

BOHECO I CRMS

Consumer Relations Management System

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User's Manual

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I. Membership

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1. Creating a New Membership Application

To create a new membership, go to [Membership -> Register New MCO](#) and fill in the fields. Alternatively, you can click on the [Green Plus Icon](#) on the upper left side of the application. Hit **Save** once done typing the details.

2. Viewing a Membership Application Data

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To view an existing member consumer data, go to [Membership -> Member Consumers -> View](#) (eye icon on the list). You can also search an MCO from the search bar. The list provides you with a brief information about the consumer for easier access.

3. Updating a Membership Application Data

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To update an existing membership data, go to [Membership -> Member Consumers -> Edit](#) (pencil icon on the list).

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register New MCO

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Consumer Types

Checklists

Service Connections

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Billing

MISCELLANEOUS

Extras

ADMINISTRATIVE

Administrator

Search Member Consumers

Type Name or Member Consumer ID

LOURDES TRADING POST c/o Brgy Capt.

ID: 2201910000

LOGLAO

Birthdate: January 01, 1970

Contact No: 0

Email Add:

Membership Type: Juridical

RICARDO LOPECILLO

ID: 2201910000

SONG CULAN, DAVIS

Birthdate: January 01, 1970

Contact No: 0

Email Add:

Membership Type: Joint

RAYMUND RULONA

ID: 2201910000

LI

Birthdate: January 01, 1970

Contact No: 0

Email Add:

Membership Type: Joint

KENNETH PETER BUCIO

ID: 2201910003

Birthdate: January 01, 1970

Contact No: 0

Email Add:

Membership Type: Joint

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ADMINISTRATIVE

Administrator

Edit Member Consumers

Membership Type

Juridical

Entity Name

Entity Name

Representative

Representative

Birthdate

Birthdate

Town

PANGLAO

Barangay

LOURDES

Sitio

Sitio

Contact Numbers

0

Email Address

Email Address

Civil Status

Not Applicable

Religion

Religion

Citizenship

Citizenship

Date Applied

2018-04-02

4. Membership Reports

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Membership reports can be found under [Membership -> Reports](#). As of the moment, there are two reportorial templates available: **Monthly**, and **Quarterly**. You can also download all the reports in Excel format.

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ADMINISTRATIVE

Administrator

Membership Monthly Report

Town

Month

Year

Office

Action

ALL

SEPTEMBER

2022

ALL

View

Download

#	ID	Applicant Name	Spouse Name	Address	Category	Date Registered
1	2202210981	APARRE, VALERIANO	-		JOINT	Sep 01, 2022
2	2202210931	AVENIDO, CESARIO	-	PUROK 6, SAN ISIDRO, DAUIS	JOINT	Sep 01, 2022
3	2202210930	BERCKMANS, DECILIN	-	PUROK 7, DAO, DAUIS	JOINT	Sep 01, 2022
4	1202210980	FUENTES, EDUVIGES	-		JOINT	Sep 01, 2022
5	1202210979	GAMO, ROGELIO	-		JOINT	Sep 01, 2022
6	1202210982	INTING JR., ANTONIO	-		JOINT	Sep 01, 2022
7	1202210984	LAMOSTE, RICARDO	-		JOINT	Sep 01, 2022
8	2202210929	MASIBAY, KIMBERLY	-	PUROK 4, ANGLAN, ANTEQUERA	JOINT	Sep 01, 2022
9	2202210932	MOSTOVOI, PAVEL	-	P6 RICHWOOD HOMES, DAO, DAUIS	JOINT	Sep 01, 2022
10	1202210983	POLINAR, FIDELITO	-	PUROK 5, POBLACION, BILAR	JOINT	Sep 01, 2022
11	1202210985	SAMUYA, JORGE	-	PINYA, MASONOV, SAN ISIDRO	JOINT	Sep 01, 2022
12	1202210987	ANTIGO, ERIKA JOY	-		JOINT	Sep 02, 2022
13	2202210935	ARANAS, ADONIS	-	ST. MICHAEL VILLAGE AFP/PNP/BFP/NHA, SONGCULAN, DAUIS	JOINT	Sep 02, 2022
14	1202210986	ADAMAS, DANMIE	-		JOINT	Sep 02, 2022

