



VICTORIAS CITY WATER DISTRICT

Procedures Manual

CUSTOMER SERVICE

Document No.: PM-COM-02

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of Commercial Division regarding the customer service for changing water meter name, transferring service connection and other services rendered by Victorias City Water District.

II. SCOPE

The scope involves the flow of gathering and providing immediate solution for the customer requests and complaints.

III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant C
Cashier

IV. DEFINITION OF TERMS

Service Request (SR) – a type of request issued for a particular activity which requires fee as per approved Miscellaneous Service Charge.

Maintenance Order (MO) - a type of request issued for a particular activity that requires maintenance action to address the said requests.

V. REFERENCE DOCUMENTS

Citizen's Charter
Service Charge Tariff

VI. RECORDS GENERATED

Maintenance Order
Service Request

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual CUSTOMER SERVICE

VII. PROCEDURE DETAIL AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Receive Customer Request/ Complaint	1.1 Customer Service Assistant C receives a written or oral complaint/request through phone or personal. 1.2 Interview the customer regarding the request/complaint, if it is about malfunction of water meter, error in reading, leak before water meter, transfer service connection, change water meter name and other services	All the request/complaint received within 5 minutes	Customer Service Assistant C	
02	Submit the Required Document	2.1 Customer Service Assistance C requires the customer to submit the requirements for change of name, transfer service connection and other requested services	All customers shall be informed of the requirements	Customer Service Assistant C	
03	Examine and Verify the Required Documents	3.1 Customer Service Assistant C examines and verifies the required documents	All requirements are examined and verified upon receiving	Customer Service Assistant C	
	A				

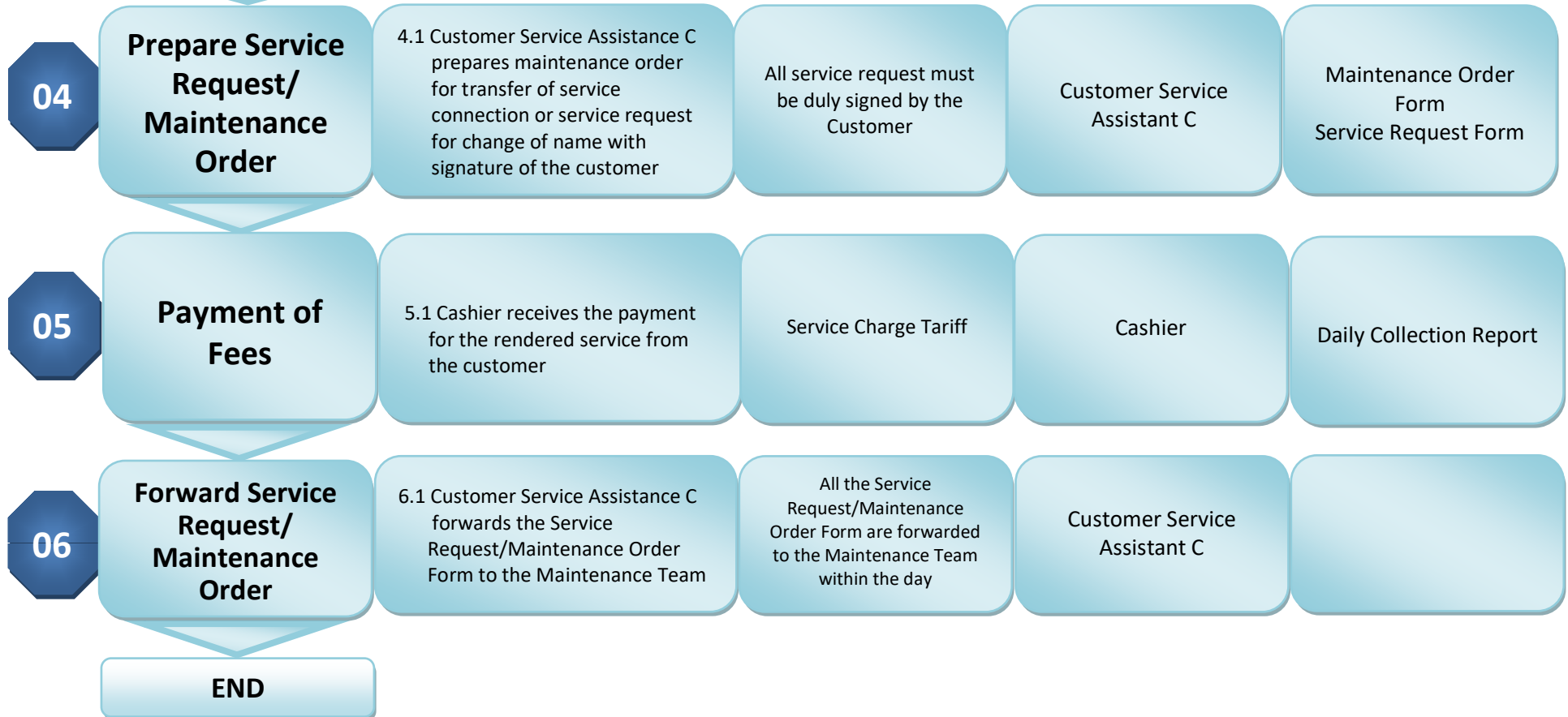


VICTORIAS CITY WATER DISTRICT

Procedures Manual

CUSTOMER SERVICE

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VICTORIAS CITY WATER DISTRICT

Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

Document No.: PM-COM-03

Effectivity Date:

Revision No.:

Pages: 1 of 4

I. OBJECTIVE

This procedure describes the process of installing new service connection of Victorias City Water District.

II. SCOPE

The scope involves the entire flow of installation of new service connection.

III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant C
Maintenance Team
Cashier
General Manager
Computer Operator

IV. DEFINITION OF TERMS

Inspection – the inspection of the location of the Customer for new water service connection
Estimate – the estimation of materials needed for installing new service connection
Requisition and Issuance Slip (RIS) – form needed to request and order materials from stockroom
Bill of Materials – refers to the assessed list of materials and operations needed to install new service connection

V. REFERENCE DOCUMENTS

Application Form
Requisition and Issuance Slip
Installation Checklist

VI. RECORDS GENERATED

Conformed Application

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

VII. PROCEDURE DETAIL AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Provide List of Requirements	1.1 The Customer Service Assistant C provides the list of requirements for new connection to the applicant		Customer Service Assistant C	List of Requirements for New Connection
02	Submit Requirements	2.1 The applicant submits the requirements to the Customer Service Assistant C 2.2 The Customer Service Assistant C verifies the completeness of the submitted documents 2.2 The applicant fills-up and signs the application form	All the Application forms must be signed by the applicant	Customer Service Assistant C	Application Form
03	Prepare Maintenance Order	3.1 The Customer Service Assistant C prepares maintenance order (MO) for new connection	Prepared within the day	Customer Service Assistant C	Maintenance Order
04	Forward Application Form and MO	4.1 Customer Service Assistant C forwards the application form and maintenance order to the Maintenance Team	Forwarded within the day	Customer Service Assistant C	Application Form Maintenance Order
	A				

