



5. Water Meter Concerns

Water meter efficiency request is provided to concessionaires who want to have their meter replaced, however, investigation and meter testing must be primarily conducted. Meters found to be defective, i.e. over-registration and under registration, stuck, moist/blurred, misaligned roller number or old water meters, are replaced. However, if water meter is believed to have been damaged due to owner's negligence, he/she must pay the water meter's cost, which varies sporadically, depending on the current meter price as procured by the district.

Office or Division:	Customer Services Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Concessionaires who have existing account with DWD			
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 Service Section and report complaints on high consumption and/or other water meter efficiency concerns	1.1 Encode and print service request for investigation	None	3 minutes	<i>Customer Service Assistant</i> Customer Services Division
	1.2 The investigator will proceed to the area and check on the said service connection. In the event of dubious meter efficiency, the investigator will advise for meter testing.	None	1 day	<i>Investigator/Utility Worker</i> Customer Services Division



2. Client provides contact number for feedback.	2. Prepare the service request for meter testing and forward the same to the concerned Division/person in-charge	None	2 minutes	<i>Customer Service Assistant</i> Customer Services Division
3. Wait for testing to be conducted at the area.	3.1 Conduct water meter testing.	None	2 days	<i>Sr. Instrument Technician or Utility Worker B</i> Administrative & General Services Division
	3.2 If found to be old and/or defective, the water meter will be replaced with a new one.		1 day	<i>Maintenance Personnel</i> Construction & Maintenance Division
TOTAL:		None	4 days, 5 minutes	