

**CITIZEN'S CHARTER:**

**In Compliance with Republic Act 9485 on the Anti-Red Tape Act of 2007**

<b>WATER METER CONCERNS</b>			
<b>Requirements:</b> Complaint Form Request Form For Change Water Meter			
How to Avail of the Service	Fees	Duration	Person/s In-charge
1. Proceed to the Customer Service Staff and report complaints on water meter.	No fee	3mins	Julius/Edgar
2. The Customer Service Staff evaluates the complaints and forwards the evaluation to the Resident Manager.  a. <u>If the water meter is at least five (5) years old</u> <ul style="list-style-type: none"> <li>• To Pull-out and Test</li> <li>• To Change New Water Meter for the Failed Test Result</li> </ul> b. <u>If the water meter is more than five (5) years old</u> <ul style="list-style-type: none"> <li>• To check and Replace with New One</li> </ul>	-	By schedule of Testing	Julius/Edgar
3. In case of change water meter, fill up request form for change water meter.		10mins	Julius/Edgar
4. Proceed to the Cashier for payment of New Water Meter.	P950.00 or installment payable for maximum of 10 months	2mins	Pewee
<b>End of Transaction</b>			
<p><b>Note:</b> <i>On exceptional circumstances, SUMSI may allow prospective subscriber to procure his/her own meter from outside source provided it bears an NWRB calibration certificate. Only water meters bought from SUMSI are warranted for 9 months. In case of damage, repair or replacement thereof shall be undertaken by SUMSI at the expense of the subscriber only when the water meter is past the warranty period.</i></p>			

