	PROCEDURES MANUAL	Document No. : PM-COM-01 Eff. Date : 08-20-16 Revision No. : 00 Pages : 1 of 2
	MARKETING	

I. OBJECTIVE

This procedure defines how marketing for new connection is carried out

II. SCOPE

This covers the entire Carcar Water District Marketing Process and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

PIO/PR Officials
Commercial Division
Administrative Division
Finance Division
Operations & Maintenance Division

IV. DEFINITION OF TERMS

Pulong-pulong – is the assembly or gathering of people wherein objectives & relevant issues are being discussed.

V. REFERENCE DOCUMENTS

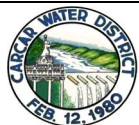
BOD Policy on Proposed Promo
CWD Utility Rules

VI. RECORDS GENERATED

Application form
Attendance Sheet
Invitation Letters
Minutes of the Assembly

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Prepared by: <u>RUBY ANGELICA C. GALICANO</u> Process Owner	Approved by: <u>ENGR. EDWARD L. REMO</u> General Manager
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PROCEDURES MANUAL

MARKETING


VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Plan[Conduct Marketing Plan] </pre>	1.1 Analyze current situation w/ O&M. 1.2 Conduct Market Survey 1.3 Set targets & goals 1.4 Develop a marketing strategy	<i>Within the service area only</i> <i>Once a Year (Budget Workshop)</i>	Division Manager	Marketing Plan
02	<pre> graph TD Plan --> Budget[Prepare Budget] </pre>	1.1 Set budget for supplies and materials 1.2 Seek for GM & BOD's approval	<i>Must be included in the annual budget</i>	Division Manager	Marketing Plan
03	<pre> graph TD Budget --> Impl[Project Implementation] </pre>	1.1 Implement Marketing Strategies as per plan	<i>Should only be within the service area</i>	Division Manager, Marketing Team	Marketing Plan; Attendance Sheet
04	<pre> graph TD Impl --> Eval[Monitoring and Evaluation] Eval --> End([END]) </pre>	1.2 Monitor and Evaluate planned vs. Actual service connections	<i>Quarterly Evaluation</i> <div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>	Division Manager, Marketing Team	Billing Reports; Minutes of the Meeting

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 Rev. No. : **00**

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Eff. Date : **08-20-16**
 Pages : **2 of 2**

	PROCEDURES MANUAL	Document No. : PM-COM-02 Eff. Date : 12-19-16 Revision No. : 01 Pages : 1 of 3
	<i>CUSTOMER SERVICE</i>	

I. OBJECTIVE

This procedure defines the system of Carcar Water District’s Customer Service.

II. SCOPE

This covers the process of Commercial Division’s Customer Service which includes; Customer complaints and service requests.

III. RESPONSIBILITY AND RESOURCES

Customer Service Officer
Cashier

IV. DEFINITION OF TERMS

Citizen’s Charter – is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens.

Arrears – An amount that is overdue and should have been paid earlier.

V. REFERENCE DOCUMENTS

Service Charge Tariff
Citizen’s Charter

VI. RECORDS GENERATED

Job Order



Prepared by: <u> JIA CHRISTIE O. GALLARDO </u> Process Owner	Approved by: <u> ENGR. EDWARD L. REMO </u> General Manager
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PROCEDURES MANUAL

CUSTOMER SERVICE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Receive[Receive Customer Request/Complaint] </pre>	1.1 Receive the request/complaints from the Customer	100% of requests/complaints received within 30 mins	Customer Service Officer	Service Monitoring System Record
02	<pre> graph TD Receive --> Validate[Validate Requirements] </pre>	2.1 Customer Service Officer validates the requirements for the requested services	100% validated upon receipt of documents	Customer Service Officer	
03	<pre> graph TD Validate --> Complete{If Complete} Complete -- NO --> Inform[Inform the Customer] Inform --> Validate Complete -- YES --> Prepare[Prepare Job Order] </pre>	3.1 Customer Service Officer informs the Customer to submit all the requirements needed for the desired services	100% informed after checking of the requirements	Customer Service Officer	
04	<pre> graph TD Prepare --> A((A)) </pre>	4.1 Prepare Job Order Form and have it signed by the Customer	100% of Job Order Forms signed by the Customer	Customer Service Officer	Job Order Form

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Rev. No. : 01

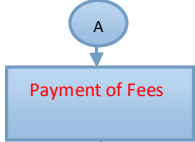
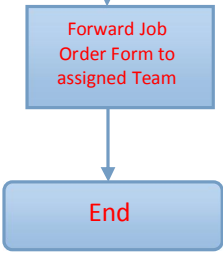
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Eff. Date : 12-19-16
Pages : 2 of 3