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Membership Quarterly Report

Town

Quarter

Year

Action

ALL

3rd Quarter

2022

View

Download

#	ID	Applicant Name	Spouse Name	Address	Category	Date Registered
1	2202210599	AMOLATO, JEFFERSON	-	ST. MICHAEL VILLAGE AFP/PNP/BFP/NHA, SONGCULAN, DAUIS	JOINT	Jul 04, 2022
2	2202210603	ARAWIRAN, MAYJURRICKO	-	ST. MICHAEL VILLAGE AFP/PNP/BFP/NHA, SONGCULAN, DAUIS	JOINT	Jul 04, 2022
3	2202210598	BANLUTA, JERRY	-	P3, BAH, ALBURQUERQUE	JOINT	Jul 04, 2022
4	2202210602	BIWANG JR, LUIS	-	P1 BALILI, DANAQ, PANGLAO	JOINT	Jul 04, 2022
5	2202210600	DIGAL JR, APOLONIO	-	P6 KAMPIYAWAN, EWON, SEVILLA	JOINT	Jul 04, 2022
6	1656900823479	LOPEZ, JULZ	-		SINGLE	Jul 04, 2022
7	2202210601	PUMARES JR, RODRIGO	-	P6, MARVELES, DAUIS	JOINT	Jul 04, 2022
8	2202210604	SABELLINA, SHAIRA JEE	-	ST. MICHAEL VILLAGE AFP/PNP/BFP/NHA, SONGCULAN, DAUIS	JOINT	Jul 04, 2022
9	2202210609	ABEJARON, SR. TEODORA	-	PUROK 3, SONGCULAN, DAUIS	JOINT	Jul 05, 2022
10	2202210613	BUTIL, DIMPHNA	-	PUROK 1, CATARMAN, DAUIS	JOINT	Jul 05, 2022
11	2202210610	CALABITE JR, CESARIO	-	P5, MAGSAYSAY, SEVILLA	JOINT	Jul 05, 2022
12	1202210718	ENGHUG, MYRNA	-		JOINT	Jul 05, 2022
13	2202210606	FUDOLIN, VALEREICH	-	ST. MICHAEL VILLAGE AFP/PNP/BFP/NHA, SONGCULAN, DAUIS	JOINT	Jul 05, 2022

II. Service Connections (Housewiring)

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1. Creating a New Service Connection Application

- a. To create a new service connection application, go to [Service Connections -> New Application](#). Select from the **Member-Consumers** list and click **Go**. You can also search a name from the list thru the search bar. Alternatively, you can also click on the **Yello Plus Icon** on the right-upper side of the application.

Membership ID	MCO Name	Address	Contact No.	Membership Type	Office
1202013662	ESMERALDO TALAN	PUROK 5, RIZAL, BATUAN	09054441571	Joint	MAIN OFFICE
1202013663	KOBE BRYAN ORFANO	PUROK 7, RIZAL, BATUAN	09563213350	Joint	MAIN OFFICE
1202013664	JAMES LESTER PATAKA	PUROK 7, RIZAL, BATUAN	09055486755	Joint	MAIN OFFICE
1202013665	GIEME SAMUYA	PUROK HUMAY, POBLACION, SAN ISIDRO	09487289521 / 09216854446	Joint	MAIN OFFICE
1202013666	LORENA SALOMAG		09534251196	Joint	MAIN OFFICE
1202013667	JOSEPHINE DELA TORRE		09380776520	Joint	MAIN OFFICE
1202013668	REGLENN GAVIOLA		0	Joint	MAIN OFFICE
1202013669	ROCHEL ESTOSE		0	Joint	MAIN OFFICE
1202013670	IRENE FRANCISCO		09468376399	Joint	MAIN OFFICE
1202013671	NERISSA VISTAL		09061804579	Joint	MAIN OFFICE

Membership ID	MCO Name	Address	Contact No.	Membership Type	Office
1201910162	ISAGANI LOPEZ		0	Joint	MAIN OFFICE
1201911802	HERACLEO LOPEZ		0	Joint	MAIN OFFICE
1201912082	GALICANO LOPEZ		0	Joint	MAIN OFFICE
1201912083	MELICIO LOPEZ		0	Joint	MAIN OFFICE
1201912612	ERNESTO LOPEZ		0	Joint	MAIN OFFICE
1201912728	AGUSTITO LOPEZ		0	Joint	MAIN OFFICE
1201914249	ARTURO LOPEZ		0	Joint	MAIN OFFICE
1201914250	GALICANO LOPEZ		0	Joint	MAIN OFFICE
1201914251	MELICIO LOPEZ		0	Joint	MAIN OFFICE
1201914252	REYNALDO LOPEZ		0	Joint	MAIN OFFICE

- b. Supply all the fields indicated by an **asterisk (*)** to be able to save and validate the application. The system will refuse to save if you will not supply these fields. Once done on the first form, click **Next** to go to the **assessment of checklists**.

