



Procedure 09
CUSTOMER SERVICES
PROCEDURE

Date prepared : January 6, 2017
 Date approved : January 10, 2017
 Effectivity Date : January 11, 2017
 Revision No. : 00
 Revision Date :
 Control No. : **PM09-01**

Reviewed by: Engr. Carlos N. Santos Jr.-GM

Approved by: Dir. **Miguel G. Meyto**-BOD Chairperson

1.0 OBJECTIVES

1.1 Establish guidelines in the Customer Service Section particularly on New Service Application Process in SMWD.

2.0 SCOPE

This procedure defines the responsibilities and authorities for New Service Application process in SMWD.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 7.4, 7.4.1, 7.4.2, 7.4.3
- 3.2 Procedure for Communication
- 3.3 Procedure for Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

Utilities/Customer Services Assistant B

5.0 PROCESS

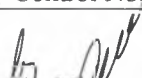
NEW SERVICE APPLICATION PROCESS	PERSON RESPONSIBLE
1. Receive requirements from the applicant.	Utilities/Customer Services Assistant B
2. Verify if the Applicant has an existing account.	Utilities/Customer Services Assistant B
	Utilities/Customer



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<p>3. Verify whether the applicant or the lot owner is with arrears and/or with delinquent account.</p> <ul style="list-style-type: none"> ❖ If with arrears: Require the applicant to settle arrears. Then proceed to the next step after payment. ❖ If with delinquent account: Require applicant to settle arrears on the Permanently Disconnected account. ❖ If there is no arrears and/or with delinquent account: Proceed to next step. 	<p>Services Assistant B</p>
<p>4. Check if the requirements are complete and accurate. (See Types of Applicant for the complete list of requirements)</p>	<p>Utilities/Customer Services Assistant B</p>
<p>5. Guide the applicant to fill out the Service Application form and signing of contract.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>6. Advise the Applicant to read and understand the Service Contract thoroughly.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>7. Fill-out the Attachments form and Routing Slip.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>8. Scan all the requirements and attachments, save to "Applicant Requirements" folder; and return it to the applicant</p>	<p>Utilities/Customer Services Assistant B</p>
<p>9. On the Microsoft Visual FoxPro application, encode the name of the applicant and the corresponding Application fee and Service</p>	<p>Utilities/Customer Services Assistant B</p>



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<p>Charge to be paid. (NOTE: For delinquent concessionaires, who settled their arrears to be able to apply for a new account, the cost of installation has to be paid in full <i>Application fee, Service Charge, Guaranty Deposit, Meter Cost and Fittings</i>)</p>	
<p>10. On the Order of Payment form, note the name of the applicant, the amount to be paid together with the Control Number generated from the Microsoft Visual FoxPro application.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>11. Have another Customer Service Assistant approve the generated Control Number on the Microsoft Visual FoxPro application for double checking.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>12. Direct the applicant to the Bills Payment Counter to settle the amount indicated in the Order of Payment form. Remind the applicant to return back to the processing Customer Services Assistant to verify the Official Receipt Number.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>13. Take note of the Official Receipt number on the Service Application form.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>14. Advise the applicant to attend the New Service Connection Orientation program as scheduled. (Usually every Saturday 9:00AM-10:00AM and 2:30PM-3:30PM)</p>	<p>Utilities/Customer Services Assistant B</p>
	<p>Utilities/Customer Services Assistant B</p>



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<p>15. Provide the applicant with copies of each of the following:</p> <ul style="list-style-type: none"> • Basic Requirements for New Application (Information Sheet) • Orientation Schedule • Reconnection Fee advisory • Booster Pump Guidelines • Tipid Tubig Tips • Water Rates Table 	
<p>16. Prepare the Pre-Installation Inspection Report form. Always acquire the complete address and LANDMARK from the Applicant.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>17. Advise the applicant that the authorized Inspector of the SMWD will conduct on-site Pre-Installation Inspection within two (2) working days from the date of application. The inspector will then inform the applicant of the proposed location of the water meter and where to place the service line (after the meter) going to the property/house.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>18. Issue the Pre-Installation Inspection Report form to the Inspectors of Engineering Division.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>19. (End of Day task) Encode the names of all the applicants for the day in the List of New Cons and Application Log excel files. Print three (3) copies of transmittal slip from the Application Log excel file and attach to the Pre-Installation Inspection form to be forwarded to the assigned Inspector.</p>	<p>Utilities/Customer Services Assistant B</p>



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20. (End of Day task) File all of the filled out Service Application form for the day.

