

## **Repair of Minor Leakages**

(1/2"Ø Consumer service line before meter or tapping line)

### **Schedule of the Availability of the Service:**

Seven days a week 8:00 to 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:**

30 to 60 mins. from receipt of report by the assigned team

### **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	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 b. Team Leader to render report on assigned task	30 to 60 mins. 5 mins from arrival in the office	Assigned team	none	Accomplishment Report
5		a. If accomplished: return Referral Slip to PACC b. If not accomplished: inform PACC of status	1st hour of the succeeding working day	A. Obeso P & M Division	none	Accomplished Referral Slip
6		a. Call back consumer to inform or gather feedback on service satisfaction and other vital information	5 mins upon receipt of accomplished Referral Slip	M. Gelig PACC	none	Feedback Form/checklist