



Procedure 08

CUSTOMER ACCOUNTS BILLING PROCEDURE

Date prepared : January 6, 2017
Date approved : January 10, 2017
Effectivity Date : January 11, 2017
Revision No. : 00
Revision Date :
Control No. : **PM08-01**

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

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

1.0 OBJECTIVES

- 1.1 Establish guidelines in the Customer Accounts Section particularly on water billing process for Santa Water District.

2.0 SCOPE

This procedure defines the duties and responsibilities and authorities for all water billing process in Santa Water District.

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 Customer Services (Field Services)
3.4 Procedure for Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

Customer Accounts Billing Section: Utilities/Customer Services Assistant - B
Customer Accounts Meter Reading Section: Utilities/Customer Services Assistant – C
Customer Services Field Services Section: Utilities/Customer Services Assistant – B
Customer Accounts Teller Section: Utilities/Customer Services Assistant - B
Finance Division: Cashier – B
Customer Accounts: Utilities/Customer Services Officer – A
Customer Accounts: Division Manager – B
General Manager

5.0 PROCESS



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PROCESS FLOW 08-01

PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
Start Multiple Zone Book Date assignment METER READING FORM	BILLING PROCEDURE 1. Utilities/Customer Services Assistant sets multiple zone book dates: reading date, due date, grace period and disconnection date. 2. Utilities/Customer Services Assistant prints the Meter Reading Form for Meter Reader reference.	Billing Section Utilities/Customer Services Assistant - B
MRF DISTRIBUTION GET DATA FROM SYSTEM WATER METER READING BILLING NOTICE BILLING NOTICE DISTRIBUTION	3. Meter Reading Section Team Lead assigns and distributes printed Meter Reading Forms to Utilities/Customer Services Assistant (Meter Reader). 4. Meter Reader gets data from system. 5. Meter reader reads actual water meter reading. 6. Meter reader bills concessionaires based on actual reading. 7. Meter reader distributes printed first (1 st) billing notice to concessionaires.	Meter Reading Section Utilities/Customer Services Assistant - C



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PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
<pre> graph TD Start([Start]) --> BS[BILLING SUMMARY] BS --> DU[(DATA UPLOADING)] </pre>	<p>8. Meter reader prints billing summary for the day and submits the same to billing section.</p> <p>9. Meter reader uploads data to system for posting.</p>	<p>Meter Reading Section</p> <p>Utilities/Customer Services Assistant - C</p>
<pre> graph TD BSV[BILLING SUMMARY VALIDATION] --> BVO[BILLING VERIFICATION AND INSPECTION ORDER] </pre>	<p>10. Utilities/Customer Services Assistant checks and validates billing summary.</p> <p>11. Utilities/Customer Services Assistant generates automated Billing Verification and Inspection Order.</p> <p>12. Utilities/Customer Services Assistant dispatches the generated Billing Verification and Inspection Orders to Customer Services Field Services Team Lead.</p>	<p>Billing Section</p> <p>Utilities/Customer Services Assistant - B</p>
<pre> graph TD BVIO[BVIO INVESTIGATION] --> End([End]) </pre>	<p>13. Field Services team investigates based on Billing Verification and Inspection Order and submits them back to billing section.</p>	<p>Customer Services</p> <p>Field Services Section</p>



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PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
<pre> graph TD Start([Start]) --> A[BVIO ANALYSIS AND ENCODING] A --> B[2ND BILLING NOTICE] B --> C[2ND BILLING DELIVERY] C --> D([END]) </pre>	<p>14. Utilities/Customer Services Assistant analyzes and encodes the completed Billing Verification and Inspection Order.</p> <p>15. Utilities/Customer Services Assistant generates the 2nd Billing Notice.</p>	<p>Billing Section</p> <p>Utilities/Customer Services Assistant - B</p>
<pre> graph TD Start([Start]) --> A[2ND BILLING DELIVERY] A --> B([END]) </pre>	<p>16. Utilities/Customer Service Assistant (Meter Reader) delivers the second (2nd) billing notice to concessionaires.</p>	<p>Meter Reading Section</p> <p>Utilities/Customer Services Assistant - C</p>

