

# ATTENDING TO SERVICE REQUESTS

**RECIPIENTS:** General Public (within the service area of the Carmona Water District)

**AVAILABILITY OF SERVICE:** Mondays to Fridays from 7:00 am to 5:00 pm - Saturday 7:00 am to 12:00nn (if office visits; no noon break)  
 Mondays to Sundays from 5:00 pm onwards (for emergency cases)  
 24-Hour Hotline number: 0917-844-6049

**REQUIREMENTS:**

- Current water bill (if not available, previous water bill)
- Account name, Account number, and Location

**FEES:**

- Based on type of Service Request

**HOW TO AVAIL THE SERVICE:**

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
<p><i>*Through phone</i></p> <p>1. Contact Customer Service</p>	<p>Answer the phone call</p>	<p>3 rings</p>	<p>Customer Services Assistant</p>	<p>None</p>		<p>Customer Service Counter (046) 430-0832 loc. 111</p>

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
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<p>2. Give the following information:</p> <ul style="list-style-type: none"> <li>• Name of the customer</li> <li>• Service address</li> <li>• Service Request/s</li> <li>• If leak please identify the type of leak</li> <li>• Name of the caller if representative</li> </ul> <p><i>And if possible:</i></p> <ul style="list-style-type: none"> <li>• Service Connection Number</li> <li>• Meter number</li> </ul>	<p>Record the information given by the concessionaire</p>	<p>10 minutes</p>	<p>Customer Services Assistant</p>	<p>None</p>		<p>Customer Service Counter (046) 430-0832 loc. 111</p>

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
3.	Prepare the Service Request Form and transfer it to the appropriate division for immediate action	5 minutes	Customer Services Assistant	None	Service Request Form	Customer Service Counter (046) 430-0832 loc. 111
4. Pay the relocation / transfer fee  *For relocation / transfer of meter only	Accept the payment and issue the Official Receipt	5 minutes	Cashier/Teller	Transfer of meter: Php 150.00  Additional fees for materials, if needed	Service Request Form	Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
5. Wait up to 4 days for the Maintenance Team to serve the service request.	Respond to service request <ul style="list-style-type: none"> <li>• Test Water Meter/ High and Low Consumption</li> <li>• Water Quality/ no water/ low pressure</li> <li>• Restoration</li> <li>• Transfer of meter</li> <li>• Repair leak</li> <li>• Change meter</li> <li>• Reread</li> <li>• Relocation of meter</li> <li>• Meter Calibration</li> <li>• others</li> </ul>	1 to 2 days  1 day  1 day 1 day 1 to 4 days 1 to 2 days 1 day  1 day  1 to 2 days	Maintenance Team	Transfer of meter: Php 150.00  Additional fees for materials, if needed	Service Request Form	Engineering Division (2 <sup>nd</sup> floor) (046) 430-0832 loc. 108

<b>Follow these Steps</b>		<b>Duration of Activity (Under Normal circumstance)</b>	<b>Staff in Charge</b>	<b>Fee/s</b>	<b>Forms</b>	<b>Location</b>
<b>Applicant/Customer</b>	<b>Service Provider</b>					
6. Receive customer's copy of accomplished Service Request Form/ concessionaire's meter receipt form for change meter and sign the Maintenance Order Form	Issue customer copy of accomplished Service Request Form/ Concessionaire Meter Receipt for change meter. Receive the Maintenance Order Form signed by the client.	5 minutes	Maintenance Team	None	Service Request Form  Maintenance Order Form  Concessionaire Meter Receipt	Concessionaire's address

Follow theseSteps		Duration of Activity (UnderNormal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
<p><i>*Through office visit</i></p> <p>1. Proceed to the Customer Service Counter</p>	Inquire the request throughinterview	5 minutes	Customer Services Assistant	None		Customer Service Counter (046) 430-0832 loc. 111
2. Inform the Customer Services Assistant of the complaint/s and the service request	Prepare the Service Request Form andtransfer it to the appropriate division for immediate action	5 minutes	Customer Services Assistant	None	Service Request Form	Customer Service Counter (046) 430-0832 loc. 111

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Applicant/Customer	Service Provider					
<p>3. Pay the relocation / transfer fee</p> <p>*For relocation / transfer of meter only</p>	<p>Accept the payment and issue the Official Receipt</p>	<p>5 minutes</p>	<p>Cashier/Teller</p>	<p>Transfer of meter: Php 150.00</p> <p>Additional fees for materials, if needed</p>	<p>Service Request Form</p>	<p>Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103</p>

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5. Receive Customer's Copy of accomplished Service Request Form/ Concessionaire's Meter Receipt for change meter and sign the maintenance order form.	Issue customer copy of accomplished Service Request Form/ Concessionaire's Meter Receipt for change meter. Have the Maintenance Order Form signed by the Client.	5 minutes	Maintenance Team	None	Service Request Form  Maintenance Order Form  Concessionaire Meter Receipt	Concessionaire's Address

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

**DURATION OF THE SERVICE: Maximum of 4days**

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