



4. Leakage Concerns

Repair leakage request is provided to any individual who have sighted/witnessed any pipe leakages such **as distribution line leaks, service line leaks, before meter leaks and at meter leaks**. The aforementioned leaks are restored by DWD personnel without labor fees.

After meter leak repair shall be solely the responsibility of the concessionaire including the labor fees of the hired plumbers.

Upon the request of the concessionaire, DWD will provide a list of accredited plumbers who are not employees of Digos Water District. Labor fees of these accredited plumbers shall be paid by the concessionaire.

Office or Division:	Customer Services Division			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Services Division and report the leak	1.1 Encode and print service request based on details provided 1.2 Repair the Leakage 1.2.1 At service laterals 1.2.2 At distribution line	None	3 minutes 4 hours 2 days	<i>Customer Service Assistant</i> Customer Services Division <i>Maintenance Personnel</i> Construction & Maintenance Division
TOTAL:		None	<u>At service laterals – 4 hours, 3 minutes</u>	



		<u>At distribution line</u> – 2 days, 3 minutes	
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