

PROCESSING OF REQUEST FOR WATER QUALITY TEST (MCWD CONSUMER)

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

What are the requirements:

- Copy of the water bill or account code
- Sketch with landmarks on the location of the water service connection and residence of the consumer
- Name of the consumer and contact number

For business permit purposes:

(Temporarily suspended)

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

How to avail of the Service:

Processing of Request for Water Quality Test (MCWD CONSUMER)

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 to the client	Less than a minute	MCWD guard	none	Priority number
3	Wait for your number to be called		5-30 minutes			
4	Request for water quality testing and state the reason/s for such request	Ask the following details from the client: Registered consumer's name or account code, address, sketch with landmarks, contact number	5 minutes	Customer Service Officer A of OSS	none	
5		Verifies the account if confirmed, prepares a job order for water testing. Print the job order and have the client draw a sketch with landmarks on the location of	5 minutes	Customer Service Officer A of OSS	none	Job order

		the affected water service connection				
6	Draw a sketch with landmarks on the location of the consumer		variable		none	Job order
7		Endorse the job order to the Water Quality Division (WQD) of the Sewerage and Sanitation Dept. (SSD) for water sampling	3 minutes	Customer Service Officer A of OSS	none	Job order
8	Wait for the water sampler from the MCWD Water Quality Division (WQD)		The next day from receipt of request			
9		Water Quality Division personnel take water samples from the residence of the client	30 minutes to 1 hour	WQD personnel of SSD	none	
10		Inform the requesting party to call the laboratory for the test result and for any activities on the part of the consumer to ensure the quality of water	5-7 days	WQD personnel of SSD	none	Test result
		End of transaction				

