

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		ENGR. ABRAHAM J. DE DIOS, JR.
_	Process Owner		General Manager



Procedures Manual CUSTOMER SERVICE

VII. PROCEDURE DETAIL AND FLOW

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

Α

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Α

- Prepare Service
 Request/
 Maintenance
 Order
- 4.1 Customer Service Assistance C prepares maintenance order for transfer of service connection or service request for change of name with signature of the customer

All service request must be duly signed by the Customer

Customer Service
Assistant C

Maintenance Order Form Service Request Form

- Payment of Fees
- 5.1 Cashier receives the payment for the rendered service from the customer

Service Charge Tariff

Cashier

Daily Collection Report

Forward Service
Request/
Maintenance
Order

6.1 Customer Service Assistance C forwards the Service Request/Maintenance Order Form to the Maintenance Team All the Service Request/Maintenance Order Form are forwarded to the Maintenance Team within the day

Customer Service Assistant C

END

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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	ENGR. ABRAHAM J. DE DIOS, JR.	
_	Process Owner	General Manager	



Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

VII.	PROCEDURE DETAIL AND FLO	ow	,		
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

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Procedures Manual

INSTALLATION OF NEW SERVICE CONNECTION

Α

- O5 Site Inspection and Estimation
- 5.1 The Maintenance Team inspects the location of the applicant and estimates the necessary materials
- 5.2 Take down inspection details and formulate a sketch plan for new connection

Materials after the water meter shall be shouldered by the Customer

Maintenance Team

Inspection Report

- 06 Issue Bill of Material
- 6.1 Maintenance team issues the bill of materials to the applicant

Bill of Materials issued within the day

Maintenance Team

Bill of Materials

- Forward
 Application
 Form
- 7.1 After the assessment of material needed, the Maintenance Team forwards the application form with attached maintenance order to the Customer Service Assistant C

Forwarded after inspection

Maintenance Team

Application Form Maintenance Order

08 Orientation

8.1 Customer Service Assistant C orients the applicant about the VCWD Rules and Regulations

Individual or Group
Orientation

Customer Service Assistant C

B

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INSTALLATION OF NEW SERVICE CONNECTION

В

- Payment of Application and Installation Fee
- 9.1 The cashier receives the payment for application and installation from the applicant

Cashier must issue Official Receipt

Cashier

Daily Collection Report

- Approval by Commercial Division & General Manager
- 10.1 Commercial Division Manager and General Manager approve the application of the new service connection

Complete Installation Requirements

Commercial Division Manager General Manager

- Schedule for Installation
- 11.1 The Maintenance Team schedules the installation of new connection

Schedule for installation is set on the next working day after General Manager approves the application form

Maintenance Team

- Withdraw Materials
- 12.1 The Maintenance Team prepares RIS and forwards to the Storekeeper

12.2 Withdraw the necessary materials from the stockroom

Duly signed Requisition and Issuance Slip

Maintenance Team

Requisition & Inventory System

13

Installation

11.1 The maintenance team installs the new connection to the location of the applicant.

Installed within 2 hours if mainline and 10 – 20 minutes if tapping, with assigned water meter

Maintenance Team

C

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INSTALLATION OF NEW SERVICE CONNECTION

C

- Perform Quality Check
- 9.1 The Head personnel of the maintenance team conducts quality check to ensure that the performed job conforms to the quality standard

All newly installed connection

Head Personnel of Maintenance Team

- Record Installation
- 12.1 The Maintenance team records the performed job in the maintenance order

Information in the Maintenance Order must be complete and correct

Maintenance Team

Conform Maintenance Order

- Forward
 Application
 Form to Billing
- 13.1 The maintenance team forwards the application form with attached Maintenance Order to Customer Service Assistant C
- 17 Record to Logbook
- 17.1 The Customer Service Assistant C records the newly installed connection in the new connection logbook

Information in the logbook must be complete and correct

Customer Service Assistant C

New Connection Logbook

- Encode New Connection
- 14.1 The Customer Service Assistant C encodes the new service connection to the Billing & Collection System

All newly installed connection are encoded at the end of the month

Customer Service Assistant C

END

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Procedures Manual

BILLING

Document No.: PM-COM-04	Effectivity Date:	
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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	ENGR. ABRAHAM J. DE DIOS, JR.
,	Process Owner	General Manager



