

BILLING COMPLAINTS (BILL ADJUSTMENT)

All concessionaires with correcting entries, cancelled arrears, error reading, incorrect surcharges, water bill distributed on disconnected clients, error entry additional surcharges and system errors.

Schedule of Availability of Service: Mondays to Fridays; 8:00 am to 12:00 nn & 1:00 pm to 5:00 pm

Requirements:

✚ None

Forms:

- ✚ FM-COM-05 Service Request Form
- ✚ FM-COM-13 Billing Adjustment Memo

STEP	APPLICANT	PROVIDER	DURATION	PERSON RESPONSIBLE	FEEs
1	Complaint	records the complain of the client and prepare service request	5 min	Customer Service Assistant	None
2		recheck records, recheck water meter and connection	as scheduled	Customer Service Assistant	None
3		prepares the BAM and adjusts the amount complained	15 min	Customer Service Assistant	None