



15. BILLING WITH PDA DEVICES PROCEDURE

The process to be able to billed 100% active concessionaire within the month.

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|----------------------------------|---|------------------------|------------------------|---------------------------|
| Office or Division: | Customer Service 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. Preparation of monthly reading schedule as basis for meter reading schedule (Data includes reading date, Due date and disconnection date). | None | 1 hour | Customer Service Division |
| 2. None | 2. Downloading of billing data from MRBCMS server to PDA device. Endure accurate and complete uploading of billing data to meter readers individual assignment. | None | 30 minutes | Meter Reader |
| 3. None | 3. Performs meter readings and inputs to the PDA device the reading made, prints the water bill notice and delivers the same based on the assigned zone and book. | None | 1 day | Meter Reader |
| 4. None | 4. Hand over their PDA device at the end of the day for the downloading of data from PDA device to MRBCMS server. | None | 1 hour | Meter Reader |



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|---------------|---|------|--------------------|--------------------------|
| 5. None | 5. If there are some connections not read within that scheduled day then they will perform reading. | None | 1 day | Meter Reader |
| 6. None | 6. Perform meter reading and bill tending to those unbilled connection. | None | 1 day | Meter Reader |
| 7. None | 7. Hand over their PDA device for the uploading of late billing data from PDA device to MRBCMS. | None | 1 hour | Meter Reader |
| 8. None | 8. Post meter reading and billing to individual customer's ledger at the billing system and the collection section can already start collecting accounts as billed using the online MRBCMS. | None | 1 hour | Meter Reader |
| 9. None | 9. Printing of daily billing summary reports by zone per books. | None | 30 minutes | Customer Service Officer |
| 10. None | 10. Check and review the Daily billing summary and consolidated by zone for the month report. Submit to Finance Department | None | 1 hour | Customer Service Officer |
| Total: | | None | 3 days and 6 hours | |