

PROCESSING OF REQUEST FOR METER TEST

Schedule of Availability of Service:

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

Who may avail of service:

Any MCWD registered consumer or his/her authorized representative with a verified complaint for high consumption

What are the requirements:

- Copy of the water bill or account code
- Copy of the trace up result if it is available

Duration: 5 – 7 working days after request (under normal circumstances)

How to Avail of Service:

Processing of Request for Meter Testing

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 the 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	MCWD guard		Priority number
3	Wait for your number to be called		5-30 minutes			
4	Apply for a meter test and show the trace up result on high consumption	Explain the trace up result. Inform the client that there is a test fee of P338 if the meter is normal and there's none if the meter is defective	10 minutes	Customer Service Officer A of the OSS	none	Trace up result
5		Prepare a job order for a meter test. Print the job order and have the client draw a sketch with landmarks on the location of the consumer. Inform the client that his/her meter will be pulled out within 3-5 working days	5 minutes	Customer Service Officer of the OSS		Job Order
6	Draw a sketch on the location of the meter and the house		variable			

		Endorse the job order to the Meter Maintenance Div. (MMD) of Production Dept. (PD)	1 minute	Customer Service Officer A of the OSS		Job order
7	Wait for the MMD plumber to remove the water meter and replaced it with a new one		3 – 5 working days			
8		Pull-out the meter. If applicable, inform the consumer on the meter testing schedule at Talamban, Cebu City	10 to 30 minutes	MMD Plumber		Job Order
9	Witness the meter testing at MCWD Meter Maintenance Division in Talamban, Cebu City	Do actual testing of the water meter and brief the client on the meter testing process	1-2 hours	MMD water meter technician	none	
10		Inform the complainant of the meter test result	30 minutes	MMD water meter technician		
END OF TRANSACTION						