

**DISCONNECTION OF DELINQUENT ACCOUNTS**

**Objective –**

*This procedure describes the Disconnection Process of Water Service Connection of Customers with Delinquent Accounts of Three (3) Months and above.*

**Scope –**

*This procedure applies to Customers with Delinquent Accounts.*

**Definition of Terms –**

*PN – Promissory Note is an agreement signed by the Customer detailing the payment scheme of accounts payable to COWD.*

Process Flow	Detailed Description	Responsibility	Retained Documented Information
<pre> graph TD     A[NOTICE OF DISCONNECTION] --&gt; B[DELIVERY OF NOTICE OF DISCONNECTION]     B --&gt; C{FULLY PAID?}     C -- YES --&gt; D[END]     C -- NO --&gt; E[VERIFY PAYMENT]     E --&gt; F{PARTIAL WITH PN?}     F -- YES --&gt; D     F -- NO --&gt; G[ ]             </pre>	<p>Generate/Print <i>Notice of Disconnection</i> of <i>Delinquent Accounts</i> which contains the following details:</p> <ul style="list-style-type: none"> <li>• Name and Address</li> <li>• Account Number</li> <li>• Meter Serial Number</li> <li>• Billing Date</li> <li>• Total Unpaid Account</li> <li>• No. of months delinquent</li> <li>• Date Prepared</li> <li>• Date Received</li> <li>• Date Delivered</li> <li>• Delivered by</li> <li>• Payment Due Date</li> <li>• Disconnection No.</li> <li>• Route No.</li> <li>• Disconnection Notice Form No.</li> </ul> <p>Delivery of <i>Notice of Disconnection</i> to Customers with delinquent account.</p>	Water Maintenance Man C	Notice of Disconnection
	<p>Verify from Database if payment is made after 48 hours from delivery of <i>Notice of Disconnection</i> prior to release of <i>Disconnection Order</i>. If payment is made, determine Mode of Payment whether Full or Partial.</p>	Customer Service Officer B	
	<p>If Account is <i>Not</i> paid, implement disconnection of water connection according to COWD Disconnection Standards. Documentation of implemented disconnection includes photos of <i>Before</i> and <i>After</i> actual Disconnection.</p>	Customer Service Officer A Disconnection Team	Disconnection Control Stub/Notice of Disconnection
	<p>If Customer settles the account in Full within 24 hours from Disconnection, "Same Day Reconnection" will be conducted. Partial Payment of at least 50% of the total account can</p>		Promissory Note

Prepared By:

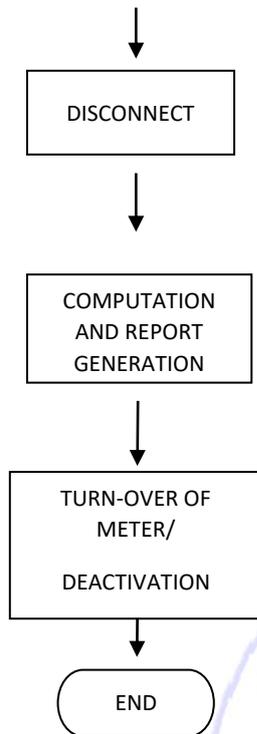
**Annie L. Jamero**

Process Owner

Approved By:

Quality Management Representative

**DISCONNECTION OF DELINQUENT ACCOUNTS**



be accepted provided that a Promissory Note (PN) will be executed payable in Three (3) months on top of the Current Monthly Billing to implement the "Same Day Reconnection" of water connection. A <i>Promissory Note</i> contains the following details: 1.) Name; 2.) Address; 3.) Account No.; 4.) Date; 5.) Contact No.; 6.) Payment Scheme; 7.) Name & Signature of Customer; and 8.) Name & Signature of Attending Employee.	Customer Service Officer A	
Computation of Cut-Off Billing is prepared and <i>Daily Report of Cut-Off Consumption</i> .	Customer Service Officer A	Daily Report of Cut-Off Consumption
Prepare <i>Daily Report on Disconnection of Service Connection</i> and posting in the Database.	Customer Service Officer A	Daily Report on Disconnection of Service Connection
Generate & Print <i>Daily List of Disconnected Meters</i> .	Water Maintenance Man C	Daily List of Disconnected Meters
Turn-over of <i>Disconnected Water Meters</i> at Metering Section every Tuesday.	Assigned Disconnection Team	
Deactivation of Disconnected Accounts.	Supervising Data Analyst Controller	Daily List of Disconnected Meters

**Reference Documents –**

1. Summary of Disconnection Notice

**Records Generated –**

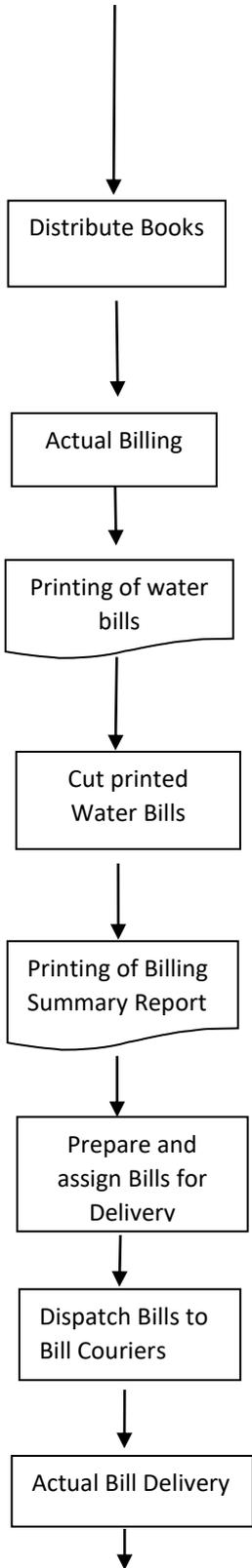
1. Disconnection of Control Stub/Notice of Disconnection
2. Promissory Note
3. Daily Report of Cut-Off Consumption
4. Daily Report on Disconnection of Service Connection
5. Daily List of Disconnected Meters

**PROPRIETARY NOTICE**

THIS DOCUMENT CONTAINS INFORMATION PROPRIETARY TO CAGAYAN DE ORO CITY WATER DISTRICT. ANY DISCLOSURE OR USE IS EXPRESSLY PROHIBITED EXCEPT UPON WRITTEN PERMISSION BY CAGAYAN DE ORO CITY WATER DISTRICT.



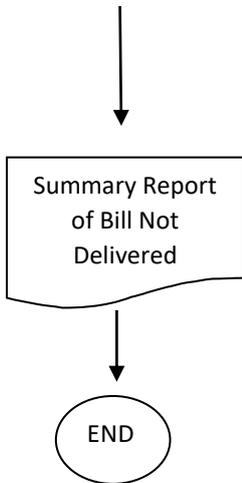
**BILLING PROCESS**



<p>2. Unlock Zone/Book ready for New Billing for the New Month to be billed.</p> <p>3. Update for New Reading Date and Due Date</p> <p>Distribute Meter Reading Books to Encoders for Billing.</p> <p>Actual Billing: After Encoding, the Encoder must Check encoded Billing for any discrepancy, if any.</p> <p>Print Bills by Zone/Book which must contain the following details: Route Number, Name and Address, Account Number, Readings, Cubic Meter Consumed, Amount(Pesos), Previous, Present, Arrears, Amount Due until Due Date, Reading Date, Date Due, Amount Due after Due Date, Billing Month (For the month of), Water Bill Serial Number and Water Identification Number (WIN).</p> <p>Cut Printed Bills by Zone/Book and endorse to Meter Reading Section.</p> <p>Print Billing Summary per Zone/Book.</p>	<p>Division Manager</p> <p>Computer Services Chief B</p> <p>Data Encoder Controller</p> <p>Billing Encoders</p> <p>Billing Encoders</p> <p>Billing Encoders</p>	<p>Monthly Monitoring Chart</p> <p>Monthly Billing Chart</p> <p>Meter Reading book</p> <p>Reading Meter Book</p> <p>Water Bill forms</p> <p>Printed Bills</p> <p>Monthly Billing Chart</p>
<p>Prepare and assign schedule for Bill Delivery to Bill Courier: (At least Ten (10) days before Due Date).</p> <p>Dispatch Bills to Bill Couriers/Meter Readers.</p> <p><b>Actual Bill Delivery:</b> While doing the rounds of Delivery, the Bill Courier must: Deliver the Bill at the Address and Name indicated on the Bill. If with Mailbox, Bill should be put</p>	<p>Customer Service Officer A</p> <p>Customer Service Officer A</p> <p>Bill Couriers/Meter Readers</p>	<p>Job Assignment Sheet, Water Bills</p> <p>Water Bills</p> <p>Water Bills</p>

<p>Prepared By: <u>Shirdy E. Wao</u>          Process Owner</p>	<p>Approved By: _____          Quality Management Representative</p>
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**BILLING PROCESS**



inside and drop it properly. Hand over the Bill to customer in a courteous manner. Bill should be clipped at the Gate or Posted visibly on the Gate with a Masking Tape, if there is nobody to receive the Bill. Undelivered Bills should be returned to the Billing Office. Indicate on the Bill the reason of such non- Delivery.

Summary Report of Bill Not Received.

Customer Service Officer A

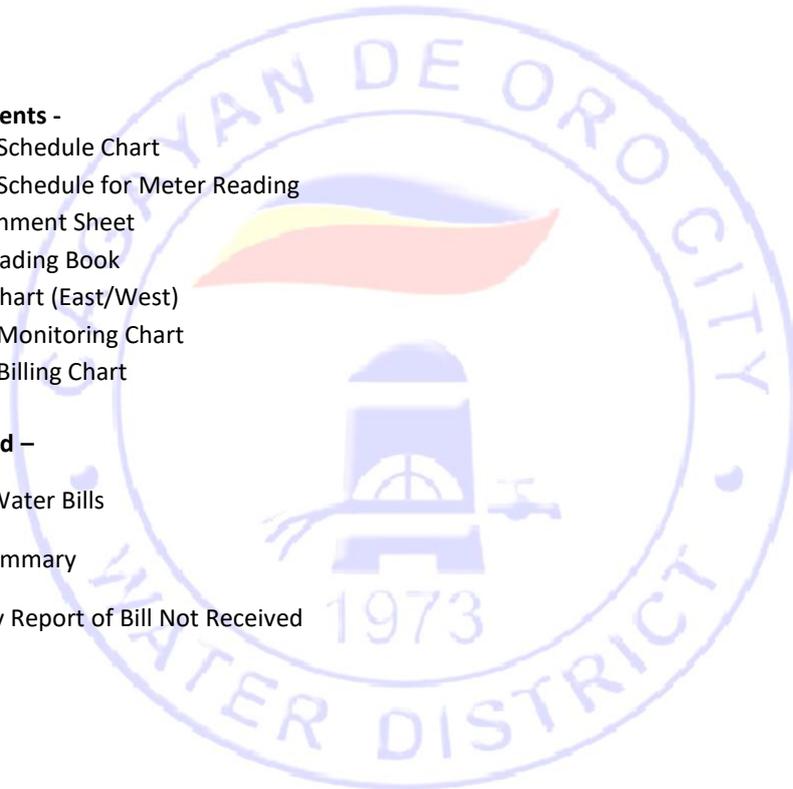
Summary Report of Bill Not Received

**Reference Documents -**

1. Monthly Schedule Chart
2. Monthly Schedule for Meter Reading
3. Job Assignment Sheet
4. Meter Reading Book
5. Penalty Chart (East/West)
6. Monthly Monitoring Chart
7. Monthly Billing Chart

**Records Generated –**

1. Printed Water Bills
2. Billing Summary
3. Summary Report of Bill Not Received



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**Objective –**

This procedure describes the process of sending Demand Letters to Registered Concessionaires of Disconnected Accounts for possible collection of unpaid balances.

**Scope –**

This procedure covers Customers with Disconnected Accounts from 2014 up to present.

**Definition of Terms –**

Cut-off/Inactive – disconnected water service line

Ledger – shows each water concessionaire’s water consumption and payment history.

