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07-01-2017

FM-CML-01

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CAGAYAN DE ORO CITY WATER DISTRICT

IAME AND ADDI		METER NO.		
ACCOUNT NUM	_ 1	DATE DUE		
	STATEMEN	NT OF ACCOUN	NTS	
Billing dtd		:	P	
illing dtd		- :		
revious Unpai	d Accounts	:		
Total Unpaid Ac	counts	E :	P	
	DISCONN	ECTION RECO	RD	
Date of Order				
Disconnected by	/			
Date / Time				
Cut - off Reading	1	:		
COMPU	TATION OF	CUT - OFF COM	SUMPTIC	ON
READ	INGS	Cubic Meter	AMOUN	IT
PREVIOUS	CUT-OFF	CONSUMED	(PESOS	S)

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07-01-2017

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FM-CML-01

07-01-2017

FM-CML-01

METER NO.

DATE DUE

CAGAYAN DE ORO CITY WATER DIS CORRALES AVE., CAGAYAN DE ORO CITY TEL. NO.33-54 NOTICE OF DISCONNECTION

ACCOUNT NUMBER		
ACCOUNT NUMBER		
STATEMENT	OF ACCO	UNTS
Billing dtd		P
Billing dtd		
Previous Unpaid Accounts	:	
Total Unpaid Accounts	:	P
According to our records amount stated above. Please or 48 hours after disconnection. Partial paymer disconnection. Please present payment. Thank you.	pay this r receipt of it will not	account of this relieve
amount stated above. Please or 48 hours after disconnection. Partial paymer disconnection. Please present payment. Thank you. Date Prepared:	pay this r receipt of it will not	account of this relieve
amount stated above. Please or 48 hours after disconnection. Partial paymen disconnection. Please present payment. Thank you.	pay this r receipt of it will not	account of this relieve

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NAME AND ADDRESS

ACCOUNT NUMBER

READINGS

CUT-OFF

PREVIOUS

CAGAYAN DE ORO CITY WATER DISTRICT CORRALES AVE., CAGAYAN DE ORO CITY TEL. NO.33-54 • 29-98 **DISCONNECTION CONTROL STUB**

Billing dtd	:	P	
Billing dtd	:		
Previous Unpaid Accounts			
Total Unpaid Accounts		P	
DISCONNECTION	ON RECO	RD	
DISCONNECTION Date of Order	ON RECO	RD	
	ON RECO	ORD	
Date of Order	ON RECO	PRD	

Cubic Meter

CONSUMED

1	an h	00	
3	4		1
19	1		1

NAME AND ADDRESS

Date Prepared:

Date Delivered:

Received by

Delivered by

CAGAYAN DE ORO CITY WATER DIS CORRALES AVE., CAGAYAN DE ORO CITY TEL. NO.33-54 NOTICE OF DISCONNECTION

NO.

PLEASE DISREGARD THIS NOTICE IF PAYMENT HAS

	STATEMENT	OF ACCO	UNTS
Billing dtd			P
Billing dtd		- :	
Previous Unpai	d Accounts	:	
Total Unpaid A	ccounts		P
According	to our records	you have	unpaid
amount stated	above. Please	pay this	accour

PLEASE DISREGARD THIS NOTICE IF PAYMENT HAS

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AMOUNT

(PESOS)

Manager, Com



CAGAYAN DE ORO CITY WATER DISTRICT Corrales Avenue, Cagayan de Oro City

PROMISSORY NOTE

				ACTIVE ACCOUNT	INACTIVE ACC	DUNT		
Nan	ne					Date:		
Add	Iress				•	Contact No.:		
Acc	ount No.					NOTE:		
	DATE	ACCOUNT BALANCE	PARTIAL PAYMENT (Installment)	CURRENT BILL	ADJUSTMENT OF PAYMENT	TOTAL	OR NO.	REMARKS
1								
2		-						
3		-						
5		-						
6		-						
		TOTAL	-					
 2. 3. 	FAILURE to pa shall no longer PARTIAL PAYN Succeeding ins	r be served. This " MENT does not reli stallment payment	Promissory Note" eve this account f s must include the	shall serve as such. rom disconnection of wat	er service connection		he service conne	ction. Disconnection Notice
Pre	pared by:					Acknowledged b	y:	
	OIC - Cu	ıstomer Accounts [Division				Printed Name and	d Sianature
FM-	-CML-02			00				XX-XX-XXXX
Nan	ne		Water Accessibility - Our Priority!	CAGAYAN DE ORO (Corrales Avenue, C PROMISS ACTIVE ACCOUNT		City		
	ne Iress		1973 REC	Corrales Avenue, C	Cagayan de Oro ORY NOTE	City		
Add	-		1973 REC	Corrales Avenue, C	Cagayan de Oro ORY NOTE	City DUNT Date:		
Add	lress		1973 REC	Corrales Avenue, C	Cagayan de Oro ORY NOTE	DUNT Date: Contact No.:		
Add	lress	ACCOUNT BALANCE	1973 REC	Corrales Avenue, C	Cagayan de Oro ORY NOTE	DUNT Date: Contact No.:	OR NO.	REMARKS
Add Acc	ount No.		Water Accessibility - Our Priority! PARTIAL PAYMENT	Corrales Avenue, C PROMISS ACTIVE ACCOUNT	Cagayan de Oro ORY NOTE INACTIVE ACCO	DUNT Date: Contact No.: NOTE:	OR NO.	REMARKS
Add Acc	ount No.		Water Accessibility - Our Priority! PARTIAL PAYMENT	Corrales Avenue, C PROMISS ACTIVE ACCOUNT	Cagayan de Oro ORY NOTE INACTIVE ACCO	DUNT Date: Contact No.: NOTE:	OR NO.	REMARKS
1 2 3	ount No.		Water Accessibility - Our Priority! PARTIAL PAYMENT	Corrales Avenue, C PROMISS ACTIVE ACCOUNT	Cagayan de Oro ORY NOTE INACTIVE ACCO	DUNT Date: Contact No.: NOTE:	OR NO.	REMARKS
Add Acc	ount No.		Water Accessibility - Our Priority! PARTIAL PAYMENT	Corrales Avenue, C PROMISS ACTIVE ACCOUNT	Cagayan de Oro ORY NOTE INACTIVE ACCO	DUNT Date: Contact No.: NOTE:	OR NO.	REMARKS
1 2 3 4	ount No.	BALANCE	Water Accessibility - Our Priority! PARTIAL PAYMENT	Corrales Avenue, C PROMISS ACTIVE ACCOUNT	Cagayan de Oro ORY NOTE INACTIVE ACCO	DUNT Date: Contact No.: NOTE:	OR NO.	REMARKS
1 2 3 4 5 6	DATE	BALANCE	Water Accessibility - Our Priority! PARTIAL PAYMENT	Corrales Avenue, C PROMISS ACTIVE ACCOUNT	Cagayan de Oro ORY NOTE INACTIVE ACCO	DUNT Date: Contact No.: NOTE:	OR NO.	REMARKS
1 2 3 4 5 6 1. 2. 3. 4.	DATE MINDER TO ACT FAILURE to pa shall no longer PARTIAL PAYN Succeeding ins	TOTAL TIVE ACCOUNTS: by the succeeding is r be served. This " MENT does not relistallment payment	PARTIAL PAYMENT (Installment) nstallment payme Promissory Note eve this account f s must include the	CURRENT BILL CURRENT BILL ent as stated in this promi	ADJUSTMENT OF PAYMENT ssory note will mea	City DUNT Date: Contact No.: NOTE: TOTAL	he service conne	REMARKS ction. Disconnection Notice