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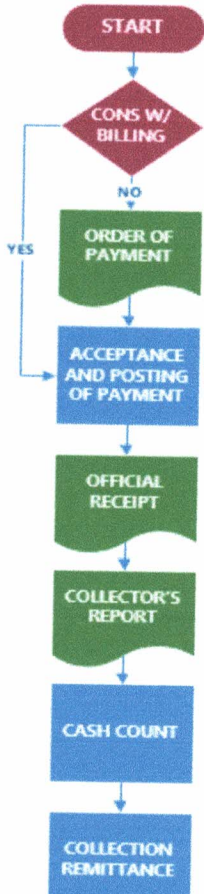
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PROCESS FLOW 08-02

PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
	COLLECTION PROCEDURE <ol style="list-style-type: none"> 1. Utilities/Customer Services Assistant (Telling Section) accepts payments from concessionaires and process its posting. If concessionaire does not have a copy of their billing notice, refer them to Customer Services for assistance. <i>(Order of payment is issued by Customer Services for payment reference.)</i> 2. Utilities/Customer Services Assistant prints official receipt and ensures that correct details of account and payment are on the printed receipt. 3. Utilities/Customer Services Assistant generates collector's report at the end of each business day. 4. Utilities/Customer Services Assistant ensures that actual total cash and cheque collection equals amount collected on collector's report. 5. Utilities/Customer Services Assistant remits cash and cheque collection to Cashier (Finance) together with collector's report. 	<p>Telling Section</p> <p>Utilities/Customer Services Assistant - B</p>
	<ol style="list-style-type: none"> 6. Cashier (Finance) checks and verifies collector's report and collection remittance. 7. Cashier issues Official Receipt to receive collection from each collector. 	<p>Finance Division</p> <p>Cashier</p>



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PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
<pre> graph TD A[] --> B[COLLECTION REPORT] B --> C[DEPOSIT SLIP] C --> D[CASH AND CHEQUE DEPOSIT] D --> E[RECORDING ON BOOKS] E --> F[END] </pre>	<p>8. Cashier prepares collection report for the day and deposit slip.</p> <p>9. Cashier ensures that collection is deposited intact to the bank the following bank. Any discrepancy on collection is immediately reported to the Utilities/Customer Services Assistant for resolution.</p>	<p>Finance Division</p> <p>Cashier</p>
<pre> graph TD G[RECORDING ON BOOKS] --> H[END] </pre>	<p>10. Financial Planning Analyst (Finance) records collection for the day on books based on collection report.</p>	<p>Finance</p> <p>Financial Planning Assistant B</p>

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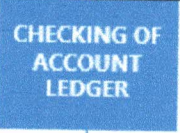

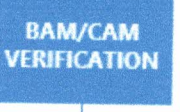
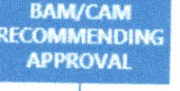
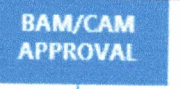
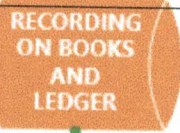

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PROCESS FLOW 08-03

PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
 	BILLING AND COLLECTION ADJUSTMENT 1. Utilities/Customer Services Assistant (Customer Service) prepares Customer Complaints and Request Form and forwards it to Customer Accounts Billing Section.	Customer Service Utilities/Customer Services Assistant - B
 	2. Utilities/Customer Services Assistant (Billing Section) checks concessionaire's account to validate if concessionaire's request for adjustment is valid. 3. Utilities/Customer Services Assistant prepares billing adjustment memo or collection adjustment memo.	Customer Accounts Billing Section Utilities/Customer Services Assistant-B
	4. Utilities/Customer Services Officer checks and verifies prepared adjustment memo.	Customer Accounts Utilities/Customer Services Officer A
	5. Division Manager – Customer Accounts recommends approval of adjustment memo.	Division Manager – Customer Accounts
	6. General Manager approves processing of adjustment memo.	General Manager
 	7. Utilities/Customer Services Assistant posts approved adjustment memo to ledger.	Customer Accounts Billing Section Utilities/Customer Services Assistant-B



