



## Procedure 08

### CUSTOMER ACCOUNTS PROCEDURE

Date prepared : January 6, 2017  
Date approved : January 10, 2017  
Effectivity Date : January 11, 2017  
Revision No. : 00  
Revision Date :  
Control No. : **PM08-01**

Reviewed by: Engr. Carlos N. Santos Jr.-GM

Approved by: Dir. Miguela G. Pleyto-BOD Chairperson

#### 1.0 OBJECTIVES

- 1.1 Establish guidelines in the Customer Accounts Section particularly on water billing, payment collection, billing and collection adjustments, disconnection and reconnection and water meter replacement in Santa Water District.

#### 2.0 SCOPE

This procedure defines the duties and responsibilities and authorities for all water billing and collection processes in Santa Water District.

#### 3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 7.4, 7.4.1, 7.4.2, 7.4.3
- 3.2 Procedure for Communication
- 3.3 Procedure for Finance
- 3.4 Procedure for Documented Information

#### 4.0 RESPONSIBILITIES AND AUTHORITIES

Utilities/Customer Services Assistant

#### 5.0 PROCESS



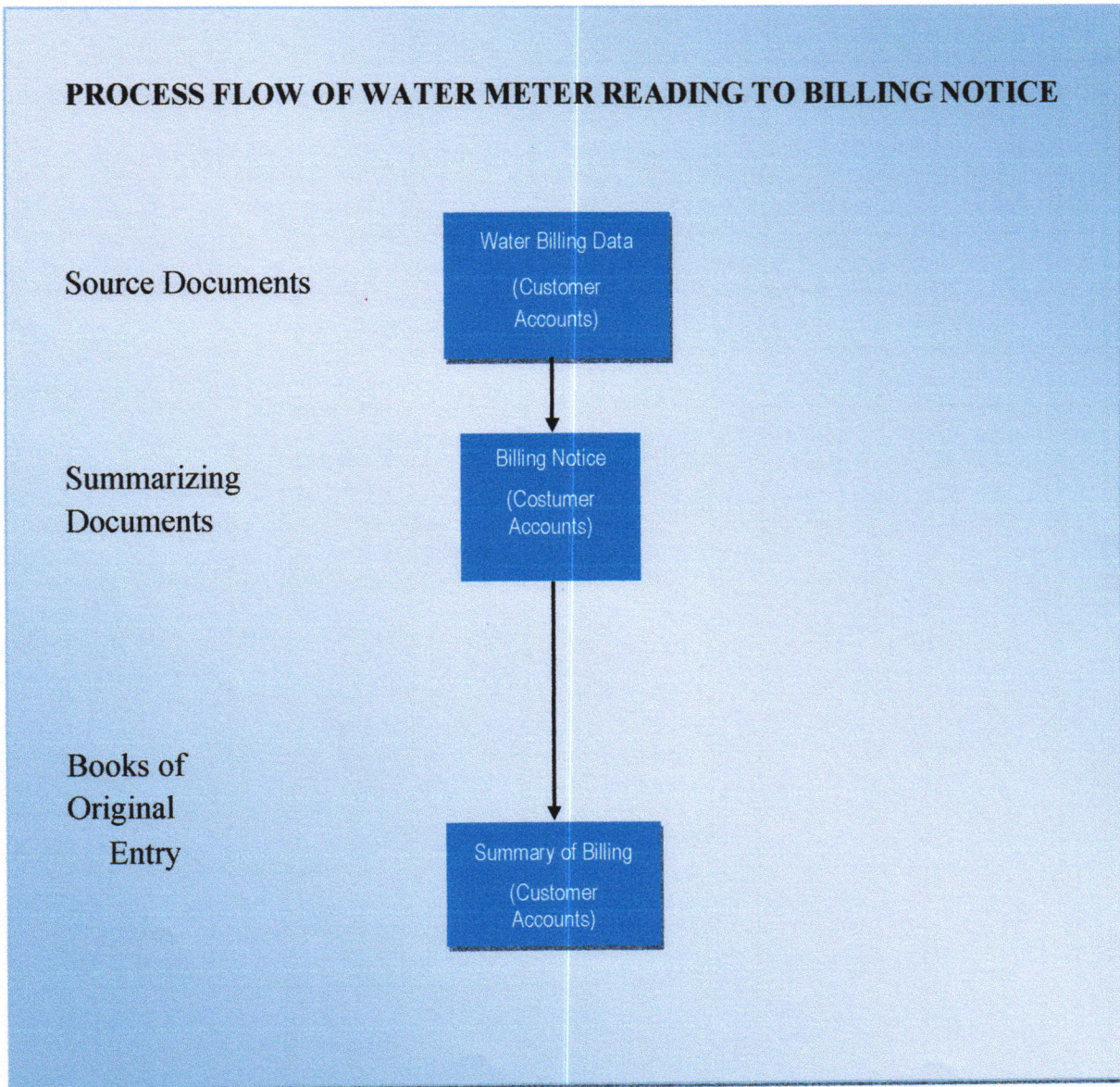
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*Carlos N. Santos Jr.*  
Reviewed by: Engr. Carlos N. Santos Jr.-GM

