



BATO WATER DISTRICT

Santiago, Bato, Camarines Sur
Telefax: (054) 277-4269;Globe:09176594777
Email: bwd_batocamsur@yahoo.com
Website: www.batowdcamsur.gov.ph

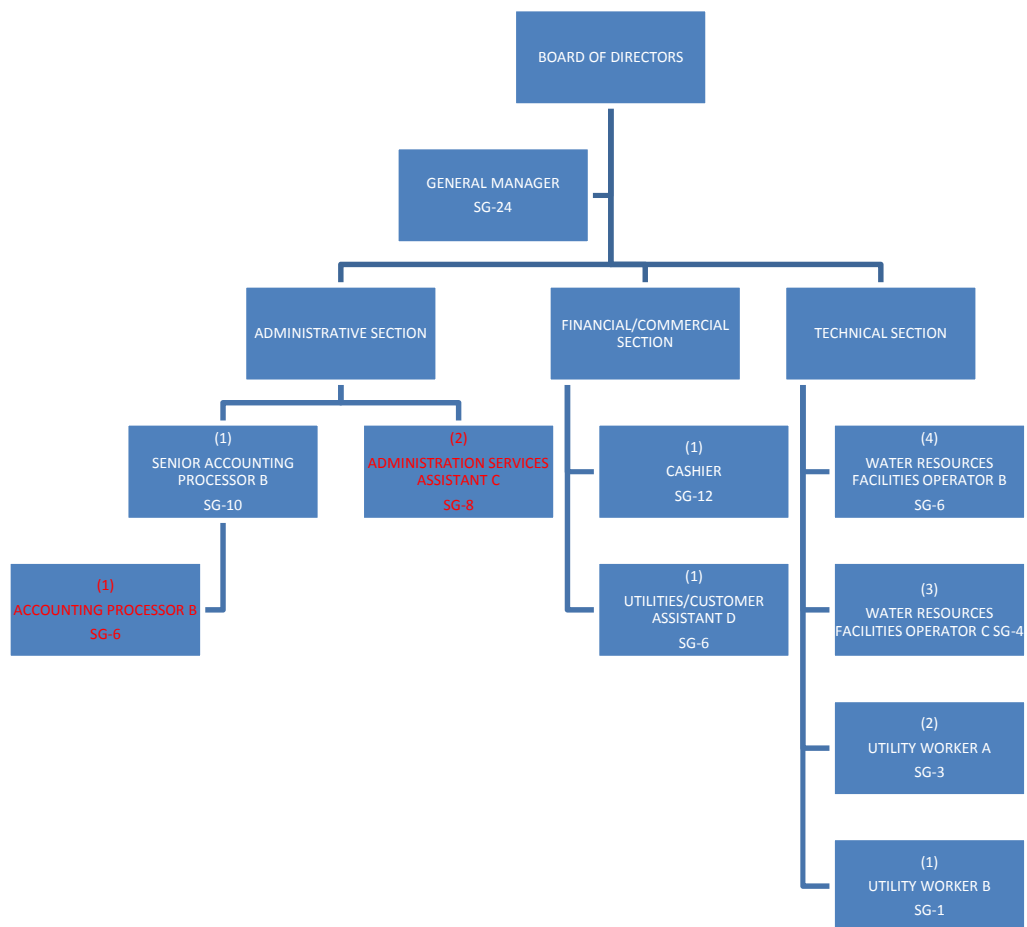
BILLING, MAINTENANCE and COLLECTION MANUAL



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ORGANIZATIONAL CHART





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NEW CONNECTION PROCEDURE

Persons desiring to avail of the water service connection should proceed as follows:

1. Apply in person to the BWD Office and talk to the personnel in charge. The applicant shall be advised of the schedule of inspection and the requirements necessary for the water service installation. If possible, the applicant should be present during inspection to be advised of the proper location of water meter.

Fill-up and sign the Contract for Water Service Installation. Orient applicant of BWD of uniform policies and procedures.

