

REPLACEMENT OF DAMAGED WATER METER

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

STEP	APPLICANT	PROVIDER	DURATION	PERSON RESPONSIBLE	FEES
1	Complaint	receives the complain of the client and prepares service request	5 min	Customer Service Assistant	None
2		inspection/confirmation of the damaged meter	As scheduled	Inspection & Installation Team	None
3	Payment	issue OR for the payment of damaged water meter	10 min	Collection Assistant	P500.00*
4	Presents OR to the CSA	request for new water meter to the storekeeper	5 min	Customer Service Assistant	None
5		issuance of new water meter	20 min	Storekeeper	None
6		prepares service request form to be submitted at the Eng'g. & Construction Section	5 min	Customer Service Assistant	None
7		replace new water meter	As scheduled	Inspection & Installation Team	None

*Fee for the damaged of water meter may depend on the defect if it's wear and tear, otherwise it will be charged to the concessionaire.