



**METRO KALIBO WATER DISTRICT  
CITIZEN'S CHARTER  
(R.A. 9485 – Anti-Red Tape Act of 2007)**

**LIST OF FRONTLINE SERVICES**

**APPLICATION FOR NEW SERVICE CONNECTION**

**Customer In-Office Transaction**

(1<sup>st</sup> Visit)

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirements
1	Get ticket number and wait for your number to be called.		1 min	Officer of the Day	none	
2	Go to Customer Service Counter and request for inspection of proposed site for new service connection.	Prepare Service Request (SR) and record to logbook. Give requirements for new connection.	3 min	Customer Service Assistant	none	Valid ID
3	Receive list of requirements.	Advise customer to wait for inspection & submit requirements upon advice of inspector.	2 min	Customer Service Assistant	none	

(2<sup>nd</sup> Visit)

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirements
1	Get ticket number and wait for your number to be called.		1 min	Officer of the Day	none	<ul style="list-style-type: none"> <li>• Original &amp; 2 photocopies of valid ID + Representative</li> <li>• 2 photocopies of representative's ID or Barangay Certificate               <ul style="list-style-type: none"> <li>• Authorization Letter</li> <li>• Photocopy of Lot Title or</li> <li>• Tax Declaration</li> </ul> </li> <li>• (see complete list at the frontline)</li> </ul>
2	Go to Customer Service Counter and submit requirements. Accomplish Service Application and Construction Order (SACO), Memorandum of Agreement (MOA), and Loan Agreement, if applicable.	<ul style="list-style-type: none"> <li>• Review submitted requirements, check forms if properly accomplished by applicant.</li> <li>• Orient applicant on policies on service connections.</li> <li>• Prepare Account Slip.</li> </ul>	7 min 10 min 3 min	Customer Service Assistant	none	
3	Go to the Teller and pay installation charges.	Issue Official Receipt.	2 min	Teller	Amount required	
4	Receive official receipt and return accomplished contracts to Customer Service Assistant.  Wait for installation.	Advise applicant to wait for installation after more or less seven (7) days.  Receive, record, and forward documents to Division Manager for approval.	2 min	Customer Service Assistant	none	



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**PAYMENT OF WATER BILLS**

**Full Payment:**

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirements
1	Get ticket number and wait for your queue.		1 min	Officer of the Day	none	
2	Go to designated Teller when your number is called. Present your billing notice, if available.	Verify customer record, accept payment, and issue official receipt.	2 min (with billing notice) 4 min (if without billing notice)	Teller	Amount to be paid	Billing Notice
3	Receive and check official receipt. Count loose change, if any.					

**Partial Payment:**

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirements
1	Get ticket number and wait for your queue.		1 min	Officer of the Day	none	
2	Go to Commercial Division CSO-B and request for allowable partial payment.	Verify customer record, facilitate promissory note, and indicate amount of partial payment allowed.	3 min	CSO-B	none	
3	Go to designated Teller when your number is called. Present your billing notice & promissory note.	Accept payment and issue official receipt.	2 min	Teller	Amount to be paid	Billing Notice/PN
4	Receive and check official receipt. Count loose change, if any.					



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**CUSTOMER ASSISTANCE**

**Phone-in Report/Complaint/Query/Request on: Status of Application, Billing Details, Billing Adjustments, Leakages, Water Quality, Water Interruption, High Consumption, Relocation of Water Meter, Change Meter, Calibration of Meter, Change of Account Name, Closure of Service Connection, etc.**

**Water Service Interruption:** Average Response Time to Restore Water Service - 2.5 hours

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirement
1	Call 145 (Pantelco), 1620 (Cruztelco), or 09099935218. Trunklines: 268-9231, 268-1196, or 268-6828.	Receive call, discuss, and encode customer's concern(s), including customer's name, address, acct. number, contact number, and attending division.	5 min	Customer Service Assistant or Security Guard on duty (during non-office hours)	none	Billing Notice
2		Provide answer to customer if concern can be answered outright or inform customer that concern shall be processed and to expect feedback based on duration of service/action required.  Prepare Service Request.	5 min	Customer Service Assistant or Security Guard on duty (during non-office hours)		

**Walk-in Report/Complaint/Query/Request:**

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirement
1	Get queue number and wait for your queue. Go to Customer Services Counter once number is called.	Receive, discuss, and encode customer's concern(s), including customer's name, address, acct. number, contact number, and attending division.	10 min	Customer Service Assistant	none	Billing Notice
2		Provide answer to customer if concern can be answered outright. If not, get customer's full name, address, account number, and contact number and inform customer that concern shall be processed and to expect feedback based on duration of service/action required.  Prepare Service Request.	10 min	Customer Service Assistant		



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**RECONNECTION**

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Requirements
1	Get ticket number from queue machine and wait for your queue.		1 min			<ul style="list-style-type: none"> <li>• Original &amp; 2 photocopies of valid ID</li> <li>+ Representative</li> <li>• 2 photocopies of representative's ID or Barangay Certificate               <ul style="list-style-type: none"> <li>• Authorization Letter</li> <li>• Photocopy of Lot Title or</li> <li>• Tax Declaration</li> </ul> </li> </ul> (see complete list at the frontline)
2	Go to Commercial Division Customer Services Counter. Verify status of connection and inquire on requirements.	Provide information on unpaid charges, status of service connection, and requirements for reconnection.	5 min	Customer Service Assistant		
	If water meter was already pulled-out or service disconnected for 2 mos. & over, site inspection shall be conducted.	Prepare service request. <ul style="list-style-type: none"> <li>• Conduct site inspection &amp; make a report.</li> </ul>	1 hr	Inspector		
3	Comply and submit requirements.	Check submitted requirements and process reconnection documents.	2 min	Customer Service Assistant		
4	Go to Teller and pay your account balance and reconnection/notarial fees.	Receive payment and issue official receipt.	2 min	Teller	Amount required + Recon Fee – <b>P50.00</b> Notarial Fee – <b>P50.00</b> (if applicable)	
5	Go back to Customer Services and present official receipt. Sign contract renewal/reconnection form.	Review forms if properly filled-out. Forward to CSO/DM for approval.	7 min	Customer Service Assistant		
6	Wait for reconnection of water service at home.	Reconnect water service.	4 – 8 hours	PDCD crew		



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**RELOCATION OF WATER METER**

Step	Customer	Service Provider	Duration	Person In Charge	Fee	Requirements
1	Get ticket number from queue machine and wait for your queue.		1 min			
2	Go to Commercial Services Counter, verify status of connection, and inquire on requirements.	Provide info & give requirements. Prepare Service Request (SR) for inspection.	3 min	Customer Service Assistant		<ul style="list-style-type: none"> <li>• Original &amp; 2 photocopies of valid ID + Representative</li> <li>• 2 photocopies of representative's ID or Barangay Certificate               <ul style="list-style-type: none"> <li>• Authorization Letter</li> </ul> </li> </ul> (see complete list at the frontline)
3	Comply and submit requirements.	Check requirements & forward SR to inspector.	5 min			
4	Wait for inspection on site and the advice of inspector.	Conduct inspection and verify water supply of proposed relocation site. Make a report.	1 – 2 days	Inspector		
5	Go back to Customer Services Counter and wait for assessment of fees.	Prepare account slip based on inspection made.	5 min	Customer Service Assistant		
6	Pay applicable charges at the Teller.	Receive payment and issue official receipt.	2 min	Teller	Applicable fees incl. Inspection Fee Of <b>P100.00</b>	
7	Wait for relocation of water meter at agreed location.	Relocate water meter and inform customer right after.	Within 7 days	Maintenance Div. Crew		