Process Flow	Detailed Description	Responsibility	Retained Documented Information
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Monthly Report on Disconnection</div> <div style="text-align: center; margin: 5px 0;">↓</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Summary of Cut-Off</div> <div style="text-align: center; margin: 5px 0;">↓</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Monitoring of Payments in Accounts Summary and 1<sup>st</sup> Demand Letter</div>	<p>Acquire Electronic Copy of List of the Monthly Report on Disconnection from Customer Accounts Division Manager’s Files available through the Customer Database.</p> <hr/> <p>Make Summary of Cut-off Accounts. Indicated in the Summary are the Names, Account Nos., Status (whether they are Active/Inactive), Amount at Time of Cut-Off, Remaining Balance, Payments Made and whether Demand Letter has been sent or not. This is an Electronic Copy, not printed, and only used for reference purposes.</p> <p>Disconnection Teams prepares a sketch of the Address/Location of Inactive Accounts with unpaid balances to be used during delivery of Demand Letters done by Water Maintenance Man C.</p> <hr/> <p>Refer to both Summary and Accounts Summary to check whether there is Partial Payment, Full Payment or if Cut-Off Accounts is Reconnected/Active.</p> <p>A First Demand Letter is issued for Accounts with Outstanding Balances and no payment made within the last Three (3)Months.</p>	<p>Corporate Accounts Analyst</p> <hr/> <p>Corporate Accounts Analyst</p> <hr/> <p>Corporate Accounts Analyst</p>	<p></p> <hr/> <p></p> <hr/> <p>First Demand Letter</p>

Prepared By: <div style="text-align: center; margin-top: 5px;"> <u>  </u>  <b>Reuben E. Caseñas</b>            Process Owner         </div>	Approved By: <div style="text-align: center; margin-top: 5px;"> <u>  </u>            Quality Management Representative         </div>
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**ISSUANCE OF DEMAND LETTERS**

First Demand Letter

Payment?

YES

NO

Full?

YES

NO

END

PN

A

If Partial Payment is made, the Registered Concessionaire enters into Agreement to pay Outstanding Balances by means of a Promissory Note (PN). If Full Payment is made, the process Ends.

Partially Paid, Fully Paid & Reconnected Accounts' Status will be updated in the Summary of Cut-off Accounts.

Corporate  
Accounts Analyst;  
Water  
Maintenance Man  
C

First Demand  
Letter

A

Second Demand

Payment?

YES

NO

Full?

YES

NO

END

PN

B

If payment has been made, update the Latest Payments/Reconnections in the Summary of Cut-off Accounts. However, if no payment has been made within Seven (7) Days after receipt of First Demand Letter, issue and send the Second Demand Letter.

If Partial Payment is made, the Registered Concessionaire enters into Agreement to pay Outstanding Balances by means of a Promissory Note (PN). If Full Payment is made, the process Ends.

Partially Paid, Fully Paid & Reconnected Accounts' Status will be updated in the Summary of Cut-off Accounts.

Corporate  
Accounts Analyst;  
Water  
Maintenance Man  
C

Second Demand  
Letter

B

Turn Over to COWD  
Legal Counsel

END

If No Payment is received Three (3) Months after the 2<sup>nd</sup> Demand Letter, endorse to the COWD Legal Counsel for legal action.

If Payment is made, update Latest Status (Payments/Reconnections) in the Summary of Cut-off Accounts.

Corporate  
Accounts Analyst;  
COWD Legal  
Counsel

COWD Letter to  
Legal Counsel;  
Letter to  
Concessionaire  
from COWD Legal  
Counsel

Prepared By:

**Reuben E. Caseñas**

Process Owner

Approved By:

Quality Management Representative

## **ISSUANCE OF DEMAND LETTERS**

### **Reference Documents –**

1. Monthly Report on Disconnection
2. Summary of Cut-off Accounts
3. Accounts Summary

### **Records Generated –**

1. First Demand Letter
2. Second Demand Letter
3. COWD Letter to Legal Counsel
4. Letter from Legal Counsel



### **PROPRIETARY NOTICE**

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## APPLICATION FOR RECONNECTION

**Objective –**

The purpose of this document is to ensure the efficient handling of customer requests and complaints received in person specifically for reconnection of disconnected service connection.

**Scope –**

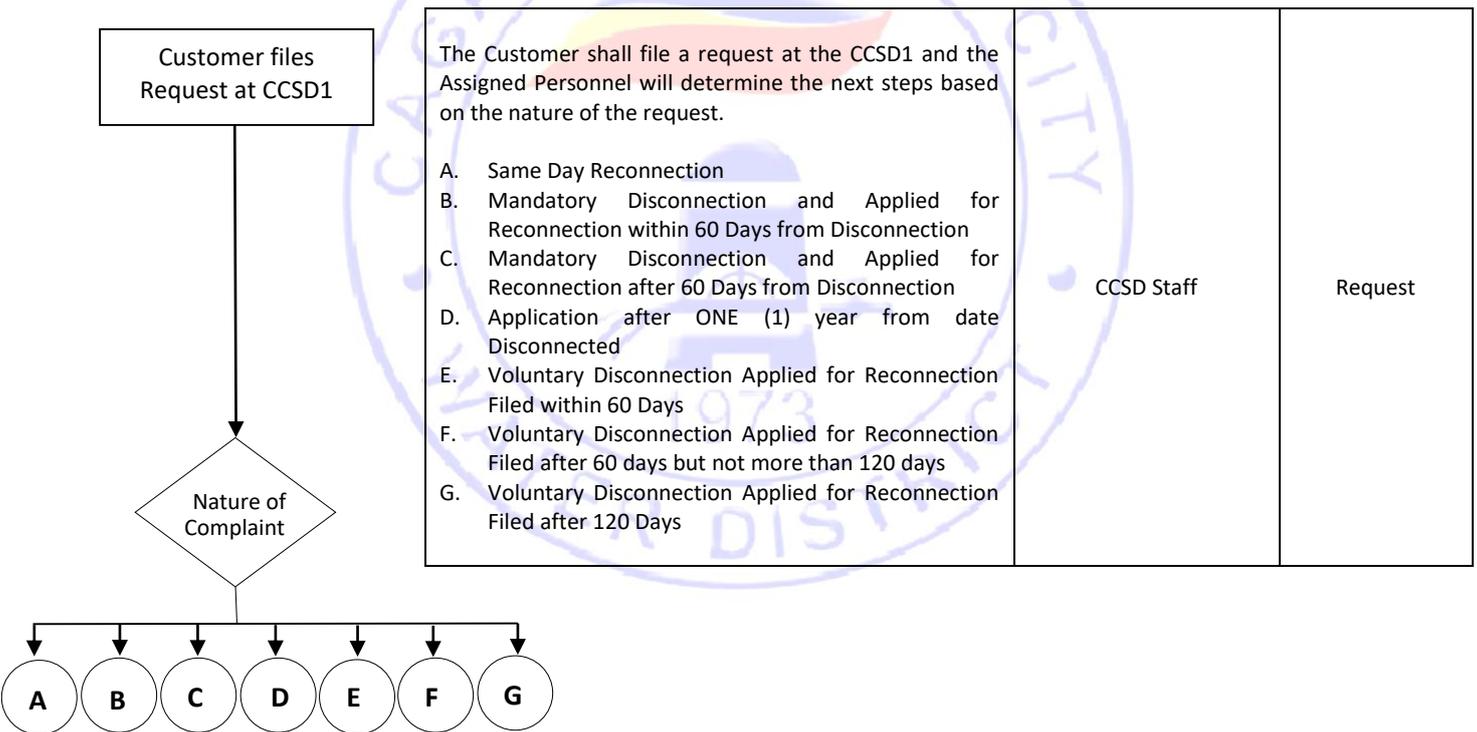
This is limited only for customers' requests or complaints received in person, specifically for reconnection of disconnected service connection.

