



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 Officer for queuing number	1. The customer will get queuing number from the PACD Officer and wait for the teller to call his/her number.	None	5 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Give water bill notice to the teller or state the account name registered to BLWD.	2. The customer gives the water bill notice to the teller to search for the account. If not possible, the teller will search for the account of the concessionaire based on the given account number or account name. The teller will state the name, address and amount to the concessionaire. If correct teller accept payment and post in the MRBCMS.	None	10 minutes	Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A) Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. Pay the water bill	3. If payment is in the mode of cash, take the amount of the billed consumption and give the changed based on the given amount of cash. Or if the payment is in the mode of check, do the following: a. Check the name / payee b. Check date c. Check the amount in word and amount in figure d. Check the signature	None	5 minutes	Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A) Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)



	e. Indicate the contact number f. Indicate the account name g. Indicate the account name And issue the generated Official Receipt to the concessionaire and keep the duplicate copy.			
4. None	Teller tally and remit all the collection for the day to Office Cashier including the duplicate OR, DSR, cash and checks.	Water Bill	5 minutes	Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A) Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Angeline Santos Cashier C
Total:		Water Bill	25 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)