

| TYPE OF FRONTLINE SERVICES: | | PAYMENTS OF WATER BILL | | | | |
|----------------------------------|--|---|---|-------------------------------|--------------------------------|--------------------|
| Walk-in | | | | | | |
| Schedule of Activity of Service: | | Monday to Friday 8:00 am to 5:00 pm without noon break | | | | |
| Who May Avail of the Services: | | SKWD Concessionaires | | | | |
| What are the Requirements : | | Water Bill, Statement of Account | | | | |
| Duration : | | 2 mins. Per client (actual payment duration) | | | | |
| Step | Customer | Service Provider | Duration of Activity (Under Normal Circumstances) | Person Incharge | Fees | Form |
| 1 | Secure Priority Number | Gives priority number | 1 min. | Guard on Duty | None | Priority Number |
| 2 | Presents water bills or Statement of Accounts | Receives payment and issues Water Bill Receipt | 2 mins. | Customer Service Assistant | Based on billed Consumption | Water Bill Receipt |
| 3 | Receives Water Bill Receipt | | | | | |
| END OF TRANSACTION | | | | | | |