

## REQUEST FOR SERVICE REPAIR AND COMPLAINT

No Labor charge for repair of service connection lines except for the cost of materials needed in the said repair

<b>Office/Division:</b>	Alicia Water District
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Gov. to Citizen (G2C): Gov to Business (G2B) and Gov to Gov (G2G)
<b>Who may avail:</b>	All concessionaires of Alicia Water District

Checklist of Requirements		Where to Secure		
Billing Notice		Serve by ALWAD during time of reading.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Proceed to Alicia Water District office or call (078) 323-0055 for complain. Give Account name indicated in the bill & report the problem to your service connection	Tell the front desk about the complaint and report the complains to water maintenance man	None	2 minutes	Front Desk Personnel Maintenance Crew
2. Sign Complain Slip	Check the site and determine the materials needed (if any)  Prepare statement of account for cost of materials needed (if any)	None	20 minutes	Front Desk Personnel  Utilities/Customer Service Assistant
3. Proceed to cashier & present Statement of Account and pay total amount indicated there in.	Accept payment & issue Official Receipts (OR)	Cost of materials (if there is any)	3 Minutes	Acting Cashier
End Of Transaction	Process request and implement Service Repair	None	4 Hours	Maintenance Crew
	TOTAL:	Cost of materials if there's any plus	4 Hours, 25 minutes	