



PROCEDURES MANUAL

Document No. : **PM-COM-02** Eff. Date : **9/15/20**

Revision No. : **02** Pages : **1 of 3**

CUSTOMER SERVICE – COMMERCIAL

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
Public Assistance and Complaints Desk (PACD) Officer
Cashier

IV. DEFINITION OF TERMS

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

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

Customer – CWD concessionaire and other internal and external clients

Complaint – unsolicited information from the customer relating to their dissatisfaction to the organization's product and customer servicing

PACD Personnel – person-in-charged for the effectively receive feedback and monitor customer satisfaction in conformity with Rule VI of the IRR of RA 9485.

V. REFERENCE DOCUMENTS

Service Charge Tariff
Citizen's Charter

VI. RECORDS GENERATED

Job Order Form

Prepared by: CUSTOMER SERVICE PERSONNEL
Process Owner

Approved by: JOSEFA SN. MANUGAS, CPA, MPA
Quality Management Representative



PROCEDURES MANUAL

CUSTOMER SERVICE – COMMERCIAL

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> RCR[Receive Customer Request/Complaint] </pre>	1.1 PACD Officer receives request/complaint from the customer (personally or thru phone) 1.2 Customer presents the requirements (if needed) to the PACD Officer	<ul style="list-style-type: none"> CWD Citizen's Charter 	<ul style="list-style-type: none"> Public Assistance and Complaints Desk Officer 	<ul style="list-style-type: none"> Service Request Monitoring System
02	<pre> graph TD C{Complete?} -- YES --> END1([END]) C -- NO --> AC[Advise customer to complete the requirements] AC --> END2([END]) </pre>	2.1 PACD Officer checks the requirements for the requested services 2.2 If complete, proceed to next step 2.3 If incomplete, PACD Officer informs the Customer to submit all the requirements needed for the desired services, process is terminated		<ul style="list-style-type: none"> PACD Officer 	
03	<pre> graph TD PJO[Prepare Job Order] </pre>	3.1 PACD Officer prepares Job Order Form (JOF) to be signed by the customer	<ul style="list-style-type: none"> 100% of Job Order Forms signed by the Customer, if request/complaint was made thru phone, the PACD shall sign the form For reconnections, payment must be made first before a Job Order Form is prepared 	<ul style="list-style-type: none"> PACD Officer 	Job Order Form
04	<pre> graph TD WF{With fees?} -- YES --> PC[Proceed to cashier for payment] PC --> A1((A)) WF -- NO --> A2((A)) </pre>	4.1 If with fees, Customer pays the corresponding fees to the Cashier and presents the Official Receipt to the PACD Officer 4.2 If none, proceed to next step	<ul style="list-style-type: none"> Service Charge Tariff 	<ul style="list-style-type: none"> Cashier 	Cashier's Official Receipt

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CUSTOMER SERVICE – COMMERCIAL

05	<p style="margin: 0;">A</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Forward JOF to Commercial Division</div> <p style="text-align: center; margin: 5px 0;">↓</p>	5.1 PACD Officer forwards JOF to concerned Division		<ul style="list-style-type: none"> PACD Officer 	
06	<div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Assign Team/Personnel to perform the request and or address the complaint</div> <p style="text-align: center; margin: 5px 0;">↓</p>	6.1 Office Staff from the Division shall assign a personnel/team to perform the task		<ul style="list-style-type: none"> Office Staff 	Job Order Form
07	<div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Team/Personnel performs the request</div> <p style="text-align: center; margin: 5px 0;">↓</p>	7.1 Assigned Team or personnel performs the request	<ul style="list-style-type: none"> WI-Reconnection WI-Change Meter 	<ul style="list-style-type: none"> Assigned CWD Teams Office Personnel 	Job Order Form
08	<div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Team/Personnel fills up the JO Form</div> <p style="text-align: center; margin: 5px 0;">↓</p>	8.1 Team/Personnel fills up the JO form and forwards the same to the Customer Service Personnel for updating of records	<ul style="list-style-type: none"> GL-CWD-14 Conformatory Signature in the Job Order 100% of JOF forwarded to Customer Service Personnel or Accounts/Billing Personnel within the day 	<ul style="list-style-type: none"> Assigned CWD Teams Customer Service Personnel 	Job Order Form
09	<div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Updating of Records</div> <p style="text-align: center; margin: 5px 0;">↓</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%; text-align: center;">END</div>	9.1 Customer Service Personnel updates the customer service monitoring system 9.2 Accounts/Billing personnel updates the following records (if applicable) <ul style="list-style-type: none"> Billing & Collection System Meter History Card 	<ul style="list-style-type: none"> 100% of records updated within 24 hours from receipt of JOF 	<ul style="list-style-type: none"> Customer Service Personnel Accounts/Billing Personnel 	