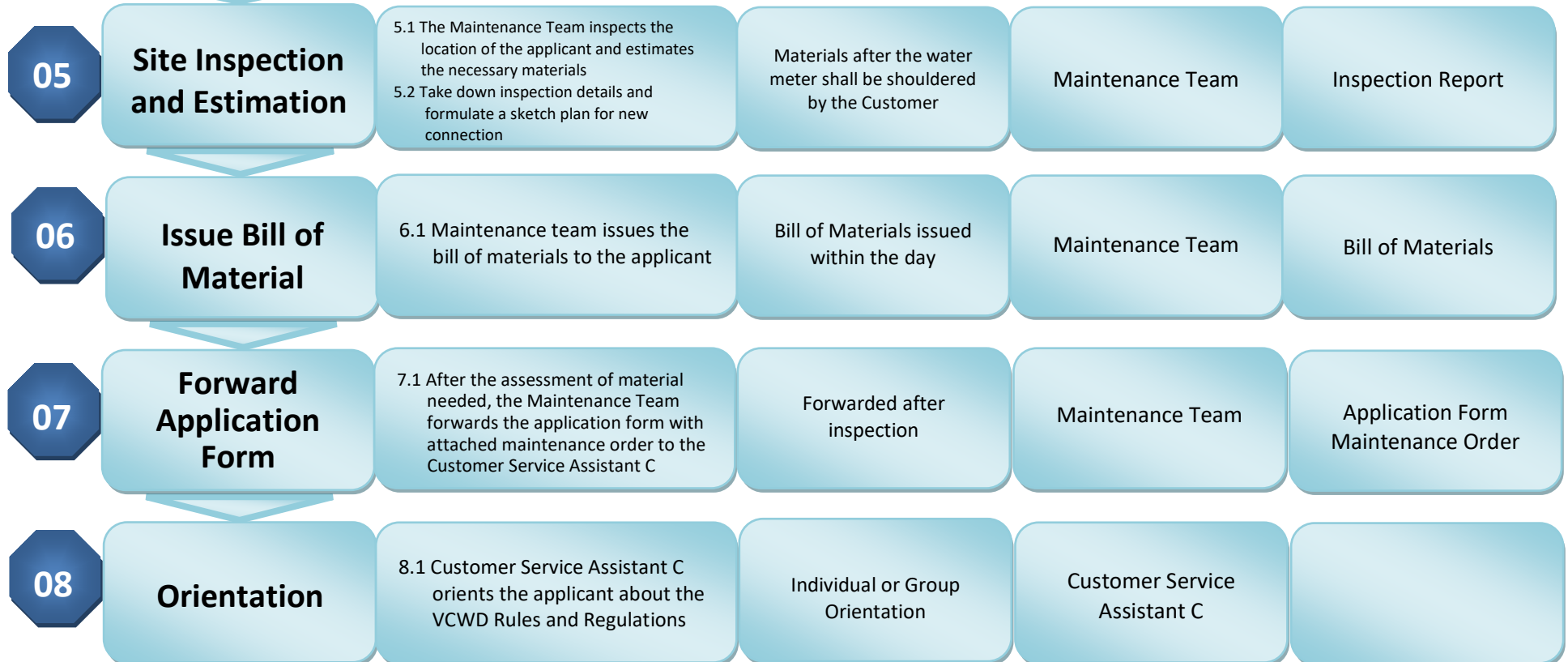


VICTORIAS CITY WATER DISTRICT

Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

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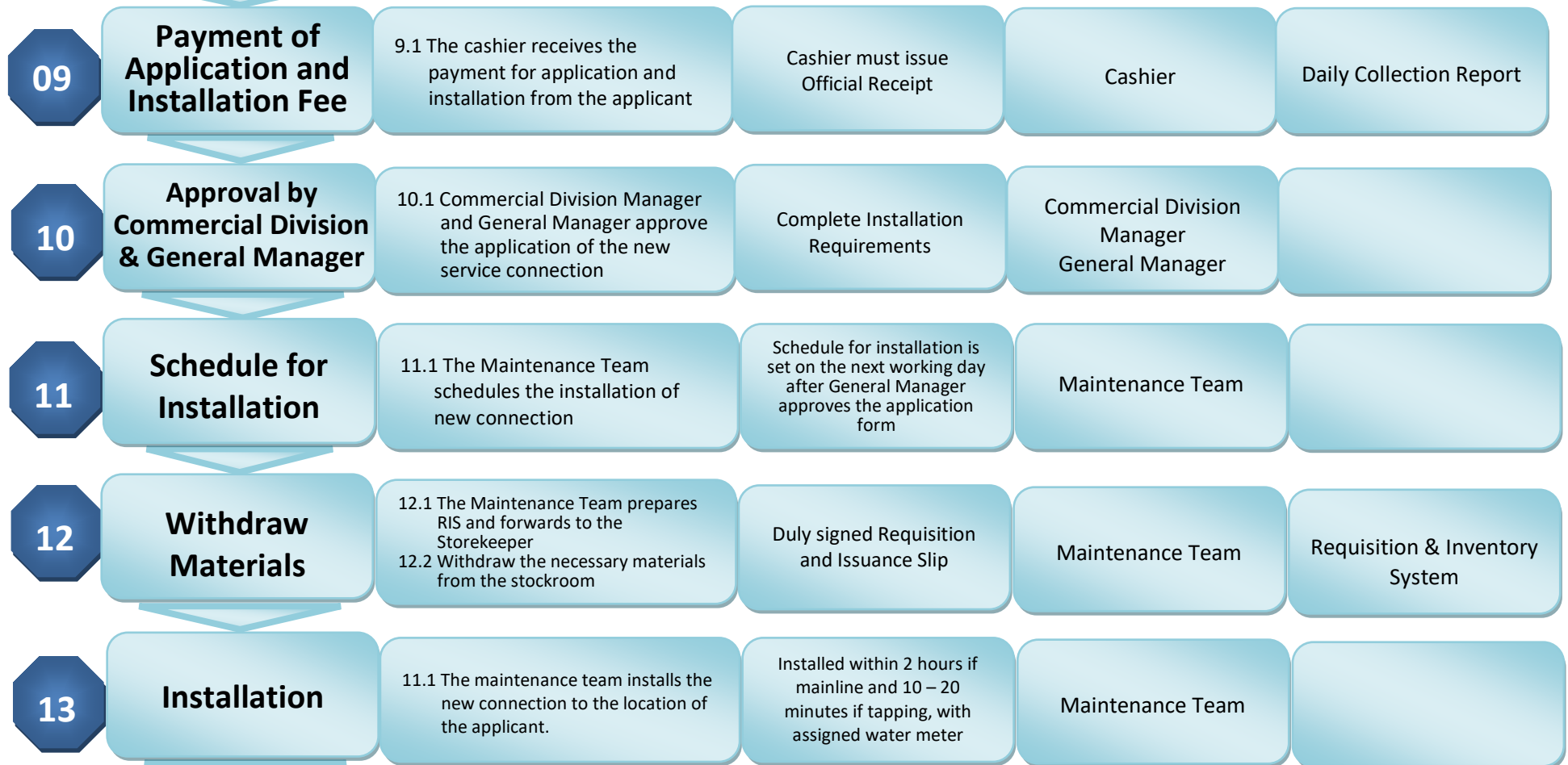


VICTORIAS CITY WATER DISTRICT

Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

B



C

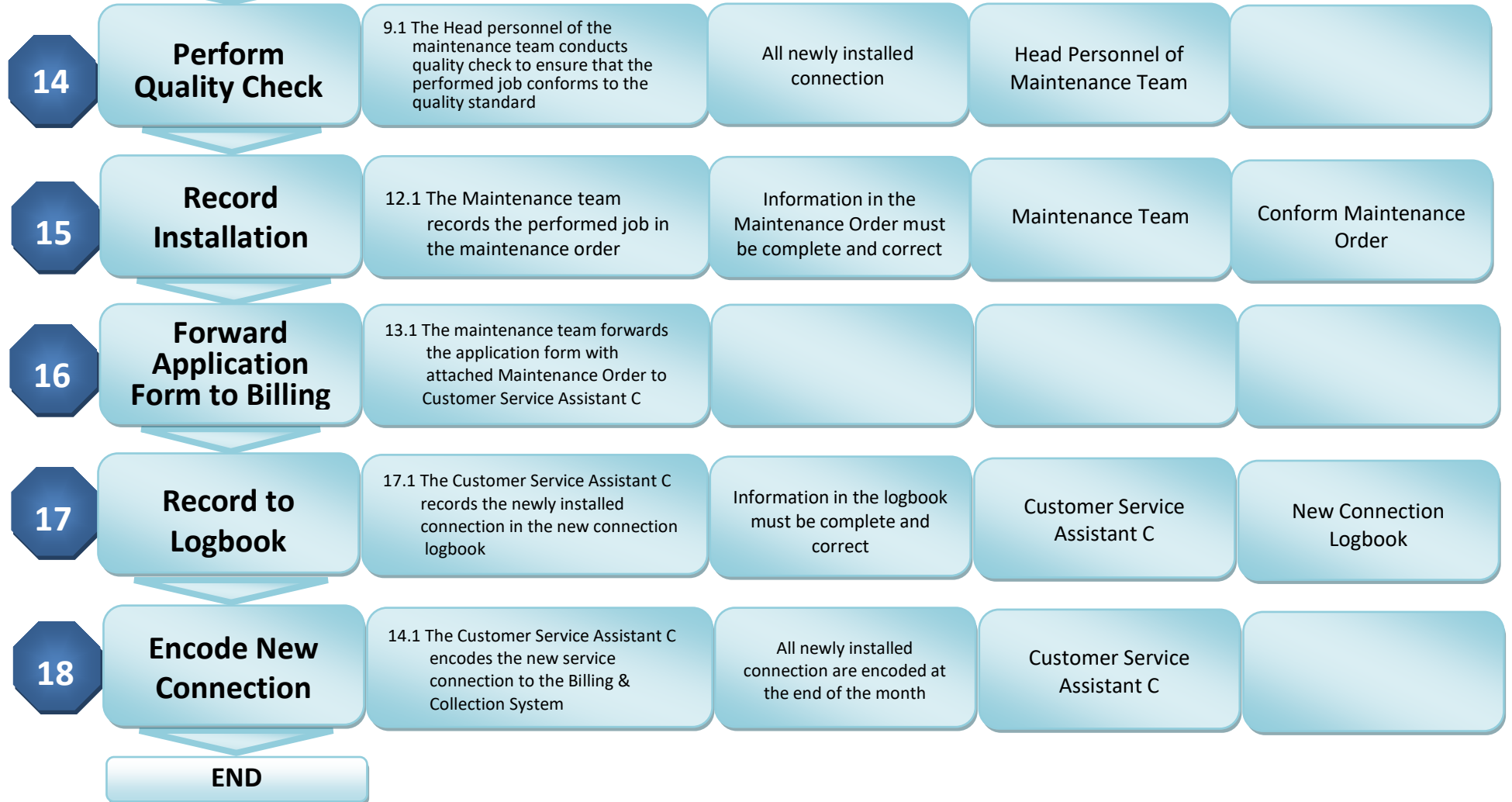


VICTORIAS CITY WATER DISTRICT

Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

C





VICTORIAS CITY WATER DISTRICT

Procedures Manual

BILLING

Document No.: PM-COM-04

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of billing by the Commercial Division of Victorias City Water District

II. SCOPE

The scope involves the entire flow of billing the water consumption of all customer every month

III. RESPONSIBILITY AND RESOURCES

Computer Operator
Meter Readers

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Meter Reading Schedule
VCWD Water Rates