FM-CML-02 00 XX-XX-XXXX

Printed Name and Signature

OIC - Customer Accounts Division



OIC, Customer Accounts Division

CAGAYAN DE ORO CITY WATER DISTRICT CUSTOMER ACCOUNTS DIVISION

Commercial Department Manager

1973		ADJUSTMENT MEMO		1973	ADJUSTMENT MEMO		
Water Accessibility - Our Priority!		1	NO. :	Water Accessibility - Our Priority!	I	NO. :	
		1	DATE:		ı	DATE:	
CONCESSIONAIRE	:			CONCESSIONAIRE :			
ACCOUNT NUMBER	:			ACCOUNT NUMBER :			
AMOUNT BILLED	:			AMOUNT BILLED :			
AMOUNT SHOULD BE	:			AMOUNT SHOULD BE :			
ADJUSTED AMOUNT	:			ADJUSTED AMOUNT :			
REMARKS	:			REMARKS :			
<u>ENTRY</u>		<u>DEBIT</u>	<u>CREDIT</u>	<u>ENTRY</u>		<u>CREDIT</u>	
METERED				METERED			
ACCOUNT 101		<u>P</u>	P	ACCOUNT 101	Р	Р	
ACCOUNT 102				ACCOUNT 102			
ACCOUNT 103				ACCOUNT 103			
PREPARED BY:		RECOMMENDING APPROVAL:	APPROVED BY:	PREPARED BY:	RECOMMENDING APPROVAL:	APPROVED BY:	
						^	

CAGAYAN DE ORO CITY WATER DISTRICT

CUSTOMER ACCOUNTS DIVISION

Commercial Department Manager

Acting AGM - Technical Services

FM-CML-03 00 XX-XX-XXXX FM-CML-03 00 XX-XX-XXXX

OIC, Customer Accounts Division

Acting AGM - Technical Services



CAGAYAN DE ORO CITY WATER DISTRICT Corrales Avenue, Cagayan de Oro City CUSTOMER ACCOUNTS DIVISION

MONITORING ON DELIVERY OF NOTICE OF DISCONNECTION

ZONE	01-1A	01-1B	01-2A	01-2B	01-3A	01-3B	01-4A	01-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd								
4th								
ZONE	02-1A	02-1B	02-2A	02-2B	02-3A	02-3B	02-4A	02-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd								
4th								
ZONE	03-1A	03-1B	03-2A	03-2B	03-3A	03-3B	03-4A	03-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd								
4th								
ZONE	04-1A	04-1B	04-2A	04-2B	04-3A	04-3B	04-4A	04-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd								
4th								
ZONE	05-1A	05-1B	05-2A	05-2B	05-3A	05-3B	05-4A	05-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd								
4th								
ZONE	06-1A	06-1B	06-2A	06-2B	06-3A	06-3B	06-4A	06-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd								
4th	07.11	07.45	07.24	07.25	07.04	07.00	07.11	07.45
ZONE	07-1A	07-1B	07-2A	07-2B	07-3A	07-3B	07-4A	07-4B
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd								
3rd 4th								
ZONE	08-1A	08-1B	08-2A	08-2B	08-3A	00.35	08-4A	08-4B
					DATE	08-3B		
QUARTER	DATE	DATE	DATE	DATE	DATE	DATE	DATE	DATE
1st								
2nd 3rd								
4th								
701				<u> </u>				

PREPARED BY:	CHECKED BY:	NOTED BY:
WATER MAINTENANCE MAN C	OIC-CUSTOMER ACCOUNTS DIVISION	DEPARTMENT MANAGER



CAGAYAN DE ORO CITY WATER DISTRICT

COMMERCIAL DEPARTMENT CUSTOMER ACCOUNTS DIVISION STATUS REPORT OF REQUESTED DISCONNECTION FOR 2020

		NO. OF I	DISCONNECTED ACCO	OUNTS AND AVERAG	E RESPONS	E TIME	
MONTH/YR			TARGET RE	SPONSE TIME 7 DAYS	5		
inionin _y rik	NO. OF APPLICATION RECEIVED	NO. OF ACCOUNTS DISCONNECTED	RESPONSE TIME	NO. OF DELAYED	%	SCORE	ADJECTIVAL RATING
TOTAL	0	0				0.00	NO SCORE YET

Prepared by:	Checked by:	Noted by:

Water Maintenance Man C OIC - Customer Accounts Division Commercial Department Manager



CAGAYAN DE ORO CITY WATER DISTRICT Corrales Avenue, Cagayan de Oro City COMMERCIAL DEPARTMENT Customer Accounts Division

STATUS REPORT OF REQUESTED RECONNECTION FOR CY

MONTH/YEAR		APPLIE	ED RECONNECTION V	WITHIN 60 DAYS FF	OM DISCONNECTIO	N - 3 CALE	NDAR DAYS			SAME DAY RE	ECONNECTION	APPLIED RECO	NNECTION AFTER	60 DAYS FROM DISC	CONNECTION - TREA	TED AS NEW CONN	IECTION - 4 CALEND	OAR DAYS
,,	NO. OF APPLICATION RECEIVED	NO. OF APPLICATION RELEASED	# OF JOB ORDER RECONNECTED	ON TARGET	# OF DELAYED JOB ORDER	%	SCORE	ADJECTIVAL RATING	TOTAL RESPONSE TIME		SAMEDAY RECON RESPONSE TIME		ON TARGET	# OF DELAYED JOB ORDER	%	SCORE	ADJECTIVAL RATING	RESPONSE TIME
		·				•							•					
						•							•					
TOTAL	0	0	0	0	0		0.00	NO SCORE YET				0	0	0		0.00	NO SCORE YET	

Prepared by: Checked by: Noted by:

Water Maintenance Man C OIC - Customer Accounts Division Department Manager, Commercial

RA	TING	SUCCESS	INDICATORS
Score	Adjectival	Range	QUALITY OF WORK
			(100%)
5	EXCELLENT	4.50-5.00	0 Delay
4	VERY GOOD	3.50-4.49	up to 20% of MFO Delayed
3	GOOD	2.50-3.49	up to 40% of MFO Delayed
2	FAIR	1.50-2.49	up to 50% of MFO Delayed
1	POOR	1.00-1.49	more than 50% of MFO Delayed