**Definition of Terms –**

CCSD – Customer Care Service Desk

CHUDD – City Housing Urban Development Department

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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Prepared By: <div style="text-align: center; margin-top: 5px;">                     _____                      Lorimer C. Abaday                      Process Owner                 </div>	Approved By: <div style="text-align: center; margin-top: 5px;">                     _____                      Quality Management Representative                 </div>
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**APPLICATION FOR RECONNECTION**

A	Same Day Reconnection	<p>The Customer will pay the unpaid cut-off (disconnected) amount to the Teller and will present the Official Receipt and Promissory Note (if applicable) to CCSD#1</p> <p>In addition, the Customer will file the Application for Reconnection within 24 Hrs. (No documents needed, no Inspection, &amp; no Reconnection Fee.)</p> <p>Afterwards, the CCSD#1 will record the request and call to dispatch Same Day Reconnection Request to the Assigned Team. End of process.</p>	Customer Assistant B	Official Receipt and Promissory Note
B	Mandatory Disconnection and Application within 60 Days	<p>The Customer will pay the unpaid cut-off (disconnected) amount to the Teller and shall present the Official Receipt and Promissory Note (if applicable) to the CCSD #1 and will fill-up the Pre-Application Form.</p> <p>The CCSD#1 will encode the Customer's information to the COWD Database and prints the Application Form with the attached documents:</p> <p><b>Any Government Issued Identification Card</b></p> <p>Once assessment is completed, the Customer shall proceed for the payment of Reconnection Fee of Php300.00 (Both Residential/Commercial) and shall present the Official Receipt to CCSD #1. The CCSD #1 will generate a Reconnection Order and will be forwarded to the Customer Accounts Division. The Customer will be informed of the duration of reconnection: 3 calendar days. End of process.</p>	CCSD Staff	Official Receipt, Promissory Note, Application for Reconnection, Reconnection Order
C	Mandatory Disconnection and Application after 60 Days	<p>The Customer will pay the unpaid cut-off (disconnected) amount to the Teller and shall present the Official Receipt and Promissory Note (if applicable) to the CCSD #1 and will fill-up the Pre-Application Form.</p> <p>The CCSD#1 will encode the Customer's information to the COWD Database and prints the Application Form with the attached documents and schedule for inspection</p> <p><b>REQUIREMENT:</b> Any Government Issued Identification Card</p> <p>Once inspection and assessment is completed, the Customer shall proceed for the payment of Reconnection Fee; Residential – Php1,720.00 and Commercial – Php2,220.00. Customer shall present the Official Receipt to CCSD #1. The CCSD #1 will generate a Reconnection Order and will be forwarded to the Customer Accounts Division. The Customer will be informed of the duration of reconnection: 4 calendar days. End of process.</p>	CCSD Staff	Official Receipt, Promissory Note, Application for Reconnection, Reconnection Order

**PROPRIETARY NOTICE**

**APPLICATION FOR RECONNECTION**

D

Application after  
**ONE (1) Year** from  
 date Disconnected

The Customer will pay the unpaid cut-off (disconnected) amount to the Teller and shall present the Official Receipt and Promissory Note (if applicable) to the CCSD#1 and will fill-up the Pre-Application Form.

The CCSD#1, in turn, will encode the Customer's Information to the COWD Database and prints the Application Form. The charges and the procedure is the same with the installation of New Service Connection.

**PROCEDURE:**

Customer must attend the Orientation Seminar when applied 1 year from date disconnected every Saturday at 2:00 P.M. The following items will be discussed during the Orientation.

- a. Company Profile
- b. Steps in applying water connection
- c. Required Documents
- d. Steps in conducting inspection
- e. Materials need in the standard installation after the meter
- f. Payment Charges
- g. Installation Schedule
- h. Water rates
- i. Causes of water interruption
- j. COWD Safety Plan
- k. Customer awareness

After the Orientation Seminar, the Applicant is given a Certificate of Attendance & the Pre-Application Form.

Upon applying, the Customer will bring the filled-up Pre-Application Form and all other documentary requirements and proceeds to CCSD#1 and schedule for inspection.

**DOCUMENTARY REQUIREMENTS:**

- Photocopy of Valid ID of the registered name
- Marriage Contract (if married)
- Birth Certificate (if single)
- Community Tax Certificate (CEDULA)

**APPLICANT OWNS THE LOT:**

- Lot Title or Latest Tax Declaration
- Deed of Sale (for acquired property)
- Affidavit of Surviving Heirs
- Authorization from the Administrator (if lot owner is deceased)

**APPLICANT RESIDES IN A SUBDIVISION:**

- Certification from the Developer
- Certification from the Mortgagee (acquired thru loan; ex: PAG-IBIG Housing/ National Home Mortgage)
- Deed of Final Conveyance
- Lot Title (if purchased from Balikatan)

CCSD Staff

Official Receipt,  
 Promissory  
 Note, Required  
 Documents,  
 Application for  
 Reconnection,  
 Reconnection  
 Order

**PROPRIETARY NOTICE**

**APPLICATION FOR RECONNECTION**

<p>APPLICANT RENTS THE PROPERTY:</p> <ul style="list-style-type: none"> <li>Lease Contract or Secretary Certificate</li> <li>Latest Tax Declaration of the Lot Owner</li> </ul> <p>APPLICANT DWELLS IN A PUBLIC LAND:</p> <ul style="list-style-type: none"> <li>Certification from the Barangay – stating that the lot is a Public Land</li> </ul> <p>APPLICANT DWELLS IN A RELOCATION SITE:</p> <ul style="list-style-type: none"> <li>Certification from City Housing Urban Development Department (CHUDD)</li> </ul> <p>APPLICANT DWELLS IN NATIONAL HOUSING AUTHORITY (NHA):</p> <ul style="list-style-type: none"> <li>Lot Title – if property is already fully paid</li> <li>Certification from NHA for property not yet fully paid</li> </ul> <p>Once inspection and assessment is completed, the Customer shall proceed for the payment of Reconnection Fee; Residential – Php1,720.00 and Commercial – Php2,220.00. Customer shall present the Official Receipt to CCSD #1. The CCSD #1 will generate a Reconnection Order and will be forwarded to the Customer Accounts Division. The Customer will be informed of the duration of reconnection: 4 calendar days. End of process.</p>		
<p>This step shall follow the procedure which is enumerated in Step B. Both residential and commercial application will pay Php100.00 for Reconnection Fee for this step.</p> <p>Once assessment is completed, the CCSD #1 will generate a Reconnection Order and will be forwarded to the Customer Accounts Division. The Customer will be informed of the duration of reconnection: 3 calendar days. End of process.</p>	<p>CCSD Staff</p>	<p>Official Receipt, Promissory Note, Required Document, Application for Reconnection, Reconnection Order</p>

