

BILLING ADJUSTMENT MEMO (BAM)

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm with noon break

Who may Avail of the Service:

Those Clients with correcting entries; error BAM, cancel arrears/Beg. Bal., non-water bill, error reading, cancel surcharge, double surcharge, service line leakage, error entry (PDA), additional penalties, water bill on disconnected clients, additional surcharges, and system error.

What are the Requirements: Any proof about their complaints.

Duration: 15 minutes to 20 minutes depending on the case of their complaints.

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms
1	Complaint	Request for inspection and records the complaints	5 mintes	Eirish / Mabel / Charrise (CSR)	None	Service Request Form
2	Report	Confirms the requested complaints	5 minutes	Mabel (CSR)	None	Job Order
3	BAM	Adjusts the amount complained by the client	15 minutes	Mabel (CSR)	None	Billing Adjustment Memo
END OF TRANSACTION						
<ul style="list-style-type: none">• FORM IS AVAILABLE FREE OF CHARGE• DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES						