

PROCEDURE FOR FILING OF COMPLAINTS

WHAT	WHERE/WHOM	REQUIREMENTS	ACTION
1. Low pressure of water	Water Quality Service	Requisition Service Form	immediately
	or Operator of the day		
2. Leakages	Plumbing	Requisition Service Form	2 hrs to 4 hrs depend on the
		Payment of cost of materials if	damages
		before the meter	
3. Interruption of water due to	Water Quality Service:	Requisition Service Form	immediately
leak repair or preventive	or Operator of the day		
maintenance			
4. No billing	Customer Service/Meter Reader	Presentation of old bill	5 minutes
5. Doubtful consumption	Customer Service/Meter Reader	Presentation of old bill	5 minutes