

CUSTOMER SERVICE

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

HIGH AND LOW CONSUMPTION

What are the Requirements:

No requirement 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		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		Notice of inspection
3	Return to the scheduled day of result of inspection	Advise concessionaire on the result of inspection. Provide details and necessary action to resolve the problem. Adjustment of water bill (if necessary). Advise concessionaire regarding payment of water bill.	10 minutes	Customer Service Clerk		
4	Pay to the cashier	Process payment and issue Official Receipt (O.R)	1 minute	Cashier		Official Receipt

END OF TRANSACTION

UNREAD WATER METER

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 zero (0) usage.	Bill shall be adjusted under implemented DWD policy.	10 minutes	Customer Service Clerk		Waterbill
2	Payment of adjusted water bill at the cashier.	Process payment and issue Official Receipt (O.R).	1 minute	Cashier		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		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		

END OF TRANSACTION