



11. BILLING PROCEDURE

Process of billing of water consumption.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. The encoder will print reading form list of all zones	None	1 day	Data Encoder
2. None	2. Meter Reader will get the reading form list at the office and proceed to field for meter reading	None	1 day	Meter Reader
3. None	3. Meter Reader will review all the readings at the reading form list and submit to the encoder.	None	1 hour	Meter Reader
4. None	4. The encoder will post the reading to the computer. Encoder will print proof list to check the abnormal consumption and report to Customer Service Assistant.	None	1 hour	Data Encoder / Meter Reader
5. None	5. The encoder print water bill notice. After printing meter reader will sort, segregate and label water bill notice with arrears, FOR DISCONNECTION.	None	1 hour	Data Encoder / Meter Reader
6. None	6. Meter reader will	None	1 day	Meter Reader



	proceed to field distribution of Water Bill Notice.			
	Total:	None	3 days and 3 hours	