

## DEFECTIVE / STUCK / BLURRED WATER METER

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		Service Request
2	Proceed to Maintenance Division/Metering	Scheduling of meter replacement	5 minutes	Maintenance / Metering Clerk		
3		Meter replacement at the given schedule	30 minutes	Maintenance / Metering Crew		Maintenance Order

**END OF TRANSACTION**

## BROKEN/LOST/STOLEN METER

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		Notice of Inspection
2		Actual inspection	15 minutes	Inspector		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		Inspection Slip
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		Approved Inspection Slip
5	Payment of materials to Cashier.	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt
6	Return to Processing Section with the inspection slip and Official Receipt.	Record transaction made by the concessionaire	5 minutes	Processing Clerk		
7	Proceed to Maintenance Division.	Scheduling of replacement	5 minutes	Maintenance Clerk		
8		Actual replacement of water meter	30 minutes	Metering Crew		Maintenance Order

**END OF TRANSACTION**

## CALIBRATION OF WATER METER

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		Service Request Form
2		Actual calibration of water meter	1 hour	Metering Crew		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		Calibration Form
4		Adjust water bill if necessary	15 minutes	Billing Clerk		Adjustment Form

**END OF TRANSACTION**

## WALK-IN CALIBRATION OF WATER METER

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		Request Form
2	Proceed to Cashier for payment of calibration fee	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt
3		Calibrate and adjust water meter.	1 hour	Metering Crew		Calibration Form

**END OF TRANSACTION**

## RECLASSIFICATION OF CONNECTION

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		Service Request
2		Actual site inspection	15 minutes	Inspector		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		
4		Reclassify the account connection	15 minutes	Billing Clerk		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		Service Request
2	Proceed to Cashier for payment of unpaid accounts	Process payment and issue Official Receipt (O.R.)	1 minute	Cashier		Official Receipt
3		Actual disconnection of water meter	15 minutes	Maintenance Crew		Maintenance Order

**END OF TRANSACTION**