Step 2 Apply for Service Connection

Applicant Basic Account Info [Skip For Now](#)

Application for: * ☒ New Installation ☐ Rewiring ☐ Street Lighting

Application Type * ☒ Permanent ☐ Temporary

Classification of Service * ☐ RESIDENTIAL-Mainland (RM) ☐ COMMERCIAL-Large (CL) ☐ PUBLIC BUILDING (P) ☐ INDUSTRIAL (I) ☐ STREET LIGHTS (S) ☐ COMMERCIAL-Small (CS) ☐ RESIDENTIAL-Mainland (B) ☐ RESIDENTIAL-Mainland (E) ☐ RESIDENTIAL-Island B (RI)

Phase * ☒ 1 (Single Phase) ☐ 3 (Three Phase)

Projected Load *

Indigent * ☒ No ☐ Yes

Member Consumer ID * # 1202013664

Town *

Barangay *

Sitio

Contact Numbers *

Email Address

Residence Number

Account Classification *

Building Type

Date of Application

Notes/Comments

OR Number

Payment Date

Next

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- c. Next, assess all the requirements the consumer has submitted, and check it from the checklist provided. **NOTE** that checklists with red asterisks beside it (*) are the **minimum requirements for inspection**. BOHECO I however requires the full requirements once the application is about to be energized. Once done, click the **Save and Proceed** button to proceed to the **assigning of verifier/inspector**. **ALSO NOTE** that if the submitted requirements doesn't meet the minimum requirements for inspection, the program will not proceed to the assigning of verifier/inspector as a preliminary security of the application flow. The checklist can always be updated from the update module.

Step 4 Service Connection Checklist Assessment

Did CAGULADA, JUNIE submit the following requirements?

- ☐ * Valid Identification Card of the person who processed the electric service connection application
- ☐ * Valid ID and Authorization Letter from the applicant (If an authorized representative process the application)
- ☐ * Filled-out Application for Electric Service Connection (BOHECO I Form-ESCA-01)
- ☐ * Service Connection Contract (BOHECO I Form-ESCA-02)
- ☐ * Approved Electrical Plan or As-Built Electrical Plan (if there are modifications of the approved Electrical Plan)
- ☐ * Electrical Permit
- ☐ * Electrical Wiring Installation Accomplishment Report from the Electrical Practitioner (Accredited/License Non-Accredited)
- ☐ Certificate of Final Electrical Inspection / Permit for Temporary Service Connection (Municipal Engineering Office/Office of the Building Official)
- ☐ Fire Safety Inspection Certificate (Bureau of Fire Protection)

Save and Proceed

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- d. Next is the **assigning of verifier/inspector** and filling up of the as-planned data, which are based from the electrical plan embedded from the requirements submitted by the consumer. Simply select the name of the inspector from the dropdown menu, and fill in all other data. **NOTE** that all the data **except** the **verifier** are **optional**. Also, the current number of active inspections per verifier is shown on the right side of the form in order for the clerk to have a numeric analysis on the amount of inspections each verifier, should the clerk desires to assign an application to another verifier/inspector. Click **Next** to proceed to the **assessment of fees**.

Step 5 Service Connection - Inspection and Staking

CAGULADA, JUNIE | PUROK 5, SONGCULAN, DAUIS

Inspector **Benito Maglaway**

SE Main Circuit Breaker As Planned **Main Circuit Breaker in Amps**

SE No. Of Branches As Planned **SE No. Of Branches As Planned**

SDW Size As Planned **Service Drop Wire Size (in mm)**

SDW Length As Planned **Service Drop Wire Length (in meters)**

Engineer Incharge **Name of Electrical Engineer in Charge**

Engineer Incharge Title **PEE**

License No. **License Number of Electrical Engineer in Charge**

License Validity

Contact Number **Contact Number of Electrical Engineer in Charge**

Notes/Comments **Notes or Comments**

Verifiers Pending Inspections

Verifier	No. of Pending Insp.
Benito Maglaway	8
Florencio Bulilan	6
Maing Lomarda	2

Next

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e. Next is the **service connection charge assessment**.

To assign the accredited electrician, switch on the **toggle button** to turn **green**. This will enable the selection of electrician through the dropdown button below. Select the electrician from the list and the details will automatically fill in on all the fields at the right.

Step 6 Service Connection and Inspection Fees

Electrician Information

BOHECO I Accredited ☒

-- Select --

ABARQUEZ, ALFREDO JR.

ABERGAS, VICENTE JR.

ABISAN, FERENIEL

ACAL, ELEAZAR

ACUÑA, LERIO

ADANZA, WILSON

Lighting Outlets

Service Entrance

Street Light

Payment Summary

Consumer Name CAGULADA, JUNIE

Consumer Address PUROK 5, SONGCULAN, DAUIS

Account Type RESIDENTIAL-Mainland (RM)

Building Profile Concrete

Service Connection Fee ₱ 595.00

Wiring Labor Charge ₱ 0.00

Bill Deposit ₱ 300.00

Total VAT ₱ 107.40

2% WT - ₱ 0.00

5% WT - ₱ 0.00

Over All Total ₱ 1,002.40

Submit

Bill Deposit Computation

Average Rate (12)