Utilities/Customer Services Assistant B

B. NEW SERVICE CONNECTION ORIENTATION PROGRAM

1. Conduct New Service Connection Orientation Program every Saturdays 9:00a to 10:00 am and 2:30pm to 3:30pm.

Except during holidays and when SMWD Office is close on a Saturday. The schedule of the Orientation Program for the week on those instances will be announced in advance.

Utilities/Customer Services Assistant B

2. Update and highlight the names of the applicants on the list of New Connection Applicants who attended the New Service Connection Orientation Program

Utilities/Customer Services Assistant B

C. SERVICE ORDER FOR NEW CONNECTION

1. Receive the Pre-Installation Inspection Report form from the Inspectors and log the names of the approved applicants on the Service Application Log.

Utilities/Customer Services Assistant B

2. Forward the approved Pre-Installation inspection form to Customer Accounts Division for issuance of Account Number and verification of disconnected accounts with arrears.

Utilities/Customer Services Assistant B

3. Receive the Pre-Installation Inspection Report form from Customer Accounts Division after the issuance of Account Number

Utilities/Customer Services Assistant B



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and verification of disconnected accounts with arrears.

4. Double check the details of the report complete with:

- Approved and verified by the Engineering Division that it is compliant with SMWD specifications and standards. Including the sketch of the exact location of the water meter.
- Checked and certified by the Water Resource Division for water supply availability.
- Approved and verified without disconnected account with arrears; and with issued Zone, Book and Number from the Customer Accounts Division.

Utilities/Customer Services Assistant B

5. Assign the Account Number indicating the Zone, Book and Number from the Customer Accounts Division; and the classification of service and meter size as indicated in the Pre-Installation Inspection Report.

Utilities/Customer Services Assistant B
(Customer Accounts Billing Section)

CODE	CLASSIFICATION	ABBREVIATION
1	Residential	RES
2	Government	GOVT
3	Sub-Commercial-C	S-COML-C
4	Sub-Commercial-B	S-COML-B
5	Sub-Commercial-A	S-COML-A
6	Commercial	COML

Table 1.0 Service Classification, Code and Abbreviation

6. Print the required fittings at the back of the Pre-Installation Inspection Report based on the cluster type and order as indicated by the Inspector.

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7.(The applicants were advised by the Inspector to return to the SMWD Office, two (2) working days after approval, to pay for the installation of service connection.)Check if the applicant has already attended the New Service Connection Orientation program.

Utilities/Customer Services Assistant B

8. Assess the cost of payment to be settled by the applicant and identify if he/she is eligible to acquire the deferred payment scheme according the list of requirements submitted upon application.
(Refer to the tables below)

CLASSIFICATION		CASH	INSTALMENT
RESIDENTIAL	APPLICANT IS THE LOT OWNER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	APPLICANT IS NOT THE LOT OWNER (W/ AFFIDAVIT FROM LOT OWNER)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	LOT OWNER IS OUT OF COUNTRY	<input checked="" type="checkbox"/> 3X GDEP	
	DECEASED LOT OWNER	<input checked="" type="checkbox"/> 3X GDEP	
COMMERCIAL		<input checked="" type="checkbox"/>	
SUB-COML-A		<input checked="" type="checkbox"/>	
SUB-COML-B		<input checked="" type="checkbox"/>	
SUB-COML-C		<input checked="" type="checkbox"/>	

Utilities/Customer Services Assistant B

Table 2.0 Service Classification and applicable Mode of Payment



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- *Given Name*
- *Nickname*
- *Middle Name AND Middle Initial*
- *Surname*
- *Name Extension (Jr./Sr./I/II/III)*
- *Suffix Name (based on its actual number of accounts, commonly used in apartments/multiple accounts)*
- *Gender*
- *Marital Status*
- *Birthday*
- *Km./Gate No./Bldg. No./Unit No./Floor No. (if only applicable)*
- *House Number*
- *Lot and Block Number*
- *Street Name or Sitio*
- *Subdivision Name and/or Village Name*

**if Business/Company/School and the likes, click AGENCY just below the Account No. field.*

*** Barangay, City and Municipality, Province, Region and Zip Code were automatically given once you input the necessary Zone and Book for the new account you are encoding.*

- *Add DIRECTIONAL INFO, if needed.*
- *Add the SKETCH DESCRIPTION. (Details are written on the Inspection Form)*

