

# CUSTOMER SERVICE

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**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

## HIGH AND LOW CONSUMPTION

**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 Customer Service Section and inform the frontliner-on-duty of service request	Review concessionaire’s account history for comparison of water usage.  Prepare service request form.  Advise concessionaire of inspection and return schedule.	10 minutes	Customer Service Clerk	N/A	Service Request Form
2		Actual site inspection for verification of water meter reading and location of the cause of low / high consumption.	15 minutes	Inspector	N/A	Notice of inspection

<b>Step</b>	<b>Applicant / Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in charge</b>	<b>Fee</b>	<b>Form</b>
3	Return to the scheduled day of result of inspection	<p>Advise concessionaire on the result of inspection.</p> <p>Provide details and necessary action to resolve the problem.</p> <p>Adjustment of water bill (if necessary).</p> <p>Advise concessionaire regarding payment of water bill.</p>	10 minutes	Customer Service Clerk	N/A	Inspection Slip
4	Pay to the cashier	Process payment and issue Official Receipt (O.R)	1 minute	Cashier	As Assessed	Official Receipt

**END OF TRANSACTION**

# UNREAD WATER METER

**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 and inform the frontliner-on-duty about the unread water meter together with your current bill with usage based on average consumption.	Bill shall be adjusted under implemented DWD policy.	10 minutes	Customer Service Clerk	N/A	Waterbill
2	Payment of adjusted water bill at the cashier.	Process payment and issue Official Receipt (O.R).	1 minute	Cashier	As Billed	Validated waterbill / Official Receipt

**END OF TRANSACTION**

# TRANSFER OF NAME

**What are the requirements:**

- Proof of transfer of ownership
- Valid I.D.

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to customer service to acquire list of requirements for change of name.  Submit complete requirements to prove transfer of ownership.	Process change of name.	10 minutes	Customer Service Clerk	N/A	Service Request Form
2	Payment of change of name fee at the cashier.	Process payment and issue Official Receipt (O.R).	1 minute	Cashier	P200.00	Official Receipt
3	Return to Customer Service with the Official Receipt.	Record transaction made by the applicant.	5 minutes	Customer Service Clerk	N/A	

**END OF TRANSACTION**

## DEFECTIVE / STUCK / BLURRED WATER METER

**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	Prepare request for replacement of water meter	5-10 minutes	Customer Service Clerk	N/A	Service Request
2	Proceed to Maintenance Division/Metering	Scheduling of meter replacement	5 minutes	Maintenance / Metering Clerk	N/A	
3		Meter replacement at the given schedule	30 minutes	Maintenance / Metering Clerk	N/A	Maintenance Order

**END OF TRANSACTION**

## BROKEN / LOST / STOLEN METER

**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 Processing Section to report the broken meter.	Prepare Inspection Slip and schedule of the inspection	5-10 minutes	Processing Clerk	N/A	Notice of Inspection
2		Actual inspection	15 minutes	Inspector	N/A	Inspection Slip
3	Return to Processing Section after inspection.	Assess cost of materials needed for replacement of broken water meter	5-10 minutes	Processing Clerk	N/A	Inspection Slip

<b>Step</b>	<b>Applicant / Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in charge</b>	<b>Fee</b>	<b>Form</b>
4	Proceed to Credit and Collection Section for approval.	Verification of account for unpaid water bills, materials and penalties	5-10 minutes	Credit and Collection Clerk	N/A	Approved Inspection Slip
5	Payment of materials to Cashier.	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier	As Assessed	Official Receipt
6	Return to Processing Section with the inspection slip and Official Receipt.	Record transaction made by the concessionaire	5 minutes	Processing Clerk	N/A	Logbook
7	Proceed to Maintenance Division.	Scheduling of replacement	5 minutes	Maintenance Clerk	N/A	
8		Actual replacement of water meter	30 minutes	Metering Crew	N/A	Maintenance Order

**END OF TRANSACTION**

## CALIBRATION OF WATER METER

**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 for calibration of water meter	Prepare request form for calibration of water meter	5-10 minutes	Customer Service Clerk	N/A	Service Request Form
2		Actual calibration of water meter	1 hour	Metering Crew	N/A	Calibration Form
3	Proceed to Customer Service for the result of calibration	Provide details regarding the result of calibration	5-10 minutes	Customer Service Clerk	N/A	Calibration Form
4		Adjust water bill if necessary	15 minutes	Billing Clerk	N/A	Adjustment Form

**END OF TRANSACTION**

## WALK-IN CALIBRATION OF WATER METER

**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 Metering Section at DWD DBB Branch Office for calibration of new water meter	Prepare request form for calibration of water meter	5-10 minutes	Metering Clerk	N/A	Request Form

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
2	Proceed to Cashier for payment of calibration fee	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier	P 160.00 (½ & ¾) P 165.00 (1" & 1.5") P 170.00 (2")	Official Receipt
3		Calibrate and adjust water meter.	1 hour	Metering Crew	N/A	Calibration Form

**END OF TRANSACTION**

## RECLASSIFICATION OF CONNECTION

**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 for the request of reclassification of connection.	Prepare request form for reclassification of connection	5-10 minutes	Customer Service Clerk	N/A	Service Request
2		Actual site inspection	15 minutes	Inspector	N/A	Service Request
3	Return to Customer Service after inspection for the result.	Provide details regarding the result of inspection	5-10 minutes	Customer Service Clerk	N/A	
4		Reclassify the account connection	15 minutes	Billing Clerk	N/A	Service Request

**END OF TRANSACTION**



# VOLUNTARY DISCONNECTION

**What are the Requirements:**

- Proof of ownership
- Valid Identification Card
- Authorization Letter if by representative

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Customer Service Section for the request of voluntary disconnection	Verify proof of ownership and advise concessionaire regarding payment	5-10 minutes	Customer Service Clerk	N/A	Service Request
2	Proceed to Cashier for payment of unpaid accounts	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier	As Billed	Official Receipt
3		Actual disconnection of water meter	15 minutes	Maintenance Crew		Maintenance Order

**END OF TRANSACTION**