E

Voluntary Disconnection and Application within 60 Days

**PROPRIETARY NOTICE**

**APPLICATION FOR RECONNECTION**

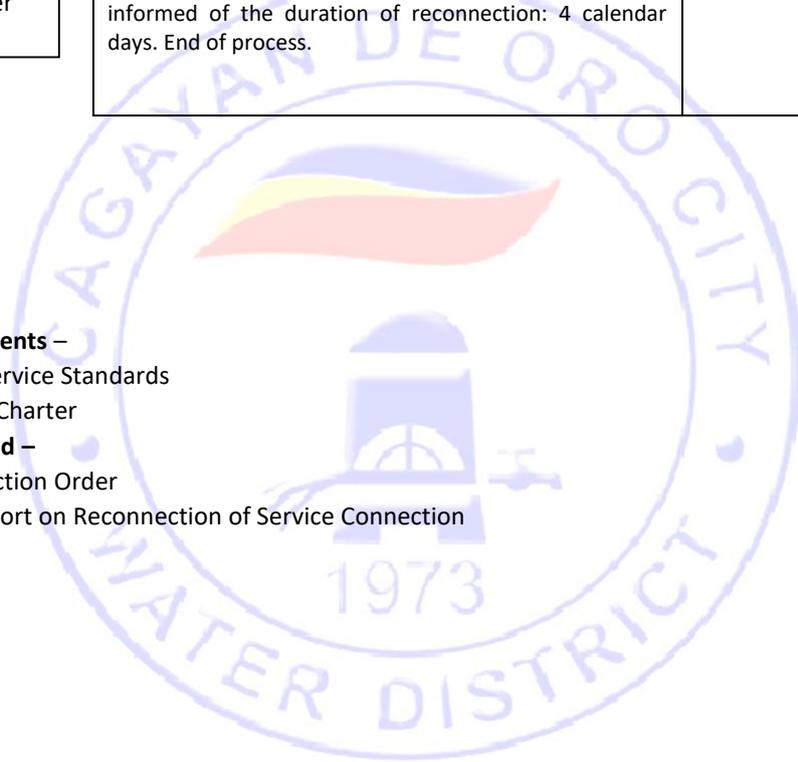
F	<p>Voluntary Disconnection and Application after 60 Days but not more than 120 Days</p>	<p>This step shall follow the procedure which is enumerated in Step B.</p> <p>Once assessment is completed, the Customer will be informed of the duration of reconnection: 4 calendar days. End of process.</p>	<p>CCSD Staff</p>	<p>Official Receipt, Promissory Note, Required Document, Application for Reconnection, Reconnection Order</p>
G	<p>Voluntary Disconnection and Application after 120 Days</p>	<p>This step shall follow the procedure and payment, which is enumerated in Step C.</p> <p>Once assessment is completed, the Customer will be informed of the duration of reconnection: 4 calendar days. End of process.</p>	<p>CCSD Staff</p>	<p>Official Receipt, Promissory Note, Required Documents, Application for Reconnection, Reconnection Order</p>

**Reference Documents –**

1. COWD Service Standards
2. Citizen’s Charter

**Records Generated –**

1. Reconnection Order
2. Daily Report on Reconnection of Service Connection



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**APPLICATION FOR NEW SERVICE CONNECTION**

**Objective –**

This describes the procedure and the requirements for the application of New Service Connection.

**Scope –**

This is limited to the process in the application of new service connection.

**Definition of Terms –**

- CCSD – Customer Care Service Desk
- CHUD – City Housing Urban Development
- CEO – City Engineer’s Office
- DPWH – Department of Public Works and Highways

Process Flow	Detailed Description	Responsibility	Retained Documented Information
	<p>Customer must attend the Orientation Seminar every Saturday @ 2:00 P.M. The following items will be discussed during the Orientation.</p> <ol style="list-style-type: none"> <li>a. Company Profile</li> <li>b. Steps in applying water connection</li> <li>c. Required Documents</li> <li>d. Steps in conducting inspection</li> <li>e. Materials need in the standard installation after the meter</li> <li>f. Payment Charges</li> <li>g. Installation Schedule</li> <li>n. Water Rates</li> <li>i. Causes of water interruption</li> <li>j. COWD Safety Plan</li> <li>k. Customer awareness</li> </ol> <p>After the Orientation Seminar, the Applicant is given a Certificate of Attendance &amp; the Pre-Application Form.</p>	<p>Customer Service Assistant B.</p>	
	<p>Upon applying, the Customer will bring the filled-up Pre-Application Form and all other documentary requirements and proceeds to CCSD#2.</p> <p>If Applicant owns the lot, the following requirements are submitted:</p> <ul style="list-style-type: none"> <li>• Lot Title or Tax Declaration</li> <li>• Deed of Sale – if not yet transferred</li> <li>• Proof of Heirs – if not yet subdivided &amp; transferred</li> </ul>	<p>CCSD Staff</p>	<p>Required Documents from Customer</p>

