

# **PILAR WATER DISTRICT (PWD)**



# **OPERATIONS MANUAL**

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# **PILAR WATER DISTRICT OPERATIONS MANUAL**

The Operations Manual of Pilar Water District (PWD) contains the general information about the agency, its underlying functions, mandates, operating procedures and organizations.

The purpose of this Manual is to provide knowledge to its readers about the district's responsibilities, and structure.

The Manual is composed of the following datas:

**General Information.** This contains the history, mandates and functions, mission and vision, corporate goals, list of water sources and areas of operations.

**Organization and Responsibilities.** The organizational structure and staffing pattern approved by the DBM for Category D Water District, and with accompanying the duties and responsibilities of the employees in the department.

**Operating Procedures.** Discuss agency's procedures, work flow activities and thereby illustrating the different processes involved in its day to day operations.

## **II. DEFINITION OF TERMS**

<b>PWD</b>	–	Pilar Water District
<b>Category D</b>	–	Categorization of water district approved by LWUA, determined by the factors under the Point-Rating Category
<b>LWUA</b>	–	Local Water Utilities Administration
<b>RWSA</b>	–	Rural Waterworks and Sanitation Association
<b>OSSP</b>	–	Organizational Structure and Staffing Pattern
<b>DBM</b>	–	Department of Budget and Management
<b>LWD</b>	–	Local Water District

<b>SOA</b>	–	Statement of Account
<b>PR</b>	–	Purchase Requisition
<b>PhilGEPS</b>	–	Philippine Government Electronic Procurement System
<b>SR</b>	–	Service Request
<b>DV</b>	–	Disbursement Voucher
<b>BUS</b>	–	Budget Utilization Slip
<b>JEV</b>	–	Journal Entry Voucher
<b>GL</b>	–	General Ledger

#### **a. COMPANY HISTORY**

The Pilar BWP – RWSA, Inc. was created under SB Resolution No. 13 s. 85 on the strength of PD 198 as amended by PD Nos. 768 and 1479 declaring a National Policy, favoring local operation and control of water system, authorizing the formation of local water district and providing for the government and administration to facilitate improvement of local water utilization, granting said administration such powers as necessary to optimize public water utility operations and for other purposes.

Under Presidential Decree 198 as amended or the “Provincial Water Utilities Act of 1973”, Pilar Water District was created on August 20, 1990 thru a Resolution No. 20-90 of the Sangguniang Bayan of Pilar. Having passed all the requirements and in consonance with Presidential Decree No. 198, the Local Water Utilities Administration (LWUA) issued Conditional Certificate of Conformance No. 474 on November 20, 1990 thus, qualifying for

financial and technical assistance from LWUA, through loans that are essential for its development and expansion of water facilities.

Pilar Water District's main purpose as a government and controlled corporation is to acquire, install, improve, maintain and operate water supply and distribution system for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of the water district.

PWD was placed under full LWUA takeover, effective March 14, 2012 to March 15, 2013, pursuant to Board of Trustees Resolution No. 20 dated May 21, 2012. A five-man Interim Board of Directors (IBOD) and an Interim General Manager (IGM), all from LWUA, were designated to handle, respectively, policy-making and management function for the district. Actual takeover took place on July 12, 2012, upon installation of the IGM at the districts' office in Marifosque, Pilar, Sorsogon.

The takeover was extended up to October, 2015 and was turned-over to the local policy-making board last November 5, 2015.

PWD having complied with the guidelines as provided for in the DBM approved Revised Local Water District (LWD-MACRO) Manual in Categorizations, Re-Categorizations and Other Related Matters, is categorized by the Local Water Utilities Administration (LWUA) as Category "D" Water District as of March, 2012 with a total of 1,083 active service connections.

From 1,083 active service connections in 2012, Pilar Water District has already 1,426 active connections as of December, 2015, with four (4) deep wells as source of water supply.

## **LEGAL MANDATE**

**Pilar Water District's main purpose as a government and controlled corporation is to acquire, install, improve, maintain and operate water supply and distribution system for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of the water district.**

### *VISION*

Pilar Water District envisions to be an outstanding water district that provides excellent service to the community that serves through proper, adequate, and safe water supply and maintain to be financially stable and viable.

