

6. LIST OF FRONTLINE SERVICES

6.1. WATER SERVICE CONNECTIONS

The service aims to provide the convenience of time to citizens of GMA for the immediate availability of their water needs in their households. It will also reduce time-consuming activities in getting the basic need of man which is water.

6.2. METER READING ,BILLING & COLLECTION

Meter reading activity is done once a month. The meter reader goes to designated area/zone to read the water meter to determine the monthly consumption of concessionaires.

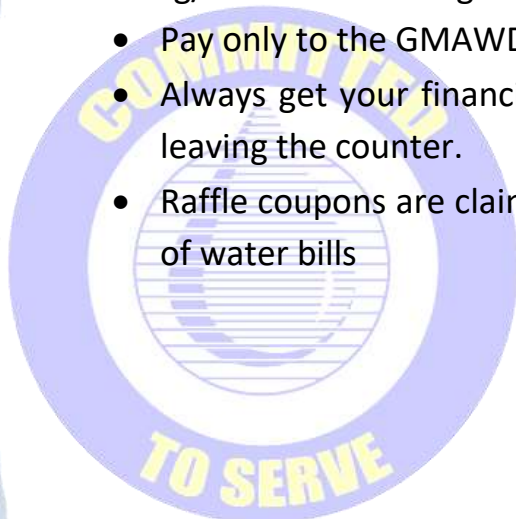
The statement of account is given to customer and shows the data on period coverage of billing, meter readings, consumption in cubic meters, amount of billed water, due date and disconnection date.

- Failure to receive a bill does not relieve concessionaire of obligation to pay
- Likewise, it does not forfeit the right of GMAWD to disconnect the water connection
- Error in billing should be brought immediately to the billing section for correction of entry, otherwise, it shall be deemed accurate

The concessionaires should pay their water bills on or before due dates as indicated in their billing statements, otherwise, a 10% penalty shall be incurred. Penalty is based on the amount of current consumption.

On-time payers are entitled to the monthly raffle drawn every end of the month. List of winners is posted in the bulletin board in GMAWD office. Bring/show the winning water bill receipt and valid ID.

- Pay only to the GMAWD collection office and to authorized tellers
- Always get your financial receipt and count your money or change before leaving the counter.
- Raffle coupons are claimed at the Help Desk Assistance Clerk after payment of water bills



6.3. ENGINEERING OPERATIONS SERVICES – MAINTENANCE / PRODUCTION

ATTENDING TO ALL GMAWD ENGINEERING OPERATIONS SERVICES:

These are actions being performed by the Maintenance workforce & Production crews in response to the operation services requested by the clients thru Commercial Customer Service Section.

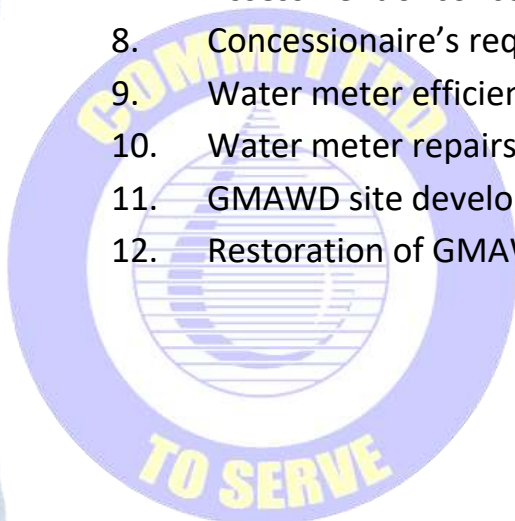
Ensures prompt, efficient & reliable delivery of basic services of GMAWD to concessionaires.

Maintenance plumbing service requests

These are the plumbing works rendered by the Maintenance Section in compliance to the reports of concessionaires or concerned citizens. This may involve repairs, installations, reconnections, pipe laying, and other plumbing related works and functions.

GMAWD respond to concessionaires need or request for repair works and provide skilled professional personnel to accomplish task.

1. Installation for Newly Applied Service Connections
2. Reconnections of GMAWD connection that has been inactive
3. Disconnection on water services of unsettled water bill accounts and those delinquent concessionaires
4. Expansion line projects/requests
5. Leakages repairs:
 - a. Service line leakages
 - b. Distribution and mainline leakages
6. Inspection and estimation of materials needed for new installation
7. Assessment of concessionaire's feedback on the rendered services
8. Concessionaire's request
9. Water meter efficiency and accuracy check up
10. Water meter repairs & replacements
11. GMAWD site development projects
12. Restoration of GMAWD maintenance workforce accomplishment



Production and Water Distribution Services

These are the functions performed by the crews of Production Division in relation to proper water distribution and sufficient water production. This may involve activities that would respond to the client's complaints.

Enable GMAWD to provide sufficient, continuous & safe water supply.

1. Inspection and check up on GMAWD supply.
2. Water distribution check-up for concessionaire's satisfaction on water supply.
3. Monitoring of water quality safeness and potability.
4. Serves a 24-hour duty for pumping operation services.
5. Maintenance and cleanliness of pumping stations for the GMAWD public image.

ATTEND TO THE REPORTS AND COMPLAINTS FROM CLIENTS AND CONCESSIONAIRES CONCERNING GMAWD WATER DISTRIBUTION OPERATIONS AND MAINTENANCE PLUMBING SERVICES

Customer service personnel receives reports and provide responsive action to concessionaires/clients concerns.