Sample:



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NEW APPLICATION RATES AND CLASSIFICATIONS

CASH	RES (11&21)	SUB-COM'L C (31)	COM'L B (41)	SEMI-COM'L A (51)	COM'L A (61)
Application Fee	150	150	150	150	150
Water Meter 1/2	1897.5	1897.5	1897.5	1897.5	1897.5
Guarantee Deposit	390	487.5	585	682.5	780
Service Charge	350	350	350	350	350
Fittings	2698.5	2698.5	2698.5	2698.5	2698.5
Total	5486	5583.5	5681	5778.5	5876
INSTALLMENT BASIS					
RES (11&21)	SUB-COM'L C (31)	COM'L B (41)	SEMI-COM'L A (51)	COM'L A (61)	
Application Fee	150	150	150	150	150
Water Meter 1/2	1897.5	1897.5	1897.5	1897.5	1897.5
Guarantee Deposit	390	487.5	585	682.5	780
Service Charge	350	350	350	350	350
Fittings	2998.5	2998.5	2998.5	2998.5	2998.5
Total	5786	5883.5	5981	6078.5	6176
CASH with 3x GUARANTEE					
RES (11&21)	SUB-COM'L C (31)	COM'L B (41)	SEMI-COM'L A (51)	COM'L A (61)	
Application Fee	150	150	150	150	150
Water Meter 1/2	1897.5	1897.5	1897.5	1897.5	1897.5
Guarantee Deposit	585	731.25	877.5	1,023.75	1,170
Service Charge	350	350	350	350	350
Fittings	2698.5	2698.5	2698.5	2698.5	2698.5
Total	5681	5827.25	5973.5	6119.75	6266

Table 3.0 New Application Rates and Classifications

9. Prepare the Order of Payment, Service Application form and Pre-Installation Inspection Report and forward to the Customer Services Assistant assigned in Service Order encoding.

Utilities/Customer Services Assistant B

10. *Prepare Service Order.*

- *Open the system. Click INQUIRY – Accounts File.*
- *Using the short-cut Ctrl+Shift+A, create a new account.*
- *Fill-out the following details:*
- *Account No. (double-check it's CLASSIFICATION)*
- *Name Title (Mr./Ms./Miss/Atty./Dr./Engr, etc.)*

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1.0LM4TH MTR OF 8 @ C#4 W/ IT-256897 (6X1 PVC) EARTH



Tapping Distance

in linear meter

Cluster Information Mainline Size & Type Land Make

- Add the CONTACT INFO:
 - Telephone Number and/or Mobile Number
 - Email Address
- Click BILL INFO and add the following details:
 - GDEP Amount (amount of Guaranty Deposit)
 - GDEP Date (date of payment/date of Service Order issuance)
 - MCOST Amount (add only if CASH Basis)
 - MCOST Date
 - Classification [eg. SUB COM'L C (Sari-Sari Store)]
 - (Classification, followed by the type or kind of business. You may click the drop-down arrow for choices)
 - User (name of co-user or business name)
- Click BILL INFO and add the 3 Authorized Persons with their relation to the account holder.
- DOUBLE CHECK everything before clicking SAVE.
- Issue SO?" Will prompt you. Click the necessary response. (Yes or No)

If **YES**:The System will automatically transfer you to



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ISSUANCE OF SO Field. Follow the steps on how to issue SO for New Installation.

- i. Check the Nature of Request, it must be NEW INSTALLATION.
- ii. Fill-out the Remarks Field with the following:
 - If CASH: AF,SCC - CASH BASIS.INITIAL FEE-P500,OR#;DATE. ATTENDED ORIENTATION: BY: (SKETCH DESCRIPTION is ALWAYS included)
 - If INSTALLMENT: AF,SCC- INST.BASIS.INITIAL FEE - P500,OR#;DATE.BAL.P4896(MTR/FTG S). ATTENDED ORIENTATION: BY: (SKETCH DESCRIPTION is ALWAYS included)

CASH and INSTALLMENT has a template. (Notepad-SO Template)

****Always include the ADDITIONAL FITTINGS to be billed as per the inspector in the remarks section.**

- i. Add the target date of installation at DATE INSTALLED ON Field. (7 working days, excluding Saturdays and Sundays as well as Holidays).
- ii. Unclick the AUTO-PRINT FORM Option on top of the Remarks Field.
- iii. DOUBLE CHECK everything before clicking SAVE.

