 <p>Republic of the Philippines  <b>City of Koronadal Water District</b>          Block I, Casa Subd., Zone III,          City of Koronadal, South Cotabato</p>	DOC ID No.: <b>CKWD-QP-COMD-004</b>	Date of Issuance: <b>02-03-2017</b>
	Division/Section: <b>COMMERCIAL</b>	Revision No.: <b>0</b>
TITLE:	<b>METER READING and BILLING PROCEDURE</b>	
		Date of Revision: <b>-</b>

**I. OBJECTIVE**

This procedure describes the meter reading and billing of customers.

**II. SCOPE**

This procedure shall cover billing, meter reading and bill distribution of all active service connections of CKWD.

**III. DEFINITION OF TERMS**

- a. CSA - Customer Service Assistant
- b. MRBD - Meter Reading and Billing Device
- c. BCWIN - (Billing and Collection for Windows) an application used in processing data for billing and collection.
- d. SCSO - Senior Customer Service Officer


**IV. REFERENCE DOCUMENTS**

- a. Work Instruction Manual

**V. RESPONSIBILITY AND AUTHORITY**

- a. Senior Customer Service Officer - shall be responsible for, *Supervision and monitoring of the meter reading and billing of customers , Preparation of the meter reading plan Review of meter readings.*
- b. Meter Readers - shall be responsible for, *Actual reading of water meters and distribution of water bills and Preparation of MO/SR for field observations.*
- c. CSA - shall be responsible for, *Encoding and Posting of meter readings and Water Bill Details to customer ledgers.*

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page 1 of 3


 <p>Republic of the Philippines  <b>City of Koronadal Water District</b>          Block I, Casa Subd., Zone III,          City of Koronadal, South Cotabato</p>	DOC ID No.: <b>CKWD-QP-COMD-004</b>	Date of Issuance: <b>02-03-2017</b>
	Division/Section: <b>COMMERCIAL</b>	Revision No.: <b>0</b>
TITLE:	<b>METER READING and BILLING PROCEDURE</b>	
		Date of Revision: <b>-</b>

**VI. PROCEDURE DETAILS**

a. Meter Reading

Process Flow	In-charge	Process Description	Records
Start			
Preparation of Meter Reading Plan	SCSO	Shall prepare the meter reading schedule for the month.  Note: Meter Reading Plan includes meter reading schedule and zone assignment of each meter reader.	Monthly Reading Schedule
Download Reading Data	SCSO	Shall download customer data for reading from BCWIN server to meter reading and billing device.	
Conduct Meter Reading, Print and Distribute Water Bills	Meter Reader	Shall conduct reading of water meters, printing and distribution of bills to individual customers.	
Upload Reading Data	Meter Reader	Shall upload collected data to BCWIN server from the meter reading device.  Note: See WIM on downloading of data.	
Print Meter Reading Summary	Meter Reader	Shall print meter reading summary and submit to SCSO for checking and monitoring.	
A			

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page 2 of 3

 <p>Republic of the Philippines  <b>City of Koronadal Water District</b>          Block I, Casa Subd., Zone III,          City of Koronadal, South Cotabato</p>	DOC ID No.: <b>CKWD-QP-COMD-004</b>	Date of Issuance: <b>02-03-2017</b>
	Division/Section: <b>COMMERCIAL</b>	Revision No.: <b>0</b>
TITLE:	<b>METER READING and BILLING PROCEDURE</b>	
		Date of Revision: <b>-</b>

A			
↓			
Monitoring and Review	SCSO	Shall review and log meter reading summary for monitoring.	
↓			
Posting of Reading to Ledgers	CSA	Shall commit and post the uploaded reading data to customer ledgers	
↓			
Submission of Billing Summary to Finance	SCSO	Shall submit monthly billing summary to Finance Division by the end of every billing period.	Monthly Billing Summary Report
↓			
End			

b. Reports

Reports	Frequency	Responsible
Reading Summary	Daily	Meter Readers
Monthly Billing Summary	Monthly	Division Manager

**VI. PERFORMANCE INDICATORS**


The Department Manager shall ensure the 100% of active service connections are read and billed as per schedule with 95% accuracy.

**VII. ATTACHMENTS AND FORMS**

a. Forms

- i. COMD-001-0 Water Bill (Thermal Paper)
- ii. COMD-012-0 Meter Reading Schedule

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page <b>3</b> of <b>3</b>

 <p>Republic of the Philippines  <b>City of Koronadal Water District</b>          Block I, Casa Subd., Zone III,          City of Koronadal, South Cotabato</p>	DOC ID No.: <b>CKWD-QP-COMD-004</b>	Date of Issuance: <b>02-03-2017</b>
	Division/Section: <b>COMMERCIAL</b>	Revision No.: <b>0</b>
TITLE:	<b>METER READING and BILLING PROCEDURE</b>	
		Date of Revision: <b>-</b>

This document is updated and controlled if it bears the red "CONTROLLED COPY" stamp. Otherwise, please refer to the Document Control Center (DCC) for updated copy.	Registration Date:	-
	Distribution Date:	-
	Page Number:	Page <b>4</b> of <b>3</b>