CAGAYAN DE ORO CITY WATER DISTRICT

Cagayan de Oro City

CUSTOMER BILLING / METER READING SECTION

Job Order for Water Meter and Service Connection Repair

			M.R.S.: JOB ORDER #: DATE:	
CONCESSIONAIRE: SERVICE ADDRESS: ACCOUNT NUMBER:				
ATURE OF COMPLAIN	TS:			
Special Reading	;	Change Meter		Meter Test
High Consumpti	ion	Stuck-up Meter		Pipe Cut
Transfer of Met	er	Gate Valve Leaking		Elevate Meter
Others, Specify				
REMARKS:				
Requested by: Meter Serial Number:				
Previous Reading:		Present Rea	ding:	
Acknowledged by:			d by:	
Date: _ FM-CML-07		00		XX-XX-XXXX



CAGAYAN DE ORO CITY WATER DISTRICT

Cagayan de Oro City
CUSTOMER BILLING / METER READING SECTION
Job Order for Water Meter and Service Connection Repair

			M.R.S.: JOB ORDER #: DATE:	
CONCESSIONAIRE: SERVICE ADDRESS: ACCOUNT NUMBER:				
NATURE OF COMPLAINTS	S:			
Special Reading		Change Meter		Meter Test
High Consumptio	on	Stuck-up Meter		Pipe Cut
Transfer of Mete	r	Gate Valve Leaking		Elevate Meter
Others, Specify			•	
REMARKS:				
Requested by:		_		
Meter Serial Number:		_ _		
Previous Reading:		Present Reading: _		
Acknowledged by:		Accomplished by: _		
Date:		<u>_</u>		



WESTERN SERVICE AREA Penalty Chart

MONTH/YEAR

MONT	H/YEA														•									
zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date
13-4A					14-2b					14-4a					15-1b					24-3b				
13-4B					231a					14-4b					25-2a					24-4b				
14-1A					234a					15-1a					24-1a					25-1a				
14-1B										15-2a										25-1b				
14-2A										15-3a										25-3a				
14-3a										15-2b										25-3b				
14-3b																				26-1a				
24-2a																				25-4a				
zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date
23-1b					15-3b					16-3a					17-4b					18-1a				
23-2a					15-4a					16-3b					18-2b					18-1b				
23-2b					15-4b					17-1a					24-2b					18-2a				
23-3a					16-1a					17-1b					24-3a					18-3a				
23-3b					16-1b					17-2a										18-3b				
24-1b					16-2a					17-2b														
					16-2b					17-3a														
					16-4a					17-3b														
					16-4b					17-4a														
zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date	zone/bo	date billed	date due	dte imposd	date
18-4a					20-1b					20-3a					22-2a					22-1a				
18-4b					20-2a										22-2b					22-1b				
19-1a					20-2b										22-3b					22-3a				
19-1b															23-4b					22-4a				
19-2a																				22-4b				
19-2b																								
20-1a																								
				-		-	-		-		-	-							-					

Prepared by:

Computer Services Chief B



EASTERN SERVICE AREA Penalty Chart

MONTH/YEAR

MON	ITH/YE																							
zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date
01-1a					02-1a					03-1a					04-1a					05-1a				
01-1b					02-1b					03-1b					04-1b					05-1b				
01-2a					02-2a					03-2a					04-2a					05-2a				
01-2b					02-2b					03-2b					04-2b					05-2b				
01-3a					02-3a					03-3a					04-3a					05-3a				
01-3b					02-3b					03-3b					04-3b					05-3b				
01-4a					02-4a					03-4a					04-4a					05-4a				
					02-4a					03-4a					04-4a					03-4a				
01-4b					19-4b					03-40					04-40									
/	date billed	date due	dte imposd	data		date billed	date due	dte imposd	4.4.	//	date billed	date due	dte imposd	4.4.	//	date billed	date due	dte imposd	data	//-	date billed	date due	dte imposd	4.4.
zone/b	billed	uue	ппроза	date	zone/b 07-1a	billed	uue	ппроза	uate	zone/b	billed	uue	ппроза	date	zone/b 08-3a	billed	uue	ппроза	date	zone/b	billed	uue	imposu	date
					07-1b					08-1a					08-3b					09-4b				
06-1a 06-1b					07-16 07-2a					08-1a					08-4a					10-1a				
06-2a					07-2b					08-2a					08-4b					10-1b				
06-2b					07-25					08-2b					09-1a					10-13				
06-3a					07-3b					00 12					09-1b					10-2b				
06-3b					07-4a										09-2a					10-3a				
06-4a					07-4a										09-2b					10-3a				
06-4b															09-25 09-3a					10-35				
06-40															09-3a									
															244a									
zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date	zone/b	date billed	date due	dte imposd	date
10-4a					11-3b					12-2b					13-1b					13-3b				
10-4b					11-4a					12-3a					13-2a					10 00				
11-1a					11-4b					12-3b					13-2b									
11-1b					12-1a					12-4a					13-3a									
11-2a					12-1a					12-4a					21-3b									
11-2b					12-10					13-1a					21-30									
11-20										-5-10														
BUGO	SERVICE A	AREA																						
zone			imposd	date	zone	billed	due	imposd	date	zone	billed	due	imposd	date										
19-3a	JCU		рози		19-4a	cu		рози		201e	Jcu		рози											
19-3a					15.40					2040														
zone	hillod	due	imposd	date	zone	hillad	due	imposd	date	70no	billed	due	imposd	date										
	טווופם	uue	miposa	uate		niiea	uue	miposa	uate		niiea	uue	miposa	uate										
203b					204b					211a														
	hill	du-	im	dot-	-0	kill-2	du-	ima	dot-	212b	kill-d	du-	imara	dot-										
	billed	due	imposd	aate	zone	pilled	due	imposd	uate		billed	due	imposd	aate										
212a					214a					214b														
213a																								
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Prepared by:

Computer Services Chief B



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sched.11	#bk	ul	ddate	dbEndrse	sched.12	#bk	ul	ddate	dbEndrse	sched.13	#bk	ul	ddate	dbEndrse	sched.14	#bk	ul	ddate	dbEndrse	sched.15	#bk	ul	ddate	dbEndrs
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												BUC	o s	ERVIC	E AREA	1 (E	AS7)						

MONTH MONTH	I/YE	AR	:		,	JAI	AUP	RY				2020)											
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Prepared by:	
	Division Manager



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Prepared by:

Division Manager



Concessionaire:

Account No.