Procedures Manual

RILLING

			BILLING		
VII.	PROCEDURE DETAIL AND FLO	w			
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Prepare Meter Reading Schedule	1.1 Computer Operator prepares meter reading schedule	Meter Reading Schedule prepared prior to the Reading Cycle	Computer Operator	Meter Reading Schedule
02	Prepare Meter Reading Sheet	2.1 Computer Operator prints the meter reading sheet in accordance with the meter reading schedule	Meter Reading Sheet prepared before the reading schedule	Computer Operator	Meter Reading Sheet
03	Meter Reading	3.1 Meter Readers read water meters in their assigned area3.2 Meter Readers record consumption on the meter reading sheet	All the assigned water meters are read and billed accurately at the end of the day	Meter Readers	Meter Reading Sheet
04	Abnormal YES Consumption Inform the Customer	4.1 When there is an abnormal consumption, the meter readers inform the water meter owner	Informed Customer within the day	Meter Readers	

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NO



Procedures Manual BILLING

Α

- 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

- O7 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

- 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

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

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CHANGE WATER METER

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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

General Manager



VICTORIAS CITY WATER DISTRICT

Procedures Manual

CHANGE WATER METER

				CHANGE WATER MET	EK		
VII.	PROCEDURE DETAIL	AND FLO	N				
No.	Process Flo	ow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information	
	START						
			11 Customer Service Assistant Carenasses				
01	Prepare Ser Request		 1.1 Customer Service Assistant C prepares service request for change meter and have it signed by the Customer 1.2 Forward to the maintenance team. 	All service request are forwarded within the day	Customer Service Assistant C	Service Request Monitoring System	
02	Calibratio Water Me Testing	ter	2.1 Maintenance team conducts water meter testing/ calibration	All water meter must undergo calibration	Maintenance Team		
03	If Over Registered Do not Water	NO change Meter	3.1 Maintenance team verifies if the water meter is over registered3.2 Maintenance team does not change the water meter if it is not over registered	Water Meter are verified within the day	Maintenance Team		
04	YES Er	nd	4.1 Maintenance team conducts change of water meter	Water Meter must be in accurate condition	Maintenance Team	List of Changed Meters	
	Meter		PROPERTY	TARY NOTICE			
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CHANGE WATER METER

A

- **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

- **Record Change** 06 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

- **Forward Service** 07 Request
- 7.1 Maintenance team forwards the service request to the Commercial Division

Forwarded within the day

Maintenance Team

Service Request

Update Mister 08 **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

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Procedures Manual

CHANGE WATER METER

B

- Return Water
 Meter and
 History List to
 Stockroom
- 9.1 Maintenance team returns the water meter and history list to the stockroom

All removed water meter and history list returned to the stockroom within the day or morning of the next working day

Maintenance Team

Change Meter Record

- History List of the removed water meter
- 10.1 The Maintenance team
 withdraws the Meter History
 List of the removed water
 meter from the stockroom

Withdraw on the following working day

Maintenance Team

Meter History List

on B

Update Record on Billing and Collection System

Withdraw Meter

- 11.1 Computer operator updates the change metered account on the billing and collection system
- 11.2 Return the meter history list to the stockroom

Updated based on the Meter History List of the change meter

Computer operator

Billing and Collection System

END

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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		ENGR. ABRAHAM J. DE DIOS, JR.

Process Owner

General Manager



Procedures Manual

COLLECTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START		•		
01	Receive Payments	1.1 The Customer pays the corresponding amount of the water bill to the Bill collector	Payment for one or more water bills in single transaction is allowed If the current water bill is not due for disconnection, payment of arrears is allowed	Bill Collector	
2	Issue Official Receipt	2.1 Bill Collector issues official receipt to the customer	Bill Collector must issue Official Receipt	Bill Collector	Official Receipt
3	Remittance of Collection	3.1 Bill Collector remits collection from 8 am to 11:30 AM including the remittance slip to Cashier at 11:30 AM	Cash must be intact during remittance	Bill Collector	Remittance Slip
04	Turnover of Transaction	4.1 The replacement personnel took over the 12:00-1:00 PM transaction 4.2 Bill Collector turnover the remaining collection from 11:30 – 12:00 PM to the Replacement personnel 4.3. Bill Collector resumes to his/her work, the replacement personnel turnover all the collections to the Bill Collector	No Noon Break Policy	Bill Collector Replacement Personnel	
	A				

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Procedures Manual COLLECTION

Α

O5 Prepare Collection Report

5.1 Bill Collector prints Daily Collection Report

4 Copies of Collection Report

Bill Collector

Daily Collection Report

Remittance of Collection

6.1 Bill Collector remits collection including the Collection Report and Cash Transfer Slip to Cashier at 5:00 pm

Cash is intact during remittance

Bill Collector

Collection Report Cash Transfer Slip

07

Submit Monthly Collection 7.1 Computer Operator prints and submits Monthly Collection Report to Finance Division

Monthly Collection Report submitted within three (3) working days after ensuing month