Prepared By:  
Amalia M. Egargo  
 Process Owner

Approved By:  
 \_\_\_\_\_  
 Quality Management Representative

**APPLICATION FOR NEW SERVICE CONNECTION**

	<p>If Applicant rents the Building/Unit, the following requirements are submitted:</p> <ul style="list-style-type: none"> <li>• Lease Contract</li> <li>• Tax Declaration or Title</li> </ul> <p>If Applicant dwells in a Public Land, the following requirements are submitted:</p> <ul style="list-style-type: none"> <li>• Certificate from the Barangay Captain</li> <li>• Affidavit or Waiver that Applicant will vacate land if and when the Government will use land</li> </ul> <p>If Applicants resides in the Subdivision, the following requirements are submitted:</p> <ul style="list-style-type: none"> <li>• Certification from the Developer</li> <li>• Assumption of Mortgage</li> </ul> <p>If Applicant dwells in Relocation Site under the City Government, requirement is a:</p> <ul style="list-style-type: none"> <li>• Certificate from City Housing Urban Development (CHUD)</li> </ul> <p><b>ADDITIONAL REQUIREMENTS FOR ALL APPLICANT:</b></p> <ul style="list-style-type: none"> <li>• Clear copy of Marriage Contract (If Married/Widow/Widower)</li> <li>• Clear copy of Birth Certificate, if Single</li> <li>• Identification card / Accepted valid I.D.'s             <ul style="list-style-type: none"> <li>○ Company I.D.</li> <li>○ Passport</li> <li>○ PRC</li> <li>○ Voter's ID, SSS, GSIS</li> <li>○ Drivers License</li> <li>○ Postal, Philhealth, etc</li> </ul> </li> </ul> <p><b>OTHER REQUIREMENT (SITUATIONAL)</b></p> <ul style="list-style-type: none"> <li>• Special Power of Attorney, if through Representative</li> <li>• Secretary Certificate for Corporations</li> </ul>	<p>CCSD Staff</p>	<p>Required Documents from Customer</p>
<p>Contract Signing and Verification of Documents</p> 	<p>The Customer shall proceed to CCSD #2 – for submission and evaluation of documents if complete.</p> <p>If there are documents lacking, the Pre-Application Form is returned with the documents to the Customer and lacking documents are written down for the Applicant to comply. Only Application with complete documents are received.</p> <p>If documents are complete, the CCSD Staff proceeds to encode Customer information into the Database and prints an Application Form &amp; Inspector's Report.</p> <p>The CCSD will provide the Customer with the COWD</p>	<p>CCSD Staff</p>	<p>Required Documents from Customer, Inspector's Report, Water Service Contract</p>

**PROPRIETARY NOTICE**

**APPLICATION FOR NEW SERVICE CONNECTION**

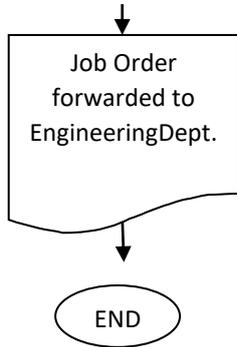
	<p>Water Service Contract to be filled-up and informs the Customer to wait for inspection within 2-3 days from receipt of documents.</p> <p>The CCSD shall then forward the Inspector's Report &amp; the Advice Slip with sketch of the location of the Customer to the Inspection Section.</p>		
<p style="text-align: center;">↓</p>	<p>The Assigned Inspector will go to the site within One (1) Calendar Day.</p> <p>If no person is around /location is not found:</p> <ul style="list-style-type: none"> <li>• The Inspector's Report will be returned to CCSD.</li> <li>• The CCSD will call the Customer to come to the Office to see the Inspector or re-sketch the location. The Application Form will be endorsed again to Inspection Section for re-inspection.</li> </ul> <p><u>For RESIDENTIAL APPLICATION:</u> The Inspector inspects the site &amp; explains to the Customer on how the pipe is going to be laid or buried, and the materials to be used. The Inspector signs the Advice Slip and furnishes a copy to the Customer.</p> <p><u>For PRIVATE STUB-OUT APPLICATION:</u> The Inspector /Planning &amp; Design Division under the Engineering Dept. will make an estimate for materials needed.</p> <p><u>For APPLICATIONS REQUIRING CUTTING OF PAVEMENT</u> – The Customer will secure a permit for excavation from CEO or DPWH.</p> <p>If everything is in order, the Customer is advised to inform the COWD through phone or personal visit that the pipe had already been laid or buried.</p> <p>An Inspector will be dispatched for a 2<sup>nd</sup> inspection for verification, and if pipe is properly laid or buried, the Inspector will sign the Advise Slip.</p> <p>The Customer is then advised to submit the complete documents with the signed Advice Slip by the Inspector &amp; the Customer is advised to proceed for payment of the charges.</p>	<p>Assigned Inspector, Senior Customer Service Officer</p>	<p>Inspector's Report, Required Documents from Customer</p>
<p style="text-align: center;">↓</p>	<p>After payment, the Customer will present the Official Receipt (O.R.) to the CCSD#2.</p> <p>The CCSD will forward all the necessary documents to the Inspection Section for Job Order preparation.</p> <p>The Inspection Section will prepare the Job Order for checking by Inspector's Supervisor &amp; approved by the Division Manager within One (1) calendar day.</p> <p>The COWD Water Service Contract will be signed by the Department Manager &amp; Division Manager and</p>	<p>Customer Assistant B</p>	<p>Official Receipt, Job Order Form New Service Connection, Water Service Contract</p>
<p style="text-align: center;">↓</p>			

Inspection

Payment of Fees/  
Preparation of Job  
Order

**PROPRIETARY NOTICE**

## APPLICATION FOR NEW SERVICE CONNECTION



endorsed to the Legal Counsel for notarization.

The Job Order will be forwarded to the Engineering Dept. for installation of New Service Connection.

CCSD Staff

### Reference Documents –

1. Citizen's Charter
2. COWD Service Standards

### Records Generated –

1. Application Form
2. Inspector's Report/Pre-Inspector's Advise Slip
3. Water Service Contract
4. Official Receipt
5. Job Order Form - New Service Connection

