



PROCEDURE 12

SERVICE/MAINTENANCE REQUEST

Date prepared : December 27, 2016
Date approved : December 29, 2016
Effectivity Date : January 3, 2017
Revision No. : 00
Revision Date :
Control No. : **PM12-01**

Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro - BOD Chairman

1.0 OBJECTIVES

- 1.1 Establish guidelines on the request of the concessionaires regarding on the existing problem of their water meter/line.

2.0 SCOPE

This procedure defines the responsibilities and authorities for reclassification, re-reading due to high and low consumption, same reading (change of account name) replacement of meter, calibration of meter, relocation of meter, transfer of service line, tapping point, leak repair, dirty water, flushing and replacement of gate valve.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 7.4, 7.4.1, 7.4.2, 7.4.3
3.2 Procedure for Service Connection
3.3 Procedure for Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

Customer Service Assistant, Water Maintenance Foreman, Water Maintenance Man, Division Manager (Commercial Division and Engineering Division)

5.0 PROCESS

- 5.1 See Process flow for Service Request



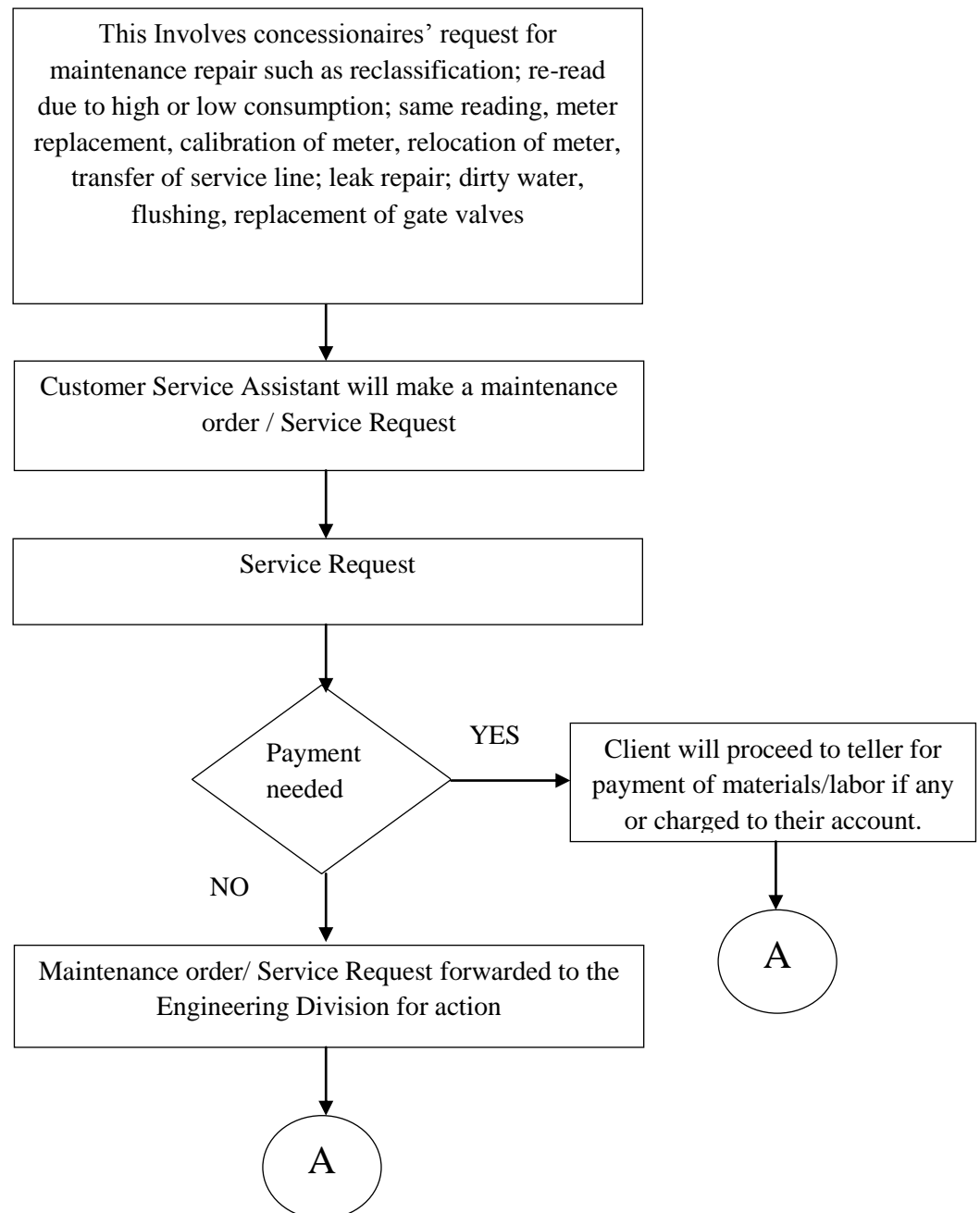
PROCEDURE 15
SERVICE/MAINTENANCE
REQUEST

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Maintenance Repair flow chart



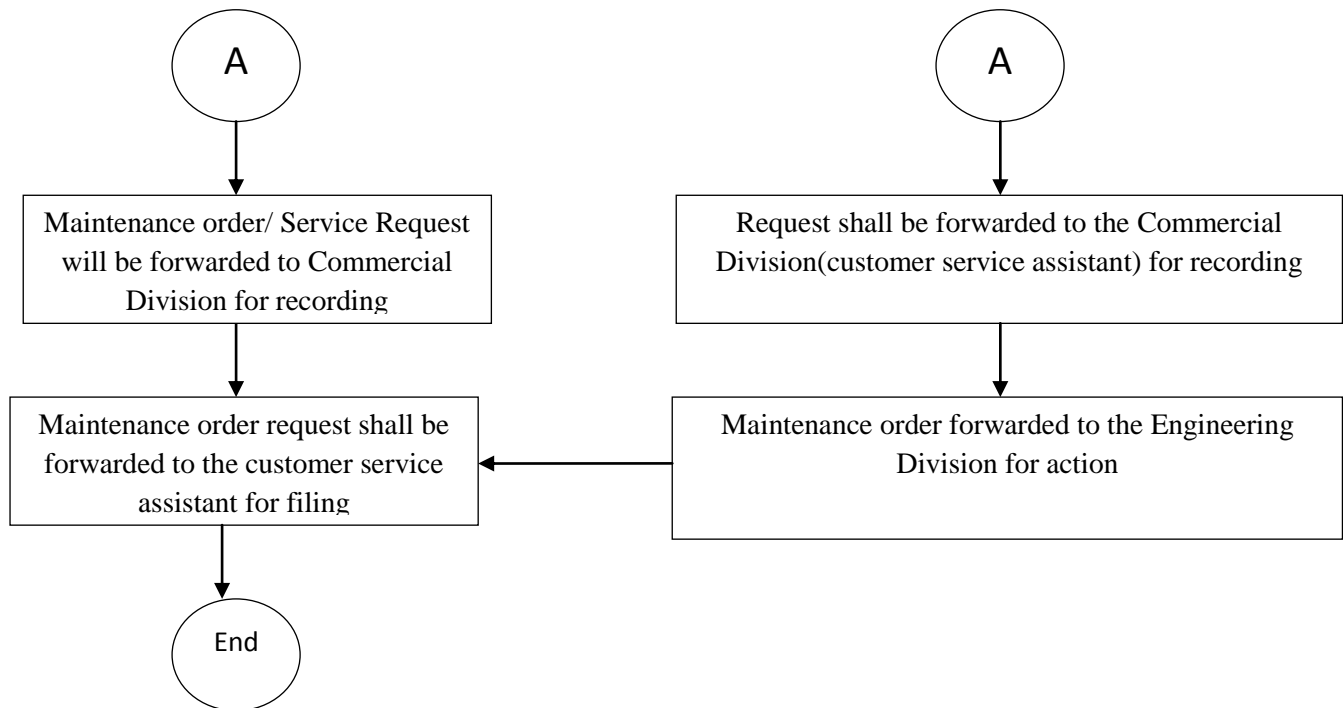


PROCEDURE 15
SERVICE/MAINTENANCE
REQUEST

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PROCEDURE 15
SERVICE/MAINTENANCE
REQUEST

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6.0 RECORDS

- 6.1 Accomplished Maintenance Order Form/ Service Request Form.
- 6.2 Material Requisition Slip (if there is any)