*Miguel G. Pleyto*  
Approved by: Dir. Miguela G. Pleyto-BOD Chairperson

**PROCESS FLOW 08-01**





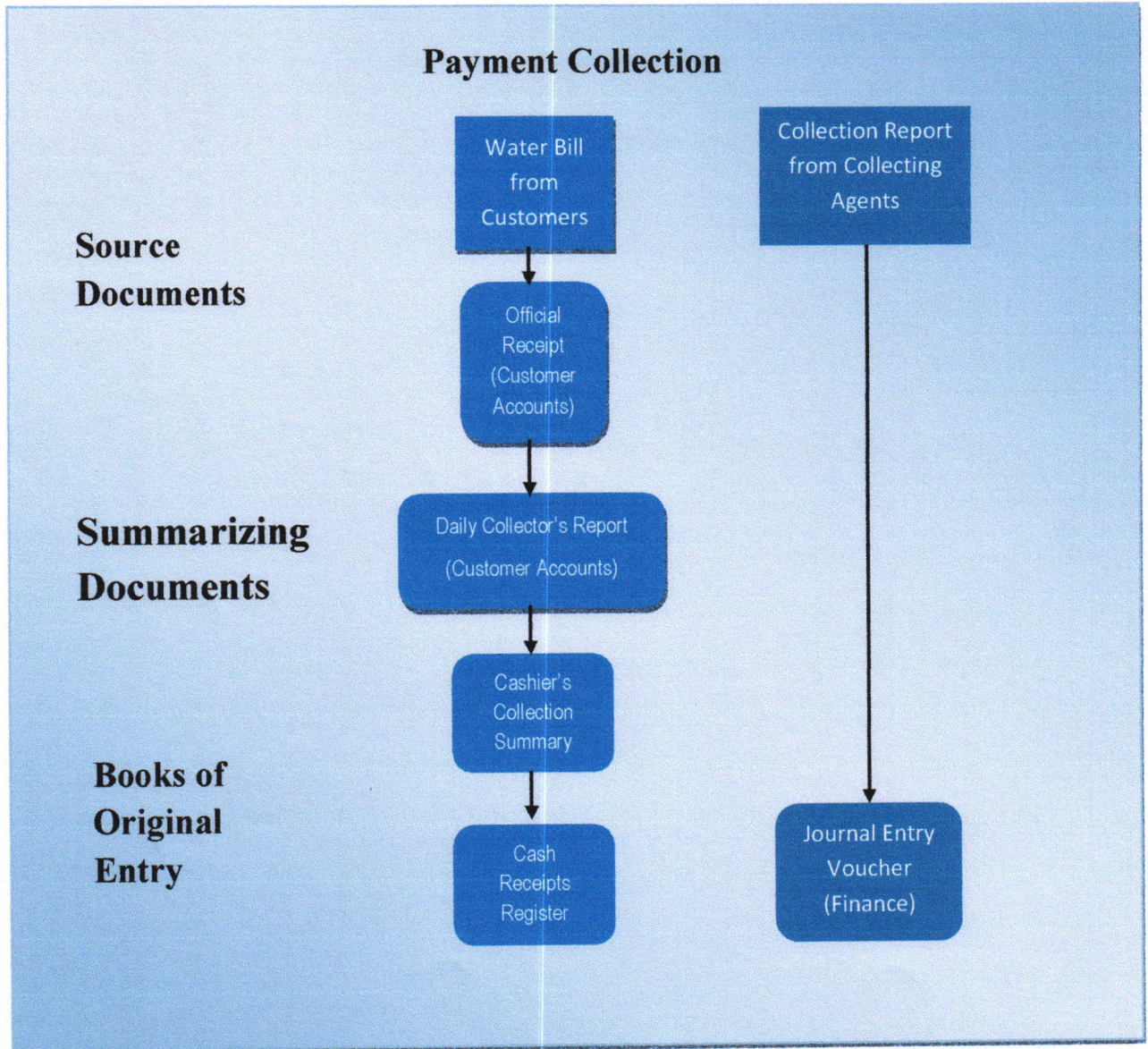
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*Carlos N. Santos Jr.*  
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**PROCESS FLOW 08-02**





