

PROCESSING OF COMPLAINT ON “NO WATER”

Schedule of Availability of Service:

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

24 hours Monday to Sundays, at the MCWD Call Center

Who may avail of the service:

- Any MCWD registered consumer or his/her authorized representative

What are the requirements:

- If the client is at the **MCWD One-Stop Shop (OSS)** – copy of the water bill or account code, sketch with landmarks on the location of the meter and the house, name and contact number of the client
- If the client calls or text at the **MCWD Call Center** and message thru Facebook messenger – address with landmarks on the location of the meter and the house, name and contact number of the client

Duration: within 24 hours (under normal circumstances)

How to Avail of the Service:

Processing of Complaint on “No Water”

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	If complainant is at the OSS: 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	Less than a minute	The MCWD guard on-duty	None	Priority number
3	Wait for your number to be called		5-30minutes			
4	File a complaint for no water and present a copy of the water bill or account code	Ask the following details from the client: Client's name, address and contact number Verifies the status of the account. If the account is active and there is no scheduled/emergency service interruption. The client is advised to:	5 to 30 minutes	Customer Service Officer A of OSS	none	

		<p>-check the status of the angle meter valve and the gate valve. If the valves are closed, advises the client to open it</p> <p>-check the pipes after the meter for possible loose connection. If the pipe was cut or broken, advises the client to fix the pipe using his own plumber</p> <p>-check the water meter. If the meter is stolen, the client is advised to report the loss to their police station and get a police report to be submitted to the MCWD One-Stop Shop for the processing of a replacement water meter</p> <p>If there is an ongoing scheduled/emergency water service interruption, inform the client of the reason/s and the estimated time of water supply restoration.</p> <p>If the account was disconnected due to delinquency, advises the client to pay the balance so that it will be reconnected the following day</p> <p>if the client is the only one that experiencing no water:</p> <p>Make a job order for Pipelines and Appurtenances Maintenance Department if only the client is experiencing no water</p> <p>Make a job order for the Production Dept. if the whole area is experiencing no water situation</p>				
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		Ask the client to make a sketch with landmarks on the location of the meter and the house				
5	Draw a sketch on the location with landmarks	Verifies the sketch and endorses the job orders to the Pipelines and Appurtenances Maintenance Dept. (PAMD) or to the Production Dept. (PD)	5 minutes		none	
6	Wait for the PAMD or PD team		Within 24 hours from receipt of report			
7		Conduct site inspection for verification If confirmed, restore the water supply or explain the causes for no water supply	30 minutes to 1 hour	PAMD or PD personnel	none	Job order
		End of transaction				
1	<p>If the reporter calls at the MCWD Call Center</p> <p>Thru 254-8434 local 0</p> <p>Send a message or call thru 0917-3219821, 0917-5464278</p> <p>Message thru Facebook messenger</p>	<p>Answers the calls or text and messages in facebook messenger</p> <p>Ask the following details from the client:</p> <p>Consumer code, address, contact number and caller's name</p> <p>Verifies the status of the account. If the account is active and there is no scheduled/emergency service interruption. The client is advised to:</p> <p>-check the status of the angle meter valve and the gate valve. If the valves are closed, advises the client to open it</p> <p>-check the pipes after the meter for possible loose connection. If the pipe was cut or broken, advises the client to fix the pipe using his own plumber</p>	5 minutes to 30 minutes	MCWD Call Center Agent	none	

		<p>-check the water meter. If the meter is stolen, the client is advised to report the loss to their police station and get a police report to be submitted to the MCWD One-Stop Shop for the processing of a replacement water meter</p> <p>If there is an ongoing scheduled/emergency water service interruption, inform the client of the reason/s and the estimated time of water supply restoration.</p> <p>If the account was disconnected due to delinquency, advises the client to pay the balance so that it will be reconnected the following day</p> <p>if the client is the only one that experiencing no water:</p> <p>Make a job order for Pipelines and Appurtenances Maintenance Dept. if only the client is experiencing no water</p> <p>Make a job order for the Production Dept. if the whole area is experiencing no water situation</p> <p>Endorses the job orders to PAMD or PD</p>				
2	Wait for the PAMD or PD team		Within 24 hours from receipt of complaint			

3		Conduct site inspection for verification. If confirmed, restore the water supply or explain the causes for no water supply	30 minutes to 1 hour	PAMD or PD personnel	none	Job order
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END OF TRANSACTION