

## **CHANGE METER**

### **Schedule of the Availability of the Service:**

Monday - Friday  
8:00 AM- 5:00 PM

### **Who may avail of the Service:**

Registered TCWD concessionaire whose water meter has been classified as follows:

1. If confirmed defective:
  - a. malfunctioning of water meter dial due to presence of moisture/moss-like or algal growth
  - b. busted or broken water meter body/glass
  - c. mechanical malfunctioning
2. If stolen;
3. If damaged due to natural causes, accidental or malicious intent

### **What are the requirements:**

1. **If confirmed defective:**
  - a. Notice of Defective Meter (if **Agency initiated**)
  - b. Inspection report & confirmation from Maintenance Division (if **Customer initiated**)
  - b. Application Form for Change Meter
2. **If stolen;**
  - a. Police blotter report
  - b. Application Form for Change Meter
3. **If damaged due to natural causes, accidental or malicious intent**
  - a. Incident/inspection Report of Commercial Section
  - b. Application Form for Change Meter

### **Duration:**

1-2 days

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
<b>If confirmed defective:</b>						
<b>a. if Agency initiated)</b>						
1	Proceed to PACC & present Notice of Defective Meter	Provide form for Change Meter	5 mins	Customer Service Section in-charge R.J. Labandero		Change Meter Service Application Form
2	Proceed to Customer Service Section to submit filled out application & Notice of Defective Meter	Accept application and process replacement of meter:				
3	Ensure applicant or representative is present during installation to acknowledge	2a. Prepare Store Requisition Slip (SRS) and transmittal	1-2mins	Customer Service & MRSection R. J. Labandero	none	Store Requisition Slip
		a.) Approve Application and SRS		R. Nuñez		
		b.) Transmit approved application and SRS	1-2mins	R.J. Labandero		
		c.) Check, assign control number & encode SRS & forward encoded SRS to D. Bernal (Customer ServiceSection)	3-5 min	Acctg - M. Gorres		
		d.) Prepare work order and schedule	10 min	Customer Service Section		
		e.) Notify applicant of installation schedule, encode contact number in database	2-3 min	PACC (M. Gelig / Ruby Yu		
f.) Prepare materials indicated in SRS, indicate on the SRS & application form the serial number of water meter issued execute	5-6 min	Warehouse (G. Enanoria / A. Javier)				
			15 - 30 min	Installation Staff L. Kiseo		
		g) Confirm completion of installation and forward to billing section	3-5 min	Customer Service Section (R.J. Labandero)		
		h) Encode serial number of meter installed & other details	1-2 min	Billing Section R. Macapobre / D. Lebumfacil		

