

CASH MANAGEMENT

Schedule of Availability of Service:

Monday – Friday 7:00 am – 5:00 pm without noon break
 Saturday 8:00 am – 12:00 noon

Who May Avail of the Service:

Concessionaires of Dasmariñas Water District

What are the Requirements:

No requirements necessary

PAYMENT OF WATER BILL

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		Water bill / Official Receipt

END OF TRANSACTION

LOST WATER BILL

Duration: 6 minutes

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		Payment Slip
2	Proceed to Cashier with the payment slip	Process payment and issue Official Receipt (O.R.).	1 minute	Cashier		Official Receipt

END OF TRANSACTION

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

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		Payment Slip
2	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt

END OF TRANSACTION

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

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		Payment Slip
2	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt
3		Reconnection of water service	10 minutes	Maintenance Crew		Reco Order

END OF TRANSACTION

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

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		Payment Slip
2	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt
3	Proceed to Processing Section	Processing Clerk will give schedule of inspection.	5 minutes	Processing Clerk		
4		Actual site inspection	15 minutes	Inspector		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		Inspection Slip
6	Proceed to Credit and Collection	Verification of account	5-10 minutes	Credit and Collection Clerk		
7	Proceed to Cashier with payment slip	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt
8	Proceed to Processing Section with the Inspection Slip and Original Receipt	Record transaction made by the concessionaire.	5 minutes	Processing Clerk		
9		Reconnection of water service	10 minutes	Maintenance Crew		Reco Order

END OF TRANSACTION