



12. Report Stolen Meter

Incidents of meter being stolen should be reported at the office. Household whose meter has been stolen are deprived of water supply. The process involves investigation of DWD personnel at the area and submission of documentary requirements if the household intends to avail of a new meter. Failure on the part of the client to submit the requirements, he/she shall bear the loss and pay the cost of the water meter in replacement of the stolen one, which varies sporadically, depending on the current meter price as procured by the district.

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:	Concessionaires who have existing account with DWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requesting for a replacement of stolen water meter (1 original)		Owner		
Valid identification card of registered owner (1 photocopy)		Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School ID		
Police report (1 photocopy)		Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Division and file a report	1.1 Note customer's report including exact location and other details	None	3 minutes	<i>Customer Service Assistant</i> Customer Services Division
	1.2 CSA prepares investigation request		1 day	<i>Investigator</i> Customer Services Division
	1.3 Investigator proceeds to the area and submit result to CSA			
A. If ALL documentary requirements are available				
2. Submit all the documentary requirements	2.1 Review and receive the documents.	None	2 minutes	<i>Customer Service Assistant</i>



	2.2 CSA prepares service request for reconnection.		3 minutes	Customer Services Division
	2.3 Install water meter		1 day	<i>Maintenance Personnel</i> Construction & Maintenance Division
B. If NOT ALL documentary requirements are available				
3. Secure Order of Payment Form	3. Provide the client Order of Payment Form	Amount due = current weighted average cost of water meter in the DWD inventory system	1 minute	<i>Customer Service Assistant</i> Customer Services Division
4. Proceed to the teller in the Cash Section for the payment of fees	4. The teller receives payment and issue an Official Receipt.		3 minutes	<i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division
5. Present Official Receipt to the Customer Services Division	5.1 CSA prepares service request for reconnection.	None	3 minutes	<i>Customer Service Assistant</i> Customer Services Division
	5.2 Install water meter		1 day	<i>Maintenance Personnel</i> Construction & Maintenance Division
		A. If ALL documentary requirements are available		
TOTAL:				



	None	2 days, 8 minutes	
	B. If NOT ALL documentary requirements are available		
TOTAL:	Case to Case Total Fee: Amount due = current weighted average cost of water meter in the DWD inventory system	2 days, 10 minutes	