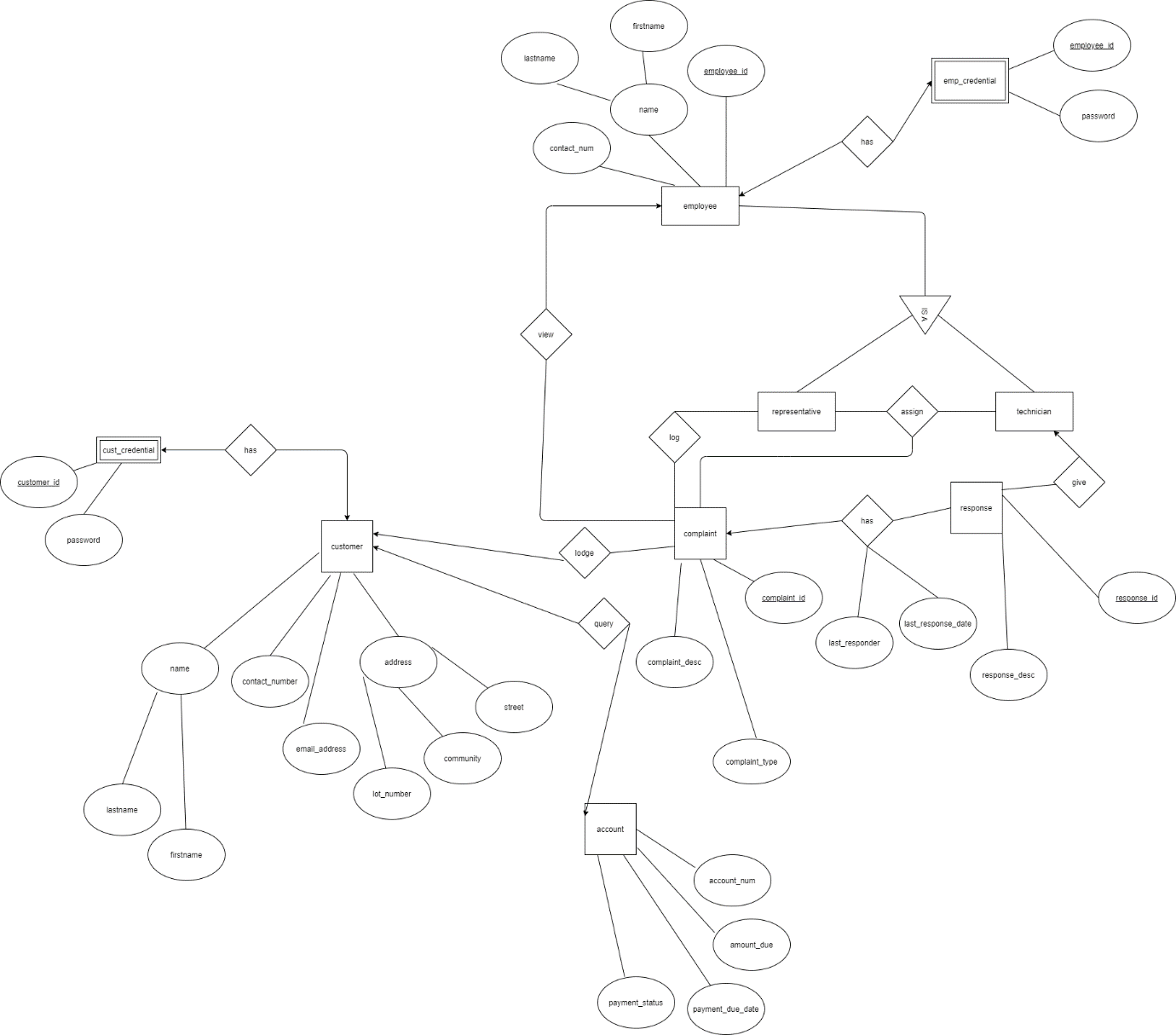
Entity Relationship Diagram



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

(We understand that representative and technician are two separate entities under employees with different relationships to other entities, we have not seen any specific attributes to create a relational model for them)