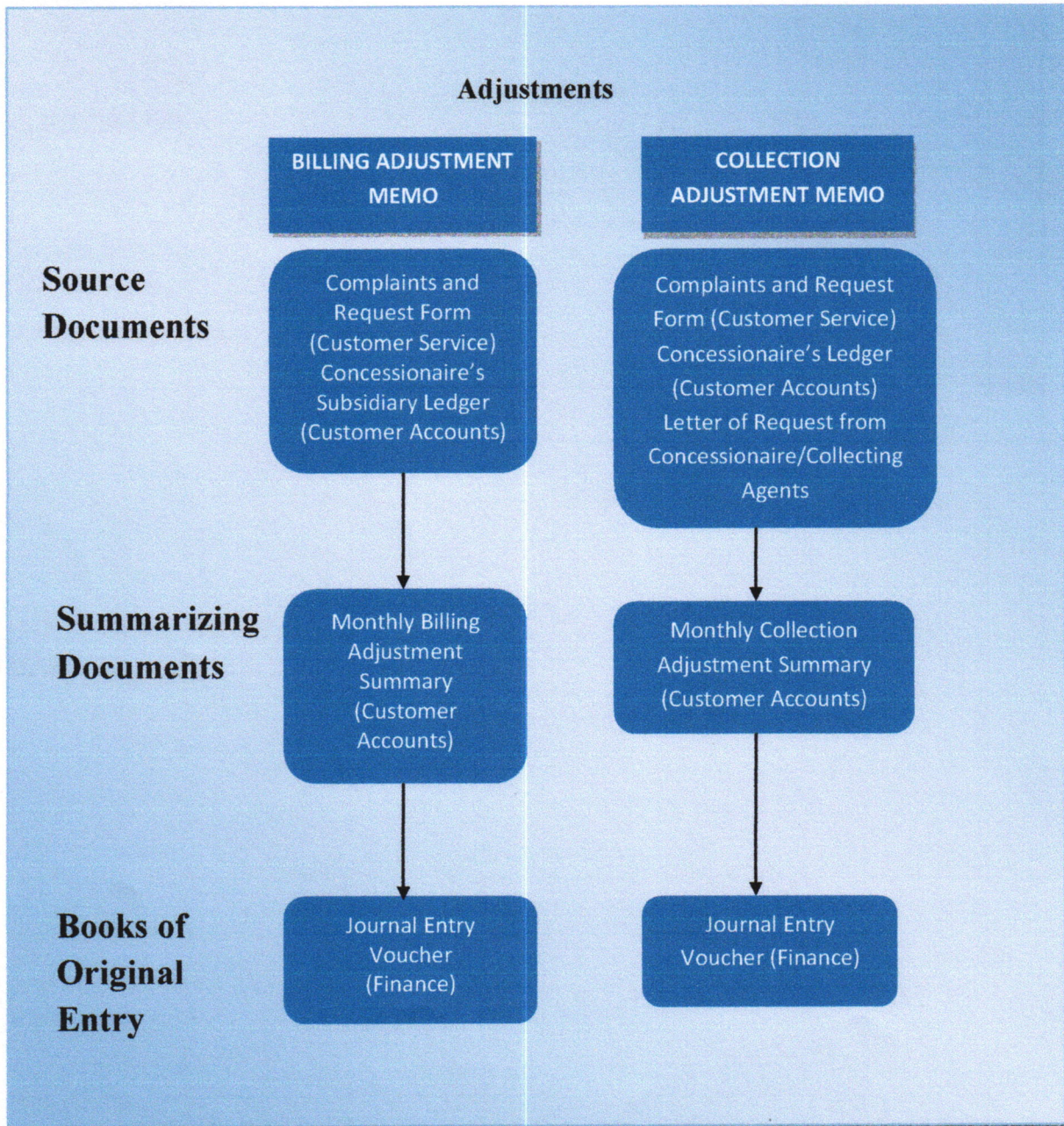
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**PROCESS FLOW 08-03**





