



15. BILLING ADJUSTMENT PROCEDURE

The process to be able to cater customer with adjustment in their water bill and ensure that adjustments are in accordance with the BLWD Utility Rules and Regulations.

Office or Division:	Customer Service 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BLWD and approach the PACD Officer.	1. Received request for billing adjustment.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Submit all necessary documents	2. Validate request for adjustment and check the documents if complete. Forward to Division Manager for checking and approval.	None	15 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. If approve, 3.1 Posting of adjustment in the MRBCMS. 3.2 Ensure that the data entered in customer's ledger are accurate and with correct accounting entries. If not approve. End.	None	10 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
4. None	4. Print Billing Adjustment Memo to be sign by Customer Service Assistant, Customer Service Officer, Supervising Customer Service	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Chiqui Aranas



	Officer and Division Manager. Customer service assistant record the billing adjustment in the billing adjustment logbook.			(Utilities/Customer Service Officer A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
5. None	Review and consolidate all adjustment made within the month. Submit to Finance Department.	None	<i>5 minutes</i>	Maricel De Asis (Utilities/Customer Service Assistant A) Rosario Legaspi (Division Manager B Finance Services Dept.)
Total:		None	40 minutes	