Computer operator

Monthly Collection Report

END

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Procedures Manual

DISCONNECTION

Document No.: PM-COM-07 Effectivity Date:
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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:	
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Process Owner		General Manager	-



Procedures Manual

			DISCONNECTIO	N	
VII.	ROCEDURE DETAIL AND FLO	ow			
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Prepare Disconnection Schedule	1.1 Customer Service Assistant C prepares Disconnection Schedule	Prepared on the 3 rd day from reading date	Customer Service Assistant C	Disconnection Schedule
02	Print Disconnection List	2.1 Customer Service Assistant C prints the list of accounts due for disconnection according to schedule	All accounts per zones are printed as scheduled	Customer Service Assistant C	Disconnection List
_					
03	Verify Payment	3.1 The Disconnection Team verifies payment in the account	Accounts with promissory note shall be exempted for disconnection	Disconnection Team	Promissory Note
04	If Paid YES Proceed to next account	4.1 If the account is already paid, the Disconnection Team proceeds to the succeeding account		Disconnection Team	
05	Proceed to Location	5.1 The Disconnection Team proceed to the location of the delinquent account		Disconnection Team	

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Procedures Manual DISCONNECTION

Α

06	Disconnect Water Meter	6.1 The Disconnection Team Disconnects the water meter	Disconnect at least 5% of delinquent accounts within the day	Disconnection Team	Disconnection Logbook
07	Submit List of Disconnected Accounts	7.1 The Disconnection Team submits the list of disconnected accounts to the office	All disconnected accounts submitted to the office within the day	Disconnection Team	
08	Record to Logbook	8.1 Customer Service Assistant C records the disconnected accounts on the Disconnection Logbook	All disconnected accounts are recorded to logbook within the day	Customer Service Assistant C	Disconnection Logbook
09	Update Meter History List	9.1 Customer Service Assistant C updates Meter History List of the disconnected account	All meter history list are updated on the following working day	Customer Service Assistant C	Meter History List
10	Return Water Meter	11.1 Disconnection Team returns the disconnected water meters to stockroom with water meter number, meter brand, last reading and date of disconnection	All disconnected water meters are returned within the day or morning of the next working day	Customer Service Assistant C	
11	Disconnect account on Billing and Collection System	11.1 Customer Service Assistant C disconnects all disconnected accounts on the Billing and Collection System	Disconnected from the system at the end of the month	Disconnection Team	

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Procedures Manual

MAINTENANCE OF TAP STAND

Document No.: PM-COM-08Effectivity 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:		
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_	Process Owner		General Manager	



Procedures Manual

MAINTENANCE OF TAP STAND

VII.	PROCEDURE DETAIL AND FL	ow			
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	

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Procedures Manual

MAINTENANCE OF TAP STAND

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Record 05 **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

Forward 06 **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



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			General Manager



Procedures Manual RECONNECTION

			RECONNECTIO	'IN	
VII.	PROCEDURE DETAIL AND F	LOW			
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				

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Procedures Manual RECONNECTION

Forward 5.1 Customer Service Assistant C All maintenance order **Customer Service** Maintenance Order forwards the Maintenance 05 Maintenance forwarded within the day Assistant C Order to Maintenance Team Order 6.1 If the disconnection is more than 24 Withdraw If Discon. hours, the Maintenance Team prepares 06 Requisition and Issuance w/in the NO Water Requisition & Inventory RIS forwards to the Storekeeper Maintenance Team Day Meter Slip with signatures 6.2 Withdraw the necessary materials from System the stockroom YES 7.1 The Maintenance Team All reconnected within the **Reconnect Water** proceeds to the location and dav **List of Changed Meters** Maintenance Team Water Meter must be in Meter reconnect the service accurate position connection 8.1 The Head personnel of the **Perform Quality** Maintenance Team conducts All performed job must Head Personnel of 08 quality check to ensure that the undergo quality check Check Maintenance Team performed job conforms to the quality standard

09 R

Record Reconnection

9.1 Maintenance team records the performed job in the maintenance order

Recorded within the day

Maintenance Team

Maintenance Order

В

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Procedures Manual RECONNECTION

В

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

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

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

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Procedures Manual

SERVICE CONNECTION REPAIR

Document No.: PM-COM-10 Effectivity Date:
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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:	
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Process Owner

VOR. ADRAHAM J. DL DIOS, JR.

General Manager



Procedures Manual SERVICE CONNECTION REPAIR

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	

Α

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Procedures Manual

SERVICE CONNECTION REPAIR

Α

Perform
Quality Check

5.1 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

Record the Performed Job

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

Recorded within the day

Maintenance Team

Service Request

12

Forward Service Request

7.1 The Maintenance Team forwards the Service Request to Commercial Division

All service requests forwarded within the day

Maintenance Team

Service Request

END

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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	ENGR. ABRAHAM J. DE DIOS, JR.
_	Process Owner	General Manager



Procedures Manual TRANSFER OF METER/SERVICE CONNECTION

VII.	PROCEDURE DETAIL AND FLO	OW	Y		Y
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	

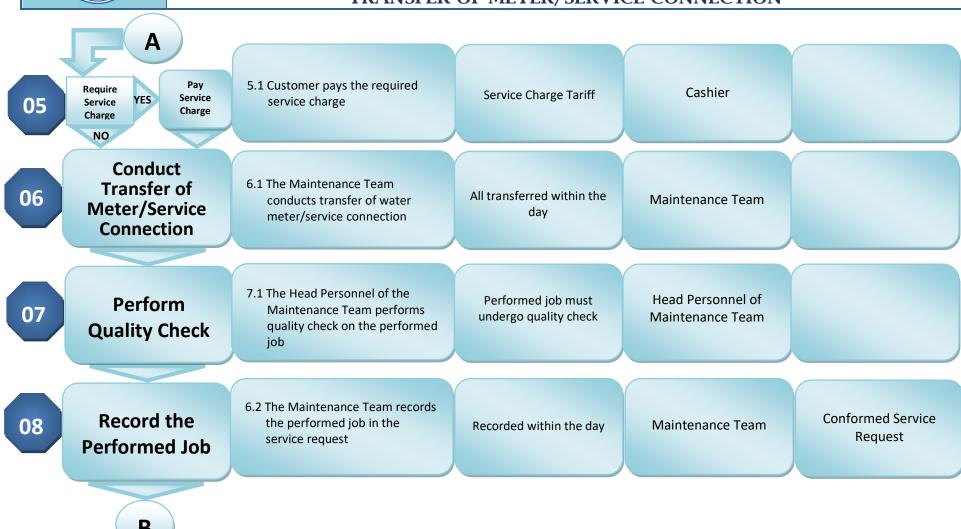
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Procedures Manual

TRANSFER OF METER/SERVICE CONNECTION



В

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Procedures Manual TRANSFER OF METER/SERVICE CONNECTION

В

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

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Procedures Manual

BILLING ADJUSTMENT

Document No.: PM-COM-10Effectivity 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	ENGR. ABRAHAM J. DE DIOS, JR.
•	Process Owner	General Manager



Procedures Manual RILLING ADHISTMENT

		BILLING ADJUSTMENT			
VII. No.	PROCEDURE DETAIL AND FLO Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Informatio
	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	
2	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

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Procedures Manual BILLING ADJUSTMENT

Α

- Prepare Billing
 Adjustment
 Memo (BAM)
- 5.1 The Customer Service Officer B prepares and prints the billing adjustment memo (BAM)

Computation on the BAM must be based on VCWD Rules and Regulation

Customer Service Officer B

Billing Adjustment Memo

- 06 Submit BAM
- 6.1 The Customer Service Officer B submits the BAM to the Commercial division manager for approval

BAM must be approved by the Commercial Division Manager

Customer Service Officer B

Billing Adjustment Memo

- O7 Check Billing Adjustment
- 7.1 VCWD system automatically post the billing adjustment to the customer's ledger
- 7.2 Customer Service Officer B verifies if the adjustment appeared in the ledger

Customer Service Officer B Adjusted Amount on Customer's Ledger

- Print Billing
 Adjustment
 Monthly Report
- 8.1 The customer service officer C consolidates all the adjustment made within the month
- 8.2 Prepare and print billing adjustment monthly report and submit to the division manager

Submitted every 1st week of the month

Customer Service
Officer B

Billing Adjustment Monthly Report

END

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Procedures Manual

MARKETING

Document No. : PM-COM-01Effectivity 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		ENGR. ABRAHAM J. DE DIOS, JR.	
_	Process Owner		General Manager	



Procedures Manual MARKETING

VIII	DROCEDITRE DETAIL AND FLOW

Process Flow Description of Activity Person In-charge No. **Guidelines/Criteria/Policy Retained Information START** 1.1 Prepare SWOT Analysis 1.2 Conduct Market Survey **Prepare** 01 1.3 Set strategic goals and objectives Within the service area **Division Managers** Marketing Plan **Marketing Plan** 1.4 Formulate Marketing Strategies of VCWD 2.1 Prepare action plan for the **Prepare Action** Quarterly Gantt chart for 02 marketing strategies **Division Managers** Marketing Plan one year Plan 3.1 Set budget for desired project, Must be included in the **Prepare Budget** 03 **Division Managers** Marketing Plan needed materials and supplies annual budget

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Procedures Manual MARKETING

Project 04 **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