



| Step | Applicant/Client | Service Provider | Duration | Person | Fees | Form |
|------|--|--|--|---|--|---|
| 1 | Approach the CSA for the complaints | Assist the concessionaires, Fill up Service Request Form/Maintenance Order Form as per nature of complaint | 2 mins. | CSA- Noel Delmonte | | Service Request Form/ Maintenance Order |
| 2 | Payment | Accept payment and issue OR on what repairs was requested *Transfer of Service Connection *Relocation of Water Meter *Replacement of faucet,stop cock,elbow & other similar works. *Repair/Replacement of broken service connection *Repair of leakage on Distribution Lines *Repair of leakage on Main/ Transmission Lines *Replacement of lost/ damaged water meter *Transfer of Tapping *No Water/Low Pressure *Replacement of stuck-up water meter *Meter Leak *Bad Odor/Bad Taste/Sandy Dirty Odor *High Consumption | 3 mins. 2 hrs. 1 hr. 15 mins. 1 hr. 2 hrs. 8 hrs. 30 mins. 2 hrs. 30 mins. 30 mins. 15 mins. 1 hr. 15 mins. | Cashier- Lorena Gerona Antonio Javier Samson H. Tañada/ Golpeo Jr./ Jimmy Goyal/ Dindo F. | 250.00 250.00 20.00/fitting based on estimated cost none 1,600.00 250.00 none none none none none | |
| 3 | Sign the Service Request/Maintenance Order Form attesting that action was taken on the requirements. | Record Accomplished Service Request/ Maintenance Order Form Record Accomplished Service Request/ Maintenance Order to the logbook | 1 min. 1 min. | CSA-Noel Delmonte | | |

Time will vary as to the distance of the location; damage/destruction of transmission and distribution lines.