CAGAYAN DE ORO CITY WATER DISTRICT

Customer Billing Division REQUEST FOR ADJUSTMENT

No.	:	
Date	:	

Address:								
		AS BILLED:				SHOULD B	E:	
Billing								
Month	Reading Date	Reading	Cons.	Amount	Reading	Cons.	Amount	ADJUSTMENT
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TOTAL ADJUSTM								
REASON FOI	R ADJUSMENT:							
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Prepared by	:		Checked by:			Rece	eived by:	
Custon	ner Service Officer	Α		Supervisor				



CAGAYAN DE ORO CITY WATER DISTRICT

Customer Billing Division REQUEST FOR ADJUSTMENT

No. :
Date :

FILE COPY

Concessionaire: Account No.

Address:

		AS BILLED:	:			SHOULD BE	:	
Billing Month	Reading Date	Reading	Cons.	Amount	Reading	Cons.	Amount	ADJUSTMENT
			•					
TOTAL ADJUSTI	MENT							
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Erroneousl	y done by:		MET	ER READER		EN	CODER	
Prepared b	y:		Checked by	:		Rece	eived by:	
Custo	mer Service office	er A		Supervisor			_	

FM-CML-12 00 XX-XX-XXXX FM-CML-12 00 XX-XX-XXXX



CAGAYAN DE ORO CITY WATER DISTRICT

COMMERCIAL DEPARTMENT CUSTOMER BILLING DIVISION

MONTHLY SUMMARY OF CONDUCTED READING and BILL DELIVERY (ZONE/BOOK)

MONTH/YEAR January 2020

ZON	NE	ВООК	READING DATE SCHEDULE	DATE READ	RESPONSE TIME	Due Date	BILL DELIVERY (date completed)	RESPONSE TIME
				EASTERN SERV	ICE AREA			
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WESTERN SERVICE AREA								
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17								
Prepared	d by:			Noted by:			Submitted to:	

Senior Customer Service Officer	Division Manager A	Manager, Commercial Dept.

CAGAYAN DE ORO CITY WATER DISTRICT : CAGAYAN DE ORO CITY Date/Time Printed: September 02. 2020 - 02:04:08 PM

APPLICATION FOR RECONNECTION (Same Occupant)

Application No.:20	183	000 POD 1000 1100 1754 PUT 1000 POD 1000 1000 1000 1000 1000 1000 1000 10	Date Applied:	2020-08-27			
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ACCOUNT DA			Connection Type:	Residential			
Account No.: 72 Old Account No.:15			Meter Sizes	1/2"			
Status.: TO. 12.			Discon. Date:	2020-02-28			
Registered Name: Registered Address Unpaid Accounts:	: COA REGION	HOUSE -RO 10/HAR AL OFFICE 10	AYO.THELMA Contact#:				
hereby apply for not be ma	a water serv de until it	ice connection. is approved and	I understand the co all charges are pai	nnection will d.			
COA STAFF HOUSE -			AFF HOUSE -RO 10/HA	RAYO.THELMA			
Signature of Buil		Signat	Signature of Applicant				
COA STAFF HOUSE -		HARAYO), THELMA C.	2 1000 COLO COLO COST COST DESCONO COLO COSTO CONTO			
Signature of Lot		Signat	ture of Witness				
CHARGES PAID:							
JUNIOLO PALVE	ne vona disp vite 1600 - vive civie n ale vona i plateter between			45.000p cells \$400 \$400			
Charge Type	Amount	O.R. No.	O.R. Date				
Cut-Off Accounts	341.84						
Reconnection Fee	1.720.00						
Service Charge	100.00		125 - 145 - 145 - 125 - 126 - 126 - 126 - 125 - 125 - 127 - 127 - 127 - 127 - 127 - 127 - 127 - 127 - 127 - 127	140 1000 1000 1000 1000			
Total	2.161.84		gen ange anns also date habe como colo rede fore anno applicable apis desp dato applicable.				
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1/10/21/20

CAGANN DE ORO CITY WATER DISTRICT CAGAYAN DE ORO CITY Date/Time Printed: September 03. 2020 - 08:59:39 AM

RECONNECTION ORDER RECONNECTION - Same Occupant

opplication No.: 2	0183 Date Apr	olied: 2020-08-2	7 Job Order Mo.:	2020087
CCOUNT DA Occount No.: 72 Old Account No.:15 Status.: In	506 2 A- 12-0006		Connection Type: Meter Size: Discon. Date:	1/2"
	: COA REGIONAL 341.84	OFFICE 10	YO,THELMA	MAN AND POLY PART COME COME TO A SET AND SET AND A SET AND A SET AND A SET AND A SET A SET A SET A SET A SET A
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Annabelle D. E			ndolyn P. Batar	
Division Manag	⊕ F*		acer, Commercial D	∍partment
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XX-XX-XXXX

FM-CML-15

CAGAYAN DE ORO CITY WATER DISTRICT Corrales Avenue, Cagayan de Oro City

Awards this

CERTIFICATE OF ATTENDANCE

for having attended the COWD Orientation Seminar.

Given this _____ day of ______, 2021.

Commercial Department Manager

00

MAN DE OPO

FM-CML-16

CAGAYAN DE ORO CITY WATER DISTRICT Corrales Avenue , Cagayan de Oro City
Awards this
CERTIFICATE OF ATTENDANCE
for having attended the COWD Orientation Seminar. Given this day of, 2021.
Commercial Department Manager





CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue , Cagayan de Oro City

Awards this

CERTIFICATE OF ATTENDANCE

_	nded the COWD Orio	
	nercial Department I	_
FM-CML-16	00	XX-XX-XXX



XX-XX-XXXX

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CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue , Cagayan de Oro City

Awards this

CERTIFICATE OF ATTENDANCE

•	nded the COWD Ori	
Comm	ercial Department	Manager
M-CML-16	00	XX-XX-XXX



CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue , Cagayan de Oro City

Awards this

CERTIFICATE OF ATTENDANCE

for having attende	d the COWD C	rientation Seminar
Given this	day of	2021

Commercial Department Manager

FM-CML-16 00 XX-XX-XXXX

CAGAYAN DE ORO CITY WATER DI RICT

Date/Time Printed: August 27, 2020 - 10:48:25 AM

NEW SERVICE CONNECTION APPLICATION FORM

Application No.:3215	5	Date Applied:	2020-08-27
I. PERSONAL DATA Name of Applicant: Office Address: Contact#: Civil Status:	Palasan, Geneveve Bagnar 9974624562 docs with app 9974624562, - Married		er gleg like en k tilsk even dets det i hen det k vilk enk det
Contact Person: Husband's Name: Address: Contact#:	Palasan, Eldefer O. CDOC	The state of the s	en 105k 2054 (202 Test 2014 1715) 1718 1818 181 18 18 18 18 18
Lot Type: Lot Owner:	DATA Zone & Gumamela Ext. Ca Public Land Public Land Palasan, Geneveve B.	rmen, CDOC	
A. APPLIED LOCATION Account#: Name: Address: Unpaid Accounts:	٥		
B. APPLICANT'S PREVI Account#: Name: Address: Unpaid Accounts:	0		
III. CUSTOMER CLASSIF New Connect Meter Sizes I hereby apply will not b	ion Kesi	dential -Out ection. I understand oved and all charges	the connect are paid.
Signature of Build:	ing Owner Sign	San Eldefer O.	
Signature of Lot Ou FOR SUB-CONNECTION: I/We hereby certify to tap his/her water		nature of Husband	
S. REMARKS	4 :	enter alle delle ette case ette 1920 m. 2 700 500 vede dette ette 1930 ette 1930 med 1930 begin begin begin beg 1 Maio 1920 delle case ette 1930 ette 1930 begin b	** Tall 485 - 10 - 1