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PROCESS FLOW 08-04


PROCESS FLOW	DESCRIPTION OF ACTIVITY	PERSON RESPONSIBLE
<pre> graph TD START([START]) --> COLLECTION[COLLECTION REPORT FROM COLLECTING PARTNERS] COLLECTION --> UPLOAD[UPLOADING OF COLLECTION REPORT] UPLOAD --> ERROR{WITH ERROR?} ERROR -- YES --> ADVISE[ADVISE COLLECTING PARTNERS OF ERRORS] ERROR -- NO --> POSTING[POSTING OF COLLECTION REPORT] ADVISE --> POSTING POSTING --> BILL[BILL COLLECTING PARTNERS OF PENALTIES] BILL --> END([END]) </pre>	POSTING OF PAYMENT FROM COLLECTING PARTNERS <ol style="list-style-type: none"> 1. Utilities/Customer Services Officer- A (Customer Accounts) retrieves daily collection report from e-mail. 	Customer Accounts Utilities/Customer Services Officer A
	<ol style="list-style-type: none"> 2. Utilities/Customer Services Assistant – B (Telling Section Team Lead) uploads collection report to system. 3. Utilities/Customer Services Assistant – B reports to collecting partner errors or discrepancies on received collection report if there is any. 4. Utilities/Customer Services Assistant – B posts uploaded collection report. Confirm errors form collecting partners before posting. 5. Utilities/Customer Services Assistant – B bills collecting partners penalties incurred by concessionaires due to errors they committed. 	Customer Accounts Utilities/Customer Services Assistant B

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Billing and Collection Procedure

5.1 Billing Procedure


- 5.1.1 Utilities/Customer Services Assistant - B from Billing Section sets book dates on system: reading date, due date, grace period and disconnection date a day before the scheduled reading date. (Day 1)
- 5.1.2 Utilities/Customer Services Assistant – B prints the Meter Reading Form (CA-BL 006) for the scheduled reading date and dispatches it to Utilities/Customer Services Assistant – C (Meter Reading Section Team Lead). (Day 1)
- 5.1.3 Meter Reader Section Team Lead assigns area for meter reading and distributes printed meter reading form. (Day 1)
- 5.1.4 Utilities/Customer Services Assistant - C (Meter Reader) gets data from system to palm reader for the assigned zone books. (Day 1)
- 5.1.5 Utilities/Customer Services Assistant - C (Meter Reader) reads and enters actual water meter reading to palm reader in assigned zone books. Temporary Disconnected accounts and Fire hydrant readings are noted on the meter reading form for Billing section reference. (Day 1)
- 5.1.6 Utilities/Customer Services Assistant - C (Meter Reader) bills concessionaires based on actual reading. Concessionaires can be billed **Regularly** – actual consumption of concessionaire is within the average for the last 3 months; **Billed on Average** – Water replacement order was issued due to stuck water meter; **Billing for Verification** – Concessionaire's current consumption is not within the average consumption for the last 3 months. (Day 1)
- 5.1.7 Utilities/Customer Services Assistant - C (Meter Reader) distributes printed billing notices (CA-BL 002) to concessionaires and ask them to sign the meter reading form. (Day 1)
- 5.1.8 Utilities/Customer Services Assistant – C (Meter Reader) prints billing summary to be validated by Water Utilities/Customer Services Assistant – B (Billing Section). (Day 1)
- 5.1.9 Utilities/Customer Services Assistant – C (Meter Reader) uploads data from the Palm Reader to Billing System. (Day 1)
- 5.1.10 Utilities/Customer Services Assistant – B (Billing Section) issues/generates Auto Billing Verification and Inspection Order (CA-BL 003) for accounts with Billing for Verification status on Billing Summary. (Day 2)

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- 5.1.11 Utilities/Customer Services Assistant – B (Billing Section) reviews Billing Summary submitted by Meter reader. Utilities/Customer Services Assistant – B (Billing Section) checks reading noted by Meter Reader on meter reading form or billing summary for disconnected accounts to check for possible Illegal Reconnection. Manual billing verification and inspection order is issued to validate disconnected accounts with consumption. (Day 2)
- 5.1.12 Utilities/Customer Services Assistant – B (Billing Section) dispatches the printed BVIO to Utilities/Customer Services Assistant – B (Customer Services Field Services Section Team Lead). (Day 2)
- 5.1.13 Field Services Team completes Billing Verification and Inspection Orders and submits them back to billing section. (Day 2-3)
- 5.1.14 Utilities/Customer Services Assistant – B (Billing Section) analyzes and encodes the result of the Billing Verification and Inspection Orders to system. (Day 3)
- 5.1.15 Utilities/Customer Services Assistant – B (Billing Section) issues 2nd Billing Notice (CA-BL 002) for accounts for verification. (Day 3)
- 5.1.16 Utilities/Customer Services Assistant - C (Meter Reader) delivers 2nd billing notices to concessionaires. (Day 3)