PROCEDURES MANUAL

CUSTOMER SERVICE


05		5.1 The Customer pays the corresponding fees to Cashier	<i>Service Charge Tariff</i>	Cashier	Daily Collection Report
06		6.1 The Customer Service Officer forwards the Job Order Form to the assigned personnel or team	<i>100% of Job Order Forms forwarded to assigned team/personnel within the day</i>	Customer Service Officer	

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Eff. Date : 12-19-16
Pages : 3 of 3

	PROCEDURES MANUAL	Document No. : PM-COM-03 Eff. Date : 12-19-16 Revision No. : 01 Pages : 1 of 4
	INSTALLATION OF NEW SERVICE CONNECTION	

I. OBJECTIVE

This procedure defines the system of Carcar Water District’s proper installation of new service connection.

II. SCOPE

This procedure covers the flow of the entire installation process

III. RESPONSIBILITY AND RESOURCES

- Installation Team
- Cashier
- General Manager
- Encoder

IV. DEFINITION OF TERMS

- Inspection – is the inspection of the site for new water service connection
- Estimate – is the estimation of materials for new water service connection

V. REFERENCE DOCUMENTS

- Application Form
- Requisition and Issuance Slip/Gate Pass
- Installation Checklist

VI. RECORDS GENERATED

- Conformed Application

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Prepared by: <u>EDMOND TENCHAVEZ</u> Process Owner	Approved by: <u>ENGR. EDWARD L. REMO</u> General Manager
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PROCEDURES MANUAL

INSTALLATION OF NEW SERVICE CONNECTION

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Receipt[Receipt of Application Form] </pre>	1.1 Encode applicant's data and print (2) two copies of application form 1.2 The applicant signs the application form	<i>100% of application forms are signed by the applicant</i>	Customer Service Officer	Service Monitoring System Application Forms
02	<pre> graph TD Payment[Payment of Inspection Fee] </pre>	2.1 The applicant pays Inspection Fee to Cashier	<i>Cashier must issue Official Receipt</i>	Cashier	Daily Collection Report
03	<pre> graph TD Orientation[Orientation] </pre>	3.1 Applicant attends Orientation of CWD Rules and Regulations conducted by Customer Service Officer or any designated Office Staff	<i>Orientation can be done individually or by group</i>	Customer Service Officer Office Staff	Flash Cards
04	<pre> graph TD Forward[Forward signed Application Form to Installation Team] </pre>	4.1 Forward signed Application Form to Installation Team for Inspection & Estimate	<i>100% of signed Application Forms forwarded to Installation Team within the day</i>	Customer Service Officer	<div style="border: 2px solid red; padding: 5px; text-align: center;">UNCONTROLLED COPY</div>
05	<pre> graph TD Site[Site Inspection & Estimate] B((B)) --> Site Site --> A((A)) </pre>	5.1 Installation team inspects the site and makes a sketch plan of the desired service connection 5.2 Record inspection details	<i>Materials after the water meter shall be shouldered by the Concessionaire</i>	Installation Team	Inspection Report

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 Rev. No. : **01**

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Eff. Date : **12-19-16**
 Pages : **2 of 4**



PROCEDURES MANUAL

INSTALLATION OF NEW SERVICE CONNECTION

06		6.1 Inform the applicant to submit all the requirements needed for the installation	100% of Applicants are informed within the day	Installation Team	
07		7.1 The assigned team provides bill of materials to the Concessionaire	Bill of materials provided within the day	Installation Team	
08		8.1 The applicant pays Application Fee at Cashier	Cashier must issue Official Receipt	Cashier	Daily Collection Report
09		9.1 The GM approves the application for new service connection	Complied all the requirements for the installation	General Manager	
10		10.1 The assigned team schedules the installation	Applications are scheduled on the following working day after approval of application form	Installation Team	

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Eff. Date : 12-19-16
Pages : 3 of 4



PROCEDURES MANUAL

INSTALLATION OF NEW SERVICE CONNECTION

11		11.1 The assigned Team/Office staff prepares RIS and withdraws materials from warehouse	<i>Signed Requisition and Issuance Slip</i>	Office Staff/Installation Team	Requisition & Inventory System
12		12.1 The assigned team conducts installation of new service connection	<i>Installed within 2 hours Installed with the assigned water meter</i>	Installation Team	
13		13.1 The Team Leader/assigned team performs quality check on the performed task	<i>100% performed</i>	Team Leader/Installation Team	
14		14.1 The assigned team calls the office to report the Installation	<i>100% of installations reported to CWD Office within the day</i>	Installation Team	
15		15.1 The assigned team fills up the application form and have it signed by the applicant	<i>Complete data on application form</i>	Installation Team	Conformed application form
16		15.1 The assigned team forwards the installed application to billing section	<i>Forwarded to billing section within the day</i>	Installation Team	<div style="border: 2px solid red; padding: 10px; text-align: center;">UNCONTROLLED COPY</div>
16		15.1 The encoder encodes the newly installed service connection	<i>100% encoded on the next working day</i>	Encoder	