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FM-CMI -17

XX-XX-XXXX



CAGAYAN DE ORO CITY WATER DISTRICT Cagayan de Oro City COMMERCIAL DEPARTMENT INSPECTOR'S REPORT

Application No. :
Name of Applicant :
Address :
Name of Spouse :
Address Applied :

• • •			
TAPPING POINT:			
Mainline			
	Size:	Make:	Distance:
	Along the Street	Across the Stree	
	Pavement:	asphalt	concrete rough
Stub-out		<u></u> '	
	Along the Street	Across the Stree	t Distance:
	Size:		
Others			
CLASSIFICATION	Residential	Commercial	For Construction
	Others:		
REFERENCE/PARTL	Y USER:		
	Registered Name		DMA Location:
	Account No.		Outside DMA
	Address		Inside DMA
	Relationship to concession	on <u>aire</u> :	DMA #:
	neighbor	parents	T.G. ID #:
	siblings	others (pls speci	fy):
	newly installed stub	o-out/mainline	
	cut-off service line		
	others (pls specify)	-	
	ON / SOURCE OF WATER:	REMARI	KS:
Address			
Registered Name Account No.			
date disconnected:	:		
RECOMMENDATIO	ON		
	Permit (CEO/DPWH)	Stub-out installation
	Pending due to (state	reason/s)	Boring machine/Concrete Cutter
	Others (pls. specify)		Jack Hammer
# of potential new			
	g connections that need reha	ab (very far from tapping po	pint)
Others (pls specify)			
COMPUTATION			O. D. Mussahara
	Installation Fee		O. R. Number
	Notarial Fee		
	PE Pipe (total length)	3/4"	
		1"	
Other Materials/Fit	ttings		
			<u> </u>
	-		
			
Inspected by:			
specied by.		Equipment Rental	
		TOTAL	
Approved by:		IVIAL	
Approved by.			

 $\mbox{OIC}\mbox{-}\mbox{Customer}\mbox{Service}\mbox{\,Division}\mbox{\,Manager}$ (Please sketch at the back)



CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue, Cagayan de Oro City

WATER SERVICE CONTRACT

	CUSTOMER V	ADDRESS <u>√</u>	
ж.	CUSTOMER CLASS:	CLASSIFICATIO	N:
LARRY R. DACER	Residential Commercial Wholesale	New Separation Transfer	
	Tapping/ Installation Fee Reconnection Fee	OR No	_ Date _ Date _ Date
GWENDOLYN P. BATAR		this V day of V TER DISTRICT or COWD STOMER or	CONCESSIONAIRE
	<u>√</u>	PARTIES AGREE THAT:	

- The COWD shall provide water service to the CUSTOMER's installation located at the address given above, during the period of the contract at the rates stipulated and under the conditions provided in the schedule of water rates;
- The COWD shall not be responsible for the interruption of the service for causes beyond its control, nor be liable to the customer for damages caused by defective conditions;
- The COWD reserves the right to cut off the supply or disconnect the service any day for the following reasons:
 - a.
 - For non-payment of bills when due: b.
 - For fraudulent practice in relation to use of water/sewer; and c.
 - For using the water for purposes other than that applied for.
- The customer shall conform to and abide with all of the Cagayan de Oro City Water District Resolutions, Rules & Regulations and Guidelines pertaining to the water services;
- The customer shall pay its water bill monthly to the COWD or its authorized collecting banks according to the reading of the water meter reader on or before due date as indicated in its water bill. Its due date is twenty (20) calendar days from reading date, within which time he/she may pay without penalty. Failure to receive a bill does not relieve the customer of liability and shall be deemed a debt to the COWD. All water bills unpaid after due date shall be served with a disconnection notice and disconnection shall be made if the customer shall not settle its account within forty eight (48) hours from receipt of the said notice;
- The COWD shall supply the water meter for the customer. The customer shall protect the water meter from any type of damage or loss:
- Should any water meter becomes unserviceable or condemned for one reason or another, the average consumption for three (3) months period previous to the date when the meter becomes unserviceable or condemned shall be the basis for subsequent bills or flat rate shall be charged whichever is greater:
- The District shall charge the customer with the minimum service charge at the prevailing water rates, in the event that there is no usage/consumption of water.
- The customer shall make no changes in his/her approved connection without previously signing a revision of contract for the purpose in the office of the COWD, the customer shall notify the COWD in case of transfer of ownership or when tenant leaves the premises; or when the customer died.
- Representative of the COWD shall have access to the premises at all hours for the purpose of inspection, testing, repairs and disconnection and that no one shall be permitted to remove, change or tamper the installation unless authorized by the Cagayan de
- The District shall maintain the service connection from the water main to the meter and including the water meter. All pipes and fixtures extending from the meter or lying beyond the meter shall be installed and maintained by the concessionaire or customer;
- 12. The customer shall maintain the installation to proper condition while it is connected with the mains of the COWD and shall guarantee that no tapping will be made on the service pipes nor allow sub-connection without prior authority of the COWD and that he agrees to maintain the expenses of same;

