

## **ACCEPTING PAYMENT OF WATER BILLS**

### **Schedule of Availability of Service:**

7:00am – 4:00pm with NO NOON BREAK, Monday to Friday, at the MCWD teller

### **Who may avail of the service:**

Any MCWD registered consumer or his/her authorized representative.

### **What are the requirements:**

- Copy of the water bill
- Account code if the water bill is unavailable
- Cash or check payment

**Duration:** 5 minutes to 30 minutes (under normal circumstances)

## How to Avail of the Service:

### Accepting Payment of Water Bills

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go immediately to the Officer of the Day (OD)	The Officer of the Day will try to resolve the concern of consumer if not, OD will ask the guard for issuance of priority number.	Less than a minute	Officer of the day	none	none
2	Get a priority number for the teller from the Guard	The MCWD guard will issue a priority number for the teller	Less than a minute	MCWD Security guard-on-duty	none	Priority number
3	If there is no water bill, get the account code number & amount from the touch screen queuing machine near the Security Guard	Assist the consumer on how to operate the Touch Screen	1-2 minutes	MCWD Security guard-on-duty	none	
4	Wait for the priority number to be called or flashed in the Screen		5-30 minutes			Priority number
5	Once the priority number is seen, go directly to the assigned teller and present the water bill	Accept the payment and issue Official Receipt (OR)	2 minutes	Cashier A of Treasury Div.	Variable	Water bill and Official Receipt

	or account code for payment					
<b>END OF TRANSACTION</b>						