

The CUSTOMER ACCOUNTS DIVISION

BILLING PROCESS

1. Gathering of maintenance orders (reconnection, replacement of meters) job orders of new service connection from the Maintenance Division.
2. Updating of concessionaires data.
3. Printing the meter reading sheets then forwards to the meter readers.
4. Encoding of meter readings upon receipt of meter reading sheets from the meter readers.
5. Printing of drafts of billing edit list.
6. Forwards the draft to the Officer for double-checking of encoded readings.
7. Checking of billing edit list.
8. After checking, return the billing edit list together with the meter reading sheets to the billers for the corrections before printing
9. Printing of statement of accounts (water bills) of concessionaires.
10. After printing, forwards the statement of accounts customer's copy to the meter readers for bill serving and official receipt and file copy to the Office Bill Collectors for filing in the binder.
11. Posting of billing.
12. Printing of billing reports (summary of bills and daily billing summary).
13. After due date, posting of penalty charges.
14. Printing of reports (daily penalty summary report and list of unpaid accounts after due date)
15. Submission of reports to the Officer for signing.
16. Filing of reports.

METER READING

1. Tear-off the meter reading sheets given by the billers.
2. Reading of water meters of concessionaires.
3. List down service line leaks, high/low consumption and stuck/defective water meters for the preparation of service requests by the Customer Service Division.
4. Computation of water consumption.
5. Submission of meter reading sheets to assigned biller for encoding.
6. Filing of used meter reading sheets after billing.

BILL SERVING

1. Tear-off statement of accounts (customer's copy) given by the billers.
2. List down the assigned accounts for bill serving in the logbook of each meter reader.
3. Delivery of statement of accounts to concessionaires.

WATER BILL COLLECTION

1. Get a number from the guard and wait for the number to be called for payment.
2. Acceptance and encoding of payments of concessionaires for water consumption.
3. Printing of collection edit list after the cut-off time for remittance.

4. Computation of the total amount of collection.
5. Submission of collection edit list and total amount of collection to the Officer for counter-checking.
6. Remittance of the amount collected together with the collection edit list to the Cashier for issuance of official receipt.
7. Filing of collection edit list report.

PRINTING AND DELIVERY OF DISCONNECTION NOTICE

1. Posting of penalty charges for the unpaid accounts after due date done by the billers.
2. Printing of disconnection notice and list of concessionaires with unpaid accounts.
3. Forward the disconnection notices to the Officer for verification.
4. After the verification, billers will forward the disconnection notices to meter readers for distribution.
5. Tear-off disconnection notices for distribution to concessionaires.
6. List down the accounts assigned in the recipients signature sheet before proceeding to distribution.
7. Distribution of disconnection notice.
8. After the distribution, signature sheets will be submitted to the Officer for checking.
9. Filing of recipients signature sheets.

PREPARATION OF MONTHLY OPERATION REPORT

1. Verification/checking of reports submitted by the billers (daily billing summary, daily penalty summary)
2. Signing the reports submitted by the billers.
3. Encoding of the total amount of billing for the preparation of Monthly Operation Report
4. Printing the Monthly Operation Report.
5. Submission of the Monthly Operation Report to the Division Manager and Department Manager for signing.
6. Reproduce the report for distribution to other divisions.
7. Distribute the copy of report to the the Commercial Services Department Manager, Office of the General Manager, Finance Division, Production & Operations Division.
8. Filing of reports.