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Rev. No. : **01**

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Eff. Date : **12-19-16**
Pages : **4 of 4**



PROCEDURES MANUAL

BILLING AND COLLECTION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Encode[Encode data of newly installed service connection] </pre>	1.1 Assign new account number 1.2 Encode application and installation details to Billing and Collection System 1.3 Set the activation date to 15 days from the date of installation 1.4 Sequence the account according to its nearest water meter File documents to its designated location	<i>100% of new service connection accounts accurately encoded the following working day after receipt of application forms</i>	Encoder	Statement of Account Petty Cash Voucher
02	<pre> graph TD Read[Read Water Meters] --> A((A)) </pre>	1.1 Prepare billing statement 1 working day before the reading schedule 1.2 Prepare meter reading fare by filling up petty cash voucher and have it signed by the Division Head 1.3 Load Psion with the scheduled zones 1.4 Proceed to site and locate the water meters provided on the bill 1.5 Write the reading on the bill and encode it to the Psion Computer 1.6 Copy the computed consumption to the bill 1.7 Verify the consumption by comparing it to its average consumption 1.8 Serve the bill 1.9 Post the meter reading data to Billing and Collection System 1.10 Print Billing Prooflist	<i>100% assigned water meters read and recorded accurately by the end of the day.</i> <i>Once a month per zone</i>	Meter Readers	Bill, Billing Prooflist <div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>

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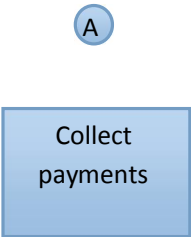
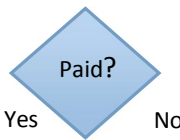
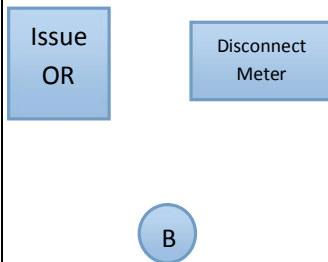
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 Pages : **2 of 4**



PROCEDURES MANUAL

BILLING AND COLLECTION

03		<ol style="list-style-type: none"> 1.1 Prepare Change Fund 1.2 Call the next number by pressing the queuing system 1.3 Receive the bill to be paid 1.4 Scan account number / account name of the Concessionaire 1.5 Receive the payment 1.6 Count and check the money for possible counterfeit 1.7 Provide change and issue Official Receipt 1.8 Advise the payor to verify the account being paid for and count the change before leaving the premises 	<p><i>100% of payments received are accurately reported and remitted at the end of the day.</i></p>	Tellers	Official Receipt, Cash Transfer Slip, Computer Paper
04		<ol style="list-style-type: none"> 1.1 If yes, Issue Official Receipt 1.2 If no, Disconnect Water Meter 		Tellers	Official Receipt
05		<ol style="list-style-type: none"> 1.1 Prepare disconnection list 1.2 Check accounts with compromised agreement or staggered payments 1.3 Proceed to site and locate the water meter 1.4 Call the office to check the payment status 1.5 If unpaid, close the gate valve or angle valve then disconnect the water meter and re-open the valves 1.6 Call the office to record the disconnection on Billing and Collection System 1.7 Proceed to the next target water meter 1.8 Record the disconnected accounts to the Disconnection Logbook 	<p><i>7% of delinquent accounts disconnected within the day</i></p>	Disconnection Team	Disconnection List, Staggered Payment Forms, Disconnection Logbook, Meter History Card <div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>
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PROCEDURES MANUAL

BILLING AND COLLECTION

B

End


- 1.9 Get the history card from the shelves and update the record
- 1.10 Return the disconnected water meters to the warehouse with its corresponding meter history cards

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Pages : 2 of 4

	PROCEDURES MANUAL	Document No. : PM-COM-05 Eff. Date : 12-19-16 Revision No. : 00 Pages : 1 of 3
	BILLING	

I. OBJECTIVE

This procedure defines the Billing System of Carcar Water District

II. SCOPE

This covers the entire billing process of Commercial Division

III. RESPONSIBILITY AND RESOURCES

Meter Readers
Office Staff

IV. DEFINITION OF TERMS

Psion – a handheld computer used for meter reading
SMS – short message service and is also commonly referred to as a text message

