

PROCESSING OF PAYMENTS FOR WATER BILL

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:

- Current water bill (if not available, previous waterbill)

FEES:

- As stated in the waterbill

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>*With water bill</i></p> <p>1. Follow seating arrangement assigned by watchman on duty. Wait for your turn to be served.</p>	<p>Manage the queue of the concessionaires</p>		<p>Watchman on duty</p>			<p>Customer Lobby Area</p>

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
2. Give the water bill and the payment to the cashier/teller. Receive the original copy of the water bill receipt from the cashier/teller.	Accept the payment and issue the Official Receipt	2 minutes	Cashier/Teller	As stated in the water bill		Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103
<i>*Without water bill and/or with inquiry</i> 1. GotoCustomer Service Counter and ask for a copy of your waterbill	Respond accordingly	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					
2. After getting the response from the Customer Service Counter, go to the Customer Lobby Area and wait for your turn to be served by the cashier/teller	Manage the queue of the concessionaires		Watchman on duty	As stated in the water bill		Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103
3. Give the water bill and the payment to the cashier/teller. Receive the original copy of the water bill receipt from the cashier/teller.	Accept the payment and issue the Official Receipt	2 minutes	Cashier/Teller	As stated in the water bill		Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103

Note: Pay the water bills only to the authorized billing collectors/cashiers designated at the collection office/sub-collection offices and collecting bank agents with proper issuance of Official R e c e i p t .

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

DURATION OF THE SERVICE: Maximum of 2 minutes, if with water bill
 Maximum of 7 minutes, if without water bill and/or inquiry

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