### *MISSION*

To provide safe, potable, adequate and affordable water to the most number of Pilareños and continuously improving the skills and well – being of our employees, to maintain a district responsive to the needs of our concessionaires and firmly focused on productivity.

Acknowledging the importance of attitudinal worth as predominant component in applying knowledge and skills in working situation, further highlighted by the current work for Moral Recovery in the entire Philippine Bureaucracy, the Pilar Water District drills the development and internalization of specific values contained in its value statements, which reads:

As Pilar Water District employees we dedicate ourselves to:

**CUSTOMERS:**

We take pride that our commitment to customers-centered service is our highest priority.

**EXCELLENCE:**

We strive to provide the highest quality and value in all that we do.

**INTEGRITY:**

We commit ourselves in doing the right thing. Ethical behavior, trustworthiness and accountability are the District's foundation.

**TEAMWORK:**

We promote mutual trust by sharing information, knowledge and ideas to reach our common goals and objectives in life.

**PROFESSIONALISM :**

We see each individual as unique and important. We value diversity and open communication to promote fairness, dignity and respect to one another. We educate and train them for continuous excellent public service.

**b. CORPORATE GOALS**

- To deliver high quality services to meet customer needs, and increase confidence of the customer in the value the District provides.
- To provide enhanced value by directing and managing the financial issues that is critical to the District.
- To improve business functionality by constantly improving the efficiency and effectiveness of important business processes.
- To provide the employees with opportunities for professional growth, leadership, tools, and management commitment to become a more results oriented culture.

**LIST OF WATER SOURCES**  
**AS OF DECEMBER 2015**

<b>NO.</b>	<b>LOCATION</b>	<b>HP RTING</b>	<b>AVE. DAILY VOLUME</b>
1	Calongay Pumping Station #1	25HP	1,104 m3
2	Calongay Pumping Station #2	30HP	1,800 m3
3	Guiron Pumping Station	3HP	240 m3
4	Putiao Pumping Station	3HP	168 m3

**AREAS OPERATION**

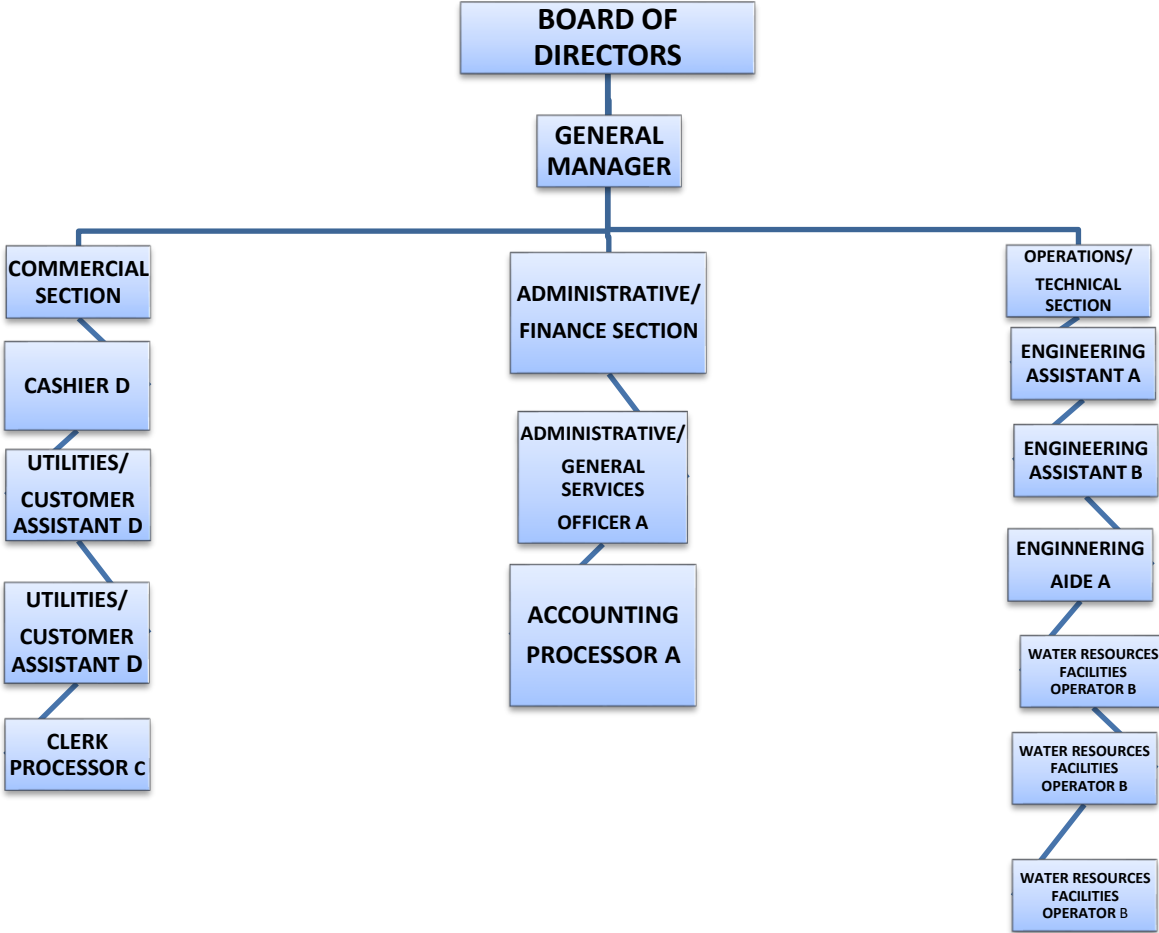
**Barangays that are served by Pilar Water district as of December 2015.**