- 13. Service pipes and accessories installed within the road right of way from the main meter are considered automatically donated to the COWD and becomes the property of the Cagayan de Oro City Water District;
- 14. Installation of a booster pump or direct "on-line" pumping from the "Service Tap" by the concessionaire is strictly prohibited. The concessionaire must provide a sump or intermediate reservoir if he needs to pump and bring the water to a higher elevation;
- 15. Any device that may be found within the premises of the concessionaire or customer contrary to the Rules and Regulations of the COWD or installations that may be discovered to have been tampered with and/or illegally connected or installed, shall be sufficient cause for the disconnection of the water service in question by the authorized representative of COWD and automatic termination of this contract in addition to criminal and/or civil action in court;
- 16. The concessionaire shall not in any manner install or maintain any physical connection between any private source of water supply and the district water supply. In case the customer does maintain another source of water supply, such source must be duly declared and registered with COWD. Furthermore, the customer must likewise maintain an independent piping system for each water supply source to avoid cross-connection;
- 17. If the applicant/customer or concessionaire is only a tenant or does not own the house, the owner of the house or building shall be jointly and severally liable with the applicant/customer;
- 18. In the event of misrepresentation of the building owner, lot owner or applicant/concessionaire regarding a new application which was discovered to have an old account, the COWD reserves the right to disconnect the new connection until full payment of the old account by the building/lot owner or applicant/concessionaire;
- 19. Finally, in order for COWD to properly size the water meter and service line of the customer or concessionaire, the later shall be required to declare the number and kind of fixture units that will be served by their applied service connection using the COWD standard form marked as "ANNEX A" of this "Water Service Contract". 20 $\sqrt{}$ at Cagayan de Oro City, Philippines. **CONCESSIONAIRE or CUSTOMER CAGAYAN DE ORO CITY WATER DISTRICT** By: **GWENDOLYN P. BATAR** Signature over printed name Department Manager of the Applicant/Customer Signature over printed name House/Building Owner Signed in the presence of LARRY R. DACER Signature over printed name **ACKNOWLEDGMENT** Republic of the Philippines) City of Cagayan de Oro) S.S. BEFORE ME, Notary Public of Misamis Oriental, personally appeared ____ issued on u at uand <u>GWENDOLYN P. BATAR</u>, with CTC No. 08667219 issued on January 06, 2022 at Cagayan de Oro City, both known to me and to me known to be the same persons who executed this Contract and they acknowledged to me that the same is their free and voluntary act and deed. This document consists of two (2) pages including this page and signed on each and every page thereof, on which the acknowledgement is written. WITNESS MY HAND AND SEAL this ______ day of ______, 20____ in Cagayan de Oro City, Philippines. **Notary Public** Doc. No. ___ Page No. ____;

Book No. _____ Series of 2022



TYPE OF APPLICATION

CAGAYAN DE ORO CITY WATER DISTRICT CUSTOMER CARE SERVICE DIV.- COMMERCIAL DEPT. PRE-INSPECTOR'S ADVICE SLIP

Tel. #: 856-1810 #: 856-4546 #: 72-1852

Cell #: 0906-007-0409

DMA Location

Inspector's Signature

APPLICATION NO. :
NAME OF APPLICANT :
ADDRESS :
NAME OF SPOUSE :
ADDRESS APPLIED ::

NEW CONNECTION	MAINLINE:	STUB OUT	Outside DMA
RECONNECTION	SIZE :	ALONG THE LINE	Inside DMA
TRANSFER TAPPING	MAKE :	ACCROSS THE STREET	DMA ID:
TRANSFER METER	LENGTH:	CONCRETE	T.G. ID #:
ELEVATE METER	OTHERS:	ASPHALT / ROUGH	
CLASSIFICATION	PIPE LAY OUT/AFTER THE I	METE RECOMMENDATION	
RESIDENTIAL	P. E. PIPE	BURRIED IN 40 C	CM DEPTH
COMMERCIAL	G.I. PIPE	PERMIT CEO/DP	WH
FOR CONSTRUCTION	OTHERS :	BORING MACHII	NE
OTHERS (PLS. SPECIFY) :		CONCRETE CUT	ΓER
Computation of Fees:			
Installation Fee			
Notarial Fee			
Transfer of Tapping/Meter Fee			
Other Fees			
Total			
INSPECTED BY :	_	CUSTOMER SIGNA	ATURE :
REMARKS :			
	CUSTOME	R'S CERTIFICATION	
depth in accordance with the	•	y after the meter P.E. Pipe properl gayan de Oro City Water District	•
Engineering Office.			
Customer :		Conforme :	

TAPPING POINT

Signature over Printed Name



CAGAYAN DE ORO CITY WATER DISTRICT Corrales Avenue, Cagayan de Oro City COMMERCIAL DEPARTMENT

JOB ORDER FORM New Service Connection

Name of Applicant	:	
-------------------	---	--

Address Applied :

Classification : Acct No. : Contact No. :

Amount Paid : O.R. No. : Date :

Meter Size:

MATERIALS NEEDED

QTY	UNIT	SIZE	ITEM	END CONNECTION	UNIT COST	AMOUNT
-						
			TOTAL PROJECT COST:			
			IUIAL PROJECT COST:			

Prepared by: Checked by: Approved by:

OIC, Inspector Senior CS Officer CS Division Manager A

CABAYAN DE ORO CITY WATER DISTRICT C_PLAINT AND REQUEST RESULTS Date/Time Printed: September 03, 2020 - 10:31:24 AM

Account No. s Old Account#: 30960

=

CAR No. :

161329

Date Posted:

0748-12-2382 August 20, 2020

Job Order#: 2020-8-1558

Mane : Addresss TAGHOY, TESSIE ALUBA

Serial#: 0020693

Category/Reported: High Consumption

Reporteds Remarks

Leakage after the meter

MER

Category/Actual:

Actuals Remarks High Consumption

Leakage after the meter LEAKAGE AFTER THE METER

Date Acteds Encoded by:

August 19, 2020

Acted by:

Lago, Steve X.

Abaday

Reading

7386

FM-CML-22

00

XX-XX-XXXX

C1 -COSD43

John John



BILLING ADJUSTMENT COMPUTATION

DATE :					CSD-		
NAME :							
ACCOUNT NO. :							
Month/ Year	Erroneous Reading	Actual Reading	Cu. Mtrs. To be billed	Amount billed	Should be billed	Adjustment	Total
Month/ Year							
·						-	
						-	
						-	-
PENALTY						-	
						-	
TOTAL	 					-	
GRAND TOTAL	+					-	-
Remarks :	Billing Adjustm	■ ent/Based on Cut	-Off Reading				
nemarks :	Based on Inspe		on neading				
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Penalty			-			_	
Senior Citizen Disc						-	
Accounts Receivab	ole 125					<u>-</u>	
Prepared by:		Recommending	Approval:			Approved/Disag	oproved:
Division Manager		De	partment Manage	r		AGM - Techni	ical Services
2.1.0.0			pu	•		7.0	
FM-CML-23			00				XX-XX-XXXX
DATE :	Water Accessibility - Our Priority!		PARTMENT-CUST G ADJUSTMENT C				
NAME : ACCOUNT NO. :							
ACCOONT NO							
Month/ Year	Erroneous Reading	Actual Reading	Cu. Mtrs. To be billed	Amount billed	Should be billed	Adjustment	Total
Month/ Year							
						-	
						-	
PENALTY						-	-
PENALIT						-	
	+						
TOTAL						-	
						-	-
GRAND TOTAL							-
		ent/Based on Cut	-Off Reading			-	- -
GRAND TOTAL Remarks :	Billing Adjustme					-	-
GRAND TOTAL Remarks : Entry :		ction Report	-Off Reading		Credit	-	-
GRAND TOTAL Remarks: Entry: Metered 001			Debit -		Credit	-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty	Based on Inspe	ction Report			Credit	-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc	Based on Inspe	ction Report	Debit -			-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty	Based on Inspe	ction Report	Debit - -		Credit	-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc Accounts Receival	Based on Inspe	ction Report Php	Debit			-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc	Based on Inspe	ction Report	Debit			-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc Accounts Receival	Based on Inspe	ction Report Php	Debit			-	-
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc Accounts Receivab Prepared by:	Based on Inspe	Php Recommending	Debit Approval:			- - - Approved/Disar	pproved:
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc Accounts Receival	Based on Inspe	Php Recommending	Debit	ır		-	pproved:
GRAND TOTAL Remarks: Entry: Metered 001 Penalty Senior Citizen Disc Accounts Receivab Prepared by:	Based on Inspe	Php Recommending	Debit Approval:	ır		- - - Approved/Disar	pproved:

