

## **PROCESSING OF REPORT ON PIPE LEAKAGES (ROAD LEAK OR PIPE LEAK BEFORE THE METER)**

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

7:00 am- 4:00 pm, NO NOON break, Monday to Friday, 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 representative
- Any concerned citizen or affected person

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

- If reporter is at the MCWD One Stop Shop – sketch with landmarks on the location of the pipe leakage
- If the reporter calls at the MCWD Call Center – address with landmarks on the location of the pipe leakage
- Name and contact number of the reporter

**Duration: 24** hours (under normal circumstances)

## How to Avail of the Service:

### Processing of Report on Pipe Leakages

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	<p><b>If the reporter is at the MCWD One-Stop Shop (OSS)</b></p> <p>Get a priority number for white lane transactions in One-Stop Shop (OSS) from the Guard</p>	The MCWD guard will issue a priority number for white lane transactions in OSS to the client	Less than a minute	The MCWD guard-on-duty	None	Priority number
3	Wait for your number to be called		5 to 30 minutes			
4	Report a road leak or a service connection leak	Prepares a job order. Print the job order and ask the reporter to draw a sketch with landmarks on the location of the pipe leakage	5 minutes	Customer Service Officer A of the OSS	none	Job Order

5	Draw a sketch on the location of the pipe leakage	Verifies the sketch and endorses the job order to the Pipelines and Appurtenances Maintenance Dept. (PAMD)	5 minutes	Customer Service Officer A of the OSS	none	Job order
6		Pipelines and Appurtenances Maintenance Dept. (PAMD) leak repair team conducts site inspection for verification. If confirmed, repair on the reported leak begins	Within 24 hours from receipt of report	PAMD leak repair team	none	Job order
		<b>End of transaction</b>				
1	<p><b>If the reporter calls at the MCWD Call Center</b></p> <p>Thru 254-8434 local 0</p> <p>Send a message or call thru 0917-3219821, 0917-5464278</p> <p>Send a message thru Facebook messenger</p>	<p>Answers/ Entertains the call, text message and Fb messenger message</p> <p>Get the address with significant landmarks on the location of the pipe leakage including the reporter's name and contact number</p>	5 minutes to 10 minutes	MCWD Call Center Agent	none	
2		Prepares a job order for repair on pipe leakage and endorses it to the Pipelines and Appurtenances Maintenance Department (PAMD)	5 minutes	MCWD Call Center Agent	none	Job Order
3		PAMD leak repair team conducts site inspection for verification. If confirmed, repair on the reported leak begins	Within 24 hours from receipt of report	PAMD leak repair team	none	Job order

**END OF TRANSACTION**