

Concessionaire's Feedback Form

One of our agency's objective is to deliver utmost service to every concessionaire. Relative to this, we would like to know your comments or suggestions on the frontline services listed below. Your cooperation and honest opinion is of vital contribution for the improvement of public service.

Name: _____

Address: _____

Year when water service connection from SMWD was installed _____

Kindly rate the following services based on your observation or actual experience. Choose from the Numerical Rating listed below. Write down your answer on the space provided for.

5 – Excellent

4 – Very Satisfactory

3 – Good

2 – Satisfactory

1 - Poor

Application for New Service Connection ()

Installation of New Service Connection ()

Distribution of Monthly Water Charges ()

Payment of Monthly Water Charges ()

Reconnection of Service Lines ()

Issuance of Promissory Note ()

Relocation of Service Lines ()

Voluntary Disconnection ()

Bill Inquiry ()

Assessment of Complaint/Request
regarding water services ()

Suggestions or comments

Thank you for your continuous patronage with our water services. For inquiries or complaints, leaks or damaged pipelines, you may call on Tel. No. (047) 602-2016 / 09479607240. You can also drop your suggestions or complaints in our Suggestion Box located at Collection Office.