- |               |            |
|---------------|------------|
| 1. Binanuahan | 7. Abas    |
| 2. Banuyo     | 8. Sta. Fe |
| 3. Dao        | 9. Guiron  |
| 4. Marifosque | 10. Sapa   |
| 5. Calongay   | 11. Putiao |
| 6. Mabanate   |            |



**PILAR WATER DISTRICT**  
Marifosque, Pilar, Sorsogon

**ORGANIZATIONAL CHART**



## **IV. ORGANIZATION AND RESPONSIBILITIES**

### **a. DUTIES AND RESPONSIBILITIES OF THE RESPECTIVE OFFICES/ DEPARTMENTS**

**BOARD OF DIRECTORS** is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

#### **OFFICE OF THE GENERAL MANAGER**

The Office of the General Manager is in charge of the overall administration of the District's office operation, oversees personnel management; directs and sets forth procedures; execute duly established policies and guidelines relative to its services in order to affect organizational effectiveness and efficiency.

#### **GENERAL MANAGER**

- The General Manager shall have full supervision and control of the maintenance and operation of water district's facilities, with power and authority to appoint all personnel of the district.
- Directs basic efforts of all departments, division and office towards achieving utility goals and objectives with established policies.
- Oversees and conducts meetings of the Board of Directors; keep the Board informed as to utility operation; proposes policies, rules and regulations and budget for board action; also awarding of contracts; carries out board policies in achieving utility activities towards that ends files and follow up loan applications and sign loan agreements in behalf of the district.
- Directs the approval of disbursements of funds and other payment of sum of money in the name of the district, execute for and in behalf of the district contracts and agreement, the district enters into as approved by the Board.

## **ADMINISTRATIVE, HUMAN RESOURCE AND FINANCE SERVICES SECTION**

- Plans and implements goals and targets for the Finance, General Services and Administration Department and directs the activities of all utility offices (except engineering) that are considered “staff”, actions in working towards the achievement of utility objectives.
- Direct basic efforts of the Accounting office, Personnel office, and general plant maintenance; coordinates travel of water district employees; assist the recruitment/selection, hiring and training of personnel, provide supply procurement and motorpool services; oversee security efforts; evaluate superficial performance; prepares management report; are required to report of regulatory or creditor; establish employees performance standards and evaluate employees performance.
- Oversees the preparations of annual budget, revenue and expense budget; cash flow preparations and financial analysis regarding water rates increase.
- Oversees the preparation of monthly financial reports, quarterly and annual reports, and maintenance of office/ general records and files; liability claims and property insurances and the conduct of physical inventory.
- Manages the preparation and maintenance of financial records and reports the general ledger, accounts payable, accounts receivable, payroll, inventories, fixed assets and disbursement vouchers.
- Oversees cash management, investment of the district and debt management.
- Oversees and ensures the procurement of materials, supplies, equipment and other facilities are in accordance with the provision of RA 9184, the Government Procurement Reform Act.
- Manages information technology support for the district including the installation and upgrade of Data Base Systems/Programs to improve efficiency and productivity.

