

PROCEDURES ON AVAILING OF SR. CITIZEN DISCOUNT

Step 1 . Proceed to Frontline Service Desk Personnel and ask for the requirements on how to avail of the Sr. Citizen Discount. The Frontline Service Desk will give the list of documentary requirements, such as: (Photocopy of OSCA ID back to back, 1 pc. ID picture 2 x 2, and Certificate of Residency from the Brgy. where he/she resides, only 1 connection can avail regardless on the number of connections installed, not to exceed 30 cu m., renewable every year and a residential connection only.) 3 minutes only excluding waiting time.



Step 2. Once the requirements have been complied, the documents will be processed by the SCSO-A wherein the registered concessionaire who opt to avail shall affix his/her signature in the Sr. Citizen Form prepared by SCSO-A. He/she will be advised that he/she can avail of the 5% discount on the next billing cycle. 1 to 2 minutes excluding waiting period.



Step 3. For new applicant and concessionaire who want to change name, the Division Manager B of the Customer Servicing Division will interview the applicant. 3 – 4 minutes excluding waiting period.



Step 4. The form will be signed by the SCSO-A, and countersigned by the Division Manager B and Department Manager B. The SCSO-A will forward the documents to the Billing-In-Charge for posting. Once posted, the Billing-in-Charge will return the form together with its documents to ASCSO-A.



End of Transaction