 15 minutes

PERSON IN CHARGE – Isidro S. Enumerables/Engr. Remus C. Monteron

FORM – Approved Service Request Form duplicate

STEP 13

SERVICE PROVIDER – Customer Service will fill-up Billing Adjustment Memo and attach the Service Request Form together with the ledger highlighting the amount to be adjusted.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Billing Adjustment Memo Form, Approved Service Request Form and Ledger Printout

STEP 14

SERVICE PROVIDER – Customer Service will have the Billing Adjustment Memo signed by the Commercial Division Head and approved by the General Manager.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes/Isidro S. Enumerables/GM Engr. Dante B. Navarro

FORM – Billing Adjustment Memo Form, Approved Service Request Form and Ledger Printout

STEP 15

SERVICE PROVIDER – Customer Service will log the Billing Adjustment Memo number to the logbook.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 10 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Billing Adjustment Memo Form, Approved Service Request Form and Ledger Printout

STEP 16

SERVICE PROVIDER – Customer Service will adjust the amount on the Billing System

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Billing Adjustment Memo Form, Approved Service Request Form and Ledger Printout

STEP 17

APPLICANT/CONCESSIONAIRE – Pay the adjusted amount to the teller.

SERVICE PROVIDER – Accepts the payment.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos, Kathleen R. Englis, Crisjean A. Maturan

FORM – Official Receipt

*****END OF TRANSACTION*****

8. SENIOR CITIZENS' DISCOUNT

Processing Time: 9 minutes

WHO MAY AVAIL OF THE SERVICE?

- Concessionaires who are 60 years old and above

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Senior Citizen ID
2. Duly filled-up Discount Availment Form

****5% discount is only for consumption of 30 cu.m. and below.*

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area and present Senior Citizen ID

SERVICE PROVIDER – Verify and secure a photocopy of the Senior's Citizen ID Card for filling.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

STEP 2

SERVICE PROVIDER – Let the concessionaire fill-up and sign the Discount Availment Form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 5 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Discount Availment Form

STEP 3

SERVICE PROVIDER – Make the changes and input discount into the billing system (5% discount)***

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

STEP 4

APPLICANT/CONCESSIONAIRE – Pay the discounted water bill to the teller.

SERVICE PROVIDER – Accept the payment.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos/Katheleen r. Englis/Crisjean A. Maturan

FORM – Official Receipt

*****END OF TRANSACTION*****

9. CHANGE OF ACCOUNT NAME

Processing Time: 8 minutes

WHO MAY AVAIL OF THE SERVICE?

- All Registered BWD Concessionaires

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Waiver from the Original Owner, Deed of Sale, Death Certificate whichever is applicable
2. Duly filled-up Change of Name Form

STEP 1

APPLICANT/CONCESSIONAIRE – Go to Customer Service Area. Submit the requirements and fill-up the form.

SERVICE PROVIDER – Provide the change of name form to the concessionaire.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Change of Name Form

STEP 2

SERVICE PROVIDER – Verification of the filled-up form.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Alfie C. Pepito/Loramie F. Carmelotes

FORM – Change of Name Form

STEP 3

SERVICE PROVIDER – Form to be reviewed and signed by the Commercial Division Head.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Isidro S. Enumerables

FORM – Change of Name Form

STEP 4

SERVICE PROVIDER – Forward to the General Manager for approval.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – GM Engr. Dante B. Navarro

FORM – Change of Name Form

STEP 5

APPLICANT/CONCESSIONAIRE – Pay to the teller.

SERVICE PROVIDER – Accept the payment from the concessionaire.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Laizaniel F. Rallos/Kathleen R. Englis/Crisjean A. Maturan

FEE – P 100.00

FORM – Official Receipt

*****END OF TRANSACTION*****

10. ACTING ON THE COLLECTION OF PAYMENT OF SUPPLIERS/CREDITORS

Processing Time: 4 minutes

WHO MAY AVAIL OF THE SERVICE?

- Suppliers and Creditors of Balamban Water District

SCHEDULE OF AVAILABILITY OF THE SERVICE?

- Monday to Friday (EXCLUDING HOLIDAYS)
- 8:00 A.M. – 12:00 NN
- 1:00 P.M. – 05:00 PM

WHAT ARE THE REQUIREMENTS?

1. Proof of identification
2. Copy of Sales Invoice
3. Official Receipt

STEP 1

SUPPLIERS/CREDITORS – Go to Guard on Duty

SERVICE PROVIDER – Ask for proof of identification. Let the person log his details & purpose of visit on the visitors log book. Provide a visitors pass after.

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Guard on Duty

FORM – Visitors Pass

STEP 2

SERVICE PROVIDER – Ask a pink copy of the Sales Invoice and ID to the Cashier

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 1 minute

PERSON IN CHARGE – Cashier

FORM – Sales Invoice (pink copy) and I.D

STEP 3

SERVICE PROVIDER – Cashier releases the check for payment upon issuance of an Official Receipt by the Supplier/Creditor

DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES – 2 minutes

PERSON IN CHARGE – Cashier

FORM – O.R; Check and Vouchers

X. FEEDBACK AND REDRESS MECHANISMS

We will be pleased to know what you want to say about the quality of service we have given you.

Balamban Water District (BWD) commits to give you the service you deserve. Help us improve our service delivery by giving us feedback through any of the following means:

1. Accomplish our Customer Service Feedback Form available in our office.
2. Send us your comments/suggestions/feedback through email at feedback@balambanwd.gov.ph, Balamban Water District Facebook Account or drop them in our suggestion box available in front of our office.
3. Or you may call BWD Office at:
 - (032) 333 2678
 - (032) 465 3033
 - (0933) 229 9344

CONCESSIONAIRE'S FEEDBACK FORM

Name : _____

Address : _____

Contact No. : _____

QUERIES/ISSUES/CONCERNS:

FEEDBACK OF SERVICE RENDERED:

COMMENTS/SUGGESTIONS/RECOMMENDATIONS:

(Signature)

XI. References

1. Civil Service Commission, Qualification Standards
2. LWD, Manual on Categorization and Re-categorization Organization
3. BWD Utility Rules and Regulation
4. BWD Citizens Charter
5. BWD Records
6. CLUP – Municipality of Balamban