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POPERA.	CHARVEY SUAGO				
Address: ALUDA MAI					
Account No.1	31548			162136	
Old Account No.s	0748-12-1449		ob Order#:	2020-9-370	
Service Con: Type:	Residential	t _x	leter Sizes	1/2"	
Meter Serial No. :	7019537		leter Brand:		
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CAGAYAN DE ORO CITY WATER DISTRICT Cagayan de Oro City COMMERCIAL DEPARTMENT

SERVICE CONNECTION REPORT

For the period of **December 2021**

монтн	NEW INSTALLATION	RECONNECTION	DISCONNECTION	NO. OF ACTIVE	CONNECTIONS	TOTAL NET INCF	REASE/DECREASE
				ACTUAL	TARGET	ACTUAL	TARGET
TOTAL AS OF JULY 2019							
707712713 31 7021 2013							

Prepared by:	Checked by:	Noted by:	
Customer Service Officer-A	Division Manager-A, CSD	Manager, Commercial Dept.	



CAGAYAN DE ORO CITY WATER DISTRICT Commercial Department

INSPECTOR'S ACCOMPLISHMENT REPORT (RESPONSE TIME) September 2021

INSPECTOR	INSPECTOR 1		
монтн	Assigned Applications /	Monthly Average Response in Working Days	
JAN			
FEB			
MAR			
APR			
MAY			
JUNE			
JULY			
AUG			
SEP			
ОСТ			
NOV			
DEC			
OVERALL AVERAGE	0		

INSPECTOR	INS	PECTOR 4
монтн	Assigned Applications / Inspections	Monthly Average Response in Working Days
JAN		
FEB		
MAR		
APR		
MAY		
JUNE		
JULY		
AUG		
SEPT		
OCT		
NOV		
DEC		
OVERALL AVERAGE	0	

INSPECTOR	INSP	ECTOR 2
MONTH	Assigned Applications /	Monthly Average Response in Working Days
JAN		
FEB		
MAR		
APR		
MAY		
JUNE		
JULY		
AUG		
SEPT		
OCT		
NOV		
DEC		
OVERALL AVERAGE	0	

INSPECTOR	INSF	PECTOR 5
MONTH	Assigned Applications /	Monthly Average Response in Working Days
JAN		
FEB		
MAR		
APR		
MAY		
JUNE		
JULY		
AUG		
SEPT		
OCT		
NOV		
DEC		
OVERALL AVERAGE	0	

INSPECTOR	INSPEC	TOR 3
MONTH	Assigned Applications /	Monthly Average Response
	Inspections	in Working Days
JAN		
FEB		
MAR		
APR		
MAY		
JUNE		
JULY		
AUG		
SEPT		
OCT		
NOV		
DEC		
OVERALL AVERAGE	0	

Summary for the Month JUNE 2019

Inspector	No. Applications	Response Time/ In Calendar Days
INSPECTOR 1	0	0.00
INSPECTOR 2	0	0.00
INSPECTOR 3	0	0.00
INSPECTOR 4	0	0.00
INSPECTOR 5	0	0.00
Total	0	
Average Response Time		0.00

Prepared by: Checked by:

Customer Service Officer Senior Customer Service Officer

Division Manager

Noted by:



CAGAYAN DE ORO CITY WATER DISTRICT Commercial Department CUSTOMER SERVICE DIVISION INSPECTION SECTION

MONTHLY INSPECTOR'S REPORT September 2021

											Т	YPE OF AP	PLICATION	IS											
			INSPEC	TOR 1					INSPEC	CTOR 2					INSPE	CTOR 3			INSPECTOR 4						
	NEW CONNECTION	RECONNECTION	ELEVATE METER	TRANSFER METER	TRANSFER TAPPING	DIS-CON REQUEST	NEW CONNECTION	RECONNECTION	ELEVATE METER	TRANSFER METER	TRANSFER TAPPING	DIS-CON REQUEST	NEW CONNECTION	RECONNECTION	ELEVATE METER	TRANSFER METER	TRANSFER TAPPING	DIS-CON REQUEST	NEW CONNECTION	RECONNECTION	ELEVATE METER	TRANSFER METER	TRANSFER TAPPING	DIS-CON REQUEST	TOTAL INSPECTIONS
1																									
2																									
3																									
4																									
5																									
6																									
7																									
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TOTAL per TYPE OF		NEW	/ CONNECT	TION				RE	CONNECTI	ON				TRANSF	 <mark>ER/ELEVAT</mark>	E METER				TRAI	NSFER TAPI	PING			
APP		DISCON	NECTION R	EQUEST																					
TOTAL per INSPECTOR		NSPECTOR	1				II	NSPECTOR	2				II	NSPECTOR	3				I	NSPECTOR	4				

Prepared by:	Checked by:	Noted by:
Leadman / Inspector	Sr. Customer Service Officer	Customer Service Division Manager



CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue, Cagayan de Oro City Commercial Department

POST INSPECTORS REPORT September 2021

DATE Date Assigned Submitted (No. of Days) Date Assigned Submitted (No. of Days) Assigned Submitted (No. of Days) Date Assigned Submitted (No. of Days) Dat			Inspector			Inspecto			r 3	
	DATE		Date	Response Rate		Date	Response Rate		Date	Response Rate
AVERAGE RESPONSE TIME		Assigned	Submitted	(No. of Days)	Assigned	Submitted	(No. of Days)	Assigned	Submitted	(No. of Days)
AVERAGE RESPONSE TIME										
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Prepared by:	Checked by:	Noted by:
Customer Service Officer A	Senior Customer Service Officer	Division Manager, CSD



CAGAYAN DE ORO CITY WATER DISTRICT COMMERCIAL DEPARTMENT CUSTOMER CARE SERVICE DESK - METERING CONCERNS

Accomplishment Report on High Consumption FOR THE MONTH OF September 2021

NO.	NAME	CONTACT NUMBER	ACCOUNT NO.	JOB C	RDER NU	MBER	COMPLAINT	DATE OF REQUEST	FORWARDED DATE	RESPONSE TIME (in days)	CUSTOMER INFORMED
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
								AVERAGE			
_	SUMMARY:			-							
	TOTAL NUMBER OF JOB ORDERS										
	TOTAL NUMBER OF JO W/ CONTA	ACT NUMBERS									
	TOTAL NUMBER OF JO CALLED										
	% OF RESPONDED CUSTOMERS										