VI. RECORDS GENERATED

Water Bill
Daily Billing Report
Monthly Billing Report

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager

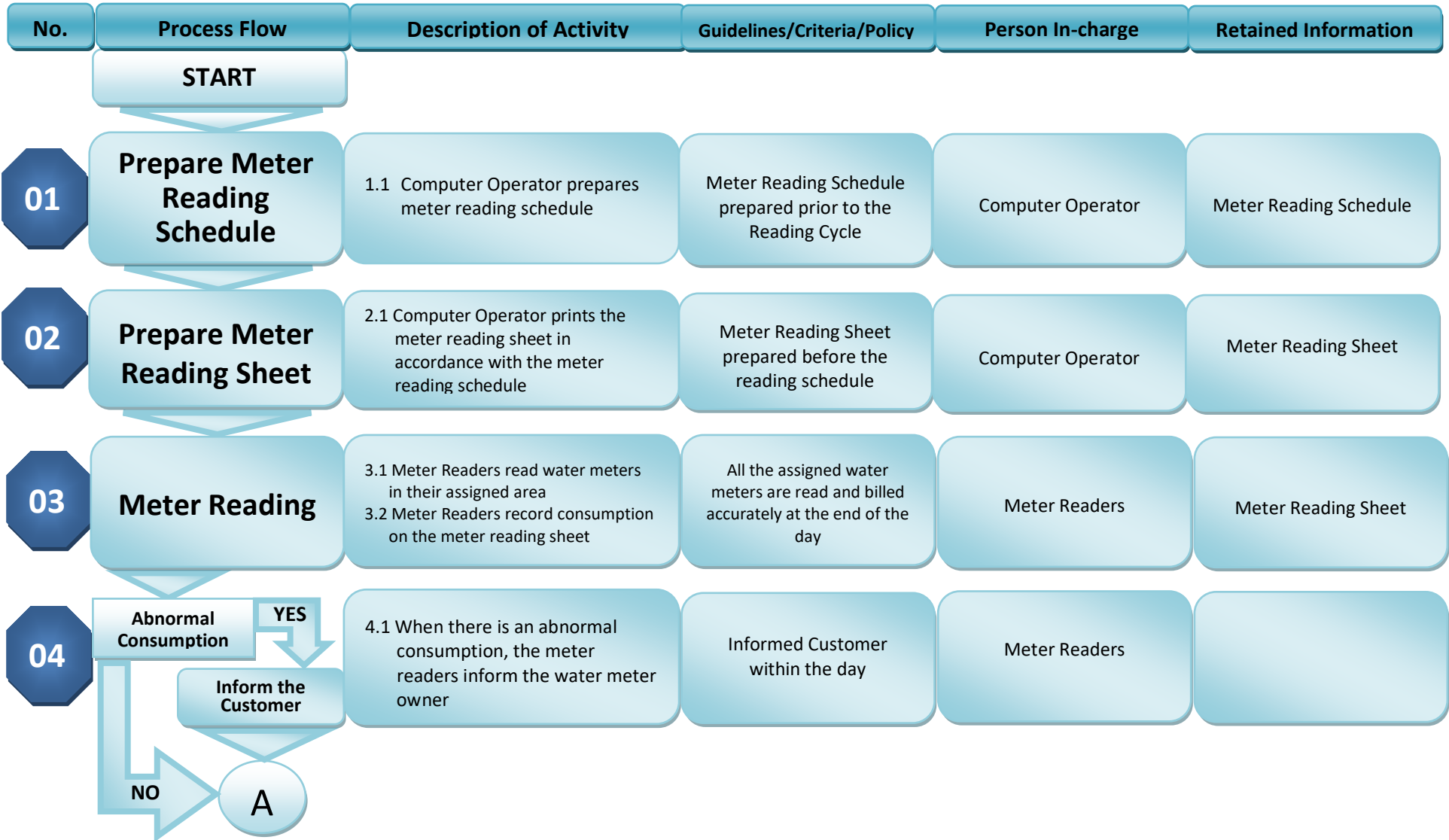


VICTORIAS CITY WATER DISTRICT

Procedures Manual

BILLING

VII. PROCEDURE DETAIL AND FLOW





VICTORIAS CITY WATER DISTRICT

Procedures Manual

BILLING

A

05

Encode Meter Reading

5.1 Computer Operator encodes the meter reading data to Billing and Collection System

Encode all meter reading data within the day

Computer Operator

Billing and Collection System

06

Print Water Bill

6.1 Computer Operator prints the water bill

All water bills printed within 1 working day

Computer Operator

Water Bill

07

Print Daily Billing Reports

7.1 Computer Operator prints daily billing reports

Daily Billing Reports are printed within the day

Computer Operator

Daily Billing Report

08

Distribute the water bill

8.1 Meter Readers distribute the water bill to their designated area

All water bill are distributed 1 – 2 working days, after printing of water bills

Meter Readers

09

Print and Submit Billing Report

9.1 Computer Operator prints and submits Monthly Billing Report to Customer Service Officer B

Monthly Billing Report printed and submitted every end of the month

Computer Operator

Monthly Billing Report

END



VICTORIAS CITY WATER DISTRICT

Procedures Manual

CHANGE WATER METER

Document No.: PM-COM-05

Effectivity Date:

Revision No.:

Pages: 1 of 4

I. OBJECTIVE

This procedure describes the process of changing damage, stuck-up and non-functional VCWD water meter.

II. SCOPE

The scope involves the entire flow of changing water meter.

III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant C
Maintenance Team

IV. DEFINITION OF TERMS

Calibration – is the process of testing the accuracy and durability of the water meter.

V. REFERENCE DOCUMENTS

Service Request (SR)
Maintenance Order (MO)

VI. RECORDS GENERATED

List of Changed Meters
Requisition and Issuance slip (RIS)

Prepared by:

Approved by:

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Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager

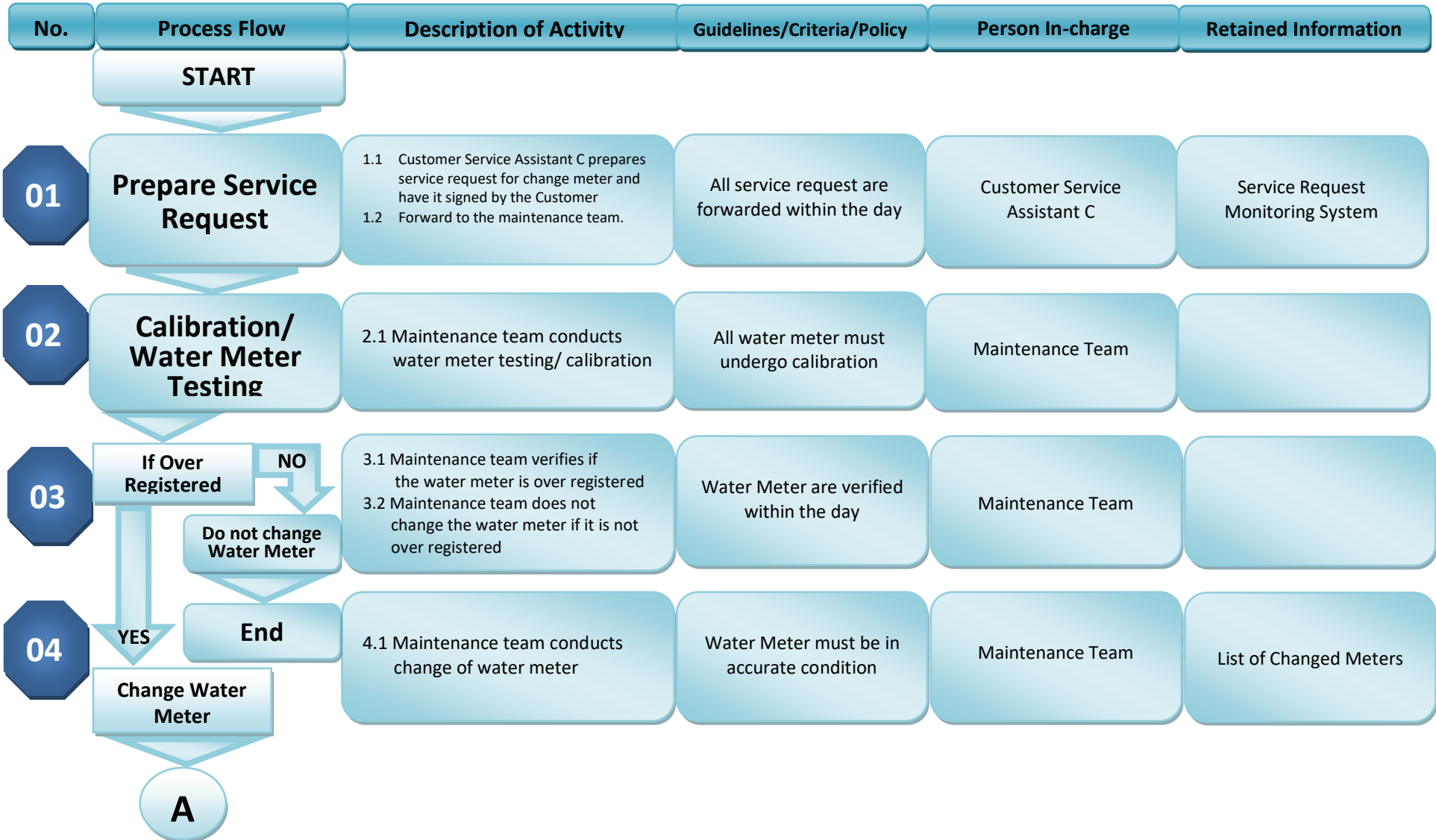


VICTORIAS CITY WATER DISTRICT

Procedures Manual

CHANGE WATER METER

VII. PROCEDURE DETAIL AND FLOW





VICTORIAS CITY WATER DISTRICT

Procedures Manual

CHANGE WATER METER

A

05

Conduct Quality Check

5.1 After changing the water meter, the Head personnel of the Maintenance team conducts quality check to ensure that the performed job conforms to the quality standard