5.2 Collection Procedure

- 5.2.1 Utilities/Customer Services Assistant – B (Telling Section) accepts payments from concessionaires and process its posting. If concessionaire does not have a copy of their billing notice, refer them to Customer Services for assistance.
 - Teller should check the accuracy of encoded details of payment before printing the official receipt.
 - Teller should recheck the printed official receipt to check if details of the account, amount of payment are correct. Cheques issued by private individuals or companies should also be double checked for alteration or mistakes to avoid returned checks. Cheques issued by government agencies should match the bank advice provided with the check payment. No cheques with issues should be accepted by the Teller.

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5.2.2 Utilities/Customer Services Assistant – B (Teller) closes the cash register at the end of the day and generates collector's report.

- Teller ensures that cash on hand and checks on hand tallies the total terminal collection for the day.

5.2.3 Utilities/Customer Services Assistant – B (Teller) remits total collections to the Cashier (Finance) together with the printed collector's report.

5.2.4 Cashier checks and validates collections remitted by the Tellers and generates an Official Receipt as a proof that he received the collection from the collectors.

5.2.5 Cashier consolidates all the collector's report and ensures that actual total cash and cheque collection for the day is equal to total collection of the day.

5.2.6 Cashier prepares deposit slip for the day's remittance and deposit it intact the following day to the bank.

- Any discrepancy on the collector's report and remittance of the Collectors to the Cashier will be reported immediately to the Utilities/Customer Services Officer – A for investigation and adjustment.


5.3 Billing and Collection Adjustment Memo

5.3.1 Utilities/Customer Services Assistant – B (Customer Service Division) prepares Customer Complaints and Requests Form with concessionaire's signature.

5.3.2 Utilities/Customer Services Assistant - B (Customer Accounts Billing Section) reviews concessionaire's account to check if request is valid for adjustment.

5.3.3 Utilities/Customer Services Assistant - B (Customer Accounts Billing Section) prepares necessary adjustment memo.

- Billing Adjustment memo – for adjustments related to correction of consumption in cum., correction of bill, advance bill (for accounts requesting temporary disconnection with unbilled consumption), cancellation of bill, cancellation of penalty, adjustment due to service line leak.
- Collection memo – adjustments related to posting of payments such as unposted payment, incorrect posting of payment to another account; cancellation of payment due to returned check.

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- 5.3.4 Utilities/Customer Services Officer A (Customer Accounts) checks correctness of prepared adjustment memo.
- 5.3.5 Division Manager B – Customer Accounts recommends approval of the adjustment memo.
- 5.3.6 General Manager approves processing of the adjustment memo.
- 5.3.7 Utilities/Customer Services Assistant – B (Customer Accounts) posts approved adjustment memo to ledger and books.

Note: Hierarchy of Approver

Php 1,000.00 and below - Utilities/Customer Services Officer A

Php 1,001.00 – Php 5,000.00 – Division Manager – Customer Accounts

Php 5,001.00 and above - General Manager

In the absence of both Division Manager and General Manager, Utilities/Customer Services Officer A to issue approval.

5.4 POSTING OF PAYMENT FROM COLLECTING PARTNERS

- 5.4.1 Utilities/Customer Services Officer- A (Customer Accounts) retrieves daily collection report from e-mail.
- 5.4.2 Utilities/Customer Services Assistant – B (Telling Section Team Lead) uploads collection report to system.
- 5.4.3 Utilities/Customer Services Assistant – B reports to collecting partner errors or discrepancies on received collection report if there is any.
- 5.4.4 Utilities/Customer Services Assistant – B posts uploaded collection report. Confirm errors form collecting partners before posting.
- 5.4.5 Utilities/Customer Services Assistant – B bills collecting partners penalties incurred by concessionaires due to errors they committed.



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

6.0 RECORDS

- 6.1 Meter Reading Form (CA-BL 006)
- 6.2 Billing Notice (CA-BL 002)
- 6.3 Billing and Verification Order (CA-BL 003)
- 6.4 Official Receipt
- 6.5 Collection Report
- 6.6 Billing Adjustment Memo
- 6.7 Collection Adjustment Memo
- 6.8 Customer Complaints and Request Form