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#### 5.1 Water Meter Reading and Billing Notice

- 5.1.1 Utilities/Customer Services Assistant sets book dates a day before scheduled meter reading.
- 5.1.2 Utilities/Customer Services Assistant (Meter Reader Team Lead) assigns zones/areas to be read to Utilities/Customer Services Assistants (Meter Readers).
- 5.1.3 Utilities/Customer Services Assistant prints reading forms to be distributed to Utilities/Customer Services Assistants (Meter Readers).
- 5.1.4 Utilities/Customer Services Assistant (Meter Reader) reads and encodes water meter reading in assigned zones.
- 5.1.5 Utilities/Customer Services Assistant (Meter Reader) prints and distributes generated billing notices in assigned area.
- 5.1.6 Utilities/Customer Services Assistant (Meter Reader) uploads billing data to system.
- 5.1.7 Utilities/Customer Services Assistant (Meter Reader) prints billing summary to be validated by Water Utilities/Customer Services Assistant.
- 5.1.8 Utilities/Customer Services Assistant to verify billing remarks and issue Billing Verification and Inspection Order.
- 5.1.9 Utilities/Customer Services Assistant to issue second billing once BVIO is validated.

#### 5.2 Payment Collection

- 5.2.1 Utilities/Customer Services Assistant (Teller) to validate ID number, Account number, Account Name and other details of payment based on billing notice of concessionaire.
- 5.2.2 Utilities/Customer Services Assistant (Teller) ensures accuracy in encoding payments in corresponding accounts.
- 5.2.3 Utilities/Customer Services Assistant (Teller) balances cash receipt against collection report at the end of the day.
- 5.2.4 Utilities/Customer Services Assistant (Teller) remits collection to cashier intact at the end of the day.
- 5.2.5 Santa Maria Water District has collecting agent partners. Collecting agents send their collection report to Customer Accounts the following day after their collection.
- 5.2.6 Customer Service Assistant validates the data of the file and post it to the Billing and Collection system using the COL\_FILE from the collecting agents.
- 5.2.7 Any error or discrepancy prevents the file from being posted to the system.
- 5.2.8 Customer Service Assistant send back the collection report with error and inquires on the details needed to post the file to the system.
- 5.2.9 Customer Service Assistant also monitors the data not posted to system due to errors until they are posted.



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**5.3 Billing Adjustment Memo**

- 5.3.1 Utilities/Customer Service Assistant prepare Billing Adjustment Memo based on Complaints and Request Form forwarded by the Customer Service.
- 5.3.2 Utilities/Customer Service Assistant posts approved Billing Adjustment Memo to concessionaire's ledger.

**5.4 Collection Adjustment Memo**

- 5.4.1 Utilities/Customer Service Assistant prepare Collection Adjustment Memo based on Complaints and Request Form forwarded by the Customer Service and/or upon review of concessionaire's accounts and upon reconciliation of payments received from Collecting Agencies.
- 5.4.2 Utilities/Customer Service Assistant posts approved Collection Adjustment Memo to concessionaire's ledger.

**6.0 RECORDS**

- 6.1 Billing Notice
- 6.2 Billing Adjustment Memo
- 6.3 Collection Adjustment Memo