



## 19. DEMAND LETTER PROCEDURE

Process on sending of demand letters to inactive accounts.

<b>Office or Division:</b>	Customer Service Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Balanga Water District Concessionaire			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Generate disconnected list from MRBCMS.	None	10 minutes	<b>Chiqui Aranas</b> (Utilities/Customer Service Officer A)
2. None	2. Identify accounts disconnected for six (6) months and above.	None	10 minutes	<b>Chiqui Aranas</b> (Utilities/Customer Service Officer A)
3. None	3. Prepare and deliver demand letter No. 1. And forward to assigned meter readers for distribution.	None	10 minutes	<b>Chiqui Aranas</b> (Utilities/Customer Service Officer A)
4. None	4. Prepare summary of delivered demand letter no. 1 and remarks. Submit to Utilities/Customer Service Officer A.	None	10 minutes	<b>Joseph Paguio</b> <b>Jayson Llamzon</b> (Utilities/Customer Service Assistant A)  <b>Erick Jaime</b> (Utilities/Customer Service Assistant B)  <b>Deo Mendoza</b> <b>Carlo Diaz</b> <b>Gil Baluyot</b> <b>John Rey De Mesa</b> (Meter Reader I)  <b>Rolando Fajardo</b> <b>John John Rodriguez</b> (Water Maintenance Man B)  <b>Julius Ebuenga</b> (Aduio-Visual Systems Technician A)



5. None	5. Monitor / check disconnected list. For non-compliant, generate and deliver demand letter no. 2.	None	10 minutes	<p><b>Joseph Paguio</b> <b>Jayson Llamzon</b> (Utilities/Customer Service Assistant A)</p> <p><b>Erick Jaime</b> (Utilities/Customer Service Assistant B)</p> <p><b>Deo Mendoza</b> <b>Carlo Diaz</b> <b>Gil Baluyot</b> <b>John Rey De Mesa</b> (Meter Reader I)</p> <p><b>Rolando Fajardo</b> <b>John John Rodriguez</b> (Water Maintenance Man B)</p> <p><b>Julius Ebuenga</b> (Aduio-Visual Systems Technician A)</p>
6. None	6. Prepare summary of delivered demand letter no. 2 and remarks.	None	10 minutes	<p><b>Chiqui Aranas</b> (Utilities/Customer Service Officer A)</p>
7. None	7. Monitor / check disconnected list. For non-compliant, generate and deliver demand letter no. 3.	None	10 minutes	<p><b>Joseph Paguio</b> <b>Jayson Llamzon</b> (Utilities/Customer Service Assistant A)</p> <p><b>Erick Jaime</b> (Utilities/Customer Service Assistant B)</p> <p><b>Deo Mendoza</b> <b>Carlo Diaz</b> <b>Gil Baluyot</b> <b>John Rey De Mesa</b> (Meter Reader I)</p> <p><b>Rolando Fajardo</b> <b>John John Rodriguez</b> (Water Maintenance Man B)</p> <p><b>Julius Ebuenga</b> (Aduio-Visual Systems Technician A)</p>
8. None	8. Prepare summary of delivered demand letter no. 3 and remarks.	None	10 minutes	<p><b>Chiqui Aranas</b> (Utilities/Customer Service Officer A)</p>



9. None	9. Submit accomplishment Report to Supervising Customer Service Officer and Division Manager.	None	<i>10 minutes</i>	<p><b>Chiqui Aranas</b> (Utilities/Customer Service Officer A)</p> <p><b>Maria Victoria Tungol</b> (Supervising Customer Service Officer)</p> <p><b>Editha Gozon</b> (Division Manager B)</p>
<b>Total:</b>		None	1 hour and 30 minutes	