



REQUEST FOR BILLING ADJUSTMENTS

➤ Who may avail of the service

The concessionaires of Bulan Water District with existing service connection and are requesting that their water bills be adjusted based on the prescribe rules.

➤ What are the requirements

1. Request for adjustment

↩ How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration	Person	Fees	Form
1	Proceed/ Approach CSA/PACD and Request for adjustment.	Received and Assist the concessionaires and verify the validity of the request and justification.	3 mins.	CSA- Noel Delmonte		Billing Adjustment Memo Form
2		Compute the adjustment based on the nature of complaints and justification Prepare Billing Adjustment Memo	4 mins.	CSA- Shiela Marie Luzuriaga		
3		Review the Billing Adjustment Memo Form and submit for Approval to the General Manager	2 mins.	CSA- Noel Delmonte		
4		Inform the concessionaires as to the approval of the request.	1 min.			
5		Encode the Billing Adjustment Memo	1 min.	Shiela Marie Luzuriaga		



Duration: 11 MINUTES