



6. Water Quality Concerns

Water quality test is granted to households or establishments who have water quality issues. Flushing of service line or distribution line is conducted to address the issue.

This involves water samples taken at the area. Standard procedure applies during extraction.

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 water quality concerns	1. Note customer's report including exact location, contact number and other details	None	10 minutes	<i>Customer Service Assistant</i> Customer Services Division
2. Provide details of the water quality problem	2. Investigate water distribution line and take corrective measure	None	30 minutes	<i>Water Resources Personnel</i> Water Resources Division
	2.1 For corrective action on water quality, DWD personnel will perform flushing at service line		1 day	<i>Water Resources Personnel</i> Water Resources Division
	2.2 Witness the conduct of		2.2 Conduct chlorine residual	30 minutes



water sampling and testing.	Test in Water. 2.2.1 The water sample shall be observed and a report shall be made.			<i>Water Resources Personnel</i> Water Resources Division
TOTAL:		None	1 day, 40 minutes	