If **NO**:The encoded information will only be saved.



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- Check the name of the Applicant's in the Inquiry Section and press Ctrl+I. Make sure that the name in the Inquiry Section is same as the name in the CREATE NEW CONNECTION and OTHER CHARGES Portion.

- Add the necessary details and post the amount to be settled.
 - i. Reference Number (click the drop-down arrow, Service Order No. is automatically included on the said field)
 - ii. Terms (be careful in adding the no. of terms needed/for installment, four (4) is the default for number of terms)
 - iii. Add the respective amount to be paid.
 - iv. Application Fee (usually for Reconnection from Permanently Disconnected accounts)
 - v. SCC [Service Charge] (usually for Reconnection from Permanently Disconnected accounts)
 - vi. Guaranty Deposit (based on its Classification, check the Order of Payment upon posting)
 - vii. Meter Cost (always check if you are posting for a Cash or an Installment mode)
 - viii. Fittings (always check if you are posting for a Cash or an Installment mode and for additional fittings to be billed)
 - ix. Others (seldom used in New Installation)

- Click REVIEW and DOUBLE-CHECK.
- DOUBLE CHECK everything before clicking POST.
- Hand over the Order of Payment to the Applicant
- Direct the applicant to the Bills Payment Counter to settle the amount indicated in the Order of Payment form. Remind the applicant to return back to the processing Customer Services Assistant to verify the Official Receipt Number.

- The Applicant shall return the Order of Payment to the processing Customer Service Assistant.

- FOR CASH MODE OF PAYMENT: Take note of the



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Official Receipt number on the Service Application Form and input the same number on the Guaranty Deposit O.R. No. and Meter Cost O.R. No. fields respectively.

- FOR INSTALLMENT MODE OF PAYMENT:
 - i. Take note of the Official Receipt number of the Guarantee Deposit amount paid on the Service Application Form and input the same number on the Guaranty Deposit O.R. No. field.
 - ii. Post the remaining balance for installment (MeterCost: P1897.50; Fittings: P2998.50) on the Accounts Ledger.
 - iii. Click REVIEW and DOUBLE-CHECK.
 - iv. DOUBLE CHECK everything before clicking POST.
 - v. Create Promissory Note for the balance by clicking the Promissory Note tab>Issue Promissory Note on the Customer Account and Customer Services Software.
 - vi. Enter the necessary details.
 - vii. Click SAVE and have it approved from the Promissory Note List.
 - viii. Print the Promissory Note form and sign (to be signed by the approving Supervisor, Customer Service Assistant and the Applicant)
 - ix. Scan the Promissory Note form, save to "Applicant Requirements" folder.

11. Finalize the transaction by advising the Applicant of the target installation date and fill out the Contract for Water service duplicate duly signed by the Division Manager and have the applicant sign and keep the duplicate.

Utilities/Customer Services Assistant B
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<p>12. Advise the Applicant to read again and understand the Service Contract thoroughly.</p>	<p>Utilities/Customer Services Assistant B Assigned in Service Order Encoding</p>
<p>13. For Installment Mode of Payment: Inform the Applicant about the installment details indicated on the Promissory Note. Attach the Promissory Note with the Official Receipt.</p>	<p>Utilities/Customer Services Assistant B Assigned in Service Order Encoding</p>
<p>14. Print Service Order.</p> <ul style="list-style-type: none"> • Open the New Account for Service Order printing in the System. • Ctrl+Shift+E and add the O.R. Nos. of GDEP(both cash & installment) and MCOST (for cash basis only) • Click SAVE <p>*For Installment Basis, make sure that the remaining balance has been already posted and with promissory note before printing the Service Order.</p> <ul style="list-style-type: none"> • Go to SVC Req (Service Request) Portion. Click SO and Reprint. 	<p>Utilities/Customer Services Assistant B Assigned in Service Order Encoding</p>
<p>15. Attach the Service Order with the accomplished Routing and Completion Report, Attachments, Service Application Form, and Pre-Installation Inspection Report.</p> <ul style="list-style-type: none"> • In Routing Slip and Attachments, fill-out the Account No. and Service Order No. according to their respective assignment. • On the Remarks Portion of the Routing Slip, write the following details: <ul style="list-style-type: none"> • Date of the First Visit by the Inspector • Date of Approval • Date of Payment for Guaranty Deposit 	<p>Utilities/Customer Services Assistant B Assigned in Service Order Encoding</p>



