 <p>Republic of the Philippines City of Koronadal Water District Block I, Casa Subd., Zone III, City of Koronadal, South Cotabato</p>	DOC ID No.: CKWD-QP-CASD-002	Date of Issuance: MM-DD-YYYY
	Division/Section: COMMERCIAL	Revision No.: 0
TITLE:	CUSTOMER ACCOUNTS MONITORING	
		Date of Revision: -

I. OBJECTIVE

The purpose of this procedure is for the posting of bank collection, control and monitoring of customer accounts receivable.

II. SCOPE

This procedure covers posting of collections by banks and collecting agents, meter disconnection, billing, due date and disconnection notification through SMS.

III. DEFINITION OF TERMS

- a. CSA - Customer Service Assistant
- b. FDB (Firebird Database) - a database application used in storing and
 - i. managing process data.
- c. BCWIN (Billing and Collection for Windows) - an application software used in
 - i. processing data for billing and collection.
- d. DL – Disconnection List
- e. DRS – Disconnection Report Summary
- f. SCSO – Senior Customer Service Officer

IV. REFERENCE DOCUMENTS

V. RESPONSIBILITY AND AUTHORITY

- a. Senior Customer Service Officer - shall be responsible for the posting of bank collection
 - i. reports.
- b. C. CSA - shall be responsible for: *Printing of the list of consumers for*
 - i. *meter disconnection, Billing, Due Date and Disconnection through notice of disconnection.*
 - ii. *Recording, segregation and dispatching of the customers for meter disconnection, Posting*
 - iii. *and updating of disconnected customer records, Filing of disconnection reports and*
 - iv. *preparation of payroll of disconnectors.*
- c. Meter disconnectors - Shall be responsible for the proper disconnection of water meters
 - i. of consumers with delinquent accounts.

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VII. PROCEDURE DETAILS

a. Posting of Bank Collection

Process Flow	In-charge	Process Description	Records
Start			
Download Data	CSA	Shall download collection reports	Bank Collection Report
Data Conversion	CSA	Shall convert data from excel to FDB file format in BCWIN.	
Review and Verification	SCSO	Shall save and print collection summary and reconcile them with the original file.	Bank Collection Report
Post Payments	SCSO	Shall post payments to the customer ledgers.	Customer Ledgers
Report Generation	SCSO	Shall print summary of the posted collection reports and submit to Finance Dept.	Bank Collection Report Summary
End			

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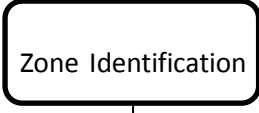

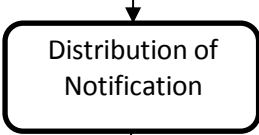



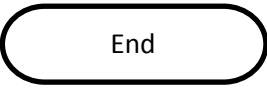
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b. Distribution of Billing Notice

Process Flow	In-charge	Process Description	Records
 Start			
  Zone Identification	SCSO	Shall identify zone and books of billed customers to distribute billing statement, due date and disconnection notice.	
  Distribution of Notification	Meter Reader	Shall distribute notification to customers on their billing, due date and disconnection.	
  Monitoring	CSA	Shall record/log distributed bills and notifications of all zones	Logbook
  End			

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VIII. Disconnection of Water Meter

Process Flow	In-charge	Process Description	Records
Start			
Generate Disconnection List	SCSO	Shall generate and print list of consumers due for disconnection from BCWIN (computer generated).	BCWIN
Record, Segregate and Dispatch	SCSO	Shall record, segregate and assign the list to meter disconnectors.	Logbook
Perform Meter Disconnection	Meter Disconnector	Shall disconnect water meters due for disconnection Note: 1. See Service Connection Contract for policies on Meter Disconnection 2. Disconnector shall record last reading of water meter, and time and date of disconnection.	DL
Prepare and Submit Reports	Meter Disconnector	Shall prepare and submit the disconnection report summary CSA.	DRS
Updating of Customer Records	CSA	Shall update the status of the customer accounts.	DRS; Job Order; Payroll Summary
End			

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IX. Reports

Reports	Frequency	Responsible
Bank collection Summary	Monthly	SCSO
Disconnection Report Summary	Daily	Meter Disconnectors
Logbook	Daily	CSA

X. PERFORMANCE INDICATOR

- a. All bank collections are accurately posted to respective ledgers.
- b. 80% of consumers with delinquent accounts are properly disconnected in accordance with disconnection policies stated in the Service Connection Contract.
- c. 95% of consumers are appropriately and promptly distributed with their billing statements, due date and disconnection notifications.

XI. ATTACHMENTS AND FORMS

- a. Forms

CASD-002-0 - Disconnection Report Summary
 CASD-003-0 - Service Connection Contract

- b. Reports

CASD-004-0 - Bank Collection Report
 CDS-005-0 - Monthly Bank Collection Summary

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