All changed water meter must undergo quality check

Head Personnel of Maintenance Team

06

Record Change Meter

6.1 The Maintenance Team records the performed job in the service request

Information in the Service Request must be complete and correct

Maintenance Team

Service Request

07

Forward Service Request

7.1 Maintenance team forwards the service request to the Commercial Division

Forwarded within the day

Maintenance Team

Service Request

08

Update Meter History List

8.1 Maintenance team updates the meter history list of the change water meter

All meter history list of change water meter are updated within the day

Maintenance Team

Change Meter Record

B

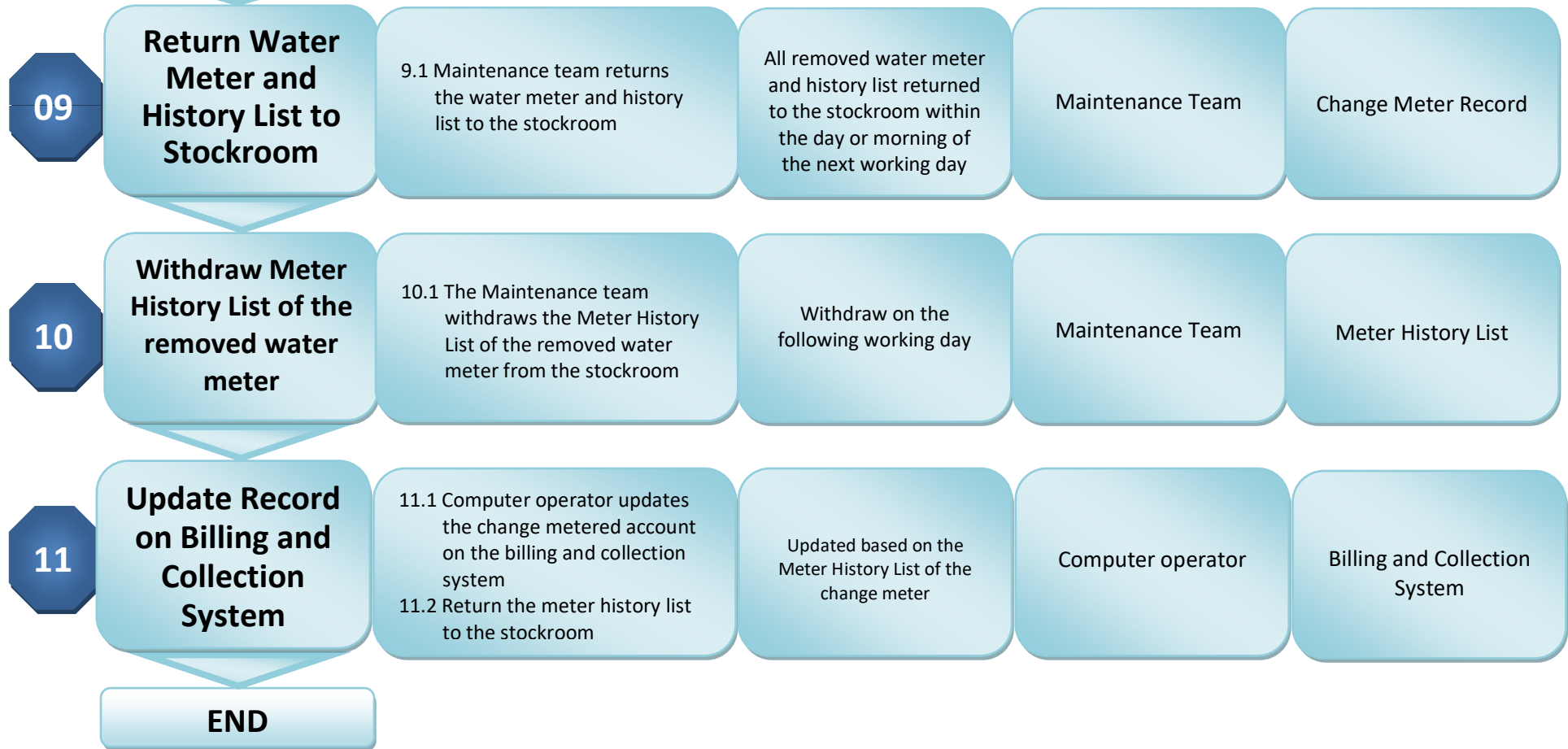


VICTORIAS CITY WATER DISTRICT

Procedures Manual

CHANGE WATER METER

B





VICTORIAS CITY WATER DISTRICT

Procedures Manual

COLLECTION

Document No.: PM-COM-06

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of collecting payments of Victorias City Water District

II. SCOPE

The scope involves all the collections and deposits transaction of VCWD.

III. RESPONSIBILITY AND RESOURCES

Bill Collector
Computer Operator
Replacement Personnel

IV. DEFINITION OF TERMS

DCR – Daily Collection Report
Arrears – an amount that is overdue and should have been paid earlier.

V. REFERENCE DOCUMENTS

Water Bill
Promissory Note

VI. RECORDS GENERATED

Cash Transfer Slip

Prepared by:

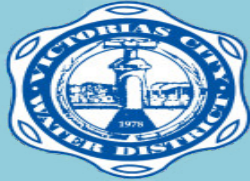
Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager

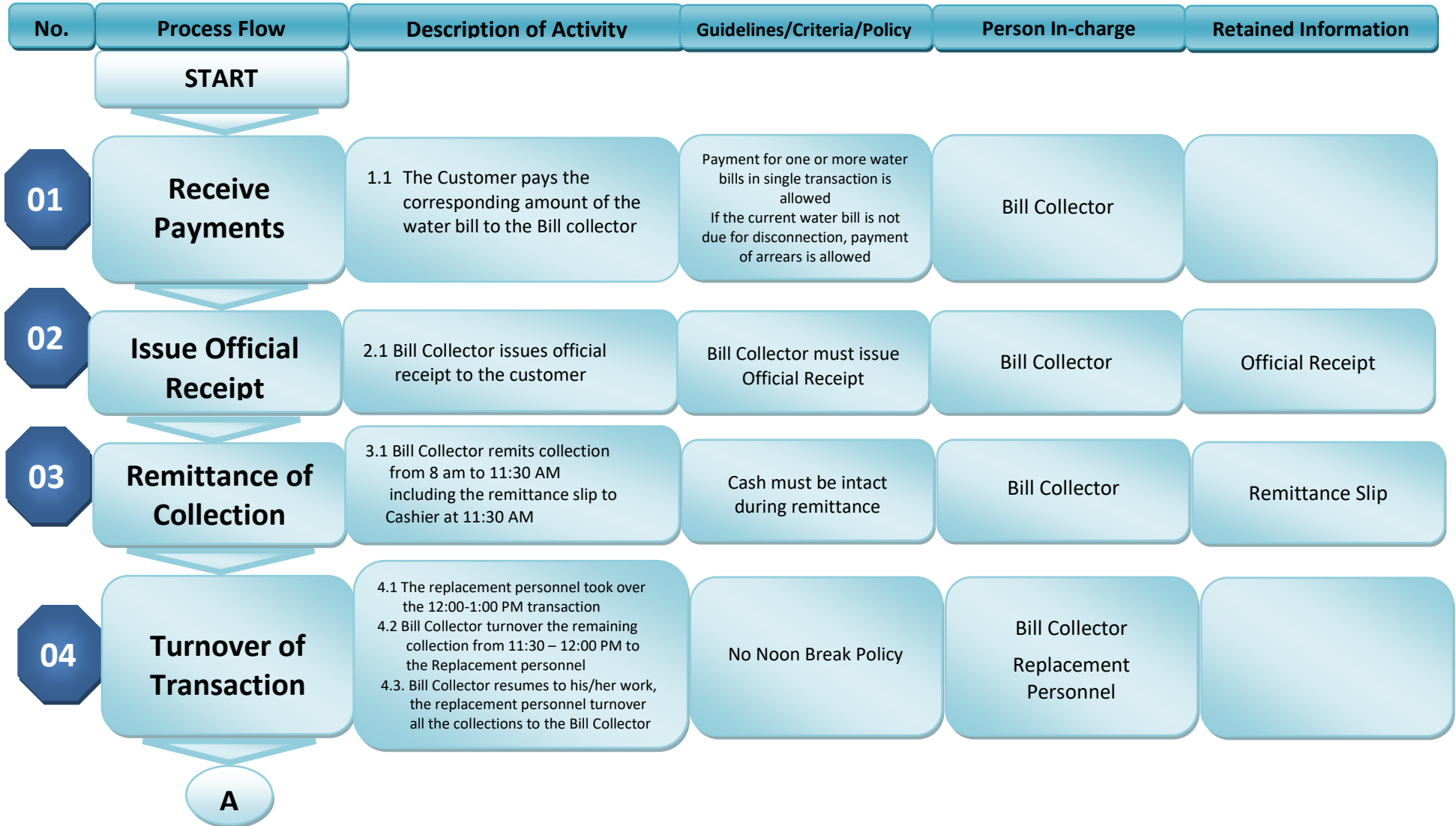


VICTORIAS CITY WATER DISTRICT

Procedures Manual

COLLECTION

VII. PROCEDURE DETAIL AND FLOW



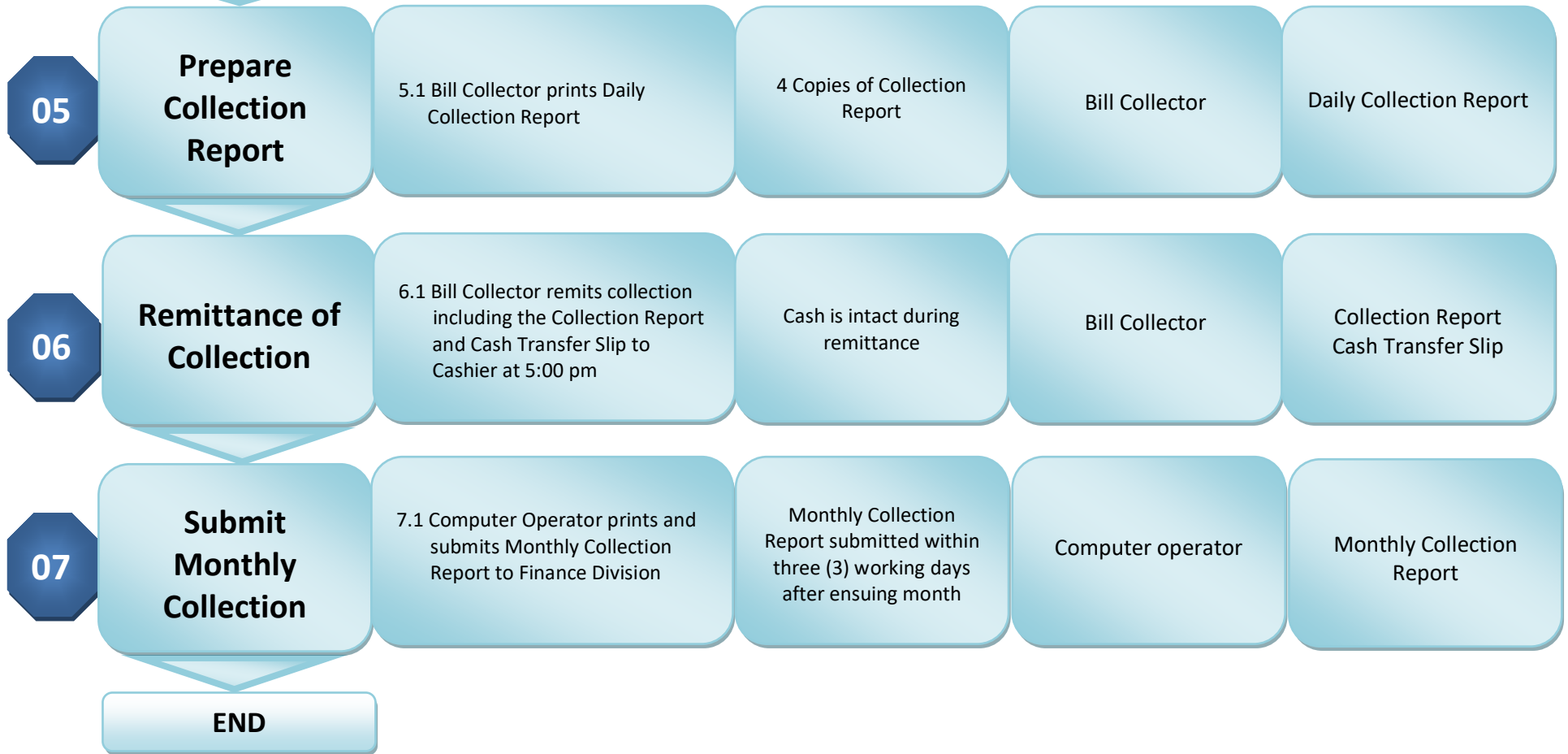


VICTORIAS CITY WATER DISTRICT

Procedures Manual

COLLECTION

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VICTORIAS CITY WATER DISTRICT

Procedures Manual

DISCONNECTION

Document No.: PM-COM-07

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of disconnecting water meter of delinquent accounts.