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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

Department Manager
Division Manager
Installation Team
Cashier/Teller
Customer Service Assistant/Officer

IV. DEFINITION OF TERMS

Inspection –to examine and check the area of the concessionaire

Estimate – an approximate calculation of the materials needed for the new water service connection

V. REFERENCE DOCUMENTS

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

VI. RECORDS GENERATED

Application Form (FM-ITL-01)

Prepared by: TEAM LEADER - INSTALLATION
Process Owner

Approved by: JOSEFA SN. MANUGAS, CPA, MPA
QMR



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]) --> Receive[Receive Applications] </pre>	1.1 Customer Service Officer/Assistant (CSO/A) receives applications at the Customer Service Desk 1.2 CSO/A encodes applicant's data to the Customer Service Monitoring System – Installation and prints (2) two copies of application form 1.3 Applicant signs the application form	<ul style="list-style-type: none"> 100% of application forms are signed by the applicant 	<ul style="list-style-type: none"> Applicant Customer Service Assistant/Officer 	<ul style="list-style-type: none"> Service Monitoring System Application Forms (FM-ITL-01)
02	<pre> graph TD Payment[Payment of Inspection Fee] </pre>	2.1 Applicant pays Inspection Fee to Cashier 2.2 Cashier receives payment and issues Cashier's Official Receipt as proof of payment 2.3 Cashier fills up payment details in the application form		<ul style="list-style-type: none"> Applicant Cashier 	<ul style="list-style-type: none"> Cashier's Official Receipt 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/Assistant or any designated Office Staff	<ul style="list-style-type: none"> Orientation can be done individually or by group Orientation schedule: 10:00 am and 2:00 pm 	<ul style="list-style-type: none"> Customer Service Officer/Assistant Office Staff 	<ul style="list-style-type: none"> Attendance Sheet FM-CUS-02)
04	<pre> graph TD Site[Site Inspection and Estimate] --> A((A)) </pre>	4.1 CSO/A forwards signed Application Form to Installation Team for Inspection & Estimate 4.2 Installation team inspects the site and makes a sketch plan of the desired service connection (from CWD Tapstand to Applicant's tapping point) 4.3 Installation Team provides bill of materials to the applicant 4.4 Installation Team records inspection details in the application form 4.5 Installation Team forwards application form to CSO/A	<ul style="list-style-type: none"> 100% of signed Application Forms forwarded to Installation Team within the day 	<ul style="list-style-type: none"> Customer Service Officer/Assistant. Installation Team 	<ul style="list-style-type: none"> Inspection logbook

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INSTALLATION OF NEW SERVICE CONNECTION

05		<p>5.1 Applicant informs CSA/O that all documents and materials are complete</p> <p>5.2 CSA/O verifies completeness of documents and materials</p> <p>5.3 CSA/O retrieves the application form of the applicant and forwards it to the teller for payment</p> <p>5.4 Applicant pays Application Fee to teller</p> <p>5.5 Teller receives payment and issues Teller's Official Receipt as proof of payment</p> <p>5.6 Teller fills up payment details in the application form and returns the form to the CSA/O</p>	<ul style="list-style-type: none"> • <i>Completeness of all required documents and materials</i> • <i>Materials after the water meter shall be shouldered by the Concessionaire</i> • <i>For payment of application fee on staggered basis, a promissory must be prepared and attached to the application form</i> 	<ul style="list-style-type: none"> • Applicant • CSA/O • Teller 	<ul style="list-style-type: none"> • Application Form (FM-ITL-01) • Teller's Official Receipt • Promissory Note
06		<p>6.1 CSA/O forwards application form to Division and Department Manager for approval</p> <p>6.2 CSA/O forwards the application form to the Installation Team</p>	<ul style="list-style-type: none"> • <i>Application Forms must be completely filled up (Including sketches)</i> • <i>Installation of the new service connection is scheduled within 1 working day from the approval of the application form unless applicant provides a specific date for installation</i> • <i>Minimum number of installations in a day is the total number of installations scheduled for the day or 10 whichever is lower.</i> 	<ul style="list-style-type: none"> • CSA/O • Division Manager • Department Manager • Installation Team 	



