

PROCESSING OF COMPLAINT ON A STOLEN METER

Schedule of Availability of Service:

7:00 am – 4:00pm, NO NOON break, Monday to Friday, at the MCWD One-Stop Shop (OSS)

Who may avail of the service:

Any MCWD registered consumer or his/her authorized representative

What are the requirements:

- Copy of the water bill or account code
- Original Police report, if none, sign a promissory note
- Sketch with landmarks on the location of the water meter and residence

Duration: Installation for a replacement meter for a stolen meter is 1 day from receipt of loss (under normal circumstances)

How to Avail of the Service:

Processing of Complaint on a Stolen Meter

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE 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 white lane transactions in One-Stop Shop (OSS) from the guard	The MCWD guard will issue a priority number for white lane transactions in OSS	Less than a minute	The MCWD guard on-duty	none	Priority number
3	Wait for your number to be called		5-30 minutes			
4	Report the loss of the water meter and ask for a replacement of the water meter. Present the police report and a copy of the water bill	<p>If the client brought a police report, prepare a job order.</p> <p>If no police report, the client signs a promissory note then a job order will be prepared</p> <p>Print the job order. The client draws a sketch with landmarks on the location of the meter and the house</p> <p>Advise the client to report the loss of the meter to the nearest police station and get a police report. Inform the client to submit the police report to OSS within 7 days from the date of report.</p>	10 to 30 minutes	Customer Service Officer A of the OSS	none	Job order

		<p>Failure of the client to submit the police report, the cost of the meter shall be charged to the registered consumer.</p> <p>Verify the customer's account. Advises the client to settle unpaid water bills</p>				
5	Draw a sketch with landmarks on the location of the meter and the house		5 to 10 minutes		none	Job order
6		Verifies the sketch and endorses the job order to the Water Meter Maintenance Div. (WMMD)	1 minute	Customer Service Officer A of the OSS	none	Job Order
7	Wait for the plumber to replace the water meter		Next working day (8am to 5pm)			
8	Prepare a copy of the water bill and sign the job order after the installation of the meter	Install the replacement water meter	30 minutes	WMMD plumber	none	Job Order
9	Submit to MCWD One-Stop shop the police report if the client signed a promissory note	Accepts the police report for documentation	5 minutes	Customer Service Officer A of the OSS	none	Police report
END OF TRANSACTION						