V. REFERENCE DOCUMENTS

Meter Reading Schedule
CWD Water Rates

VI. RECORDS GENERATED

Statement of Account

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Prepared by: <u> ARCHIE R. CAMPAÑON </u> Process Owner	Approved by: <u> ENGR. EDWARD L. REMO </u> General Manager
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PROCEDURES MANUAL

BILLING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Prepare[Prepare Meter Reading Schedule] </pre>	1.1 Office Staff prepares the meter reading schedule	<i>Meter Reading Schedule prepared before the start of the Reading Cycle</i>	Office Staff	Meter Reading Schedule
02	<pre> graph TD Prepare[Prepare Statement of Account] </pre>	2.1 Office Staff prints statement of accounts according to schedule	<i>Statement of Accounts prepared before the reading schedule</i>	Office Staff	
03	<pre> graph TD Load[Load Psion Computer] </pre>	3.1 Office Staff loads Psion Computers with accounts scheduled for meter reading	<i>100% of scheduled accounts loaded to Psion on or before reading schedule</i>	Office Staff	
04	<pre> graph TD Meter[Meter Reading] </pre>	4.1 Meter Readers locate and read water meters 4.2 Meter Readers encode reading to Psion 4.3 Meter Readers write consumption on the water bill	<i>100% of the assigned water meters read and billed at the end of the day</i>	Meter Readers	Meter Reading List
05	<pre> graph TD Abnormal{Abnormal Consumption?} -- Yes --> Inform[Inform the Concessionaire] Abnormal -- No --> Serve[Serve Statement of Account] </pre>	5.1 The assigned meter reader informs the Concessionaire with its abnormal consumption	<i>Concerned Concessionaire must be informed within the day</i>	Meter Readers	<div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>
06	<pre> graph TD Serve[Serve Statement of Account] --> A((A)) </pre>	6.1 Meter Readers serve the water bill	<i>100% of Statement of Account served within the day</i>	Meter Readers	
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PROCEDURES MANUAL

BILLING

07		7.1 Office Staff downloads the meter reading data from Psion Computer for posting	<i>100% of meter reading data downloaded within the day after receipt of Psion Computer</i>	Office Staff	Psion Database
08		8.1 Office Staff posts the meter reading data to Billing and Collection System	<i>100% of meter reading data posted within the day after receipt of Psion Computer</i>	Office Staff	
09		9.1 Office Staff prints and submits billing proof list to Finance Division	<i>Billing Proof List submitted within 1 working day after receipt of Psion Computer</i>	Office Staff	Billing Proof List
10		10.1 Office Staff sends SMS copy of water bills to Concessionaires	<i>100% of registered numbers sent the following working day</i>	Office Staff	<div>UNCONTROLLED COPY</div>
11		11.1 Office Staff prints and submits Monthly Billing Reports to Finance Division	<i>Monthly Billing Reports submitted within 3 working days of the ensuing month</i>	Office Staff	

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Pages : **2 of 3**



PROCEDURES MANUAL

CHANGE METER

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Receipt[Receipt of Job Order] </pre>	1.1 The assigned team receives the Job Order from Office Staff or Customer Service Officer	100% of Job Orders received within the day	Change Meter Team	Service Request Monitoring System
02	<pre> graph TD Receipt --> Withdraw[Withdraw Water Meter] </pre>	2.1 Assigned Team/Office staff prepares RIS and withdraws water meter from warehouse	<i>Signed Requisition and Issuance Slip</i>	Office Staff/Change Meter Team	Requisition & Inventory System
03	<pre> graph TD Withdraw --> Change[Change Meter] </pre>	3.1 The assigned team proceeds to site and conducts change meter	<i>Water Meter must be in correct position</i>	Change Meter Team	List of Changed Meters
04	<pre> graph TD Change --> Check[Perform Quality Check] </pre>	4.1 The Team Leader/assigned team performs quality check on the performed task	<i>100% performed</i>	Team Leader/Change Meter Team	<div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>
05	<pre> graph TD Check --> Close[Close the Job Order] Close --> A((A)) </pre>	5.1 The assigned team records the performed task 5.2 The Concessionaire conforms the performed task by signing the Job Order	<i>100% signed by the Concessionaire</i>	Change Meter Team	