PROCEDURES MANUAL

INSTALLATION OF NEW SERVICE CONNECTION

07		<p>7.1 CSA/O prepares the Requisition and Issuance Slip (RIS)</p> <p>7.2 Division Manager approves the RIS</p> <p>7.3 CSA/O forwards the RIS to the Installation Team</p> <p>7.4 Installation Team presents the RIS to the storekeeper and withdraws the materials from the warehouse</p>	<ul style="list-style-type: none"> RIS should include all necessary materials needed for the installation of a new service connection 	<ul style="list-style-type: none"> CSA/O Installation Team Storekeeper 	
08		Install new service connection	<ul style="list-style-type: none"> Refer to WI-COM-03 	<ul style="list-style-type: none"> Refer to WI 	
09		<p>9.1 Installation Team calls the office and reports the details of the new installation to the CSA/O</p> <p>9.2 CSA/O records the report in the Installation Logbook</p>		<ul style="list-style-type: none"> Installation Team CSA/O 	
10		<p>10.1 Installation Team forwards the application form of the newly installed service connection to the Billing /Accounts Staff</p> <p>10.2 Billing /Accounts staff assigns an account number for the newly installed service connection and encodes the details in the billing system</p> <p>10.3 The encoded form is returned to the CSA/O for filing</p>		<ul style="list-style-type: none"> Installation Team CSA/O Billing/Accounts Staff 	Application Form (FM-ITL-01)



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BILLING

I. OBJECTIVE

This procedure defines the billing process of Carcar Water District

II. SCOPE

This covers the entire billing process of the Commercial Division

III. RESPONSIBILITY AND RESOURCES

Meter Readers
Office Staff
Division Manager
General Manager
Commercial Personnel

IV. DEFINITION OF TERMS

Meter Reading Device – an android phone used for meter reading

V. REFERENCE DOCUMENTS

Meter Reading Schedule
CWD Water Rates

VI. RECORDS GENERATED

Statement of Account
Billing Reports
Billing Adjustment Memo
Job Order Form

Prepared by: **SINCERE CABUNGCAL**
Process Owner

Approved by: **JOSEFA SN. MANUGAS, CPA, MPA**
QMR



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]) --> Prep[Prepare Meter Reading Schedule] </pre>	1.1 Office Staff prepares the meter reading schedule	<ul style="list-style-type: none"> Meter Reading Schedule prepared three (3) days before the start of the Meter Reading Cycle Schedule of assigned meter readers are rotated monthly 	Office Staff	Meter Reading Schedule
02	<pre> graph TD Prep[Prepare Statement of Account] --> Next[] </pre>	2.1 Office Staff prints statement of accounts according to schedule	<ul style="list-style-type: none"> Statement of Accounts prepared one day before the reading schedule (WI-COM-09) 	Office Staff	
03	<pre> graph TD Upload[Upload Accounts for Meter Reading] --> Next[] </pre>	3.1 Office Staff loads Meter Reading Device with accounts from the Billing System	<ul style="list-style-type: none"> 100% of scheduled accounts loaded to Meter reading device one day before reading schedule WI-COM-05 Loading of Meter Reading Device 	Office Staff	
04	<pre> graph TD Read[Meter Reading] --> Next[] </pre>	4.1 Meter reader reads and records concessionaires' water meter consumption.	<ul style="list-style-type: none"> 100% of the assigned water meters read and billed at the end of the day WI-COM-3 Meter Reading 	Meter Readers	
05	<pre> graph TD Err{Erroneous reading?} -- NO --> Serve[Serve the Statement of Account] Err -- YES --> Step06[] </pre>	5.1 If no, serve the statement of account and proceed to item no. 10. 5.2 If yes, proceed to next step.		Meter Readers	
06	<pre> graph TD Photo[Take a photo of the current water meter registry] --> B((B)) Photo --> A((A)) </pre>	6.1 Meter Reader takes a photo of the current water meter registry of the account with discrepancy/error	<ul style="list-style-type: none"> Errors in previous readings shall be reported to the office staff upon return to the office along with the photo of the water meter registry 	Meter Readers	