## **COMMERCIAL SERVICES SECTION**

- Direct the operation of determining customer services and billing; maintain customer standards and respond to customer’s complaints and inquiries.

- Supervise the accurate and up-to-date maintenance and customer records; enforces utility rules and regulations as to billings, payments, delinquencies and assistance; trains personnel on customer relations; writes billing and receipts; pursues delinquent accounts and recommend write-offs as required and prepared management reports relative to commercial activities and matters; coordinate public information activities; prepare periodic reports and other reports that is required; prepare budget.
- Oversee the district's needs in term of commercial transactions; handle daily business issues and transactions.
- Plans, organizes, assigns, supervises reviews and evaluates the works of field and customer service office support staff; recommend selections of staff; train and provide for their professional development; assists in planning goals and objectives, procedures and work standard for each division/section.

#### **ENGINEERING, OPERATIONS AND PRODUCTION SECTION**

- Plans, organize, direct and coordinate District engineering and programs that require into actions with outside agencies and the general public; engineering design, securing permits and project construction activities; to exercise full functional management responsibility and oversight of assigned engineering program and projects and to provide staff assistance to the General Manager.
- Assist the General Manager in managing and directing operation; to plan, organize and direct the activities of the Engineering and operations department; to analyze and recommend the policies and procedures related to the district's organizations mission and vision to provide the highest quality water to consumers at the lowest possible cost; and to utilize performance planning to identify, establish, achieve goals and objectives of the District.
- Ensure compliance with government regulations regarding water quality, employee safety and environmental issues.
- District Safety practices are implemented to ensure a safe and healthy work environment.
- Assist in developing and coordinating the District's annual budget and review budget proposed work.
- Conducts daily chlorine residual test and potability & chemical test.

- Inspection and installation of new water service connections; Implements disconnection and reconnection of service line.
- Prepares, maintain and submit monthly production report.
- Conducts flushing of hydrants.
- Repair of leaking pipes, broken pipes and damaged meter stand.
- Ensuring of 24/7 availability of water.
- Supervising the District's potable water quality program and collection of potable water supplies; trouble shooting with the water distribution system; supervising daily operation of the water treatment plants and deep wells.
- Monitoring and maintenance of pumps, water treatment facility, generator and other pumping equipment.
- Plan, organize, direct and review the operations and maintenance of the District transmission and distribution lines, water reservoir, and treatment facilities.

## **V. OPERATING PROCEDURES**

### **BASIC FEATURES**

#### **a. GENERAL ACCOUNTING AND FINANCIAL MANAGEMENT 1.**

1. Journal Entry Vouchers (JEV) are prepared for daily transactions on receipts/collections, deposit of collections, check payments, issuances of materials, and liquidation of cashier's advances for employees' payroll and other emoluments.
2. The JEVs are posted to the respective special journals:
 

Cash Receipts and Deposit Journal	– collections and deposits
Check Disbursements Journal	– for check payments
Cash Disbursements Journal	– for liquidation of cashier's advances for employee's payroll and other emoluments
Materials and Supplies Inventory Journal	– for issuances of materials
3. For transactions that do not fall with the above special journals, JEVs are prepared and posted to the General Journal.

4. These journals are kept in balance and at the end of the month, are recapped with the appropriate categories.
5. Summarized entries from the respective journals are recorded to the General Ledger by the Administrative/Finance Officer A.
6. The Administrative/Finance Officer extracts the balances of the General Ledger accounts, then prepares the following financial statements:
  - a. Monthly
    - i. Balance Sheet (Condensed and Detailed)
    - ii. Statement of Income and Expenses (Condensed and Detailed)
    - iii. Cash Flow Statement
    - iv. Monthly Data Sheet
  - b. Annually
    - v. Statement of Changes in Equity
    - vi. Notes to Financial Statements
7. These reports are prepared by the Admin. /Finance Officer Section Head before submitting to the to the Board of Directors, Local Water Utilities Administration (LWUA), Commission on Audit (COA) and other interested parties.