2. Applicant shall submit the requirements necessary for water service installation to the Personnel-in-Charge. The standard requirements are:

a. Application Form obtained from the water district

b. Residence Certificate (Cedula) and photocopy of any valid Government issued ID such as:

- ✓ Driver's License
- ✓ Voter's ID
- ✓ SSS/GSIS ID
- ✓ PRC Card
- ✓ Postal ID
- ✓ TIN ID
- ✓ Senior Citizen's ID

3. Personnel-in-charge shall check and evaluate requirements submitted and assess necessary fees to be paid by the applicant. Incomplete requirements shall not be processed.

4. Proceed to the Cashier's Window for proper verification of the account being applied and to pay the necessary fees.

5. Cashier shall return the application form to the personnel-in-charge for confirmation of payment and scheduling of installation.

METER READING PROCEDURE

METER READERS (WRFO - B)

1. Based on the schedule for the area assignment during the period, receives from the Billing Clerk the Meter Reading Cards.
2. Reads meter and indicates the reading on the Meter Reading Sheet.
3. Observes the condition of the service connection and watches out for any service defect. Ensures that District regulations are not violated.
4. Observes illegal connections, leakages, stuck meter, meter for transfer and reclassification of connection.
5. Receives complaints from concessionaires on defects of the service connection and conducts preliminary investigations. If the defects need further corrections or repairs, indicates the defect in the Meter Reading Sheet under the column "Remarks".
6. Upon completion of reading for one zoning of Meter Reading Sheet, submits it to the personnel in charge of Billing.
7. Reports illegal connections, leakages, stuck meter, meter for transfer, and reclassification of connection to the personnel-in-charge for service orders.

BILLING PROCEDURES

BILLING CLERK (ASA-C)

1. Receives from Meter Reader the accomplished Meter Reading Cards.
2. Encodes new service connection, disconnection, reconnection, reclassification, change meter, change name, senior citizen discount and other account updates to the system.
3. Encodes meter reading to the billing system indicating the reading and issue date; taking note of stuck, blurred, broken, stolen meters, abnormal usages, illegal connections, meter for transfer and re-classification.
4. Proof reads the encoded meter readings and checks for completeness and discrepancies.
5. Prepares maintenance order for stuck, blurred, broken, stolen meters, abnormal usages, illegal connections, meters for transfer and re-classification and forwards to concerned personnel.
6. Prints the water bill for the billing month.

7. Posts new water bills in the system.

8. Prepares Billing Report Summary in two copies. The Billing Report includes the breakdown of metered sales which shows the total consumption in cubic meters, the amount of metered sales, the number of consumers and the senior citizen discount.

PROCEDURE OF WATER BILL COLLECTIONS

CASHIER

1. When concessionaire pays, obtains from concessionaire copy of the water bill (given by meter reader), encodes registered name in the database and compares data from the system with the water bill presented.

2. The Cashier will receive payment from Concessionaire in the form of Cash or Check. For checks, it should be payable to the district. If there is a change, it will be computed and then given to the Concessionaire.

3. The water bill will be validated and the Customer's copy will be given back to the concessionaire and the Cashier will keep the office collection stub.

4. For payments other than water bill, an Official Receipt will be issued and the original (white) copy will be given to the concessionaire. The remaining copies (Yellow) will be given to the billing clerk (ASA-C).

5. The ASA – C will Process Daily Collection Report in two copies, showing breakdown of collection into current, arrears (including penalty charge) of current and previous years and other charges. Bills collected on or before due date are considered "current".

6. Counts collection for the day and compares total amount with the printed Daily Collection Report.

7. The ASA – C will make a report for the total daily water bill payments then gathers the water bill collection stubs, official receipts and one copy of daily collection report to be forwarded to the Accounting Department. The remaining copy of daily collection report and Cashier's copy of official receipts will be filed for reference.

8. The ASA – C then posts the payments to the system for it to appear on the customer's ledger and their payment be credited to their account.

9. 10% of the current bill will be added to concessionaires as penalty to those who did not pay on the allotted due date/s. The same will be posted in the system

10. The cashier records in the cash book the details of each official receipts issued and the total collection.

12. On the following day, the Cashier will count the cash and checks for deposit. If everything is accurate, cash and check deposits will then be brought to the bank. The validated copy of the check deposit slip shall be kept for future use.