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- No. of Days Prior to Inspection
- No. Visits
- ID. No. (on the upper right hand corner with this series : MM-0000)

- Fill-out the following blanks in Service Application Card (Basic):
 - ID No.
 - Account No.
 - SO No.
 - REMARKS (e.g. 1.0LM 4TH MTR OF 8 @ C#4 W/ IT-256897 (6X1 PVC) EARTH)
 - Guaranty Deposit/Date of Payment/OR No.
 - Meter Cost/Date of Payment/OR No. (if applicable)
 - Fittings/Date of Payment/OR No. (if applicable)
 - Highlight the preferred Mode of Payment
- Highlight the following fields in the Inspection Form.
 - Land Make
 - Road Width
 - Tapping Distance
 - Mainline Size and Type
 - Cluster Type and Order
 - Sketch Location (Mainline Only)
- Update the New Installation tracking. (Excel-Application Tracking YYYY)

16. Forward the Service Order to the Team Leader/Supervisor for recommendation and verification.

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<p>17. The Team Leader/Supervisor will sign the Routing and Completion Report and will be forwarded to the Division Manager for the recommending approval.</p>	<p>Utilities/Customer Services Assistant B Team Leader</p>
<p>18. Forward the approved Service Order to Finance Division for issuance of Requisition and Issue Slip (RIS) and to the Office of the General Manager for final approval.</p>	<p>Division Manager (Customer Services Division)</p>
<p>19. After the approval of the General Manager, the Service Order will be returned to the Customer Services Division.</p>	<p>Office of the General Manager Secretary</p>
<p>20. Detach and sort the documents.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>21. Arrange the Routing and Completion Report, Requisition and Issue Slip (RIS), the blue copy of the Service Order and the Pre-installation Inspection Form.</p>	<p>Utilities/Customer Services Assistant B</p>
<p>22. Prepare Transmittal Slip and attach to the arranged Service</p>	



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Orders.	Utilities/Customer Services Assistant B
23. Forward the Service Orders to the Construction and Maintenance Division (Construction Section) for installation.	Utilities/Customer Services Assistant B
<p>24. After installation, receive the routing slip from the Construction and Maintenance Division (Construction Section) including the accomplished Service Order Indicating the following:</p> <ul style="list-style-type: none"> • Water meter number • Initial reading of the water meter • Remarks (if any) • Installer • Date and time of installation • Approved by the Section Head 	<p>Utilities/Customer Services Assistant B</p> <p>Assigned in Service Order Encoding</p>
<p>25. Encode the water meter number, initial reading, remarks, installer and the date and time of installation on the Service Order. Note the same details on the Service Application form.</p> <ul style="list-style-type: none"> • Go to "Service Request"; then "Service"; then "Encode Service" 	<p>Utilities/Customer Services Assistant B</p> <p>Assigned in Service Order Encoding</p>
26. File the Service Application form according to Zone and Book.	<p>Utilities/Customer Services Assistant B</p> <p>Assigned in Service Order</p>



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vii. Applicant is not the Lot owner and cannot acquire an authorization letter because the Lot owner is deceased but with heir/s

- Basic Requirement
- Proof of Death - *Death Certificate duly certified by any of the following: (1) National Statistics Office (NSO), (2) Municipal Civil Registrar's Office, (3) hospitals/clinics, (4) credible institution to certify the death of the lot owner*
- Proof of Consent from the relative of the lot owner - *Notarized Affidavit of Consent by the heir/s of the lot owner authorizing the applicant to apply for water service connection in his/her property/lot*

viii. Applicant is a Lessee (Bldg. and/or Lot)

- Basic Requirement
- Proof of Lease Agreement - *Photocopy of Notarized Contract of Lease/Lease Agreement*

d. Payment of Initial Fees and Charges

- Application fee
- Service Charge

e. Optional Requirement

Excavation Permit (when required) duly issued by any of the following:

- Barangay Hall for Barangay Road
- Provincial Engineering Office (PEO) for Provincial Road
- Department of Public Works and Highways (DPWH) for National Road

2. The Applicant is a Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship.

Requirements:



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Reviewed by: Engr. Carlos N. Santos Jr.-GM

Approved by: Dir. Miguela G. Pleyto-BOD Chairperson

a. Proof of Business Identification

Photocopy of any of the following documents:

