



7. OFFICE COLLECTION PROCEDURE

Process of office collection.

Office or Division:	Customer Services 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		
2. Payment		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD or Customer Service Officer for queuing number	1. The PACD or Customer Service Officer give the number to the client	None	5 minutes	PACD / Customer Service Officer
2. Wait for your number to be called by the teller.	2. Call the number of the client for payment of water bill.	None	10 minutes	Office Collector / Teller
3. Give the water bill notice to the teller	3. The teller will search for the account. If not possible, the teller will search the account based on the given account number or account name.	None	5 minutes	Office Collector / Teller
4. Pay the amount in the water bill	4. Accept payment. If payment is in the mode of cash, take the amount of the billed consumption and give the change based on the given amount of cash. Or if the payment is in the mode Check, do the following: a. Check the name/payee b. Check the date c. Check the amount in word & amount in figures. d. Check the signature e. Indicate the contact number None f. Indicate the account	Water Bill	5 minutes	Office Collector / Teller



	name g. Indicate the account number			
5. None	5. Issue the Generated Official Receipt to the client and keep the duplicate copy for the remittance procedure.	None	3 minutes	Office Collector / Teller
6. None	6. The office Collector / teller remit all the collection for the day to the Office Cashier including the OR Duplicate, Daily Collection Report, Cash and Checks.	None	10 minutes	Office Collector / Teller/ Cashier
Total:		Water Bill	38 minutes	

Water Rates						
Classification	Min. Charge	11-20 cu.m	21-30 cu.m	31-40 cu.m	41-50 cu.m	Over 50 cu.m
Residential	150.00	16.50	18.25	20.25	22.50	25.00
Comm./Ind'l	300.00	33.00	36.50	40.50	45.00	50.00
Commercial A	262.50	28.85	31.90	35.40	39.35	43.75
Commercial B	225.00	24.75	27.35	30.35	33.75	37.50
Wholesale / Bulk	450.00	19.50	54.75	60.75	67.50	75.00

Sample:

Classification: Residential

Consumption: 53 cu.m.

Computation:

Bill Amount = Minimum + ((11 to 20 Usage) * 16.50) + ((21 to 30 Usage) * 18.25) + ((31 to 40 Usage) * 20.25) + ((41 to 50 Usage) * 22.50) + ((Over 50 Usage) * 25.00)

Php 1,000.00=150 + ((10) * 16.50) + ((10) * 18.25) + ((10) * 20.25) + ((10) * 22.50) + ((3) * 25.00)