



## Manolo Fortich Water District

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

Email: [mfwd\\_buk@yahoo.com](mailto:mfwd_buk@yahoo.com)

Hotline: 0917-718-1311

## Frontline Services

### Request for Replacement of Defective Meter

This service is given to customers who is (1) doubtful in the accuracy/condition of his water meter, (2) whose meters are obviously defective due to wear and tear, (3) whose meter becomes defective due to his or other's negligence, or (4) stolen or intentionally destroyed. This is to ensure accurate water usage will be billed to every customer.

<b>Office or Division:</b>	Commercial and Engineering Sections			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client; G2B-Government to Business, G2G-Government to Government			
<b>Who May Avail:</b>	Customer/Client who are doubtful on the condition of their water or those with defective WM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Commercial Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer reports his water meter condition to the Customer Service Assistant	1.Meter Reader reports defective water meter to CSA	NONE (when water meter becomes defective due to wear and tear)	10 Mins	Customer Service Assistant
2. Fills up WM Request Form and submit to the CSA	2. CSA prepares service request/Work Order, log and forward to maintenance crew		2 Mins	Customer Service Assistant
3. Pay corresponding amount to the cashier/teller	3.MFWD maintenance crew inspects to verify water meter condition	P 2,275 (when water meter	3 Mins	Teller/Cashier

4. Wait for the Schedule	4.Maintenance crew request new water meter and replaces the defective one	becomes damage by other cause aside from wear and tear, or when stolen.	1 day	Area In Charge
5.Sign the "acknowledgement " portion when the water meter replacement is completed	5. Area In Charge lets the customer sign the "acknowledgment" portion of the work order when replacement is done		1 Min	
TOTAL		P2,275.00	1 day and 14 mins	