Entity Relationship Diagram

[being edited]

Relational Model

* Customer (**Customer\_id**, Name(firstname, lastname), Contact\_number, Email\_addess, Address(lot\_number, community, street))
* Cust\_credential(Password, *customer\_id*)

Foreign key: customer\_id references Customer

* Account (**Account\_num**, Amount\_due, Payment\_due\_date, Payment\_status)
* Complaint (**Complaint\_id,** Complaint\_type, Complaint\_desc)
* Response (**Response\_id**, Response\_desc)
* Has (complaint\_id, response\_id, last\_responder, last\_response\_date)

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Foreign key: complaint\_id references Complaint

Foreign key: response\_id references Response

* Employee (**Employee\_id**, Name(firstname, lastname), contact\_num)
* Emp\_credential (Password, *employee\_id*)

Foreign key: employee\_id references Employee

* Service(**service\_id**, service\_name, service\_desc)