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 Pages : **2 of 3**



PROCEDURES MANUAL

CHANGE METER


06		6.1 The assigned team submits the Job Order to Billing Section	100% of Job Orders submitted within the day	Change Meter Team	Conformed Job Orders
07		7.1 The assigned team/Office Staff records the performed task on meter history card	100% recorded	Change Meter Team/Office Staff	Meter History Card
08		8.1 The assigned team or Office Staff returns the removed water meter and history card to warehouse	100% of removed water meter returned to warehouse with corresponding meter history cards	Change Meter Team/Office Staff	Change Meter Record
09		9.1 The assigned team or Office Staff gets the History Card of the withdrawn water meter from the warehouse	History card must be in Commercial Division after returning of removed water meter	Change Meter Team/Office Staff	Meter History Card
10		10.1 Office Staff updates the record of the account being change metered	100% updated on the next working day	Office Staff	Billing and Collection System Record
11		11.1 Office Staff updates the status of service request on Service Monitoring System	100% updated on the next working day	Office Staff	Service Monitoring System Record
12	 	12.1 Office Staff files the meter history card to its designated shelf	Meter History Cards filed on the next working day	Office Staff	Meter History Records

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Pages : 3 of 3

	PROCEDURES MANUAL	Document No. : PM-COM-07 Eff. Date : 12-19-16 Revision No. : 00 Pages : 1 of 2
	COLLECTION	

I. OBJECTIVE

This procedure defines the system of Carcar Water District’s collection of payments

II. SCOPE

This covers the entire Commercial Division’s Collection process

III. RESPONSIBILITY AND RESOURCES

Tellers
Office Staff

IV. DEFINITION OF TERMS

DCR – Daily Collection Report

V. REFERENCE DOCUMENTS

Statement of Account
Promissory Note

VI. RECORDS GENERATED

Cash Transfer Slip

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Prepared by: <u>MA. RHEA CHIELITO B. ROJO</u> Process Owner	Approved by: <u>ENGR. EDWARD L. REMO</u> General Manager
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PROCEDURES MANUAL

COLLECTION

VII. PROCEDURE DETAILS AND FLOW


No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> ReceivePayments[Receive Payments] </pre>	1.1 Teller receives payments from the Concessionaire	<i>Concessionaire may pay 1 or more water bills within a single transaction</i>	Teller	
02	<pre> graph TD IssueReceipt[Issue Official Receipt] </pre>	2.1 Teller issues Official Receipt	<i>Teller must issue Official Receipt</i>	Teller	Copy of Official Receipt
03	<pre> graph TD PrepareReport[Prepare Collection Report] </pre>	3.1 Teller prints Daily Collection Report	<i>3 Copies of Collection Report</i>	Teller	Daily Collection Report
04	<pre> graph TD Remittance[Remittance of Collection] </pre>	4.1 Teller remits collection to Cashier with the attached Collection Report and Cash Transfer Slip	<i>Cash is intact during remittance</i>	Teller	Copy of Cash Transfer Slip
05	<pre> graph TD SubmitReport[Submit Monthly Collection Report] --> End([End]) </pre>	5.1 Office Staff prints and submits Monthly Collection Report to Finance Division	<i>Monthly Collection Report submitted within 3 working days after ensuing month</i>	Office Staff	Monthly Collection Report

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Pages : **2 of 2**

	PROCEDURES MANUAL	Document No. : PM-COM-08 Eff. Date : 12-19-16 Revision No. : 00 Pages : 1 of 3
	DISCONNECTION	

I. OBJECTIVE

This procedure defines the process of disconnecting of water meters of Concessionaires which are due for disconnection

II. SCOPE

This covers the entire disconnection process of Commercial Division

III. RESPONSIBILITY AND RESOURCES

Disconnection Team
Office Staff

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Disconnection List
Promissory Note

VI. RECORDS GENERATED

Disconnection Logbook

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Prepared by: <u> SINCERE CABUNGCAL </u> Process Owner	Approved by: <u> ENGR. EDWARD L. REMO </u> General Manager
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PROCEDURES MANUAL

DISCONNECTION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Prepare[Prepare Disconnection Schedule] </pre>	1.1 Office Staff prepares Disconnection Schedule	<i>Disconnection Schedule shall be on the 6th day from due date</i>	Office Staff	Disconnection Schedule
02	<pre> graph TD Prepare --> Print[Print Disconnection List] </pre>	2.1 Disconnection Team/Office Staff prints disconnection according to schedule	<i>100% of zones printed as scheduled</i>	Disconnection Team/ Office Staff	Disconnection List
03	<pre> graph TD Print --> Proceed[Proceed to Site] </pre>	3.1 Disconnection Team proceed to site		Disconnection Team	
04	<pre> graph TD Proceed --> Confirm[Confirm Payment] </pre>	4.1 Disconnection Personnel calls the office to verify the status of the account	<i>Accounts with promissory note shall be exempted for disconnection</i>	Disconnection Team Office Staff	Promissory Note
05	<pre> graph TD Confirm --> IfPaid{If paid} IfPaid -- Yes --> Next[Proceed to next account] IfPaid -- No --> Disconnect[Disconnect Water Meter] Next --> Proceed </pre>	5.1 If paid, proceed to next account		Disconnection Team	UNCONTROLLED COPY
06	<pre> graph TD Disconnect[Disconnect Water Meter] --> A((A)) </pre>	6.1 Disconnect water meter	<i>7% of accounts due for disconnection disconnected within the day</i>	Disconnection Team	Disconnection Logbook

