



**TANDAG CITY WATER DISTRICT
CITIZENS' CHARTER**

FRONTLINE SERVICES

**SCHEDULE OF AVAILABILITY OF ALL SERVICES:
MONDAY TO FRIDAY, 7:30 AM TO 5:00 PM (NO NOON BREAK)**

PAVMENT OF WATER BILL

REQUIREMENTS: WATER BILL (IF NOT AVAILABLE PROCEED TO CUSTOMER SERVICE DESK FOR ASSISTANCE)

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Proceed to teller's window & present water bill	Processes customer's payment & issues official receipt	5 minutes	Teller	Total amount due	Water bill
2	Receives OR and change, if any.					

End of Transaction

For those who failed to bring their water bill

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Proceeds to customer service desk	Determines customer's account payable	5 minutes	Customer service associate/ frontline staff in-charge	None	A written note indicating customer's account payable
2	Presents written note	Processes payment & issues official receipt	5 minutes	Teller	Total amount due	
3	Receives OR and change, if any					

End of Transaction

11		Staff from Maintenance of Services Unit installs water meter.	30 minutes	Water Maintenance Man (Maintenance of Services Unit)	None	
----	--	---	------------	--	------	--

End of Transaction

SERVICE REQUEST/COMPLAINTS

Who may avail of the service: Customers with existing connection requesting for services such as:

- Leak After the Meter
- Temporary Disconnection
- No Water
- Change Classification
- Turbid Water
- High Consumption
- Repair of service lines before and after the meter
- Replacement of faucet, gasket, stop cock
- Repair of stand pipe

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service desk and informs specific request	Inputs request to database and the customer's contact number, issues or prints Job Order/Service Request & forwards to Maintenance of Services Unit	5 minutes	Customer service associate/ frontline staff in-charge	None	
2	Pays the corresponding amount based on the service(s) availed such as leaking after the meter & meter relocation	Assigned plumber/water maintenance man (WMM) conducts field investigation once JO/SR is received/acts on request.	30 minutes	Water Maintenance Man	Depends on the Services availed	
3	Plumber/WMM makes report or gives feedback on the status of request (whether pending or	Plumber/WMM makes report or gives feedback on the status of request (whether pending or completed).	5 minutes	Water Maintenance Man	None	

CHANGE OF ACCOUNT/BILLING NAME

REQUIREMENTS: Written consent of the person whose connection was originally registered in his name
Death certificate in case of death of the person registered with the District
Deed of absolute sale for customers who has legally acquired the building/house

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service associate/ frontline staff and request for change of account/billing name	Advises the customer to submit requirements	3 minutes	Customer service associate/ frontline staff in-charge	None	
2	Submits the requirements	Examines the submitted requirements and if found authentic, immediately change or update the account or billing name	5 minutes			

End of Transaction

REQUEST FOR BILLING ADJUSTMENT

Who may avail of the service: Customers with existing water service connection who experience high consumption due to undetected leak and erroneous billing only.

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service desk and request for billing adjustment.	Verifies validity of request and determines whether customer has previously availed billing adjustment. Inputs request to database and	3 minutes	Customer service associate/ frontline staff in-charge	None	

APPLICATION/INSTALLATION OF NEW SERVICE CONNECTION

REQUIREMENTS: Accomplished Water Service Application Form with signature of house/lot owner.
For Lot Owner: photocopy of land title, tax declaration or deed of sale.
For Non Lot Owner: Barangay Certificate Building Permit.

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Asks for water service application form from customer service desk	Advises applicant to completely fill-in the form	5 minutes	Customer service associate/ frontline staff in-charge	None	Water Service Application form
2	Submits the accomplished form together with other requirements	Examines the form & other requirements. Orients the customer about the process of acquiring new service connection, other TCWD services and its policies.	30 minutes	Customer service associate/ frontline staff in-charge	None	
3		Forwards application form to Maintenance of Services Unit	2 minutes	Customer service associate/ frontline staff in-charge	None	
4		Conducts inspection (Note: travel time not included) at the customer's house & nearest tapping point. Advises customer with the needed materials for in-house connection.	30 minutes	Water Maintenance Man (Maintenance of Services Unit)	None	

4		Updates the system on the status of request and informs/verifies it with customer.	5 minutes	Maintenance of Services Unit staff in-charge	None	
---	--	--	-----------	--	------	--

METER RELOCATION/TRANSFER

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service desk and informs specific request	Inputs request to database and the customer's contact number. Issues or prints Job Order/Service Request & forwards to Maintenance of Services Unit	5 minutes	Customer service associate/ frontline staff in-charge	None	
2	Pays the corresponding amount based on the service(s) availed after the meter & meter relocation	Assigned plumber/water maintenance man (WMM) received/acts on meter relocation/transfer request.	30 minutes (Note: travel time not included)	Water Maintenance Man	Depends on the services availed	
3		Plumber/WMM makes report or gives feedback on the status of request (whether pending or completed).	5 minutes	Water Maintenance Man	None	
4		Updates the system on the status of request and informs/verifies it with customer.	5 minutes	Maintenance of Services Unit staff in-charge	None	

2		issues Job Order/Service Request and forwards it to Maintenance of Services Unit for inspection.				
3		Assigned plumber/ WMM inspects customer's service line and shall advise customer to fix it once noted that high consumption is caused by leaking or erroneous billing. Makes report on the findings and forwards it to frontline staff.	30 minutes	Water Maintenance Man	None	
4	Customer informs customer service that service line or pipe leak has been repaired. Signs the agreement on one-time avallment of 50% discount policy of water bill due to undetected leak	Issues Billing Adjustment Memorandum (BAM)	5 minutes	Customer service associate/ frontline staff in-charge	None	
4		Approves BAM and forwards back to Commercial Services Unit.	5 minutes	General Manager	None	
5		Effects the adjustment on customer's water bill.	5 minutes	Customer service associate/ frontline staff in-charge	None	

End of Transaction

5		Makes location plan & forwards the application form back to customer service.	20 minutes	Water Maintenance Man (Maintenance of Services Unit)	None	
6		Customer service associate/ frontline staff in-charge prepares Contract and forwards it together with construction order for approval.	5 minutes	Customer service associate/ frontline staff in-charge	None	
7		Advises applicant to pay the registration fee once application is approved.	1 minute	Customer service associate/ frontline staff in-charge	None	
8	Customer visits the office and sees the customer service/ frontline staff. Pays the registration fee to the teller. (If customer requests to pay the registration fee on stagger basis, the in-charge will issue promissory note)	Inputs customer's information to the database. Gives back the form to the customer for payment. Teller issues OR.	8 minutes	Customer service associate/ frontline staff in-charge	Php 3,400	
9		Forwards application form to Property & Supplies Unit	5 minutes	Customer service associate/ frontline staff in-charge	None	
10		Issues water meter fittings and other materials.	15 minutes	Storekeeper (Property & Supplies Unit)	None	

RECONNECTION OF WATER SERVICE CONNECTION

REQUIREMENTS: Payment of account balance/arrears

How to avail the service						
Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service desk and informs specific request	Advises the customer to pay the account balance or arrears, if there's any and reconnection fee.	2 minutes	Customer service associate/ frontline staff in-charge	None	
2	Pays the account balance/payable & reconnection fee.	Accepts payment and issues official receipt.	2 minutes	Teller	Php 100.00 reconnection fee plus the account payable/ balance	
3	Customer presents OR to frontline staff	Inputs request and customer's contact number. Issues JO/SR Unit.	5 minutes	Customer service associate/ frontline staff in-charge	None	
4		a. Plumber/WMM reconnects service connection w/ meter	30 mins.	Water Maintenance Man	None	
		b. Plumber/WMM reconnect service w/o meter	30 mins.	Water Maintenance Man	None	
5		Updates status of reconnection	5 minutes	Maintenance of services Unit staff in-charge	None	

End of Transaction

Feedback & Redress Mechanism

TO OUR VALUED CUSTOMER

We aim to attain the high level of customer satisfaction. Please let us know how we have served you by doing any of the following.

1. Send your feedback through e-mail: tandag_water_distric@yahoo.com.ph or you may text us at: 09209492118
2. Talk to our Frontline Service or Public Assistance and Complaint Desk (PACD) Officer
3. Fill up our Customer Feedback Form and drop it in the suggestion/comment box at the teller's counter.

THANK YOU

"Water Conserved Today... Water abundance tomorrow"