



9. Service Line Leak Repair

This service is done to repair SRWD's service line.

Office or Division:	Commercial/ Engineering and Maintenance			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G - Government to Government			
Who may avail:	All concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID***	PROCESSING TIME*	PERSON RESPONSIBLE
1. Request inspection/repair of service line leak at the Customer Service Desk.	1. Check/verify the status of concessionaire's account	None	5 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
	1.1 Prepare Construction Order for service line leak 1.2 Advise concessionaire for service line leak repair within 3 working days	None	3 days, 3 minutes	
2. Coordinate with Water Maintenance Man.	2. Repair of service line leak	None	3 hours	<i>Water Maintenance Man/ Engineering and Maintenance Division</i>
3. Sign Construction Order form.	3. Receive signed Construction Order Form (The signed Construction Order should be returned to Customer Services Assistant for encoding and filing)	None	3 minutes	<i>Water Maintenance Man/ Engineering and Maintenance Division</i>
TOTAL:		None	3 days, 3 hours, 11 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.