II. SCOPE

The scope involves the entire flow of pulling out water meters of disconnected account of Victorias City Water District.

III. RESPONSIBILITY AND RESOURCES

Disconnection Team
Customer Service Assistant C

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Disconnected List
Promissory Note

VI. RECORDS GENERATED

Disconnected Logbook

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager

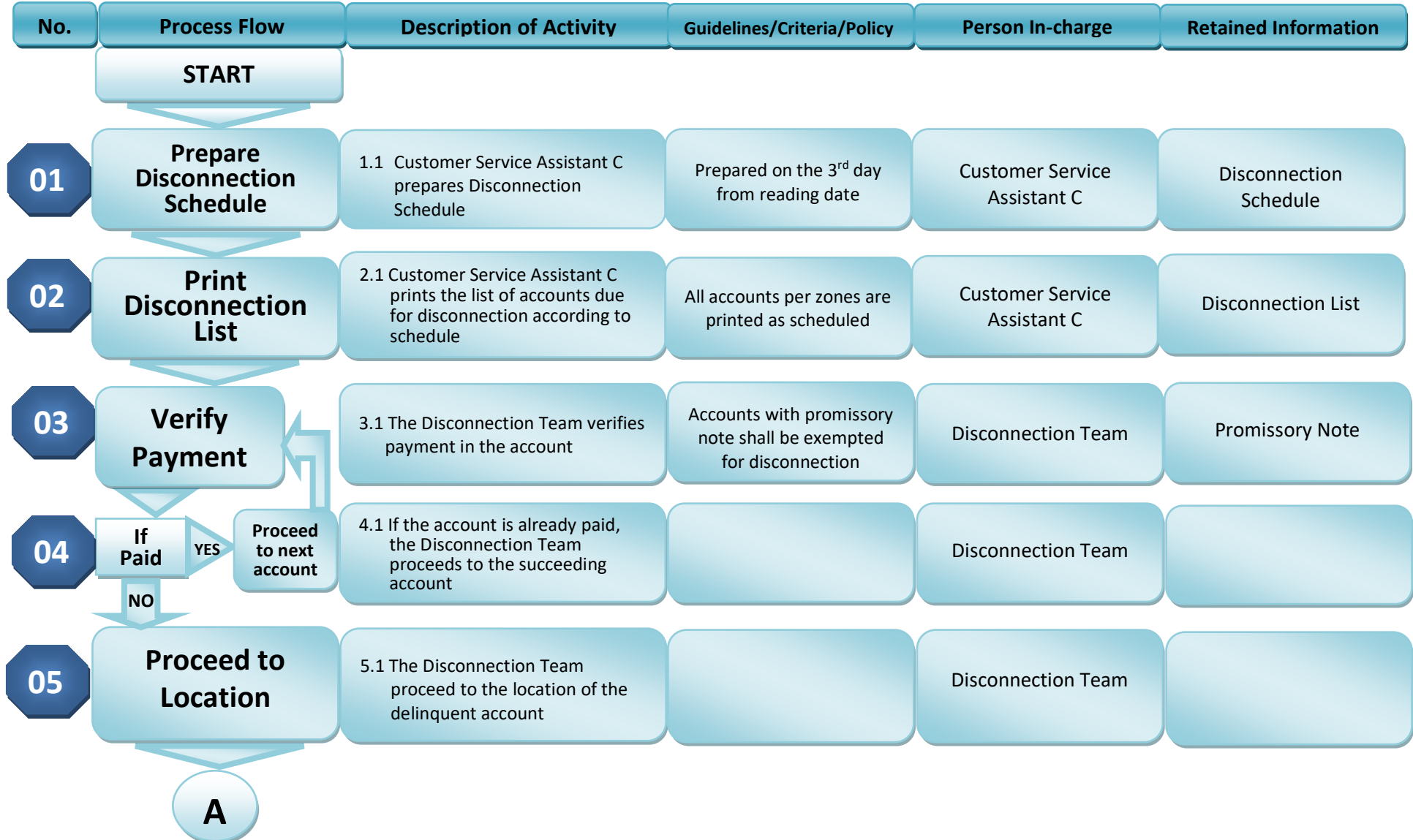


VICTORIAS CITY WATER DISTRICT

Procedures Manual

DISCONNECTION

VII. PROCEDURE DETAIL AND FLOW



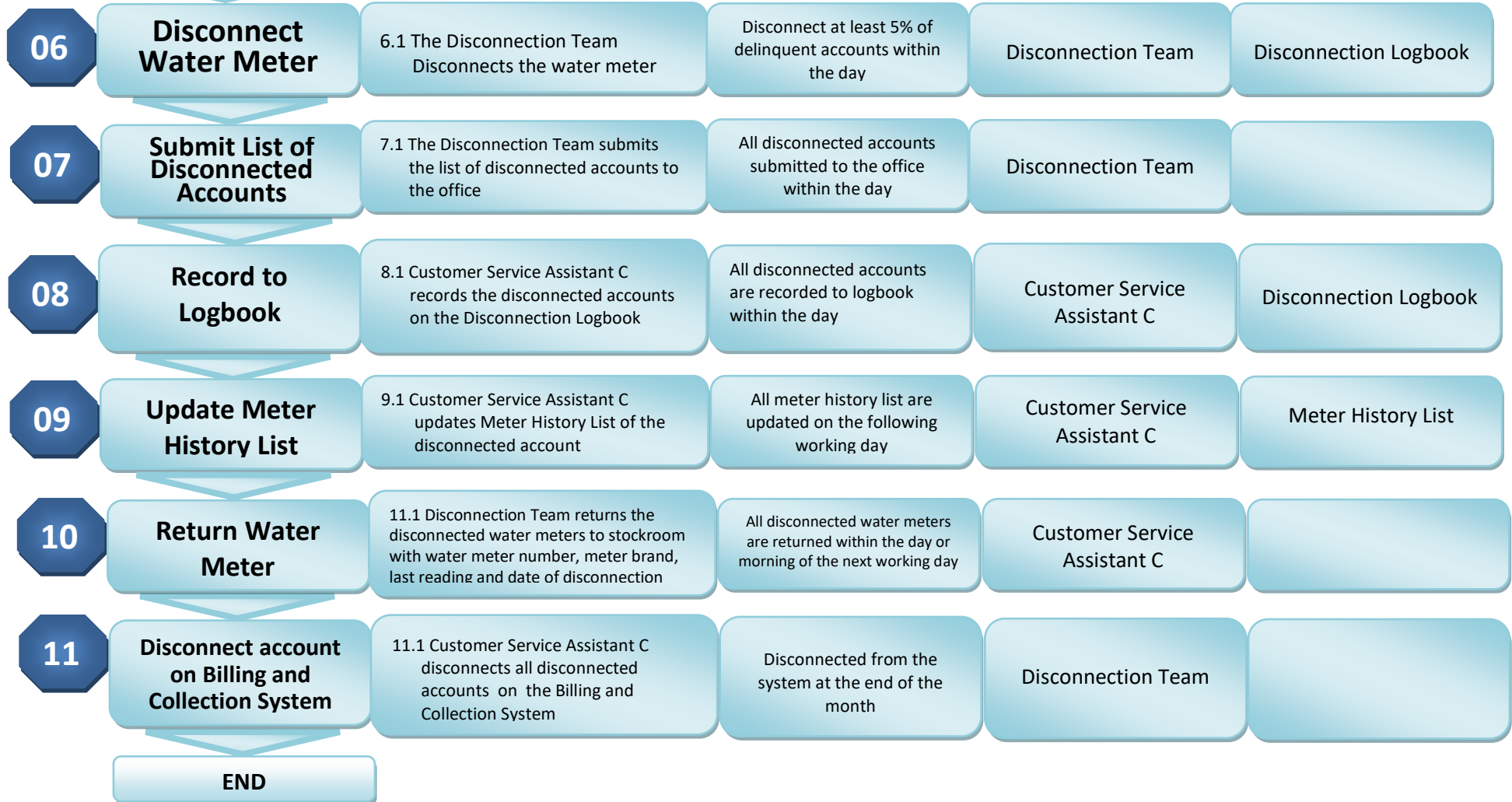


VICTORIAS CITY WATER DISTRICT

Procedures Manual

DISCONNECTION

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VICTORIAS CITY WATER DISTRICT

Procedures Manual

MAINTENANCE OF TAP STAND

Document No.: PM-COM-08

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of maintaining the quality of tap stands by Victorias City Water District

II. SCOPE

The scope involves the entire flow of conducting maintenance of tap stands.