Prepared by: Checked by:

Customer Service Staff

Sr. Customer Service Officer



CAGAYAN DE ORO CITY WATER DISTRICT COMMERCIAL DEPARTMENT CUSTOMER CARE SERVICE DESK - METERING CONCERNS

Accomplishment Report on Special Reading FOR THE MONTH OF September 2021

NO.	NAME	CONTACT NUMBER	ACCOUNT NO.	JOB C	RDER NU	MBER	COMPLAINT	DATE OF REQUEST	FORWARDED DATE	RESPONSE TIME (in days)	CUSTOMER INFORMED
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
								AVERAGE			
_	SUMMARY:			_							-
	TOTAL NUMBER OF JOB ORDERS										

TOTAL NUMBER OF JOB ORDERS	
TOTAL NUMBER OF JO W/ CONTACT NUMBERS	
TOTAL NUMBER OF JO CALLED	
% OF RESPONDED CUSTOMERS	

Prepared by:	Checked by:
Customer Service Staff	Sr. Customer Service Officer



CAGAYAN DE ORO CITY WATER DISTRICT COMMERCIAL DEPARTMENT CUSTOMER CARE SERVICE DESK - METERING CONCERNS

Accomplishment Report on Leakage After the Meter FOR THE MONTH OF September 2021

NO.	NAME	CONTACT NUMBER	ACCOUNT NO.	JOB ORDER NUMBER		MBER	COMPLAINT	DATE OF REQUEST	FORWARDED DATE	RESPONSE TIME (in days)	CUSTOMER INFORMED
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
								AVERAGE			
	SUMMARY:			Ī							-

TOTAL NUMBER OF JOB ORDERS	
TOTAL NUMBER OF JO W/ CONTACT NUMBERS	
TOTAL NUMBER OF JO CALLED	
% OF RESPONDED CUSTOMERS	

Prepared by:	Checked by:
Customer Service Staff	Sr. Customer Service Officer



CAGAYAN DE ORO WATER DISTRICT

Corrales Ave., Cagayan de Oro City
COMMERCIAL DEPARTMENT

RECEIVED REQUEST FOR RECONNECTION September 2021

APP NO.	NAME	ACCOUNT NUMBER	ADDRESS	PREVIOUS OCCUPANT	DATE PAID	JOB ORDER T	RANSMITTAL	RESPONSE TIME
AFF NO.	NAIVIE	ACCOUNT NOWIBER	ADDRESS	FREVIOUS OCCUPANT	DATE PAID	PROCESSED	FORWARDED	RESPONSE TIME
1								0.00
2								0.00
3								0.00
4								0.00
5								0.00
6								0.00
7								0.00
8								0.00
9								0.00
10								0.00
11								0.00
12								0.00
13								0.00
14								0.00
15								0.00
16								0.00
17								0.00
18								0.00
19								0.00
20								0.00
•				•	•	AVERAGE RESI	PONSE TIME	0.00

Prepared by:	Checked by:	Noted by:
Customer Service Officer	Senior Customer Service Officer	Customer Service Division Manager



CAGAYAN DE ORO CITY WATER DISTRICT CORRALES AVE., CAGAYAN DE ORO CITY COMMERCIAL DEPARTMENT

RECEIVED REQUEST FOR DISCONNECTION September 2021

	IOR OPPER NO	NAME OF CUSTOMERS	DATE OF FILED	DATE FORWARDED	RESPONSE TIME	
	JOB ORDER NO.	IVAIVIE OF COSTOIVIERS	REQUEST	(DAYS)		
1					0.00	
2					0.00	
3					0.00	
4					0.00	
5					0.00	
6					0.00	
7					0.00	
8					0.00	
9					0.00	
10					0.00	
11					0.00	
12					0.00	
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29					0.00	
30					0.00	
31					0.00	
32					0.00	
33					0.00	
34					0.00	
35					0.00	
36					0.00	
37					0.00	
38					0.00	
39					0.00	
40					0.00	
			TOTAL AVERAG	E RESPONSE TIME	0.00	

Prepared by:	Checked by:	Noted by:
Customer Service Officer A	Sr Customer Service Officer	Division Manager, CSD



ACCOMPLISHMENT REPORT OF POST INSPECTION

September 2021

	POST INSPECTION PRIOR TO PAYMENT																TOTAL	ACTUAL JOB		NECTION	TOTAL	ACTUAL	RECON	NECTION	SAM	E DAY	TOTAL	ACTUAL	
INSPECTOR	Prior Month	This Month	ACTUAL INSPECTED	ORDER ASSIGNED	Prior Month	This Month	ACTUAL JOB ORI INSPECTED ASSIGN			This Month	Prior Month	This Month	ACTUAL INSPECTED	JOB ORDER ASSIGNED	REMARKS														
INSPECTOR 1																													
INSPECTOR 2																													
INSPECTOR 3																													
TOTAL		-	0	0	_	_	0	0					0	0															

Submitted by :	Checked by:	Noted by:
Customer Service Assistant A	Senior Customer Service Officer	Division Manager, CSD

CAGAYAN DE ORO CITY WATER DISTRICT COMPLAINT AND REQUEST FORM Date/Time: January 06, 2021 - 10:08:52 AM

Nature:	GMAN 55293 1338–12–3213 Residential		CAR No.: Job Order#: Meter Size: Meter Brand:	2021-1-268 1/2"	
	INVESTIGATION	ZTHODECTTON	DEDOOT COMD	ATHTC	
	THACOLTOHLTON	THOREGITUM	KEPOKI CONFI	HIMIS	
TYPE OF CONNECTION [] Stub Out [] Residential [] Industrial			[] Indi		
FINDINGS:					
[] Erroneous Readin [] Leakage After th [] Meter Defect:	ne Meter		E 3 No L	Meter Test eakage ers:	
LOCATION OF LEAK AFT [] Underground Leak [] P.E. Tube Leakag [] Inside/[]Outsid	age le			ective Toilet Flu ers:	sh
DISTANCE OF METER FR	OM HOUSE/REDG.	meter	rs f 7 NO.	OF USERS:	Persons
WATER AVAILABILITY S Neighbor 1: Neighbor 2: Neighbor 3: Latest Activities: Other Findings:	Time w/ Wate	era	Time w/o		
RECOMMENDATION: [] Change Meter [] Meter Test [] Bench Test		r r] Repair of] Others:	Leakage After th	e Meter
ATTACHMENT: Ledger OTHER ATTACHMENT:		****			
- Say R. Dan	,				
Name/Signature	of Customer			Tel. Mo.	***********************
Recieved by		Date		Assigned to	
Acted by	D	ate/Time Ac	ted	Verified by	
FMCML35		00		XX-XX-XXXX	