

REQUEST FOR WATER METER TEST

RECIPIENTS: General Public (non-concessionaires)

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

REQUIREMENTS:

- Watermeter

FEES:

- Php 300.00 (calibrationfee)

HOW TO AVAIL THESERVICE:

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
1. Proceed to Customer Service Counter, request for water metertest and sign the Service Request Form.	Prepare the Service Request Form for water meter test and inform the client to pay the necessary fees at Cashier's Counter 1 and 2.	5 minutes	Customer Services Assistant		Service Request Form	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. Proceed to Cashier's Counter 1 and 2. For the payment of calibration fee.	Accept payment and issue Official Receipt.	2 minutes	Cashier/Teller	Calibration fee: Php 300.00		Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103
3. Wait for 2 days for the release of the results.	Forward the service request to the Engineering Division	5 minutes	Customer Services Assistant			Customer Service Counter (046)430-0832 loc 111
4.	Water meter testing and recording of the result/s	2 hours	Maintenance Team			Engineering Division (2 nd floor) (046)430-0832 loc. 108

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
5.	Prepare the certificate and have it signed by the proper signatories then forward to the Customer Service for release	5 minutes	Engineering Clerk		Certificate	Engineering Division (2 nd floor) (046)430-0832 loc. 108
6. Return after 2 days and get the results	Issue the results of the water testing to the client	2 minutes	Customer Services Assistant		Certificate	Customer Service Counter (046)430-0832 loc 111

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

DURATION OF THE SERVICE: Maximum of 2 days

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