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BILLING

07		7.1 Inform the concerned concessionaire that his bill will be returned to the office due to discrepancies/error.	<i>Concerned concessionaire must be informed within the day</i>		
08		8.1 Office Staff prepares a Billing Adjustment Memo (BAM) for the account based on the documentation provided by the meter reader 8.2 Forward BAM to Division Manager and General Manager for approval	<ul style="list-style-type: none"> • <i>Billing Adjustment Memo should be acknowledged by the one who made the error</i> • <i>Photo provided by the meter reader must be attached</i> 	Office Staff	Billing Adjustment Memo (BAM)
09		10.1 Office Staff posts the approved BAM in the Billing System.	<ul style="list-style-type: none"> • <i>WI-COM-11 Posting of Billing Adjustment Memo to BCWin</i> 	Office Staff	
10		11.1 Upon return to the office, the meter reading equipment is handed over to the office staff for uploading 11.2 Office Staff upload data from the Meter Reading device to the Billing System	<ul style="list-style-type: none"> • <i>100% of data posted to the Billing System</i> • <i>WI-COM-06 Posting of Meter Reading Data from meter reading device</i> • <i>Any other findings by the meter reader during the activity shall be reported in the Meter Readers' Report</i> 	Meter Readers Office Staff	Meter Readers' Report
11		13.1 Office Staff prints and submits Monthly Billing Reports to Finance Division	Monthly Billing Reports submitted within 3 working days of the ensuing month	Office Staff	Monthly Billing Summary

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DISCONNECTION

I. OBJECTIVE

This procedure defines the process of disconnecting 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

REFERENCE ONLY

Prepared by: TEAM LEADER – DISCONNECTION TEAM
Process Owner

Approved by: JOSEFA SN. MANUGAS, CPA, MPA
QMR



PROCEDURES MANUAL

DISCONNECTION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Office Staff prepares Disconnection Schedule	<ul style="list-style-type: none"> Disconnection Schedule shall be on the 6th day from due date 	<ul style="list-style-type: none"> Office Staff 	<ul style="list-style-type: none"> Disconnection Schedule
02		2.1 Disconnection Team/Office Staff generates Disconnection List from the Disconnection System 2.2 Disconnection Team/Office Staff prints disconnection according to schedule	<ul style="list-style-type: none"> 100% of disconnection list printed as scheduled 	<ul style="list-style-type: none"> Office Staff/Disconnection Team 	<ul style="list-style-type: none"> Disconnection List
03		3.1 Disconnection Team proceeds to site		<ul style="list-style-type: none"> Disconnection Team 	
04		4.1 Disconnection Team calls the office to verify the status of the account 4.2 If payment has been paid, the team proceeds to the next account on the disconnection list 4.3 If unpaid, the water meter is disconnected.			

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DISCONNECTION

05		<p>5.1 Disconnect water meter</p>	<ul style="list-style-type: none"> • WI-COM-01 (Work Instruction – Disconnection) 	<ul style="list-style-type: none"> • Disconnection Team 	
06		<p>6.1 Disconnection Team calls the office and reports the details of the disconnection to the office staff</p> <p>6.2 Office Staff records the report in the disconnection logbook</p> <p>6.3 Office Staff disconnects the account on Billing and Collection System</p> <p>6.4 Office Staff retrieves the Meter History Card of the disconnected meter and updates the card</p>	<ul style="list-style-type: none"> • 100% of disconnected accounts reported to CWD Office within the day 	<ul style="list-style-type: none"> • Disconnection Team • Office Staff 	<ul style="list-style-type: none"> • Disconnection Logbook • Meter History Card
07		<p>7.1 Disconnection Team prepares Return Slip for Disconnected Meters</p> <p>7.2 Disconnection Team forwards the Return Slip to the warehouse along with the water meter and water meter history card</p>	<ul style="list-style-type: none"> • 100% of disconnected accounts returned to the warehouse weekly (Every Friday afternoon or on the first working hour of the ensuing week e.g between 8:00 to 9:00am on a Monday) 	<ul style="list-style-type: none"> • Disconnection Team 	

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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