III. RESPONSIBILITY AND RESOURCES

Maintenance Team

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Maintenance Order
Requisition and Issuance Slip

VI. RECORDS GENERATED

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual

MAINTENANCE OF TAP STAND

VII. PROCEDURE DETAIL AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Receipt of Maintenance Order	1.1 Customer Service Assistance C prepares Maintenance Order and forwards to the Maintenance Team	All maintenance order are forwarded within the day	Maintenance Team	Maintenance Order
02	Withdraw Necessary Materials	2.1 The Maintenance Team prepares RIS and forwards to the Storekeeper 2.2 Withdraw the necessary materials from the stockroom	Requisition and Issuance Slip with Signature	Maintenance Team	Requisition & Inventory System
03	Conduct Maintenance on Tap Stand	3.1 The Maintenance Team conducts maintenance on tap stand	Conducted within the day	Maintenance Team	
04	Perform Quality Check	4.1 The Head personnel of the Maintenance Team conducts quality check to ensure that the performed job conforms to the quality standard	All performed job must undergo quality check	Head Personnel of Maintenance Team	
	A				



VICTORIAS CITY WATER DISTRICT

Procedures Manual

MAINTENANCE OF TAP STAND

A

05

Record Maintenance on Tap Stand

5.1 The Maintenance team records the performed job in the maintenance order

Information in the Maintenance Order must be complete and correct

Maintenance Team

Maintenance Order

06

Forward Maintenance order to Billing

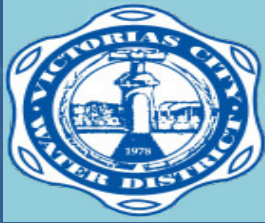
6.1 The Maintenance team submits the Maintenance Order to Commercial Division

All maintenance order forwarded within the day

Maintenance Team

Maintenance Order

END



VICTORIAS CITY WATER DISTRICT

Procedures Manual

RECONNECTION

Document No.: PM-COM-09

Effectivity Date:

Revision No.:

Pages: 1 of 4

I. OBJECTIVE

This procedure describes the process of reconnecting the service connection of a disconnected account.

II. SCOPE

The scope involves the entire flow of service reconnection of Victorias Water District

III. RESPONSIBILITY AND RESOURCES

Maintenance Team
Bill Collector
Cashier
Division Manager

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Maintenance Order

VI. RECORDS GENERATED

Reconnection Logbook

Prepared by:

Approved by:

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Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual RECONNECTION

VII. PROCEDURE DETAIL AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Receive Payment	1.1 Bill Collector receives payment from the customer for Water Bill Account	Bill Collector must issue Official Receipt	Bill Collector	Daily Collection Report
02	Receive Payment	2.1 Cashier receives payment for reconnection if disconnected for more than 24 hours 2.2 If disconnected within the day no reconnection fee	Cashier must issue Official Receipt	Cashier	Daily Collection Report
03	Prepare Maintenance Order	3.1 Customer Service Assistant C prepares Maintenance Order for reconnection	All maintenance order prepared within the day	Customer Service Assistant C	Maintenance Order
04	Record to Logbook	4.1 Customer Service Assistant C records the reconnected account on Reconnection Logbook	All reconnected accounts reconnected within the day	Customer Service Assistant C	Reconnection Logbook
	A				

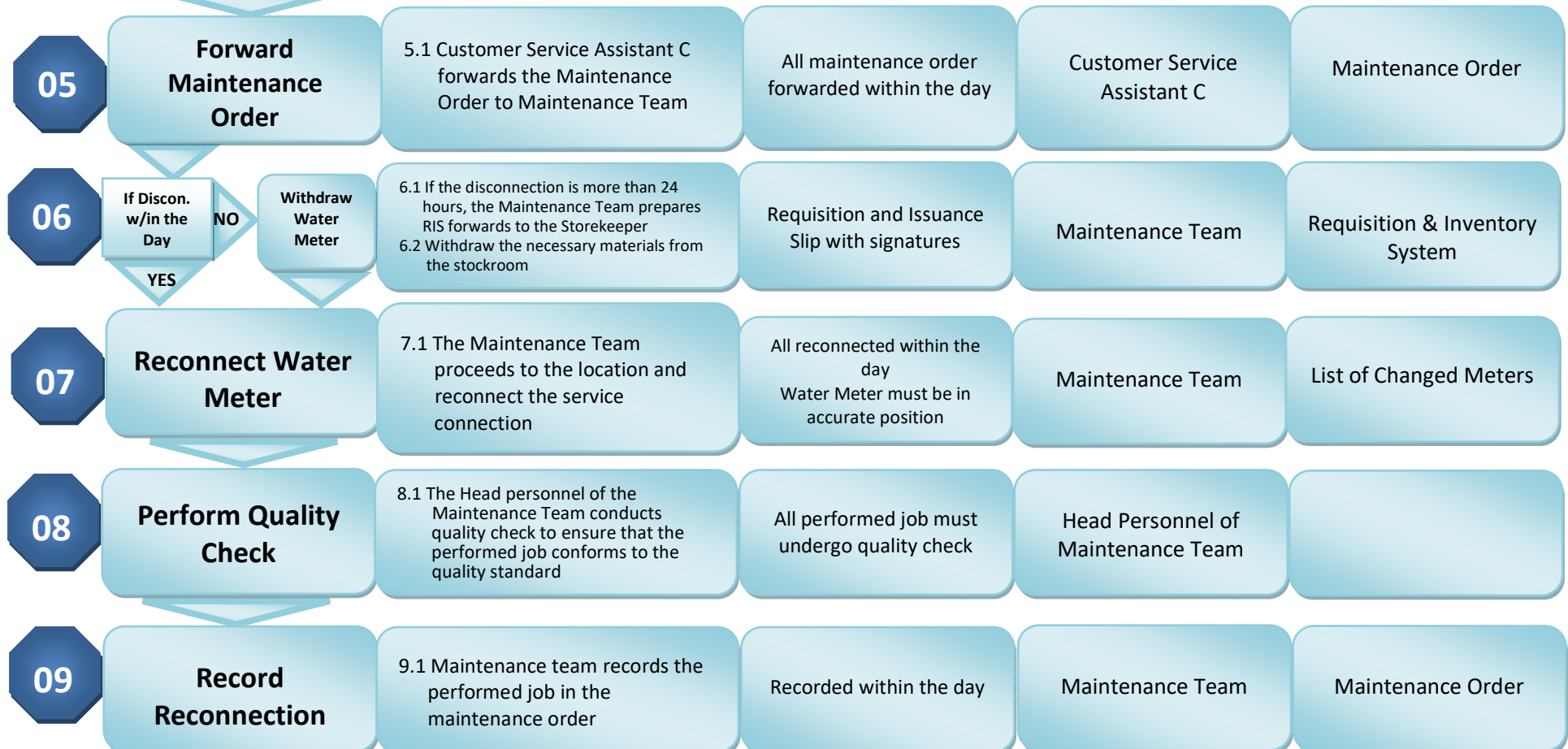


VICTORIAS CITY WATER DISTRICT

Procedures Manual

RECONNECTION

A



B



VICTORIAS CITY WATER DISTRICT

Procedures Manual

RECONNECTION

B

10

Forward Maintenance Order

10.1 The maintenance team forwards the maintenance order to Commercial Division

All Maintenance Order forwarded within the day

Maintenance Team

Maintenance Order

11

Filing of Meter History List

11.1 Customer Service Assistant C files the meter history list of the reconnected water meter to its proper storage

Meter History List filed on the next working day

Customer Service Assistant C

Meter History List

12

Update Record on Billing & Collection System

12.1 Customer Service Assistant C updates the records of all reinstalled accounts on Billing and Collection System

Reopened from the system at the end of the month

Customer Service Assistant C

Billing and Collection System

END



VICTORIAS CITY WATER DISTRICT

Procedures Manual

SERVICE CONNECTION REPAIR

Document No.: PM-COM-10

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of service connection repairs of Victorias City Water District

II. SCOPE

The scope involves the entire flow of conducting repairs of water service connection.

III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant C
Maintenance Team

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Service Request

VI. RECORDS GENERATED

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

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General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual

SERVICE CONNECTION REPAIR

VII. PROCEDURE DETAIL AND FLOW

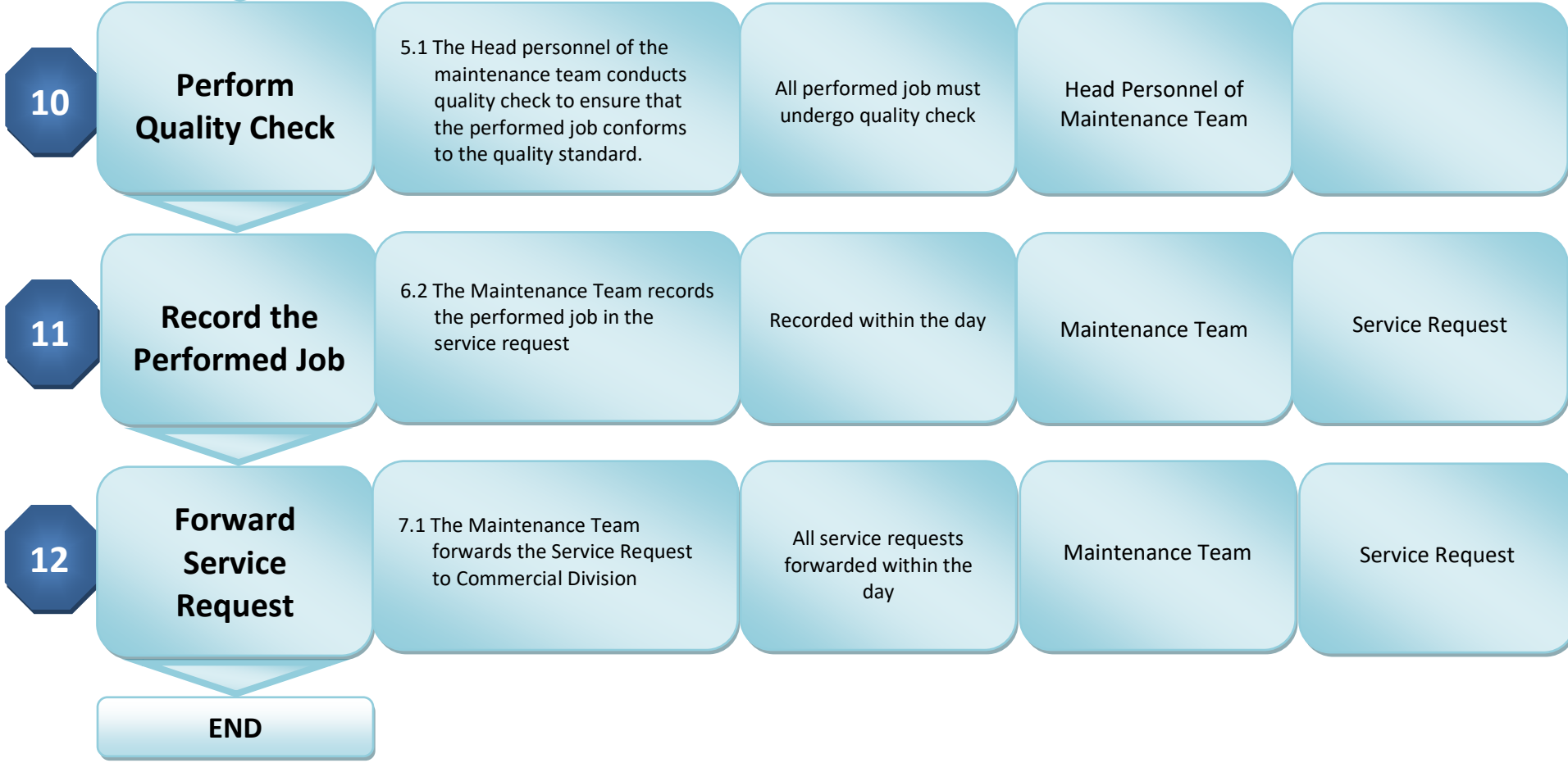
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Receive Complaint	1.1 Customer Service Assistant C receives complaint from the customer 1.2 Customer Service Assistant C prepares Service Request and have it signed by the complainant	All service request must be signed by the customer	Customer Service Assistant C	
02	Forward Service Request	2.1 Customer Service Assistant C forwards the service request to the Maintenance Team	All service requests forwarded within the day	Customer Service Assistant C	
03	Proceed to Location	3.1 The Maintenance Team proceeds to the location of the customer		Maintenance Team	Service Request Monitoring System
04	Conduct repair on service connection	4.1 The Maintenance Team conducts repairs on service connection	All service connection repaired within the day or next working day	Maintenance Team	
	A				



VICTORIAS CITY WATER DISTRICT

Procedures Manual SERVICE CONNECTION REPAIR

A





VICTORIAS CITY WATER DISTRICT

Procedures Manual

TRANSFER OF METER/SERVICE CONNECTION

Document No.: PM-COM-10

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of transferring of water meter or service connection of the Victorias City Water District's Customer.

II. SCOPE

The scope involves the flow of transferring of water meter or service connection.

III. RESPONSIBILITY AND RESOURCES

Maintenance Team
Cashier
Customer Assistance C

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Service Request

VI. RECORDS GENERATED

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

ENGR. ABRAHAM J. DE DIOS, JR.

General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual

TRANSFER OF METER/SERVICE CONNECTION

VII. PROCEDURE DETAIL AND FLOW

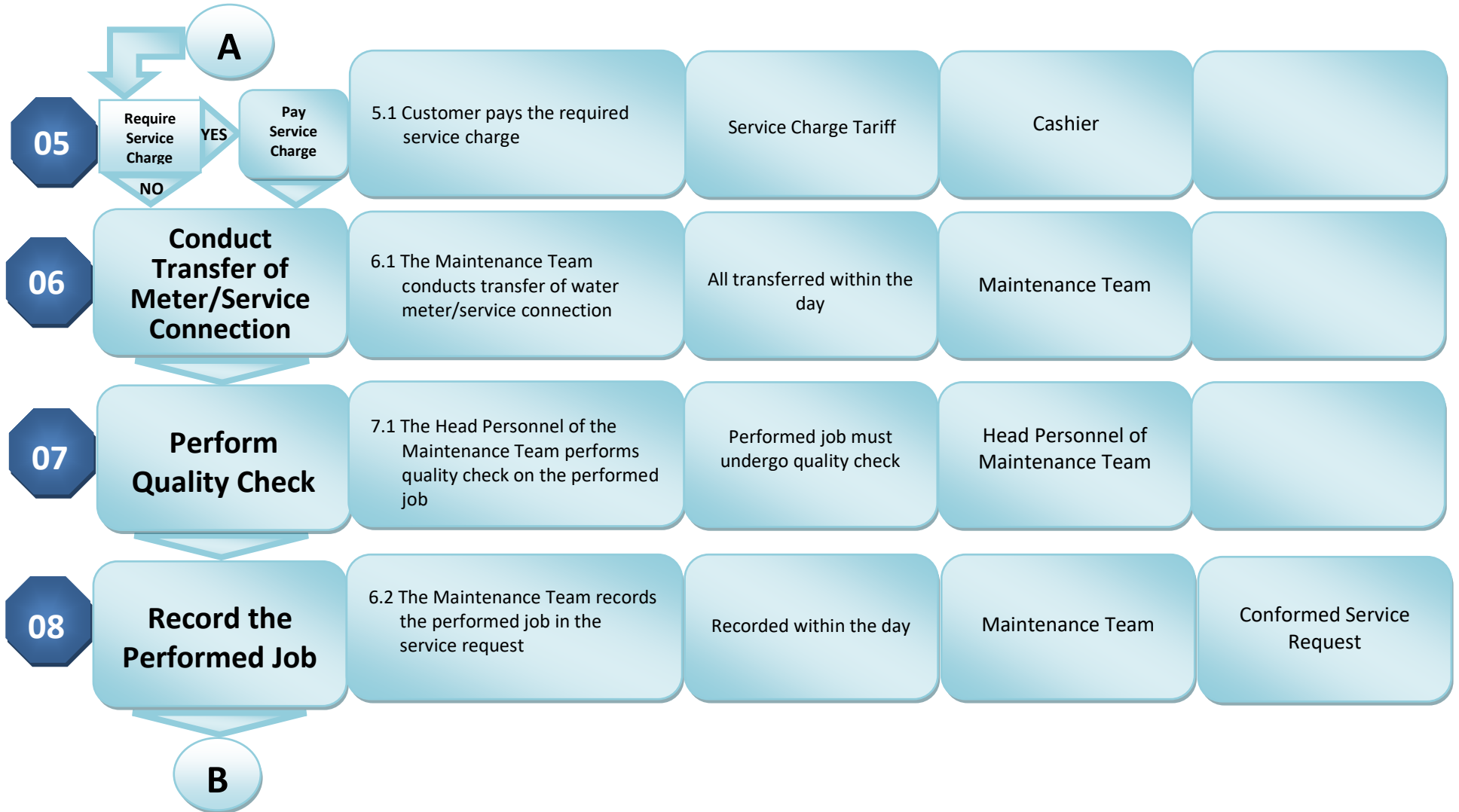
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Receive Request	1.1. Customer Service Assistant C receives the request from Customer 1.2 Customer Service Assistant C prepares the Service Request and have it signed by the requester	All requests received within 5 minutes	Customer Service Assistant C	Service Monitoring System
02	Forward Service Request	2.1 Customer Service Assistant C forwards the service request to the Maintenance Team	All Service Requests forwarded within the day	Customer Service Assistant C	Service Monitoring System
03	Location Inspection and Estimate	3.1 The Maintenance Team inspects the location of the customer and calculate the necessary materials for the service request	Materials after the water meter shall be shouldered by the Customer	Maintenance Team	
03	Issue Bill of Material	4.1 The Maintenance Team issues bill of materials to the Requester	Bill of materials issued within the day	Maintenance Team	
	A				



VICTORIAS CITY WATER DISTRICT

Procedures Manual

TRANSFER OF METER/SERVICE CONNECTION





VICTORIAS CITY WATER DISTRICT

Procedures Manual

TRANSFER OF METER/SERVICE CONNECTION

B

09

Forward Service Request

9.1 Maintenance Team forwards the service request to Commercial Division

All service requests forwarded within the day

Maintenance Team

Conformed Service Request

10

Update Meter History List

11.1 Computer Operator updates the meter history list.

All updated on the next working day

Computer Operator

Meter History List

11

Update Record on Billing & Collection System

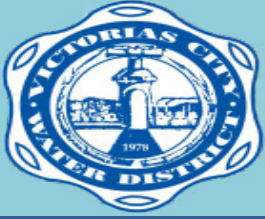
12.1 Customer Service Assistant C updates the records of all transferred accounts on the Billing and Collection System

Updated at the end of the month

Computer Operator

Billing and Collection System

END



VICTORIAS CITY WATER DISTRICT

Procedures Manual

BILLING ADJUSTMENT

Document No.: PM-COM-10

Effectivity Date:

Revision No.:

Pages: 1 of 3

I. OBJECTIVE

This procedure describes the process of conducting adjustments on the water bill of the concerned customer.

II. SCOPE

The scope involves the flow of adjusting the customer's water bill with leakage, wrong reading and printing and other justification that conform to the VCWD rules and regulations.