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Rev. No. : **00**

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Eff. Date : **12-19-16**
Pages : **2 of 3**



PROCEDURES MANUAL

DISCONNECTION

07		7.1 Disconnection Team calls the office with disconnection details	<i>100% of disconnected accounts reported to CWD Office within the day</i>	Disconnection Team	
08		8.1 Office Staff disconnects the account on Billing and Collection System	<i>100% of disconnected accounts are disconnected from the system within the day</i>	Office Staff	
09		9.1 Office Staff records the disconnected accounts on Disconnection Logbook	<i>100% of disconnected accounts recorded to logbook within the day</i>	Office Staff	Disconnection Logbook
10		10.1 Disconnection Team/Office Staff updates Meter History Card	<i>100% of Meter History Cards are updated on the next working day</i>	Disconnection Team Office Staff	Meter History Card
11		11.1 Disconnection Team/Office Staff returns the disconnected water meters to warehouse with corresponding Meter History Cards	<i>100% of disconnected water meters returned within the day or the following working day</i>	Disconnection Team Office Staff	
12		12.1 Disconnection Team/Office Staff returns the updated meter history cards in their respective shelves	<i>100% of updated meter history cards returned on the next working day</i>	Disconnection Team Office Staff	Meter History Records

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Eff. Date : 12-19-16
Pages : 2 of 3

MAINTENANCE OF TAP STAND

I. OBJECTIVE

This procedure defines the system of Carcar Water District's maintenance of tap stands

II. SCOPE

This procedure covers the entire process of conducting maintenance of tap stands

III. RESPONSIBILITY AND RESOURCES

Installation Team
Field Personnel

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Job Order
Requisition and Issuance Slip

VI. RECORDS GENERATED

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Prepared by: EDMOND TENCHAVEZ
Process Owner

Approved by: ENGR. EDWARD L. REMO
General Manager



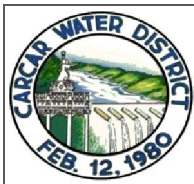
PROCEDURES MANUAL

MAINTENANCE OF TAP STAND

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 The assigned team receives the Job Order from Office Staff or Customer Service Officer	100% of Job Orders received within the day	Installation Team	Service Request Monitoring System
02		2.1 The assigned Team/Office staff prepares RIS and withdraws materials from warehouse	<i>Signed Requisition and Issuance Slip</i>	Office Staff/Installation Team	Requisition & Inventory System
03		3.1 The assigned team conducts maintenance on tap stand	<i>Maintenance conducted within the day</i>	Installation Team	Service Request Monitoring System
04		4.1 The Team Leader/assigned team performs quality check on the performed task	<i>100% performed</i>	Team Leader/Installation Team	UNCONTROLLED COPY
05		5.1 The assigned team records the performed task	<i>Complete data on Job Order</i>	Installation Team	
06		6.1 The assigned team submits the Job Order to Billing Section	100% of Job Orders submitted within the day	Installation Team	Job Order Form

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PROCEDURES MANUAL

Document No. : **PM-COM-10** Eff. Date : **12-19-16**

Revision No. : **00** Pages : **1 of 2**

POSTING OF PAYMENTS FROM PAYMENT CENTERS

I. OBJECTIVE

This procedure defines the system of posting payments from payment centers

II. SCOPE

This covers the entire process of posting of payments from payment centers

III. RESPONSIBILITY AND RESOURCES

Tellers
Office Staff

IV. DEFINITION OF TERMS

DCR – Daily Collection Report

V. REFERENCE DOCUMENTS

Downloaded Collection Report

VI. RECORDS GENERATED

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Prepared by: **ARCHIE R. CAMPANON**
Process Owner

