

CASH MANAGEMENT

Schedule of Availability of Service:

Monday – Friday 7:00 am – 5:00 pm without noon break
Saturday 7:00 am – 12:00 noon

Who May Avail of the Service:

Concessionaires of Dasmariñas Water District

PAYMENT OF WATER BILL

What are the Requirements:

No requirements necessary

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Cashier for payment of monthly bill	Validate Water bill or issue Official Receipt (O.R.). Government accounts need fully accomplished Form 2307.	1 minute	Cashier	As Billed	Water bill / Official Receipt

END OF TRANSACTION

LOST WATER BILL

What are the Requirements: No requirements necessary

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Customer Service Section	Customer Service Clerk will verify the account number from the system and prepare payment slip.	5 minutes	Customer Service Clerk	N/A	Payment Slip
2	Proceed to Cashier with the payment slip	Process payment and issue Official Receipt (O.R.).	1 minute	Cashier	As Billed	Official Receipt

END OF TRANSACTION

PAYMENT OF WATER BILL WITH UNPAID ACCOUNTS IN MATERIALS, PENALTY, REHABILITATION, ETC.

What are the Requirements: No requirements necessary

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Credit and Collection Section	Credit and Collection Clerk will verify the account and prepare payment slip.	10-15 minutes	Credit and Collection Clerk	N/A	Payment Slip
2	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.).	1 minute	Cashier	As Billed	Official Receipt

END OF TRANSACTION

PAYMENT OF WATER BILL FOR DISCONNECTED ACCOUNTS (1 TO 6 MONTHS DISCONNECTED)

What are the Requirements: No requirements necessary

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Credit and Collection	Credit and Collection Clerk will verify the account and prepare payment slip.	10-15 minutes	Credit and Collection Clerk	N/A	Payment Slip
2	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier	As Billed	Official Receipt
3		Reconnection of water service	10 minutes	Maintenance Crew	N/A	Reco Order

END OF TRANSACTION

PAYMENT OF WATER BILL FOR DISCONNECTED ACCOUNTS (MORE THAN 6 MONTHS DISCONNECTED)

What are the Requirements: No requirements necessary

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Credit and Collection	Credit and Collection Clerk will verify the account and prepare payment slip.	10-15 minutes	Credit and Collection Clerk	N/A	Payment Slip
2	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier	As Assessed	Official Receipt
3	Proceed to Processing Section	Processing Clerk will give schedule of inspection.	5 minutes	Processing Clerk	N/A	Inspection Slip
4		Actual site inspection	15 minutes	Inspector	N/A	Inspection Slip
5	Return to Processing Section the day after the actual inspection	Assess cost of materials needed for reconnection of service.	5-10 minutes	Processing Clerk	N/A	Inspection Slip
6	Proceed to Credit and Collection	Verification of account	5-10 minutes	Credit and Collection Clerk	N/A	Payment Slip
7	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier	As Assessed	Official Receipt
8	Proceed to Processing Section with the Inspection Slip and Original Receipt	Record transaction made by the concessionaire.	5 minutes	Processing Clerk	N/A	Logbook
9		Reconnection of water service	10 minutes	Maintenance Crew	N/A	Reco Order

END OF TRANSACTION