- Business Name and Articles of Incorporation duly registered with the Securities and Exchange Commission (SEC)
- Business Name and Articles of Incorporation duly registered with the Cooperative Development Authority (CDA)
- Joint Venture Agreement and/or Contract
- Business Name and Articles of Incorporation duly registered with the Department of Trade and Industry (DTI) for Single Proprietorship

b. Proof of Authorization

- Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership to apply for water service connection and authorizing the representative for and in behalf of the Corporation, Foundation, Cooperative, Joint Venture or Partnership
- For Single Proprietorship, the owner may issue an authorization to a representative to transact for and his/her behalf with the Santa Maria Water District

c. Proof of Identification

Photocopy of any of the following government-issued identification cards bearing the photo & signature of the Secretary of the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship (owner) and the duly authorized representative:

- Driver's License duly issued by the Land Transportation Office (LTO)
- Professional ID duly issued by the Professional Regulations Commission (PRC)
- Voter's ID duly issued by the Commission on Elections (COMELEC)
- Passport duly issued by the Department of Foreign Affairs (DFA)
- Postal ID duly issued by the Philippine Postal Corporation (Phil Post)



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Carlos N. Santos Jr.

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Miguel G. Pleyto

Approved by: Dir. Miguel G. Pleyto-BOD Chairperson

	E ncoding
27. After post inspection and meter base installation, receive the accomplished Pre-Installation Inspection Reports, the Post-Inspection Reports and electronic copy summary of Newly Installed Water Meters for back-up from the Engineering Division.	Utilities/Customer Services Assistant B Assigned in Service Order Encoding
28. Check if the fittings issued at the back of the Pre-Installation Inspection Report matches the released fittings on the Requisition and Issue Slip. Also, check if additional fittings reflected in the Pre-Installation Inspection Report were billed.	Utilities/Customer Services Assistant B Assigned in Service Order Encoding
29. (End of Day Task) File the Post Inspection Reports, the blue copy of the Service Orders and the Pre-Installation Inspection Report according to batch.	Utilities/Customer Services Assistant B Assigned in Service Order Encoding

D. TYPE OF APPLICANTS

1. The Applicant is an Individual

Requirements:

- a. Proof of Identification



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Photocopy of any of the following government-issued identification cards bearing the photo & signature of the applicant and/or authorized representative:

- Driver's License duly issued by the Land Transportation Office (LTO)
- Professional ID duly issued by the Professional Regulations Commission (PRC)
- Voter's ID duly issued by the Commission on Elections (COMELEC)
- Passport duly issued by the Department of Foreign Affairs (DFA)
- Postal ID duly issued by the Philippine Postal Corporation (PhilPost)
- Unified Multi-Purpose ID duly issued by the:
 - Social Security Systems (SSS)
 - Government Service Insurance System (GSIS)
 - PAGIBIG
 - Philippine Health Insurance Corporation (PHIC)
- Tax identification ID duly issued by the Bureau of Internal Revenue (BIR)
- Senior Citizens ID duly issued by the Office of Senior Citizen Affairs (OSCA)
- Barangay ID duly issued by the Barangay Captain
- Radio License duly issued by the National Telecommunications Commission (NTC)
- Firearms License duly issued by the Firearms and Explosives Office (FEO)

b. Proof of Residency

Certificate of Residency of the applicant duly issued by the Barangay Captain

c. Proof of Lot Ownership

Basic Requirement (Photocopy of any of the following documents):

- Transfer Certificate of Title (TCT)
- Notarized Deed of Absolute Sale
- Notarized Contract to Sell
- Notarized Deed of Donation

