

## FILING OF COMPLAINS

### About the service:

*This service is open to address complains of the concessionaire regarding their water connection..*

### Requirements:

Complaint sheet - form from JWD

### HOW TO AVAIL OF THE SERVICE

<b>FOLLOW THESE STEPS</b>		<b>IT WILL TAKE YOU ( under normal circumstances)</b>	<b>CONCERN JWD EMPLOYEE</b>
1	Filing of complaint	3 min	Lilibelle K. Ambas
2	Assesment of the complaint		assigned employee / GM
	Common complains		
	<b>a. high consumption (leak after the meter)</b>		
	a.1 Verification of account (consumption history)	3 min	Engr. Edgardo G. Terrado/ L. Ambas
	a.2 Actual Checking of Line for leaks after the meter	5 min	Engr. Terrado/J. Royo-Plumber/Mtr reader
	a.3 Final conclusion on the complaint (explanation of the condition, recommedations)	10 min	Engr. Terrado / L. Ambas / GM
	<b>b. bill reconciliation</b>		
	b.1 Verification of account (consumption history)	3 min	Engr. Edgardo G. Terrado/ L. Ambas
	b.2 Actual Checking of water meter	3 min	Engr. Terrado/J. Royo-Plumber/Mtr reader
	b.3 Final conclusion on the complaint (explanation of the condition, recommedations, correction of bill)	10 min	Engr. Terrado / GM
	<b>c. Water Quality (Turbidity of Water)</b>		Lilibelle K. Ambas/Engr. Edgardo G. Terrado/ GM
	c.1 Brief inetrview on the complainant(Location,start of turbidity)	3 min	Lilibelle K. Ambas/Engr. Edgardo G. Terrado/
	c.2 Actual inspection on the reported location (checking for possible leaks)	10 min	Engr. Terrado/J. Royo-Plumber
	c.3 Water test (Phc Bottle) for any contamination	5 min	Lilibelle K. Ambas/Engr. Edgardo G. Terrado/
	c.4 Final conclusion on the complaint (explanation of the condition, recommedations)	10 min	Engr. Terrado / GM
	<b>d. Replacement of fittings within the meter stand</b>		
	d.1. Checking of the meter stand	5 min	Plumber / Mtrs reader / Engr.
	d.2 Listing of the Material to be replaced	2 min	Plumber / Mtrs reader / Engr.
	d.3 Replacement of damaged fittings	20 min	Plumber
	<b>e. Damaged meter</b>		
	e.1 Brief assesment of the cause of damage (Physical/Mechanical)	5 min	Engr. Terrado / Meter Reader
	e.2 Actual inspection of meter (invistigation)	10 min	Engr. Terrado / Meter Reader / GM
	e.3 Final conclusion and recommendation	10 min	Engr. Terrado / GM
	e.4 Replacement of meter	30 min	Plumber
3	Assesment and checking if the complaint was addressed properly		GM

**note:** complain on high consumption, the water connection will be checked for leak and consumption will be assesed. On water quality, 3 tests can be done, checking of chlorine residual level, bacte test using Phc bottle and one to be checked in a laboratoty. leaks can also result to poor water quality.