



Manolo Fortich Water District

A. Ditona St., Tankulan, Manolo Fortich, Bukidnon

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Hotline: 0917-718-1311

Frontline Services

Complaints on Doubtful Billing (High Consumption)

This service is given to customer/s who doubted their water billing due to unusual water consumption, erroneous reading, and leakages and other causes.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail:	Customer/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form Water Bill/Statement of Account for the Bill Complained of		Customer Service Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Customer/Client inform the Front Desk Officer (FDO) of His/her complaint/s	1. FDO will check customer's record of billing and explain possible causes for very high consumption		5 Mins	Customer Service Assistant
	2. FDO will prepare Service Request for actual water meter reading verification		2 Mins	Customer Service Assistant
	3.Check actual water meter reading and service connection status		30 Mins	Area In-Charge Maintenance Man

	4.Prepare Billing Adjustment (If applicable)Billing Adjustment trend of monthly billing		3 Mins	Customer Service Assistant
	5. Inform customer/client of the status of complaint (and of his/her connection; as the case may be		5 Mins	Customer Service Assistant
TOTAL			45 Mins	