

## **PROCESSING OF COMPLAINT ON HIGH CONSUMPTION: TRACE UP**

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

7:00 am – 4:00 pm, 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

### **Requirement:**

- Copy of the water bill or account code

**Duration:** 5-10 working days after request (under normal circumstances)

## How to Avail of the Service:

### Processing of Complaint on High Consumption

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 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 to the client	Less than a minute	MCWD guard	none	Priority number
3	Wait for your number to be called		5-30 minutes			
4	Present a copy of the water bill or account code number and file a complaint on high consumption	Verify the consumer's billing history. If the outstanding balance is 2 months, inform the client to settle the previous month water bill if applicable. If not, inform the client to settle the outstanding balance under protest	5 minutes	Customer Service Officer A of the OSS	none	
5		Prepare a job order for trace-up. Print the job order and have the client draw a sketch with landmarks on the location of the meter and the house	10 minutes	Customer Service Officer A of the OSS	none	Job order
6	Draw a sketch on the location of the meter and the house		variable		none	Job order

7		Endorses the job order to the Accounts Div. Inform the client that ocular inspection will take place within 10 working days. If not satisfied with the trace up result, the client can request for a meter test	5 minutes	Customer Service Officer A of the OSS		
8	Wait for the trace-up plumber from the Accounts Div.		5-10 working days			
		Conduct inspection on the water meter of the consumer Inform the client of the findings and gives a copy of the report	30 minutes to 1 hour	Trace up plumber of the Accounts Division	none	Trace up Job Order
<b>END OF TRANSACTION</b>						