



7. Water Pressure Concerns

Water pressure check is granted to households or establishments who experience low water supply to none at all. Low pressure to no water occurrence may be due to repair of distribution line/service line leakages and of pump breakdown.

It is advised, however, to check after meter gate valve if sudden low pressure/no water is experienced especially if there is no Public Advisory on water interruption.

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 and report water pressure 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. Wait for DWD personnel at the area	2. Forward service request to the concerned division	None	5 minutes	<i>Customer Service Assistant</i> Customer Services Division
3. Provide details of the water pressure problem	3.1 Investigate customer connection for possible causes of pressure problem	None	30 minutes	<i>Water Resources Personnel</i> Water Resources Division
	3.2 Conduct corrective action Low pressure due to: 3.2.1 Power fluctuation		1 day	



	3.2.2 Pump pull out or power outage		2 days	
	TOTAL:	None	<u>Low pressure due to power fluctuation:</u> 1 day, 45 minutes <u>Low pressure due to pump pull out or power outage:</u> 2 days, 45 minutes	