

Repair of Major Leakages

Transmission = 6" to 8" Ø
 Distribution line = 2" to 4" Ø
 Lateral lines = 1" to 2" Ø

Schedule of the Availability of the Service:

Transmission } **Seven days a week**
 Distribution line } 24 hours
 Lateral lines } 8:00 - 5:00

Who may avail of the Service:

All TCWD concessionaires

What are the requirements:

1. Leak report with address & location
2. Mode of report: Walk in/call-in/text/on site
3. Other relevant details and/or information

Duration:

	GI	uPVC	PE
Transmission	5 - 8 hrs	4 - 6 hrs	none
Distribution line	4 - 6 hrs	2 - 4 hrs	none
Lateral lines	1 - 3 hrs	1 - 2 hrs	1-2 hrs

How to avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form															
1	Call in or walk-in to report or inform leak/s	Prepare Referral Slip/Log relevant information and transmit to Production & Maintenance Division	5-10 mins.	M. Gelig PACC	none	Complaint/referral slip															
2		a. Log referral slip b. Transmit to Division Manager/Group Leader/Team Leader	3-5 mins	A. Obeso P & M Division	none	Work Order of Referral Slip															
3		a. Dispatch concerned team to undertake the task	5 mins	Division Manager/Group Leader/Team Leader	none																
4		a. Assigned team to perform service Transmission Distribution line Lateral lines b. Team Leader to render report on assigned	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">GI</td> <td style="text-align: center;">uPVC</td> <td style="text-align: center;">PE</td> </tr> <tr> <td>5 - 8 hrs</td> <td>4 - 6 hrs</td> <td>none</td> </tr> <tr> <td>4 - 6 hrs</td> <td>2 - 4 hrs</td> <td>none</td> </tr> <tr> <td>1 - 3 hrs</td> <td>1 - 2 hrs</td> <td>1-2 hrs</td> </tr> <tr> <td colspan="3" style="text-align: center;">5 mins from arrival in the office</td> </tr> </table>	GI	uPVC	PE	5 - 8 hrs	4 - 6 hrs	none	4 - 6 hrs	2 - 4 hrs	none	1 - 3 hrs	1 - 2 hrs	1-2 hrs	5 mins from arrival in the office			Assigned team	none	Accomplishment Report
GI	uPVC	PE																			
5 - 8 hrs	4 - 6 hrs	none																			
4 - 6 hrs	2 - 4 hrs	none																			
1 - 3 hrs	1 - 2 hrs	1-2 hrs																			
5 mins from arrival in the office																					
5		a. Information dissemination of Advisory on water interruption in affected areas	15 mins upon receipt of information	M. Gelig PACC	none	Facebook/Sun Message Cast															
6		a. Return Referral Slip to Public Assistance and Complaints Counter	1st hour of the succeeding working day	A. Obeso P & M Division	none	Accomplished Referral Slip															