Prepared by: EDMOND TENCHAVEZ
Process Owner

Approved by: Josefa S.N. Manugas
QMR



PROCEDURES MANUAL

MAINTENANCE OF TAP STAND

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 Receipt --> Withdraw[Withdraw necessary materials] </pre>	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	<pre> graph TD Withdraw --> Conduct[Conduct maintenance on tap stand] </pre>	3.1 The assigned team conducts maintenance on tap stand	<i>Maintenance conducted within the day</i>	Installation Team	Service Request Monitoring System
04	<pre> graph TD Conduct --> 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/Installation Team	
05	<pre> graph TD Check --> Close[Close the Job Order] </pre>	5.1 The assigned team records the performed task	<i>Complete data on Job Order</i>	Installation Team	Conformed Job Orders
06	<pre> graph TD Close --> Submit[Submit Job Order Form to Billing] Submit --> End([End]) </pre>	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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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

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

Approved by: **Josefa S.N. Manugas**
QMR



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	<pre> graph TD Start([Start]) --> Download[Download Collection Report] </pre>	1.1 Office Staff/Teller downloads Collection Report from payment centers	<i>100% of Collection Reports downloaded within the day</i>	Teller/Office Staff	Collection Report Email Downloaded Collection Report
02	<pre> graph TD Download --> Print[Print Collection Report] </pre>	2.1 Office Staff/Teller prints the downloaded Collection Report	<i>100% of Collection Reports printed within the day</i>	Teller/Office Staff	
03	<pre> graph TD Print --> Post[Posting of Payments] </pre>	3.1 Office Staff/Teller posts payments to Billing and Collection System	<i>100% of accounts posted within the day</i>	Teller/Office Staff	
04	<pre> graph TD Post --> Print2[Print Collection Report] </pre>	4.1 Office Staff/Teller prints Collection Report from Billing and Collection System	<i>3 copies of Collection Report</i>	Teller/Office Staff	Collection Report
05	<pre> graph TD Print2 --> Submit[Submit Report to Cashier] </pre>	4.1 Office Staff/Teller submits the downloaded collection report as well the collection report from Billing and Collection System	<i>100% of Reports are submitted within the day</i>	Teller/Office Staff	
06	<pre> graph TD Submit --> Monthly[Submit Monthly Report] Monthly --> End([End]) </pre>	5.1 Office Staff/Teller submits monthly summary of collections to Finance Division	<i>Report is submitted within 3 working days of the ensuing month</i>	Teller/Office Staff	Monthly Collection Summary

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SERVICE CONNECTION REPAIR

I. OBJECTIVE

This procedure defines the system in conducting repairs of Concessionaire's water service connection

II. SCOPE

This procedure covers the entire process in repairing of water service connection of the Concessionaires

III. RESPONSIBILITY AND RESOURCES

Installation Team
Office Staff

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Job Order

VI. RECORDS GENERATED

Prepared by: EDMOND TENCHAVEZ
Process Owner

Approved by: Josefa S.N. Manugas
QMR



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	
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	Conformed Job Orders

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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

REFERENCE ONLY



PROCEDURES MANUAL

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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

Prepared by: **EDMOND TENCHAVEZ**
Process Owner

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



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	<pre> graph TD Start([Start]) --> JobOrder[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 JobOrder --> Site[Site Inspection and Estimate] </pre>	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	<pre> graph TD Site --> Bill[Provide Bill of Materials] </pre>	3.1 The assigned team provides bill of materials to the Concessionaire	<i>Bill of materials provided within the day</i>	Installation Team	
04	<pre> graph TD Bill --> Decision{Requires Service Charge?} Decision -- Yes --> Pay[Pay Service Charge] </pre>	4.1 Concessionaire pays the corresponding service charge for the materials	<i>Service Charge Tariff</i>	Cashier	Service Charge Tariff
05	<pre> graph TD Decision -- No --> Transfer[Conduct Transfer of Meter / Service Connection] Transfer --> A((A)) </pre>	3.1 The assigned team conducts transfer of meter/service connection	<i>100% transferred within the day</i>	Installation Team	



PROCEDURES MANUAL

TRANSFER OF METER/SERVICE CONNECTION

06		6.1 The Team Leader/assigned team performs quality check on the performed task	100% performed	Team Leader/Installation Team	
07		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		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		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		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		11.1 Office Staff updates the meter history card	100% updated on the next working day	Office Staff	Meter History Card
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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