SERVICE DISCONNECTION PROCEDURES

GENERAL MANAGER

1. Prepares Disconnection Order of delinquent accounts in duplicate.
2. Sends all copies of Disconnection Order to concerned personnel/s for accomplishment. In case of concessionaires already disconnected with outstanding balance, demand letter is issued.
3. Receives accomplished Disconnection Order.

PLUMBER / METER READER (WRFO-B)

1. Receives from the Designate Storekeeper the disconnection tool/s (twister, cemented nipple, etc.) to be used.
2. Receives Disconnection Orders from the General Manager and performs the disconnections. This should be accomplished within the allotted time given.
3. The Plumber and Meter Reader (WRFO-B) accomplishes the Disconnection

SERVICE RECONNECTION PROCEDURES

1. Concessionaires who want to avail the services again of the district will have to appear in person to apply for reconnection.
2. Accounts with outstanding balance should be settled and the corresponding reconnection fees should be paid before reconnection. Schedule of fees are as follows:
 - 48 hours or 2 days upon disconnection – free
 - Within one week from disconnection – Php 50.00
 - Within 2 to 3 weeks from disconnection – Php 100.00
 - One month and beyond from disconnection date – Php 500.00
3. After payment, the cashier will forward the service request to the personnel concerned and reconnection of water service will be scheduled.

CONCESSIONAIRE COMPLAINT PROCEDURES

CUSTOMER SERVICE CLERK (ASA-C)

1. Receives all complaints at the office directly from concessionaires; prepares a Service Request indicating the nature of the complaints as reported by the concessionaire.
2. If the complaint can be resolved in the office the same shall be acted upon immediately otherwise informs concessionaire that an inspection will be made and signs the Service Request. Depending on the nature of the complaints, forwards the Service Request to the concerned Personnel/Section.
3. Follows through daily with the concerned Personnel/Section service request which have been unserved after the scheduled date of accomplishment.
4. Receives accomplished copy of Service Requests. Reviews action taken. If concessionaire is not satisfied, investigates cause of dissatisfaction and refers the case to the General Manager. The personnel concerned shall record the date when the complaint was acted upon or the result of inspection and files Service Request in the Service Request file.

PLUMBER / MAINTENANCE CREW (WRFO-B)

1. Receives Service Requests from the Customer Service Clerk (ASA-C).
2. Prepares Job Order indicating the detailed information from the service request. This will be accomplished by the Plumber/Maintenance Crew and acknowledged by the concessionaire after completion.
3. Determine necessary materials and requisitions them from the Storekeeper; brings them to the service locations.
4. Defects or complaints which need prior investigation at the site before they can be corrected should be referred to the Inspector; the Plumber/Maintenance Crew should handle identified defects which need repair or correction.
5. The Service Request and the Job Order should show data on the concessionaire's name, nature of complaints, date when Service Request was prepared, date when it was completed and materials used. The accomplished Service Request will be filed and the Job Order by the personnel concerned for filing and recording purposes.

FORMS AND REPORTS

Bato, Camarines Sur

BRGY.: _____

No.: _____

DISCONNECTION ORDER

Here is the list of concessionaires of the District to be DISCONNECTED, whose arrearages in their water consumption is One (1) and Two (2) Months and above. Where our policy is Two (2) days after due date is already for disconnection.

You are hereby therefore ordered to implement DISCONNECTION of water service to the herein listed consumers immediately and **you are not allowed to accept water bill payments** from the concessionaires no payment to the office means **DISCONNECTION**.