## **b. BILLING AND COLLECTION BASIC FEATURES**

### **METER READING**

1. Meter Reading activity normally starts on the first working day of every month, if the first day of the month falls on a Sunday then meter reading is moved on the next day. Meter reading ends in the 4th or 5th day of the month.
2. Water meters are read monthly in each service area, grouped by zones to achieve a system whereby water meters of an area are read within a period of one day, after taking into account the average number of water meters which can be read in a day's time.
3. Billing and Posting Clerk downloads data of concessionaires' due for the billing period from the BCWin program to the Meter Reading Gadget.

4. Based on the reading schedule for the area assignment during the period, Meter Reader/s receives from the Billing and Posting Clerk the:

Meter Reading List

Meter Reading Gadget

5. On site, read meter and indicates the reading on the Meter Reading Gadget, prints the water bill and gives or tenders it to the concerned concessionaires. If no one is home, the said bill will be sent back to the District and the Cashier will handle it for he/she will be the one who has been asked by the concessionaires that is looking for their undelivered bills.

During the said schedule of meter reading, the meter readers will also observe the condition of the service connection and watches out for any service defect; ensures the District regulation are not violated. They also accept complaints from concessionaires on the defects of the service connection and conduct preliminary investigations. If the defects need further corrections or repairs, indicate the defect in a Service Request and Inspection Form. This form will also be used on the defects noted by WD staff not complained of by concessionaires, and used to initiate actions on routine maintenance on installed water meters. However, if complaints need further explanation from concerned personnel handling the specific matter and is not within the jurisdiction of the Meter Reader, the concessionaires will be advised to visit PWD office to be clarified.

## **BILLING**

1. The billing clerk prepares, verify and see to it that all the new and reconnected concessionaires due for the billing are activated, and all the disconnected concessionaires not subject for billing within the cut-off reading period are deactivated in the BCWin System.
2. Once the billing clerk already verified the completeness of the exact number of concessionaires belonging to one zone as shown in the data base of service connections due for reading, the latter shall automatically download data of concessionaires due for

the billing period from BCWin Program to the Meter Reading Gadget and turn-over the same to the meter reader ready for reading purposes.

3. After the daily reading schedule, the Billing Clerk should receive from the Meter Reader the Meter Reading Gadget and uploads data to BCWin System all meter readings, and post the same to concessionaire's individual ledger accounts.
4. Print or extract Detailed Daily Billing Report and prepares a Daily Billing Summary in two copies, summarizing bills issued and the penalty charges indicated on overdue water bills for the day. The Daily Billing Summary should include the breakdown of metered sales, which shows total consumption in cubic meter, the amount of metered sales and the number of consumers per category.
5. Every end of the month, the Billing Clerk should prepare the Monthly Billing Summary (by zone), monthly breakdown of metered and unmetered sales properly supported with the Daily Billing Report classified by zone and file and submit the same to the bookkeeper for recording purposes.
6. Submit Billing Adjustment Summary Report if any to the bookkeeper for journal voucher preparation.
7. In the event the complaint is made by a customer that the water bill is excessive, a re-read should be made in the water meter; checks the service line if there are leaks; the water meter will be removed or should be calibrated; a personal investigation of service lines/ premises shall be reviewed by the responsible officer of the Commercial Department.
8. Concessionaires billing adjustment can be availed only once with malfunctioning water meter based on the latest three months average consumption upon thorough investigation or careful validation by the technical/maintenance personnel.

In case the credits for the bills issued are other than metered and unmetered sales account, the "Sundries" columns are to be used for recording those credits. Only current months billing and penalty charges should be included in the Daily Billing Summary.



## **BOOKKEEPER**

1. Receives the Daily Billing Summary from the Billing and Posting Clerk (Commercial Division and Files Daily Billing Summary.
2. Receives monthly from the Billing and Posting Clerk the Billing Adjustment Summary and prepares a Journal Voucher.
3. Check, verify the accuracy and validity of all monthly billing reports before posting to the Billing Register and General Ledger.

