

Water Supply Distribution (Water Quality Concerns)

Low Pressure to no water
 Poor quality (odorous, turbid, silted)

Schedule of the Availability of the Service:

8:00 - 5:00

Who may avail of the Service:

All TCWD concessionaires

Basis to take action on the complaint

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

Duration:

Low Pressure to no water If caused by major failure of pumping stations: 2 - 3 days (assuming availability of pumps/parts)
 If caused by minor failure of pumping stations & or clogging of pipelines 1 - 2 hrs.

Poor quality

(odorous, turbid, silted) Flashing of pipelines 1-2 hrs
 Maintenance/Cleaning of reservoir 8 hrs
 Airlifting of wells at least 72 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.	Public Assistance & Complaints Counter M. Gelig	none	Complaint/referral slip
2		a. Log referral slip b. Transmit to Division Manager/Group	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 task	<u>GI</u> 5 - 8 hrs <u>uPVC</u> 4 - 6 hrs <u>PE</u> 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
5		a. Information dissemination of Advisory on water interruption in affected areas	15 mins upon receipt of information	M. Gelig Public Assistance & Complaints Counter	none	Facebook/Sun Message Cast
6		a. Return Referral Slip to PACC	1st hour of the succeeding working day	A. Obeso P & M Division	none	Accomplished Referral Slip