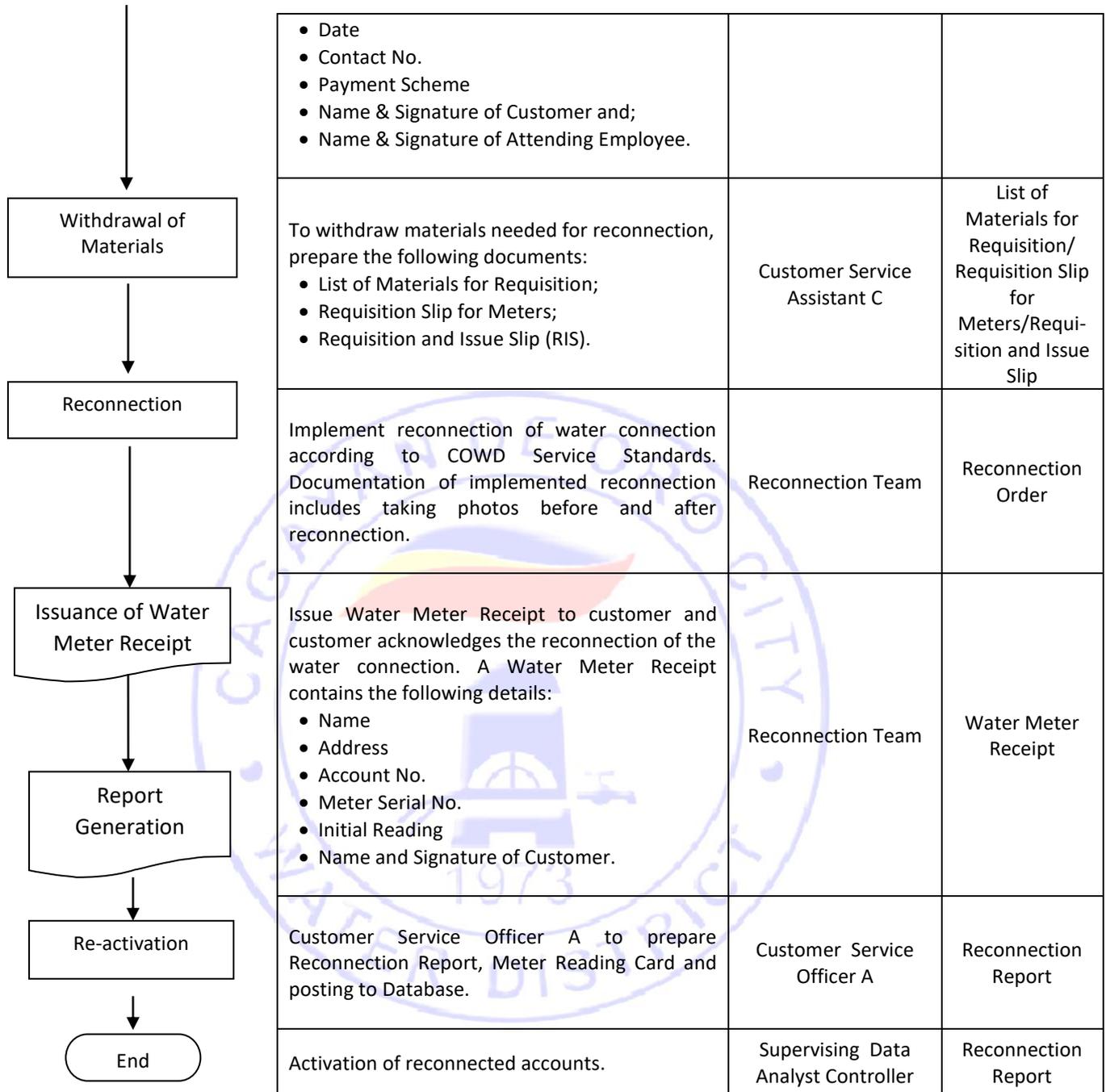


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**RECONNECTION PROCESS**



**Reference Documents –**

1. COWD Service Standards
2. Citizen’s Charter

**Records Generated –**

1. Reconnection Order
2. Promissory Note
3. Daily Accomplishment on Fix-cutting & Apprehended Illegal Reports
4. Water Meter Receipt
5. Reconnection Report

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<b>CAGAYAN DE ORO CITY WATER DISTRICT PROCEDURES MANUAL</b>	Document No. : <b>PM-CML-08</b> Eff. Date : <b>XX-XX-XXXX</b> Revision No. : <b>00</b> Pages : <b>2 of 2</b>
<b>CUSTOMER REQUESTS OR COMPLAINTS RECEIVED IN PERSON</b>	



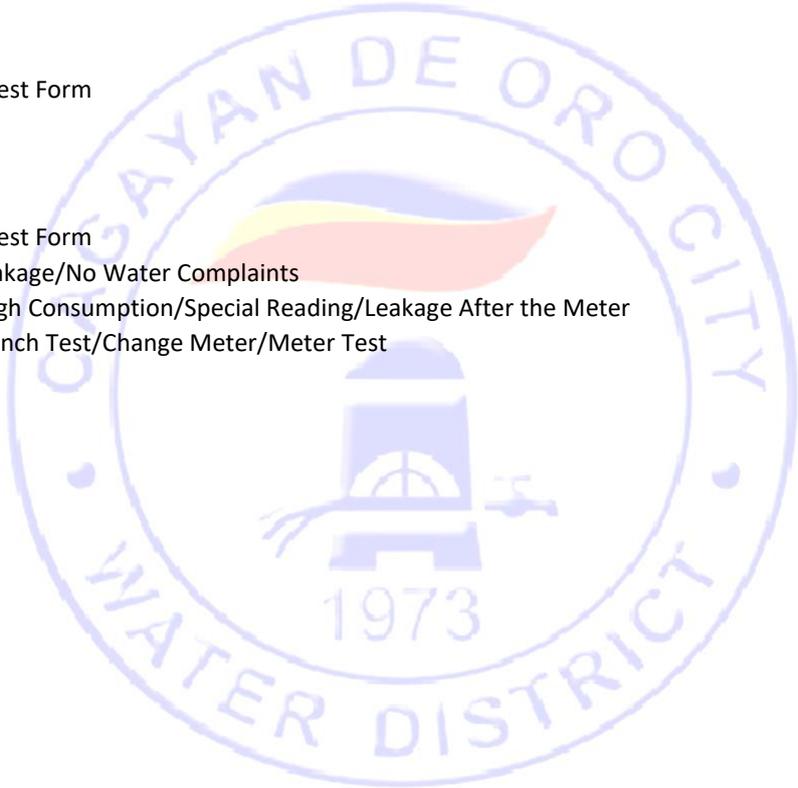
<u>Consumption-Related Complaints</u> such as: High Consumption/Leakage After the Meter/ Special Reading, Re-Classification of Meter – Prepare Job Order & forward to Meter Reading Section.  <u>Water Meter Accuracy Related Complaints</u> such as Meter Test/ Change Meter/ Bench Test/ Inverted Meter - Prepare Job Order & forward to NRW Management Dept.	CCSD Staff	Job Order Daily Report on High Consumption/ Special Reading/ Leakage After the Meter; Daily Report on Bench Test/ Change Meter/ Meter Test
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**Reference Documents –**

1. Complaint & Request Form
2. Citizen’s Charter

**Records Generated –**

1. Complaint & Request Form
2. Daily Report of Leakage/No Water Complaints
3. Daily Report on High Consumption/Special Reading/Leakage After the Meter
4. Daily Report on Bench Test/Change Meter/Meter Test



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**ISSUANCE OF DEMAND LETTERS FOR INACTIVE ACCOUNTS**

**Objective –**

This procedure describes the process of sending Demand Letters to Registered Concessionaires with Disconnected Accounts for possible collection of unpaid balances.

