

# ISSUANCE OF STATEMENT OF ACCOUNT

**RECIPIENTS:** Concessionaires of the Carmona Water District

**AVAILABILITY OF SERVICE:** Mondays to Fridays from 7:00 am to 5:00 pm (no noon break)  
Saturdays from 7:00 am to 12:00 noon

**REQUIREMENTS:**

- Any valid ID (SSS, GSIS, Voter's ID, Senior Citizen's ID, Company ID, Driver's License, Postal ID or any Government-issued ID)
- Previous/Old Waterbill

**ADDITIONAL REQUIREMENTS IF THROUGH A REPRESENTATIVE:**

- Authorization letter
- Valid ID of the representative

**FEES:**

- None

**HOW TO AVAIL THESERVICE:**

<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>					
1. Proceed to the Customer Service Counter and present the requirements for issuance of statement of account.	Get the name of the client as well as the name of the concessionaire to whom the statement of account will be issued.	3 minutes	Customer Services Assistant	None		Customer Service Counter (046)430-0832 loc 111
2. Wait for the issuance of latest statement of account	Check the system to verify the account Print the statement of account and forward to commercial division head	5 minutes	Customer Services Assistant	None		Customer Service Counter (046)430-0832 loc 111

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
3.	Approve and sign the statement of account	3 minutes	Commercial Division Head	None		Commercial Division (1 <sup>st</sup> floor) (046) 430-0832 loc. 104
4. Receive the copy of the statement of account	Release the requested statement of account	3 minutes	Customer Services Assistant	None		Customer Service Counter (046)430-0832 loc 111

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

**DURATION OF THE SERVICE: Maximum of 15 minutes**

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