Approved by: **ENGR. EDWARD L. REMO**
General Manager



PROCEDURES MANUAL

POSTING OF PAYMENTS FROM PAYMENT CENTERS

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Office Staff/Teller downloads Collection Report from payment centers	100% of Collection Reports downloaded within the day	Teller/Office Staff	Collection Report Email Downloaded Collection Report
02		2.1 Office Staff/Teller prints the downloaded Collection Report	100% of Collection Reports printed within the day	Teller/Office Staff	
03		3.1 Office Staff/Teller posts payments to Billing and Collection System	100% of accounts posted within the day	Teller/Office Staff	
04		4.1 Office Staff/Teller prints Collection Report from Billing and Collection System	3 copies of Collection Report	Teller/Office Staff	Collection Report
05		4.1 Office Staff/Teller submits the downloaded collection report as well the collection report from Billing and Collection System	100% of Reports are submitted within the day	Teller/Office Staff	
06		5.1 Office Staff/Teller submits monthly summary of collections to Finance Division	Report is submitted within 3 working days of the ensuing month	Teller/Office Staff	Monthly Collection Summary

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Eff. Date : 12-19-16
Pages : 2 of 2



PROCEDURES MANUAL

RECONNECTION

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 The assigned team receives the Job Order from Office Staff or Customer Service Officer	100% of Job Orders received within the day	Reconnection Team	Service Request Monitoring System
02		2.1 Assigned Team/Office staff prepares RIS and withdraws water meter from warehouse	<i>Signed Requisition and Issuance Slip</i>	Office Staff/ Reconnection Team	Requisition & Inventory System
03		3.1 The assigned team proceeds to site and re-opens the service connection	<i>Water Meter must be in correct position 100% re-opened within the day</i>	Reconnection Team	List of Changed Meters
04		4.1 The Team Leader/assigned team performs quality check on the performed task	<i>100% performed</i>	Team Leader/ Reconnection Team	
05		5.1 The assigned team records the performed task 5.2 The Concessionaire conforms the performed task by signing the Job Order	<i>100% signed by the Concessionaire</i>	Change Meter Team	Conformed Job Orders <div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>

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Eff. Date : **12-19-16**
 Pages : **2 of 3**



PROCEDURES MANUAL

RECONNECTION

06		6.1 The assigned team submits the Job Order to Billing Section	100% of Job Orders submitted within the day	Reconnection Team	Conformed Job Orders
07		9.1 Reconnection Team records the reconnected account on Reconnection Logbook	<i>100% of re-opened accounts recorded to logbook within the day or the next working day</i>	Reconnection Team	Reconnection Logbook
08		8.1 Office Staff updates the record of the account being re-opened	100% updated on the next working day	Office Staff	Billing and Collection System Record
09		09.1 Office Staff updates the status of service request on Service Monitoring System	100% updated on the next working day	Office Staff	Service Monitoring System Record
10	 	10.1 Office staff files the meter history card to its designated shelf	Meter History Cards filed on the next working day	Office Staff	Meter History Records

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Eff. Date : 12-19-16
Pages : 3 of 3



PROCEDURES MANUAL

SERVICE CONNECTION REPAIR

VII. PROCEDURE DETAILS AND FLOW

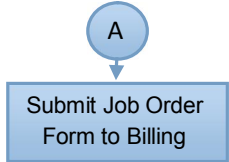
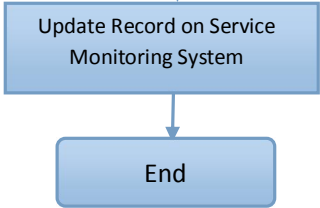
	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Receipt[Receipt of Job Order] </pre>	1.1 The assigned team receives the Job Order from Office Staff or Customer Service Officer	100% of Job Orders received within the day	Installation Team	Service Request Monitoring System
02	<pre> graph TD Proceed[Proceed to Site] </pre>	2.1 The assigned team proceeds to site		Installation Team	
03	<pre> graph TD Repair[Conduct repair on service connection] </pre>	3.1 The assigned team conducts repair on service connection	100% repaired	Installation Team	
04	<pre> graph TD Check[Perform Quality Check] </pre>	4.1 The Team Leader/assigned team performs quality check on the performed task	100% performed	Team Leader/Installation Team	<div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>
05	<pre> graph TD Close[Close the Job Order] --> A((A)) </pre>	5.1 The assigned team records the performed task 5.2 The Concessionaire conforms the performed task by signing the Job Order	100% signed by the Concessionaire	Installation Team	

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Rev. No. : 00		Pages : 2 of 3



PROCEDURES MANUAL

SERVICE CONNECTION REPAIR


06		6.1 The assigned team submits the Job Order to Billing Section	100% of Job Orders submitted within the day	Installation Team	Conformed Job Orders
07		07.1 Office Staff updates the status of service request on Service Monitoring System	100% updated on the next working day	Office Staff	Service Monitoring System Record

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Eff. Date : 12-19-16
Pages : 3 of 3

	PROCEDURES MANUAL	Document No. : PM-COM-13 Eff. Date : 12-19-16 Revision No. : 00 Pages : 1 of 3
	TRANSFER OF METER/SERVICE CONNECTION	