## **COLLECTION**

1. Water bills are due and payable at the Office of Pilar Water District, on the date the bill is delivered to the consumer. PWD grants 15-days grace period for customers to pay their bill without penalty.
2. The due date stipulated in the Billing Notice is the maximum day the customer shall pay his basic consumption without penalty. A penalty or late payment charge shall be required if no payment is received after due date. Service may be disconnected even for two months unpaid bill.
3. The PWD cashier will receive payments from Monday to Friday from 8:00 a.m.-5:00 p.m.
4. Upon collection, the Teller obtains from the concessionaires the water bill and enters the account number in the computers program's payment form thru BCWin. If water bill is not available or not on hand by the consumer, Teller finds concessionaires ledger through the BCWin program.
5. Receives payment from concessionaire; counts money and compares with total charges or, total amount due. The collector then enters into the computer (BCWin) the payment received and prints three (3) copies of the Tellers' Official Receipt.
6. The first copy (original) of the signed Tellers' Official Receipt is given to the concessionaires; the second is attached to the Daily Collectors' Report submitted to the Cashier; further attached to the Daily Cashiers' Collection Summary submitted to the bookkeeper for recording; and the third copy shall be retained in the booklet/stub for filling /record purposes.

7. Prints the daily collectors report in two copies, showing breakdown of collection into current, arrears of current and previous years and other charges. Bills collected on or before due date are considered “current”.  
Any partial payment made by the concessionaires in Arrears shall be credited first to the latter, before it can be applied to his/her current billing.
8. Daily collections received by the Authorized Collectors are reported in a Collection Report checked by the Head Cashier before posting to the computer. All collections remitted to the Cashier are kept in a steel safe vault and deposited in the bank in the morning of the following banking day. The cashier prepares the Cash Receipt and Report Record daily and Daily Cash Position Report in the morning, checked/verified by the Administrative/Finance Section Head.
9. Authorized PWD Field Collectors:
  - Samuel H. Madrid
  - Marlon M. Moneda – For Putiao Sub-office
  - Ronnel M. Arevalo
  - Dareen M. Marbella
10. Paid water bills are filed by account number and date of payment.
11. Payments by checks made by the concessionaires who are not honored by the bank will be presented/ returned to the concessionaires for replacement in cash.

## **b. SEVICE GUIDE**

1. NEW CONNECTION
2. CASHIERING
3. REPAIR AND MAINTENANCE
4. DISCONNECTION
5. RECONNECTION
6. VOLUNTARY DISCONNECTION
7. COMPLAINTS
  - A) Reading/ Billing
  - B) Payments

## **NEW CONNECTION**

**CLIENT:** General Public

### **REQUIREMENT:**

Community Tax Certificate

Application Form

### **TOTAL FEES/ CHARGES:**

Residential – 1, 500.00

Commercial – 2, 500.00

### **SERVICE SCHEDULE:**

Monday – Friday

8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 1 hour & 30 minutes

### **HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Request for the application and service request forms	Issue application & service request forms	2 minutes	Amador M. Bañano Violeta B. Calmante
<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Ask the list of materials needed	Site Inspection	1 hour	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat

Pay all the fees	Receive payments and issue receipts	3 minutes	Amador M. Bañano
Attend orientation	Conduct orientation	20 minutes	Clouie Ann F. Capati ( Admin Dep't. ) Violeta B. Calmante
Wait for the installation of your service connection	Approval of the application for the new service connection	5 minutes	Clouie Ann F. Capati ( Officer In- charge )
	Installation of new connection	1 day upon request	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat

**CASHIERING**

**CLIENT:** All PWD Concessionaires

**REQUIREMENT:**

Statement of Account/ Billing Statement

Application Form (for new connection applicants)

**SERVICE SCHEDULE:**

Monday – Friday

8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 1 minute

**HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Present your statement of account/ application form and pay	Post payment and issue receipt	1 minute	Amador M. Bañano

