



6. Water Meter Testing

Water Meter Testing ensures that the water meter records accurate consumption.

Case A: If meter found not defective, Meter Testing Fee of Php 200.00 *** will be charged to requesting concessionaire on the next monthly bill.

Case B: If meter is defective, water meter will be changed, current bill will be recomputed to average consumption of 3 months' highest consumption, and Meter Testing fee will be waived.

Office or Division:	Commercial			
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 Water Meter Testing at the Customer Service Desk.	1. Check/verify the status of concessionaire's account 1.1. Prepare Construction Order for Water Meter Testing 1.2. Advise concessionaire for Water Meter Testing of water meter within 3 working days	None None	5 minutes 3 days, 3 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
2. Coordinate with the Customer Services Assistant.	2. Test water meter	None	1 Hour	<i>Customer Services Assistant/ Finance and Commercial 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>Customer Services Assistant/ Finance and Commercial Division</i>
4. Wait for the result of the Water Meter Testing	4. Update/Encode the completed construction order to Customer Care. If the meter is not defective, update the	None	5 minutes	<i>Customer Services Assistant / Finance and Commercial Division</i>



	concessionaire's account for the billing of meter testing fee. (The meter testing fee is to be paid on the next billing period.) (5 minutes)			
TOTAL:		depending on the result of calibration	3 days, 1 hour, and 16 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.