

9. REQUEST FOR BILLING ADJUSTMENT

Who May Avail of the Service?

1. PWD Registered Concessionaires

Schedule of Availability of Service

- Monday - Friday (Excluding Holidays)
8:00 AM - 5:00 PM (NO NOONBREAK)

What is the requirement?

1. Waterbill/s

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	Approach the Customer Service Assistant for the services needed.	Request client to give information and other justifications to consider granting of billing adjustments.		2 Minutes	GENEBEB P. SARCOL
2.	Present the information and justification on the causes to be considered in granting of billing adjustment.	Assess information given by client, recommends measures to resolve problem of the water connection. If warranted, prepare work worder and forward to responsible personnel for immediate action depending on the nature of the problem.		10 Minutes	GENEBEB P. SARCOL
		Refer to the Billing Section on the adjustment and mode of payment, Billing in-charge set the terms and mode of payment, prepare the Billing Adjustment memo request form.		2 Minutes	MARIA GEN T. FERNANDEZ
3.	By conforming the terms and mode of payment sign the Billing Adjustment memo request form.	Billing in-charge inputs the adjustment in the billing system.		2 Minutes	MARIA GEN T. FERNANDEZ
END OF TRANSACTION					