**REPAIR & MAINTENANCE**

**CLIENT:** Active Concessionaires

**REQUIREMENT:**

Service Request Form

**TOTAL FEES/ CHARGES:**

Leak/ repair before the meter – none

Transfer of meter w/ tapping – P 600.00

Transfer of meter w/o tapping – P 400.00

**SERVICE SCHEDULE:**

Monday – Friday

8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 6 minutes

**HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Request for the service	Fill up the form	5 minutes	Jesus A. Madrilejos Violeta B. Calmante Clouie Ann F. Capati
Pay if there is necessary fee	Receive payment & issue receipt	1 minute	Amador M. Bañano
Wait for repair & maintenance personnel	Accomplish service request	1 day upon request	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat

**DISCONNECTION**

**CLIENT:** Active Concessionaires

**REQUIREMENT:**

Two (2) months up arrears

**SERVICE SCHEDULE:**

Monday – Friday

8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 1 hour & 25 minutes

**HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Request for the aging of accounts	Print Aging of Accounts	5 minutes	Samuel H. Madrid (Billing/Clerk Processor)
Identify concessionaires for disconnection	Prepare the list for disconnection	1 hour	Amador M. Bañano (Cashier)

Review/ check the list for disconnection	Approve the list for disconnection	20 minutes	Clouie Ann F. Capati Admin/ Gen. Services Officer A Officer In - charge
Implement the approved disconnection service	Disconnection service	8:00 AM – 12NN 1:00 PM – 5: 00 PM	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat

## **RECONNECTION**

**CLIENT:** Disconnected Concessionaires

### **REQUIREMENT:**

Pay all arrears and fee (for disconnected with arrears)

Fill-up service request form for connection

### **FEES/ CHARGES:**

Reconnection fee – P 100.00 plus arrears

### **SERVICE SCHEDULE:**

Monday – Friday

8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 2 hours & 5 minutes

### **HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Pay all arrears & fee	Receive payments & issue receipt	2 minutes	Amador M. Bañano
Fill-up service request form for reconnection	Accomplish reconnection request form for inspection	3 minutes	Samuel H. Madrid (Billing Clerk) Violeta B. Calamante (Accounting Processor – A)
Inspection of disconnected service line	Recommend for approval the request for reconnection	1 hour	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat

Wait for reconnection personnel	Accomplish reconnection request	1 hour	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat
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**VOLUNTARY DISCONNECTION**

**CLIENT:** Active Concessionaires

**REQUIREMENT:**

- Pay all arrears and fee
- Fill-up service request form for connection

**FEES/ CHARGES:**

Disconnection fee – P 100.00 plus arrears

**SERVICE SCHEDULE:**

- Monday – Friday
- 8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 1 hour & 5 minutes

**HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Pay all arrears & fee	Receive payments & issue receipt	2 minutes	Amador M. Bañano
Fill-up service request form for disconnection	Accomplish disconnection request form	3 minutes	Samuel H. Madrid (Billing Clerk) Violeta B. Calamante (Accounting Processor – A)
Wait for disconnection personnel	Accomplish disconnection request	1 hour	Jesus A. Madrilejos Rodolfo G. Capangca, Jr. Edwin A. Balona Emerenciano D. Cupat



## COMPLAINTS – A) Reading/ Billing

B) Payments

C) Arrears

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**CLIENT:** Active/ Inactive Concessionaires  
**REQUIREMENT:**

Fill-up Complaints Logbook

**SERVICE SCHEDULE:**

Monday – Friday

8:00AM – 12:00 Noon and 1:00PM – 5:00PM

**TOTAL TRANSACTION TIME:** 45 minutes

**HOW TO AVAIL THE SERVICE:**

<b>PROCEDURE</b>	<b>ACTION</b>	<b>TRANSACTION TIME</b>	<b>RESPONSIBLE PERSON</b>
Fill-up the logbook for complaints	Check/analyze the complaints	5 minutes	Amador M. Bañano Samuel H. Madrid Edwin A. Balona
Ask for the ledger/ account record	Verified record of accounts	20 minutes	Amador M. Bañano Violeta B. Calmante Clouie Ann F. Capati Samuel H. Madrid
Wait for the PWD personnel resolve your complaints	Resolve concessionaires, complaints	20 minutes	Amador M. Bañano Samuel H. Madrid Clouie Ann F. Capati
<b>END OF TRANSACTION</b>			

**Prepared by:**

  
**CLOUIE ANN F. CAPATI**  
General Manager