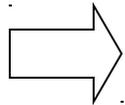


# SILANG WATER DISTRICT - Customer Accounts Division

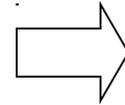
## Printing and Delivery of Disconnection Notice



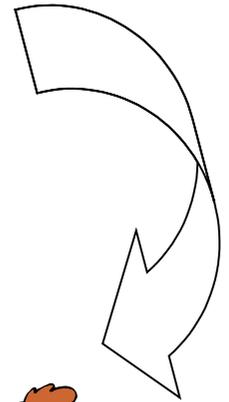
Post Penalty Charges of the unpaid accounts after due date. Prints the disconnection notice and list of concessionaires with unpaid accounts. Forward the disconnection notices to meter readers for distribution.



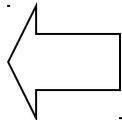
Forwards the disconnection notices to the officer for verification/checking then forward to the meter reader for distribution.



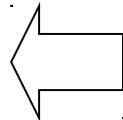
Tear-off disconnection notices for distribution to concessionaires.



Filing of recipients signature sheets.



Recipients signature sheets will be submitted to the Customer Service Officer after delivery of notices for checking.



Delivers notice of disconnection.



List down the accounts assigned in the recipient's signature sheet before proceeding to delivery.

# SEASIDE WATER DISTRICT - Customer Accounts Billing Process



Gathers the maintenance orders (for reconnection, replacement of meters) and job orders for new service connection from Maintenance Division.



Updates the concessionaires data.



Prints the meter reading sheets then forwards to the meter readers.



Encodes meter readings upon receipt of meter reading sheets from the meter readers.



Prints the drafts of billing edit list. Forwards the draft to the Customer Service Officer for double-checking of encoded readings.



Submits the reports (daily billing summary & summary of bills) to the officer for signing. The same with the reports after due date.



Posts billing and prints the reports (summary of bills and daily billing summary). After due date, posting of penalty and printing of reports (list of unpaid bills and daily penalty summary report) will be done.



Forward the statement of account (customer's copy) to the meter readers for bill serving and official receipt and file copy to the Office Bill Collector for filing in the binder.



Prints the statement of accounts (water bills) of concessionaires.



After checking the billing edit list alongside the meter reading sheet, the Billing Officer forwards the final edited billing list to the biller for correction before printing.

# SILANG WATER DISTRICT - Customer Accounts Division

## Bill Serving

Tear-off statement of accounts of water bill consumption given by the billers.



List down the assigned accounts for bill serving in the logbook of each meter readers.



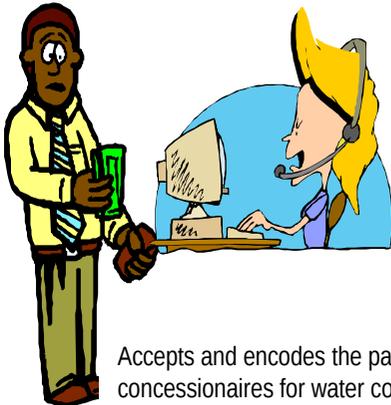
Delivers the statement of accounts to concessionaires.

# SILANG WATER DISTRICT - Customer Accounts Division

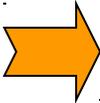
# Water Bill Collection



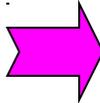
Get a number from the guard and wait for the number to be called for payment.



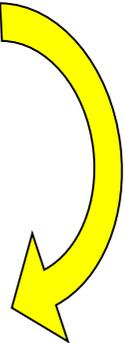
Accepts and encodes the payment of concessionaires for water consumption.



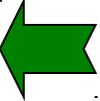
Prints the collection edit list after the cut-off time.



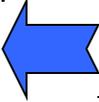
Computes the total amount of collection.



After remittance, the collection list will be given back to the collector for filing.



Remits the total collection together with the collection edit list to the Cashier for issuance of official receipt.



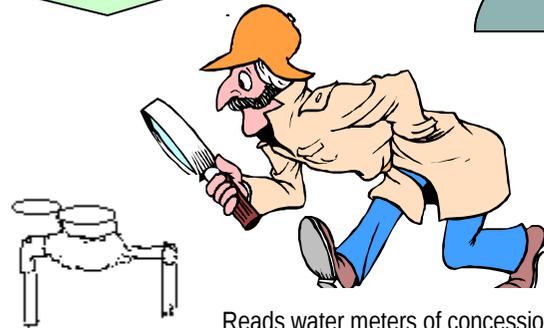
Office Bill Collector submits the collection edit list and the amount collected to the Collection Officer for counter-checking.

# SILANG WATER DISTRICT - Customer Accounts Division

## Meter Reading



Tear-off the meter reading sheets given by the billers



Reads water meters of concessionaires.



List down service line leaks, high/low consumption and stuck/defective water meters for the preparation of service requests by the Customer Service Division.



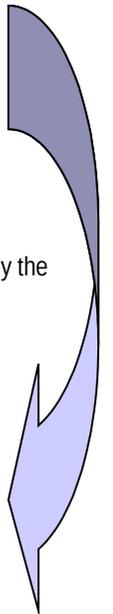
Files the used meter reading sheets after billing.



Submits the meter reading sheets to billers.



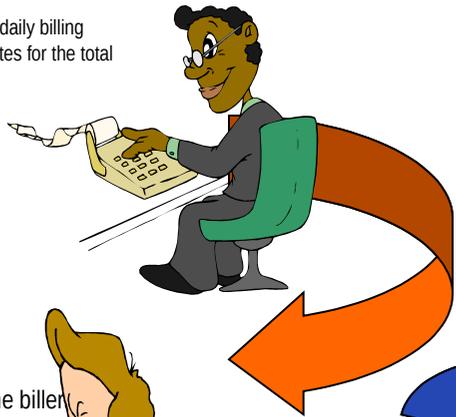
Computes the water consumption of concessionaires.



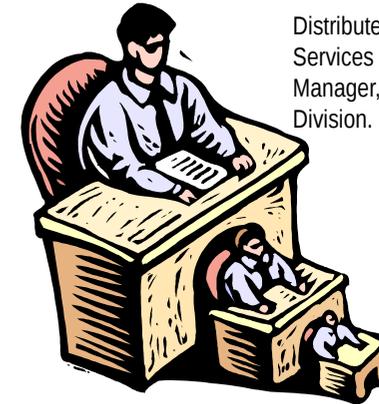
# SILANG WATER DISTRICT - Customer Accounts Division

## Preparation of Monthly Report

Verifies the report submitted by the billers (daily billing summary, daily penalty summary). Computes for the total billing for the month.



Distributes the copy of report to the Commercial Services Department Manager, Office of the General Manager, Finance Division, Production & Operations Division.



Sign the reports submitted by the biller.



Prepares/prints the Monthly Operation Report



Submits the Monthly Operation Report to the Division Manager and Department Manager for signature.



Reproduce the report for distribution to other Divisions.

