



13. BILLING ADJUSTMENT PROCEDURE

The process to be able to cater customer with adjustment in their water bill and ensure that adjustments are in accordance with the BLWD Utility Rules and Regulations.

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|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Customer Service Division | | | |
| Classification: | Simple | | | |
| 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 | | |
| 1. Water Bill Notice (1pc., Original) | | Concessionaire | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to the BLWD and approach the PACD Officer / Customer Service Officer. | 1. Received request for billing adjustment. | None | 5 minutes | Customer Service Officer |
| 2. Submit all necessary documents | 2. Validate request for adjustment and the documents submitted if necessary supporting documents are complete. | None | 15 minutes | Customer Service Officer |
| 3. None | 3. If not complete, determine lacking documents to concerned division. If complete, post adjustment to MRBCMS server. Ensure that the data entered in customer's ledger are accurate and with correct accounting entries. | None | 10 minutes | Customer Service Officer |
| 4. None | Printing of billing adjustment Memo, Debit, Credit Memo to be approved by the signing manager. | None | 5 minutes | Customer Service Officer |



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|---------------|--|------|------------------|--------------------------|
| 5. None | Review and consolidate all adjustment made within the month. Submit to Finance Department. | None | <i>5 minutes</i> | Customer Service Officer |
| Total: | | None | 40 minutes | |