

## **PROCESSING OF REQUEST FOR RELOCATION OF METER STAND/STUB OUT**

### **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
- Any affected individual or his/her authorized representative

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

- A water bill or account code (for registered consumer)
- 3 serial numbers of the affected meters for non-registered consumer (reference purposes)
- sketch of the location of the meter stand/stub-out and its proposed new location
- Letter request for relocation of meter stand/stub out

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

## How to Avail of Service:

### Processing of Request for Relocation of Meter Stand/Stub Out

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	Less than a minute	MCWD guard	none	Priority number
3	Wait for your number to be called		5-30 minutes			
4	Request for the relocation of meter stand/stub out  State the reason/s of the request for relocation	Asks the client for the registered names of the affected water meters.  Verifies the status of the accounts. If confirmed, prepare a job order for site inspection and evaluation.  Inform the client that such request is subject to approval by Pipelines and Appurtenances Maintenance Department (PAMD).  Print the job order for sketching by the client	10 minutes	Customer Service Officer A of the OSS	none	Job order
5	Draw a sketch on the location of the meter stand or stub out		5 – 10 minutes		none	
6		Endorse the Job Order to the PAMD for site inspection and evaluation	3 – 5 minutes	Customer Service Officer A of OSS	none	Job Order

7	Wait for the team to conduct site inspection and evaluation	Conduct site inspection and evaluation to determine if the request is for operational or aesthetic	3 – 5 working days after request	PAMD personnel	none	Job Order
8		If the purpose for transfer of meter stand/stub out is operational, proceed with transfer	Meter stand: 1-4 hours Stub-out: 1 day	PAMD personnel	none	Job Order
9		If for aesthetic purposes, prepare cost estimates and deliver it to the client  If the client accedes to the costs, advises the client to pay the amount at the MCWD cashier	1 day	PAMD personnel	Based on cost estimates	Billing memo
10	Pay the cost of the relocation at the MCWD cashier	Accept the payment and issue an official receipt	5 to 15 minutes	MCWD cashier	Based on cost estimates	Billing memo
11	Inform PAMD that payment is done	Proceed with the relocation of the meter stand/stub out	5 to 7 working days from receipt of payment	PAMD Personnel	none	Job Order
12		Encode the accomplished Job Order with details	5 – 10 minutes	PAMD Personnel	none	Job Order
<b>END OF TRANSACTION</b>						