

# **SERVICE REQUEST**

## **1. SERVICE REQUEST (COMPLAINTS)**

- Dirty Water
- High Pressure
- No Water
- Low Pressure
- High Consumption
- Meter Leak
- Reconnection
- Service Line Leakage
- Voluntary Disconnection

### Procedure:

- Look for Eirish/Mabel/Charisse (CSR) to assist regarding your complaints and filing the request.
- Forward the request to the Maintenance Department
- Follow up requests to Eirish/Mabel/Charisse after 1 day for the result of the report.

## **2. REPLACEMENT OF:**

- Damaged/defective Water Meters
  - Look for Eirish/Mabel/Charisse (CSR) to assist regarding your complaints and filing the request
  - Forward the requests to the Maintenance Department
  - Follow up requests to Eirish/Mabel/Charisse after 1 day for the result of report.
  - Receives the statement of account for the materials needed (Eirish-CSR)
  - Payment of the materials needed (Leo/Cherry-Collector)
  - Getting of the materials needed and giving it to the plumbers for installation (Michael-Storekeeper)
  - Installation of replacement water meter (assigned plumber)
- Stock-up Water Meter
  - Look for Eirish/Mabel/Charisse (CSR) to assist regarding your complaints and filing the request
  - Forward the requests to Maintenance Department
  - Follow up requests to Eirish/Mabel/Charisse after 1 day for the result of report.
  - Getting of the materials needed and giving it to the plumbers for installation (Michael-Storekeeper)
  - Installation of replacement water meter (assigned plumber)