**Scope –**

This procedure covers Customers with Disconnected Accounts for Calendar Year 2013 and below.

**Definition of Terms –**

Cut-off/Inactive – disconnected water service line.

Ledger/Accounts Summary – shows each water concessionaire’s water consumption and payment history.

RTS – Return to Sender

Process Flow	Detailed Description	Responsibility	Retained Documented Information
<pre> graph TD     A1[Monthly Report on Disconnection] --&gt; A2[Summary of Cut-Off]     A2 --&gt; A3[Monitoring of payments in Account Summary]     A3 --&gt; A4[1st Demand Letter]     A4 --&gt; X((X))     A4 --&gt; Y((Y))     X --&gt; A((A))     Y --&gt; B((B))     X --&gt; C((C))     Y --&gt; C     </pre>	<p>CAD Manager provides Electronic Copy of Monthly Report on Disconnection.</p>	Customer Accounts Division (CAD) Manager	
	<p>Prepare Summary of Cut-off Accounts indicating the Names, Account Number, Status (whether they are Active/Inactive), Amount at Date of Cut-Off, Remaining Balance and Payments Made. This is an Electronic Copy, not printed, and for reference purposes only.</p>	Customer Service Assistant C, assisted by Casual Employee	
	<p>Refer to both Summary of Cut-off Accounts and Ledger to verify whether there is Partial Payment, Full Payment or if Cut-Off Accounts is Reconnected/Active.</p> <p>For Inactive Accounts with no payment in the current or previous month, a First Demand Letter is sent: (X) via Office Messenger for accounts with balances of above P100.00; (Y) via Registered Mail for accounts with balances of P100.00 and below.</p> <p>Prepare Summary of First Demand Letters sent (by Batch during a Particular Date).</p>	Customer Service Assistant C, assisted by Casual Employees	<p>First Demand Letter</p> <p>Daily Report of Demand Letters for Inactive Accounts</p>
	<p>A) If COWD Messenger is unable to locate the Account Owner and deliver the First Demand Letter (with attached Survey Form), the Demand Letters are then resent via Registered Mail.</p>	Customer Service Assistant C, assisted by Casual Employee	Disconnected Accounts Survey Form

Prepared By:

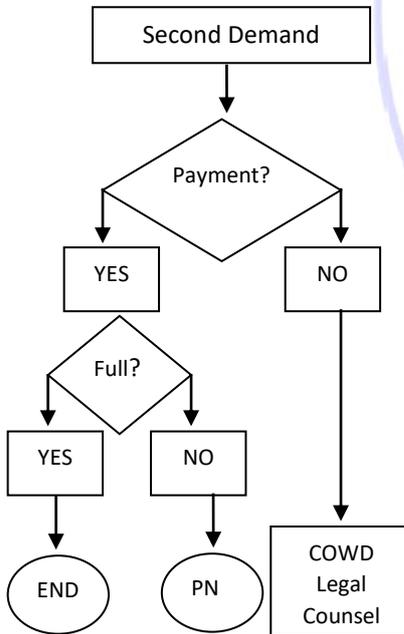
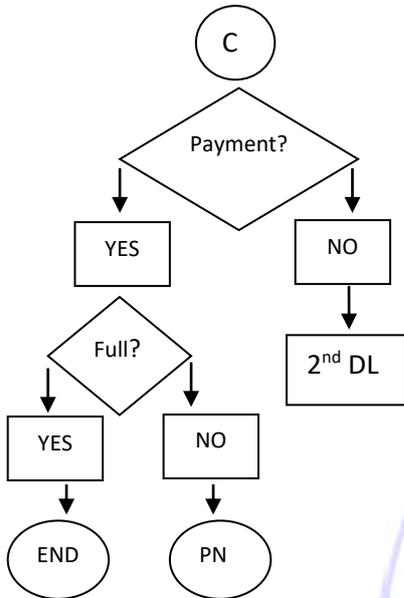
**Reuben E. Caseñas**

Process Owner

Approved By:

Quality Management Representative

**ISSUANCE OF DEMAND LETTERS FOR INACTIVE ACCOUNTS**



<p>B) If mailed First Demand Letter is <i>Returned to Sender</i> (RTS) due to: "owner not found", "owner has transferred", "property demolished/abandoned", the Office sends a Letter of Request for Certification to concerned Barangay Chairman of the RTS letters. The Barangay Chairman certifies that such individuals are no longer residing in the Barangay.</p> <p>The Barangay Certification along with the RTS and First Demand Letter are transmitted to the Office of the General Manager and the Office of the COWD Board of Directors for Board Action and to the Commission on Audit for "write-off".</p>	<p>Customer Accounts Division staff</p>	<p>Summary of Inactive Accounts for Write-off with Barangay Certification</p>
<p>C) If Partial Payment is made after receipt of First Demand Letter, the Registered Concessionaire enters into Agreement with COWD to pay Outstanding Balances by means of a Promissory Note (PN). If Full Payment is made, the process Ends.</p>	<p>Customer Service Officer A</p>	<p>Promissory Note</p>
<p>If No Payment has been made within Ten (10) Days after receipt of First Demand Letter, COWD will issue and send the Second Demand Letter.</p> <p>Prepare Summary of Second Demand Letters sent (by Batch during a Particular Date).</p>	<p>Customer Service Assistant C, assisted by Casual Employee</p>	<p>Second Demand Letter Daily Report of Demand Letters for Inactive Accounts</p>
<p>If Partial Payment is made, the Registered Concessionaire enters into Agreement to pay Outstanding Balances by means of a Promissory Note (PN). If Full Payment is made, the process Ends.</p>	<p>Customer Service Officer A</p>	<p>Promissory Note</p>
<p>If No Payment was made after receipt of Second Demand Letter, endorse to COWD Legal Counsel for appropriate legal action.</p>	<p>Customer Accounts Division staff; COWD Legal Counsel</p>	

<p>Prepared By: <b>Reuben E. Caseñas</b> Process Owner</p>	<p>Approved By: Quality Management Representative</p>
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## **ISSUANCE OF DEMAND LETTERS FOR INACTIVE ACCOUNTS**

### **Reference Documents –**

1. Monthly Report on Disconnection
2. Summary of Cut-off Accounts
3. Ledger/Accounts Summary

### **Records Generated –**

1. First Demand Letter
2. Second Demand Letter
3. Disconnected Accounts Survey Form
4. Daily Report of Demand Letters for Inactive Accounts
5. Promissory Note
6. Barangay Certification
7. Summary of Inactive Accounts for Write-off With Barangay Certification



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