I. OBJECTIVE

This procedure defines the system of transferring of water meter or service connection of the Concessionaire

II. SCOPE

This procedure covers the entire process of transferring of water meter or service connection of the Concessionaire

III. RESPONSIBILITY AND RESOURCES

Installation Team
Cashier

IV. DEFINITION OF TERMS

Inspection – is the inspection of the site for new water service connection
Estimate – is the estimation of materials for new water service connection

V. REFERENCE DOCUMENTS

Job Order

VI. RECORDS GENERATED

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Prepared by: <u>EDMOND TENCHAVEZ</u> Process Owner	Approved by: <u>ENGR. EDWARD L. REMO</u> General Manager
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PROCEDURES MANUAL

TRANSFER OF METER/SERVICE CONNECTION

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 The assigned team receives the Job Order from Office Staff or Customer Service Officer	100% of Job Orders received within the day	Installation Team	Service Request Monitoring System
02		2.1 The assigned team inspects the site and estimate the necessary materials needed for the Job Request	<i>Materials after the water meter shall be shouldered by the Concessionaire</i>	Installation Team	
03		3.1 The assigned team provides bill of materials to the Concessionaire	<i>Bill of materials provided within the day</i>	Installation Team	
04		4.1 Concessionaire pays the corresponding service charge for the materials	<i>Service Charge Tariff</i>	Cashier	Service Charge Tariff
05		3.1 The assigned team conducts transfer of meter/service connection	<i>100% transferred within the day</i>	Installation Team	<div style="border: 2px solid red; padding: 5px; color: red; text-align: center;">UNCONTROLLED COPY</div>

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Rev. No. : **00**

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Eff. Date : **12-19-16**
Pages : **2 of 3**



PROCEDURES MANUAL

TRANSFER OF METER/SERVICE CONNECTION

06	<pre> graph TD A((A)) --> B[Perform Quality Check] </pre>	6.1 The Team Leader/assigned team performs quality check on the performed task	100% performed	Team Leader/Installation Team	
07	<pre> graph TD B --> C[Close the Job Order] </pre>	7.1 The assigned team records the performed task 7.2 The Concessionaire conforms the performed task by signing the Job Order	100% signed by the Concessionaire	Installation Team	Conformed Job Orders
08	<pre> graph TD C --> D[Submit Job Order Form to Billing] </pre>	8.1 The assigned team submits the Job Order to Billing Section	100% of Job Orders submitted within the day	Installation Team	Conformed Job Orders
09	<pre> graph TD D --> E[Update Record on Billing & Collection System] </pre>	9.1 Office Staff updates the record of the account being transferred	100% updated on the next working day	Office Staff	Billing and Collection System Record
10	<pre> graph TD E --> F[Update Record on Service Monitoring System] </pre>	10.1 Office Staff updates the status of service request on Service Monitoring System	100% updated on the next working day	Office Staff	Service Monitoring System Record
11	<pre> graph TD F --> G[Update Meter History Card] </pre>	11.1 Office Staff updates the meter history card	100% updated on the next working day	Office Staff	Meter History Card
12	<pre> graph TD G --> H[Filing of Meter History Card] H --> I[End] </pre>	12.1 Office staff files the meter history card to its designated shelf	Meter History Cards filed on the next working day	Office Staff	Meter History Records

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Eff. Date : 12-19-16
Pages : 3 of 3



PROCEDURES MANUAL

UPDATING OF RECORDS

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([Start]) --> Receipt[Receipt of Job Order] </pre>	1.1 Office Staff receives the Job Order from Customer Service Officer	100% of Job Orders received within the day	Office Staff	Service Request Monitoring System
02	<pre> graph TD Receipt --> UpdateBilling[Update Record on Billing & Collection System] </pre>	2.1 Office Staff updates the record of the account being re-opened	100% updated on the next working day	Office Staff	Billing and Collection System Record
03	<pre> graph TD UpdateBilling --> UpdateService[Update Record on Service Monitoring System] </pre>	3.1 Office Staff updates the status of service request on Service Monitoring System	100% updated on the next working day	Office Staff	Service Monitoring System Record
04	<pre> graph TD UpdateService --> UpdateMeter[Update Meter History Card] </pre>	4.1 Office Staff updates the meter history card	100% updated on the next working day	Office Staff	Meter History Card
05	<pre> graph TD UpdateMeter --> Filing[Filing of Meter History Card] Filing --> End([End]) </pre>	5.1 Office Staff files the meter history card to its designated shelf	Meter History Cards filed on the next working day	Office Staff	Meter History Records

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Pages : 2 of 2