[illegible]

PREPARED BY: _____

General Manager

In settlement of the following:

Invoice No.	Amount
Total Sales	
Less: SC/PWD Discount	
Total Due	
Less: Withholding Tax	
Payment Due	

Form of Payment:

Cash ☐ Check ☐



BATO WATER DISTRICT

Santiago, Bato Camarines Sur
Non VAT Reg. TIN 004-193-027-000

No. 282751

Date _____, 20____

OFFICIAL RECEIPT

Received from _____
with TIN _____ and address at _____
engaged in the business style of _____, the sum of
_____ pesos
(P _____) in partial/full payment of _____

Sr. Citizen TIN	
OSCA/PWD ID No.	Signature

By: _____
Cashier/Authorized Representative

Printer's Permanent Accreditation No. 065MP20140000000004
Date Issued: 1/17/2014

1000 Bkts. (50x3) 247501-297500
BIR Authority to Print No. 1AU0001374667
Date Issued: 06-26-2015 Valid Until: 06-26-2020
W& Willprint Graphics Centre Inc.
Concepcion Grande, Naga City
TIN: 006-954-577-000 VAT

" THIS DOCUMENT IS NOT VALID FOR CLAIMING INPUT TAXES"
THIS OFFICIAL RECEIPT SHALL BE VALID FOR FIVE (5) YEARS FROM THE DATE OF ATP

BATO, CAMARINES SUR

[illegible]

Date: _____

Meter No. _____

Account Number: _____

For the period of _____

For the period of _____

[illegible]



BATO WATER DISTRICT
BATO CAMARINES SUR
NON-VAT REG. TIN 004-193-027
ACCOUNTING COPY

										ACCOUNT NO.		
PAY NOT LATER THAN												
PERIOD COVERED					READING			AMOUNT				
FROM		TO			PREVIOUS	PRESENT	CU. M. USED					
MO	DA	MO	DA	YR.								
Cash _____ Check _____ Total _____ COLLECTOR _____ DATE _____					ARREARS OTHERS INTEREST PENALTY							
TOTAL AMOUNT												

NO. **352133**



BATO WATER DISTRICT
BATO CAMARINES SUR
NON-VAT REG. TIN 004-193-027

										ACCOUNT NO.		
PAY NOT LATER THAN												
PERIOD COVERED					READING			AMOUNT				
FROM		TO			PREVIOUS	PRESENT	CU. M. USED					
MO	DA	MO	DA	YR.								
Cash _____ Check _____ Total _____ COLLECTOR _____ DATE _____					ARREARS OTHERS INTEREST PENALTY							
TOTAL AMOUNT												

NO. **352133**



BATO WATER DISTRICT
BATO CAMARINES SUR
NON-VAT REG. TIN 004-193-027
STATEMENT OF ACCOUNT

										ACCOUNT NO.		
PAY NOT LATER THAN												
PERIOD COVERED					READING			AMOUNT				
FROM		TO			PREVIOUS	PRESENT	CU. M. USED					
MO	DA	MO	DA	YR.								
Cash _____ Check _____ Total _____ COLLECTOR _____ DATE _____					ARREARS OTHERS INTEREST PENALTY							
TOTAL AMOUNT												

NO. **352133**

BILL NO.

BILL MONTH _____

RECEIVED BY:

DATE RECEIVED:

CONSERVE WATER

NOT VALID AS RECEIPT

BATO WEATER DISTRICT
Bato, Camarines Sur

SERVICE REQUEST

CONCESSIONAIRE

NO.

SERVICE ADDRESS

REQUEST RECEIVED BY:

APPROVED BY:

COMPLETED ACTION REVIEWED BY:

DATE

☐ **DIRTY WATER** ☐ **NO WATER** ☐ **HIGH CONSUMPTION**
☐ **TASTE OR ODOR** ☐ **HIGH PRESSURE**
☐ **LOW PRESSURE** ☐ **METER LEAK** ☐ **PREREAD**

ACTION TAKEN:

OTHERS (Specify)

by:

METER READER/PLUMBER

TO CONCESSIONAIRE : Did action taken satisfy your request?