i. Applicant is the Lot Owner

- Basic Requirement

ii. Applicant is the Lot owner and is out of the country

- Basic Requirement



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- Proof of Authorization - *Original Copy of authorization letter duly signed by the lot owner authorizing the representative to apply for and in behalf of the applicant*
- iii. Applicant is the Lot owner's spouse whose name is not indicated in the Lot title
 - Basic Requirement
 - Proof of Relationship - *Marriage contract duly certified by either the National Statistics Office (NSO) or the Municipal Civil Registrar's Office*
- iv. Applicant is the lot owner but the lot title is under mortgage to a person or bank or Lending institution
 - Basic Requirement
 - Recognition of the Right of the Mortgagee - *Notarized Affidavit by the applicant who is the lot owner under a mortgage agreement clearly stating his/her interest to apply for water service connection with a condition that in case the mortgagee decides for the removal of his/her water service connection, the applicant shall voluntary do so without prejudice or liability to any legal action against the Santa Maria Water District*
- v. Applicant is not the Lot owner
 - Basic Requirement
 - Proof of Consent from the Lot Owner - *Original copy of Notarized Affidavit of Consent by the lot owner/s authorizing the applicant to apply for water service connection in his/her/their property/lot*
- vi. Applicant is not the Lot owner and cannot acquire an authorization letter because the Lot owner is out of the country or cannot be located
 - Basic Requirement
 - Recognition of the Right of the Lot Owner - *Notarized Affidavit by the applicant who is not the lot owner clearly stating his/her interest to apply for water service connection with a condition that in case the Lot shall voluntary do so without prejudice or liability to any legal action against the Santa Maria Water District*



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- Unified Multi-Purpose ID duly issued by the:
 - Social Security Systems (SSS)
 - Government Service Insurance System (GSIS)
 - PAGIBIG
 - Philippine Health Insurance Corporation (PHIC)
- Tax identification ID duly issued by the Bureau of Internal Revenue (BIR)
- Senior Citizens ID duly issued by the Office of Senior Citizen Affairs (OSCA)
- Barangay ID duly issued by the Barangay Captain
- Radio License duly issued by the National Telecommunications Commission (NTC)
- Firearms License duly issued by the Firearms and Explosives Office (FEO)

d. Proof of Lot Ownership

- Photocopy of any of the following documents if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship (owner) is the lot owner:
 - Transfer Certificate of Title (TCT)
 - Notarized Deed of Absolute Sale
 - Notarized Contract to Sell
- Photocopy of Notarized Contract of Lease/ Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship (owner) is not the lot owner.

e. Proof of Residency

Certificate of Residency of the applicant duly issued by the Barangay Captain

f. Payment of Initial Fees and Charges

- Application fee
- Service Charge

g. Optional Requirement

Excavation Permit (when required) duly issued by any of the following:



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- Barangay Hall for Barangay Road
- Provincial Engineering Office (PEO) for Provincial Road
- Department of Public Works and Highways (DPWH) for National Road

3. The Applicant is a Government Agency (Municipal Hall/ School/ Barangay Hall/ Barangay Outpost/ Barangay Daycare/ Fire Station/ Health Center)

Requirements:

a. Proof of Identification

Photocopy of any of the following government-issued identification cards bearing the photo & signature of the Secretary of the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship (owner) and the duly authorized representative:

- Driver's License duly issued by the Land Transportation Office (LTO)
- Professional ID duly issued by the Professional Regulations Commission (PRC)
- Voter's ID duly issued by the Commission on Elections (COMELEC)
- Passport duly issued by the Department of Foreign Affairs (DFA)
- Postal ID duly issued by the Philippine Postal Corporation (Phil Post)
- Unified Multi-Purpose ID duly issued by the:
 - Social Security Systems (SSS)
 - Government Service Insurance System (GSIS)
 - PAGIBIG
 - Philippine Health Insurance Corporation (PHIC)
- Tax identification ID duly issued by the Bureau of Internal Revenue (BIR)
- Senior Citizens ID duly issued by the Office of Senior Citizen Affairs (OSCA)
- Barangay ID duly issued by the Barangay Captain
- Radio License duly issued by the National Telecommunications Commission (NTC)



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- Firearms License duly issued by the Firearms and Explosives Office (FEO)

b. Proof of Lot Ownership

Photocopy of any of the following documents:

- Transfer Certificate of Title (TCT)
- Notarized Deed of Absolute Sale
- Notarized Contract to Sell
- Notarized Deed of Donation

c. Proof of Availability of Funds

Certificate of Availability of Funds duly issued by the Head of the Agency

d. Payment of Initial Fees and Charges

- Application fee
- Service Charge

e. Optional Requirement

Excavation Permit (when required) duly issued by any of the following:

- Barangay Hall for Barangay Road
- on, Foundation, Cooperative, JoPEO) for Provincial Road
- Department of Public Works and Highways (DPWH) for National Road

6.0 Records

- 6.1 Service Application Form
- 6.2 Attachments
- 6.3 Routing and Completion Report
- 6.4 Order of Payment
- 6.5 Orientation Schedule
- 6.6 Pre-Inspection Installation Report
- 6.7 Post-Inspection Installation Report
- 6.8 Service Order
- 6.9 Promissory Note