



13. MANUAL BILLING PROCEDURE

Process of manual 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. Customer Service Officer prepares monthly reading schedule.	None	1 day	Chiqui Aranas (Utilities/Customer Service Officer A)
2. None	2. Meter reader will generate reading form list and proceed to field for water meter consumption reading.	None	1 day	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)
3. None	3. Meter reader will review all the readings at the reading form list.	None	1 hour	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B)



				<p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Audio-Visual Systems Technician A)</p>
4. None	4. The meter reader will post the reading to the MRBCMS and print billing summary to check the abnormal consumption and report to the Customer Service Assistant.	None	1 hour	<p>Joseph Paguio Jayson Llamzon (Uilities/Customer Service Assistant A)</p> <p>Erick Jaime (Uilities/Customer Service Assistant B)</p> <p>Deo Mendoza</p> <p>Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Audio-Visual Systems Technician A)</p>
5. None	5. Meter reader print water bill notice. After printing meter reader will sort, segregate and label water bill notice with arrears, FOR DISCONNECTION.	None	1 hour	<p>Joseph Paguio Jayson Llamzon (Uilities/Customer Service Assistant A)</p> <p>Erick Jaime (Uilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p>



				Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Aduio-Visual Systems Technician A)
6. None	6. Meter reader will proceed to field distribution of Water Bill Notice.	None	1 day	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Aduio-Visual Systems Technician A)
Total:		None	3 days and 3 hours	