

**MWSS RO-OPP-052-02**  
**POLICY ON HANDLING BILLING COMPLAINT**  
**BOT Res. No. 39 – 2000 dtd February 3, 2012**  
**Customer Service Regulation Area**

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## GENERAL STATEMENT

Billing complaints may arise due to the following:

- *Effected by the Concessionaire* – erroneous reading or computation, double billing, inappropriate rate code, adjusted/average billing, etc.
- *Effected by the Customer* – meter tampering, etc.
- *Effected by Third Party* – vandalism, illegal tapping/connection, etc.

## GENERAL POLICY

1. Resolution time for all billing complaint shall be 15 days from the date it was filed/reported by the complainant/RO to the concessionaire until issuance of the notice of action taken to the complainant.
2. Any amicable settlement or agreement between the concessionaire and the customer regarding protested bill/s must always prevail.

## SPECIFIC POLICIES

### 1. For billing complaints filed to the concessionaire

- 1.1 The concessionaires must furnish the Regulatory Office with information on the actual resolution time – to be included in their quarterly service performance report.

### 2. For billing complaints filed to the Regulatory Office

- 2.1 All billing complaints must be supported either by statement of account or official receipt of the protested bill/s. Note further that previous month billings may also be requested if necessary.
- 2.2 No billing complaint shall be acted upon by the MWSS-RO unless supported by pertinent document/s.
- 2.3 The concessionaires must furnish the Regulatory Office with feedback/ status/ action taken on all billing complaints endorsed by the RO within 15 days from the date the complaint was filed/reported to them.

## PROCEDURES

Procedures in handling billing complaints filed at the Regulatory Office shall be as follows:

- 1.1 For billing complaints received through phone/personal, ask complainant to submit official receipts/statement of account of the protested bill/s. Request for previous billing/s if necessary.

For complaint received through letter/FAX, verify if necessary receipt/statement of account is provided, if not, contact complainant and ask him/her to submit required document/s.

- 1.2 Report complaint initially to MWCI/MWSI call center by telephone.

- 1.3 Conduct verification / investigation to determine cause of excessive billing. Endorse complaint to other Regulation Areas if necessary. Do the following:
- 1.3.1 If protested bill/s is/are based on **actual meter registration** then,
  - 1.3.2 Check condition of water meter.
  - 1.3.3 If water meter is in good condition, check for other possible cause say i.e., leak, illegal connection, etc.
  - 1.3.4 If cause of excessive billing is anyone of the above cases, procedures in handling such shall be followed.
  - 1.3.5 If protested bill/s is/are due to the **application of average billing** then,
    - a. Check condition of the water meter if defective, obstructed, tampered no meter, etc., hence the application of average billing.
    - b. If water meter is in good condition, endorse complaint formally to the concerned concessionaire including the findings of the field investigation conducted. Ascertain from the concessionaire the reason for applying average billing.
    - c. If condition of the water meter is anyone of those mentioned in #1, procedures in handling such cases shall be followed.
    - d. Refer to MWSS-RO-OPP-052-02, Procedures in the Application of Average Billing.
    - e. If protested bill is due to **rate re-classification**, verify reason of the concessionaire for doing so. Check the complainant's place if economic activity is present and whether the rate classification given is consistent with the said economic activity.
  - 1.4 Endorse complaint formally to the concerned Concessionaire including the findings of the field investigation conducted. Require the Concessionaire to provide the Regulatory Office and the complainant with the feedback/status/action taken on the complaint.

Schedule/Conduct meeting with the Concessionaire, the complainant and MWSS RO to facilitate the resolution of the complaints.

For billing complaint due to the application of average billing, information to be provided must include report on the investigation done on the complainant's service connection and the basis/es of the revision made in the billing if there is any.

**Important:**

The 15 days resolution time for billing complaints may not be applicable to certain cases such as billing complaints of commercial and industrial establishments which usually requires further study and legal intervention. In such case, the concessionaire must submit a justification within 15 days for consideration of the Regulatory Office.