

KABANKALAN CITY WATER DISTRICT
Cor. Rizal-Tayum Sts., Kabankalan City, Negros Occidental
Tel. No. (034) 4712-134*4712-634*7467-188
Telefax No. (034) 4713-462

CITIZEN'S CHARTER
(RA 9485 - Anti Read Tape Act of 2007)

LIST OF FRONT LINES SERVICES

APPLICATION FOR NEW SERVICE CONNECTION

1st Visit

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Go to Customer Service Counter and get Application for New Service Connection Form	Orient applicant on how to fill up forms	5 mins	Customer Service Assistant	None	Residence Certificate
2	Receive list of requirements					

2nd Visit

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Go to Customer Service Counter and submit requirements and accomplished Application for New Service Connection Form, Memorandum of Agreement (MOA) and Loan Agreement, if applicable	[] Review submitted requirements, check forms if properly accomplished by applicant [] Orient applicant on policies on service connections	10 mins	Customer Service Assistant	None	Photocopy of Lot Title/Certificate of Ownership <i>(optional)</i>
2	Go to the Cashier and pay installation charges	Issue Official Receipt	5 mins	Cashier	2,350.00	

PAYMENT OF WATER BILLS

Full Payment

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Get number and wait for your queue		1 min.			
2	Go to designated Teller when your number is called. Present your billing notice, if applicable.	Verify customer record, accept payment and validate payment/issue official receipt	2 mins (w/ billing notice) 4 mins (w/o billing notice)	Office Bill Collector	amount required	
3	Receive and check official receipt. Count change					

Partial Payment

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Go to Commercial Division/CSO-B and request for allowable partial payment	Verify customer record, facilitate promisory note, and indicate amount of partial payment allowed.	3 mins	Commercial Division Manager/Customer Services Officer		
2	Get number and wait for your queue		1 min.			
3	Go to designated Teller when your number is called. Present your billing notice & promisory note.	Accept payment and issue official receipt	2 mins		amount required	Billing Notice
4	Receive and check official receipt. Count change					

CUSTOMER ASSISTANCE

Phone in Report/Complaint/Query/Request on: status of application, billing details, billing adjustments, leakages, water quality, water interruption, high consumption, relocation of water meter, change meter, calibration of meter, change of account name, closure of service connection, etc.

Water Service Interruption: average response time to restore water service (distribution/transmission lines) - 1 - 2 days

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Call 4712-134* 4712-634	Receive call, discuss, and encode customer's concern(s), including customer's name, address, acct. number, contact number, and attending division.	5 mins	Customer Service Assistant	none	Water Bill
2		Provide answer to customer if concern can be answered outright or inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	5 mins	Customer Service Assistant		
		Prepare Service Request.				

Walk-in report/complaint/query/request:

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Go to Customer Service Counter	Receive, discuss, and encode customer's concern(s), including customer's name, address, acct. number, contact number, and attending division.	10 min	Customer Service Assistant	none	Water Bill
2		Provide answer to customer if concern can be answered outright. If not, get customer's full name, address, account number, and contact number and inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	10 min	Customer Service Assistant		
		prepare service request.				

RECONNECTION

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Go to Commercial Division- Customer Service Counter. Verify status of connection and inquire on requirements.	Provide information on unpaid charges, status of service connection and requirements for reconnection.	5 mins	Customer Service Assistant	Amount required + below 1 month with or w/o account P50.00 1 month up & below 1yr (w/ accounts) P200.00 1 yr & above (w/ accounts) P2,200.00 1 month & above (w/o accounts) P200.00	Service Request Form
2	If water meter was already pulled-out or service disconnected for 2 mos. & over, site inspection shall be conducted.	Prepare Service Request. [] Conduct site inspection & make a report	30mins	Water Maintenance Man		
3	Comply and submit requirements.	check submitted requirements and process reconnection documents.	5 mins	Customer Service Assistant		
4	Go to teller and pay your account balance and reconnection fees.	Receive payment and issue official Receipt.	5 mins	Cashier		

RELOCATION OF WATER METER

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	REQUIREMENTS
1	Go to Commercial Division- Customer Service Counter. Verify status of connection and inquire on requirements.	Provide information & give requirements Prepare Service Request for inspection	3 mins	Customer Service Assistant		
2	Comply and submit requirements.	Forward Service Request to Engineering Division	5 mins			
3	Wait for inspection on site and advice of Engineering Division	Conduct inspection and verify water supply of proposed relocation site. Make a report	1-2 days	Maintenance Division		
4	Go back to Customer Service Counter and wait for assessment of fees		5 mins	Customer Service Assistant		
5	Pay applicable charges to the Cashier	Receive payment and issue official Receipt.	3 mins	Cashier	P500.00	
6	Wait for relocation of water meter at agreed location	Relocate water meter and inform customer right after	within 5 days	Maintenance Division		