



12. Senior Citizen Discount

Senior Citizen Discount is the grant of 5% discount relative to monthly utilization of water by households with senior citizens provided that the individual water meters are registered in the name of the senior citizen residing therein, and that the monthly consumption does not exceed 30 cu. m. of water.

Office or Division:	Commercial			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All senior citizen concessionaires *****			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished SRWD Member's Amendment Form		PACD and Customer Service Desk		
Photocopy of Senior Citizen ID		Provided by Concessionaires		
1 piece 2x2 picture		Provided by Concessionaires		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID***	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit fully accomplished MAF at the Customer Service Desk.	1. Check/verify the status of the concessionaire's account and the completeness of MAF and requirements	None	10 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
2. Attend SRWD policies orientation.	2. Orient concessionaire regarding SRWD policies on senior citizen discount	None	10 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
	3. Update applicant's record in the Billing and Collection System	None	5 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
TOTAL:		None	25 minutes	
END OF TRANSACTION				

- Note: * Processing Time under normal condition.
 ** Application Form is available free of charge.
 *** Fees to be paid are subject to change without prior notice.
 **** Senior Citizens need not pass Residence Certificate (Cedula)
 ***** Renewable every year.