☐ **YES**

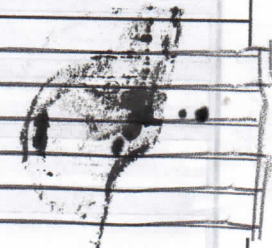
☐ **NO**

SIGNATURE

5310

BATO WATER DISTRICT
Bato, Camarines Sur

MAINTENANCE ORDER

NAME : _____		DATE : _____																	
SERVICE ADDRESS : _____		METER NO. : _____																	
ACCOUNT NO. : _____		M.O. NO. : _____																	
<input type="checkbox"/> READ <input type="checkbox"/> TURN OFF <input type="checkbox"/> REPAIR BOX		PREPARED BY: _____ APPROVED BY: _____ <div style="text-align: right;">0'00</div>																	
<input type="checkbox"/> STUCK <input type="checkbox"/> METER LEAK <input type="checkbox"/> LEAK CHECK																			
<input type="checkbox"/> TURN ON <input type="checkbox"/> TEST <input type="checkbox"/> OTHERS																			
<input type="checkbox"/> REMOVE <input type="checkbox"/> SET <input type="checkbox"/> OTHERS	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:20%;">METER NO.</th> <th style="width:10%;">SIZE</th> <th style="width:10%;">KIND/BRAND</th> <th style="width:20%;">READING</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	METER NO.	SIZE	KIND/BRAND	READING													REMARKS : <div style="height: 100px; vertical-align: top;">  </div>	
METER NO.	SIZE	KIND/BRAND	READING																
TEST RESULTS: <input type="checkbox"/> FIELD <input type="checkbox"/> SHOP																			
TESTED BY: _____ DATE : _____																			
		DATE COMPLETED: _____ BY : _____ <div style="text-align: right;">PLUMBER</div>																	

BATO WATER DISTRICT

Bato, Camarines Sur

JOB ORDER

NAME : _____

DATE: _____

POSITION: _____

TIME : _____

ERWIN O. DEL

ROSARIO

BATO WATER

DISTRICT

NAME :

AGENCY

DISTRICT

YOU ARE HEREBY REQUESTED TO INSTALLATION/REPAIR/DISCONNECTION/RECONNECT

THE SERVICE CONNECTION OF (NAME) _____

AT _____

REASON: _____

OTHER (SPECIFY:) _____

APPROVED BY: _____

Jan. 1 to Dec. 31, 2007	12.00	8.00	FL	10.00	12.00	12.00
Jan. 1 to Dec. 31, 2008	12.00	8.00	FL	10.00	12.00	12.00
Jan. 1 to Dec. 31, 2009	12.00	8.00	FL	10.00	12.00	12.00
Jan. 1 to Dec. 31, 2010	12.00	8.00	FL	10.00	12.00	12.00
Jan. 1 to Dec. 31, 2011	12.00	8.00	FL	10.00	12.00	12.00
Jan. 1 to Dec. 31, 2012	12.00	8.00	FL	10.00	12.00	12.00
Jan. 1 to Dec. 31, 2013	12.00	8.00	FL	10.00	12.00	12.00

BATO WATER DISTRICT
Bato, Cam. Sur
BILLING ADJUSTMENT MEMO

Memo No.: _____
Date: _____
Bill No.: _____
Address: _____

Concessionaire: _____
Account No.: _____
Explanation: _____

CONSUMPTION (IN CU. M) JOURNAL ENTRIES

SUBSIDIARY LEDGER

As Billed	Should be	Increase (Decrease)	ACCOUNT TITLE	Acct. No.	Debit	Credit	Acct. No.	Debit	Credit

Prepared by:

Verified by:

Approved by:

JNI GRACE R. PEÑAFLOIDA
Cust. Service Asst. E

JULIETA G. VALLEJO
Acctg. Processor A

ENGR. PAUL RAYMOND L BONNEVIE
General Manager

BATO WATER DISTRICT

BILLING ADJUSTMENT MEMO

Memo No.: _____

Bill No : _____

Address: _____

Account No. _____

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CONSUMPTION (IN CU. M) JOURNAL ENTRIES

SUBSIDIARY LEDGER

[illegible]

Approved by:

DR. GRACE R. PEÑAFLORES

Cust. Service Asst. E

JULIETA G. VALLEJO

Acctg. Processor A

ENGR. PAUL RAYMOND L BONNEVIE

General Manager

Bato, Camarines Sur

DATE: _____
TIME: _____

REASON:

APPROVED BY:

12 00		12 00
12 00		12 00