III. RESPONSIBILITY AND RESOURCES

Maintenance Team
Cashier
Customer Assistance C

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Service Request

VI. RECORDS GENERATED

Prepared by:

Approved by:

LINO CORNELIO CECILIO BASCUG

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General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual BILLING ADJUSTMENT

VII. PROCEDURE DETAIL AND FLOW

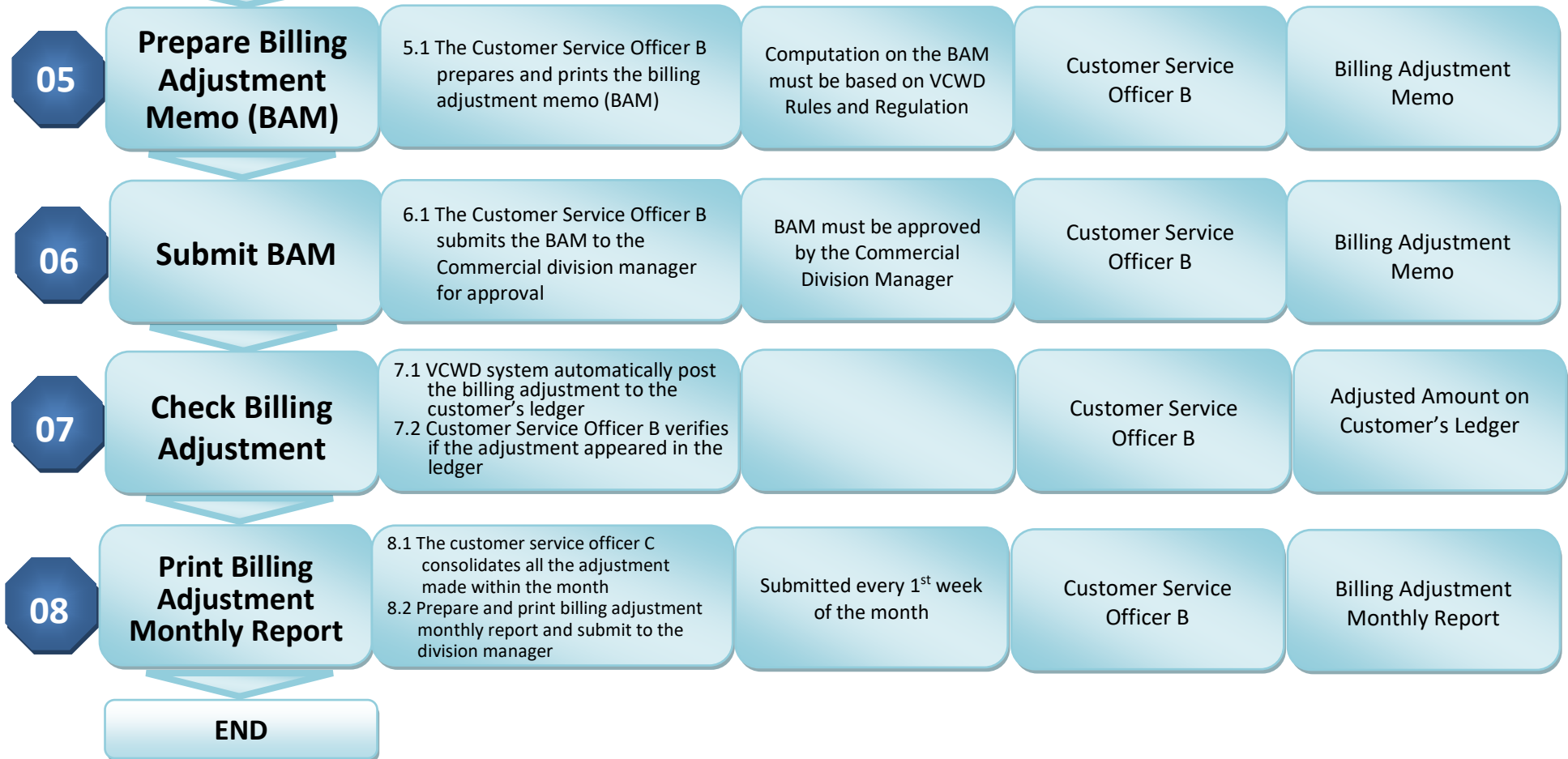
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Receive Compliant/ Request	1.2 The Customer Service Assistant C receives complaint/request about leakage, erroneous reading and printing of water bill and other grounds for adjustment	Must be done for 5 minutes	Customer Service Assistant C	
02	Prepare Service Request	2.1 The Customer Service Assistant C prepares service request and forwards to the Maintenance Team or Meter Readers for investigation	Prepared and forwarded within the day	Customer Service Assistant C	Service Request
03	Investigate the Request	2.1 The Maintenance Team or Meter Readers investigate the complaint/ request		Maintenance Team/ Meter Readers	Service Request
04	Need Adjustment	3.1 If the complaint/request needs adjustment, the Maintenance team or Meter readers forward the service request to the Customer Service Officer B	Water bill must be adjusted when there is an erroneous reading or abrupt increase of consumption due to leakage (once only)	Maintenance Team/ Meter Readers	Service Request
	A				

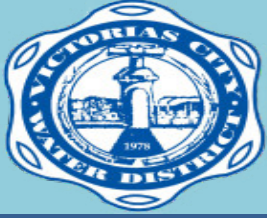


VICTORIAS CITY WATER DISTRICT

Procedures Manual BILLING ADJUSTMENT

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VICTORIAS CITY WATER DISTRICT

Procedures Manual

MARKETING

Document No. : PM-COM-01

Effectivity Date :

Revision No. :

Pages : 1 of 3

I. OBJECTIVE

This procedure describes the marketing strategies of Victorias City Water District to increase number of new connections.

II. SCOPE

The scope involves the marketing of potential applicant of new service connection within VCWD service area.

III. RESPONSIBILITY AND RESOURCES

General Manager
Commercial Division
Administrative and Finance Division
Engineering Division

IV. DEFINITION OF TERMS

SWOT Analysis – an internal (strengths and weaknesses) and external (opportunities and threats) assessment of the organization.

Gantt chart - a graphical depiction of a project timeline that includes scheduled and completed work over a period.

V. REFERENCE DOCUMENTS

VCWD Rules and Regulations

VI. RECORDS GENERATED

Attendance Sheet
Minutes of the Meeting
Marketing Plan

Prepared by:

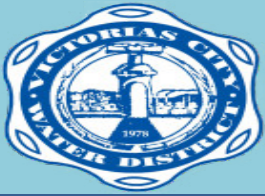
Approved by:

LINO CORNELIO CECILIO BASCUG

Process Owner

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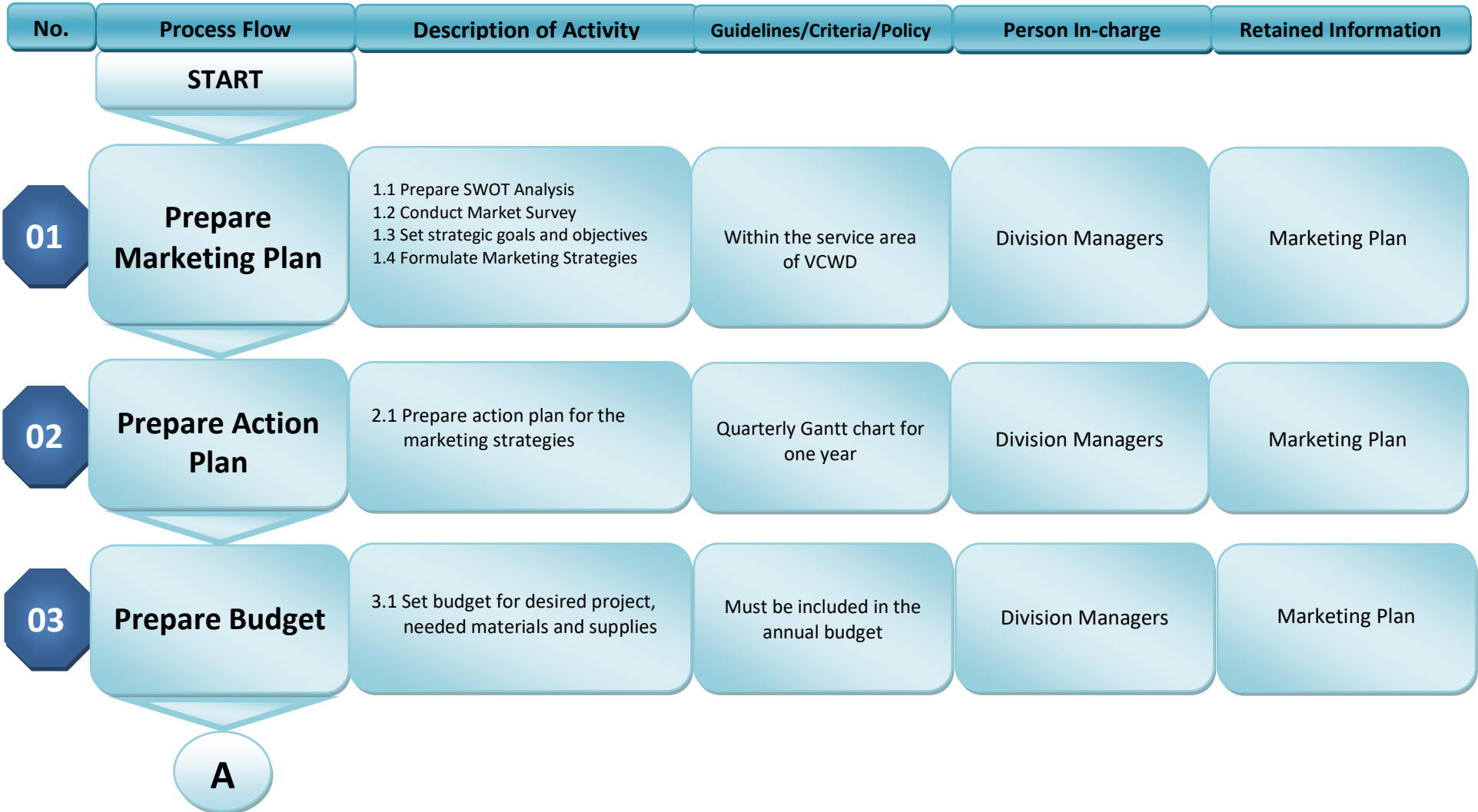
General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual MARKETING

VII. PROCEDURE DETAIL AND FLOW





VICTORIAS CITY WATER DISTRICT

Procedures Manual

MARKETING

A

04

Project Implementation

4.1 Implement project in accordance with the action plan

Must be within the service area of VCWD

Division Managers

Marketing Plan Attendance Sheet

05

Monitoring and Evaluation

5.1 Conduct assessment of the results
5.2 Compare the target versus actual service connection
5.3 Evaluate whether the plan is successful

Quarterly Monitoring and Evaluation

Division Managers

Billing Reports
Minutes of the Meeting

END