Step 6 Service Connection and Inspection Fees

Electrician Information

BOHECO I Accredited ☒

ALCOSEBA, JOSELITO

Name ALCOSEBA, JOSELITO

Address Nahawan, Clarin

Contact No 09267811652

Payment Summary

Consumer Name CAGULADA, JUNIE

Consumer Address PUROK 5, SONGCULAN, DAUIS

Account Type RESIDENTIAL-Mainland (RM)

Building Profile Concrete

Service Connection Fee ₱ 595.00

Wiring Labor Charge ₱ 0.00

Bill Deposit ₱ 300.00

Total VAT ₱ 107.40

2% WT - ₱ 0.00

5% WT - ₱ 0.00

Over All Total ₱ 1,002.40

Submit

Bill Deposit Computation

Average Rate (12)

The **service connection fee** and **bill deposits** are now automatically computed based on the technical details of the application (consumer type, load, phase, etc.)

Step 6 Service Connection and Inspection Fees

Electrician Information

BOHECO I Accredited ☒

ALCOSEBA, JOSELITO

Name ALCOSEBA, JOSELITO

Address Nahawan, Clarin

Contact No 09267811652

Electrical Wiring Installation Labor Charge

Particular	Quantity	Charge per Unit	VAT	Total
Circuit Breakers		300	.12	
Convenience Outlets		250	.12	
Lighting Outlets		275	.12	
Service Entrance		300	.12	
Street Light		0	0	

Payment Summary

Consumer Name CAGULADA, JUNIE

Consumer Address PUROK 5, SONGCULAN, DAUIS

Account Type RESIDENTIAL-Mainland (RM)

Building Profile Concrete

Service Connection Fee ₱ 595.00

Wiring Labor Charge ₱ 0.00

Bill Deposit ₱ 300.00

Total VAT ₱ 107.40

2% WT - ₱ 0.00

5% WT - ₱ 0.00

Over All Total ₱ 1,002.40

Submit

Bill Deposit Computation

Average Rate (12)

For the **electrician's labor charges**, simply fill in the number of circuit breakers, convenience outlets, lighting outlets, and service entrance fields and the system will automatically compute the charges, which can be seen on the Payment Summary.

Step 6 Service Connection and Inspection Fees

Electrician Information

BOHECO I Accredited ☒

ALCOSEBA, JOSELITO

Name ALCOSEBA, JOSELITO

Address Nahawan, Clarin

Contact No 09267811652

Electrical Wiring Installation Labor Charge

Particular	Quantity	Charge per Unit	VAT	Total
Circuit Breakers	5	300	.12	180.00
Convenience Outlets	12	250	.12	360.00
Lighting Outlets	16	275	.12	528.00
Service Entrance	1	300	.12	36.00
Street Light		0	0	

Payment Summary

Consumer Name CAGULADA, JUNIE

Consumer Address PUROK 5, SONGCULAN, DAUIS

Account Type RESIDENTIAL-Mainland (RM)

Building Profile Concrete

Service Connection Fee ₱ 595.00

Wiring Labor Charge ₱ 9,200.00

Bill Deposit ₱ 300.00

Total VAT ₱ 1,211.40

2% WT - ₱ 0.00

5% WT - ₱ 0.00

Over All Total ₱ 11,306.40

Submit

Bill Deposit Computation

Average Rate (12)

Once done, click **Submit**, and that ends the application process.

2. Viewing a Service Connection Application

To view a service connection application, go to [Service Connections -> All Applications](#). You can also search an application through the search bar. Click on the **Turn On ID** or on the **View** (eye icon) button on the right side of the list to view.

Turn On ID	Date Applied	Service Account Name	Application	Status	Meter No.	Office
1675059631497	Jan 30, 2023	CAGULADA, JUNIE	New Installation	For Inspection		MAIN OFFICE
1673916074313	Jan 17, 2023	ABO-ABO, MARCOS	New Installation	For Inspection		MAIN OFFICE
1673495459078		BALAUTA, DOMINGA	Relocation	For Inspection		MAIN OFFICE
1673491580849	Jan 12, 2023	DORNAN, JAIME	New Installation	For Inspection		MAIN OFFICE
1673413823027	Jan 11, 2023	CAVIL, HENRY	New Installation	For Transformer and Pole Assigning		MAIN OFFICE
1673088144226	Jan 07, 2023	CROFT, LARA	New Installation	Closed	52354412542244	MAIN OFFICE
1673084920077	Jan 07, 2023	VERGARA, SOFIA	New Installation	For Inspection		MAIN OFFICE
1673084565563	Jan 07, 2023	BONDOC, JIMMY	New Installation	Closed	036524122533	MAIN OFFICE
1673084327958	Jan 07, 2023	CAVIL, HENRY	New Installation	Downloaded by Crew		MAIN OFFICE
1672996907367	Jan 06, 2023	BONGALOS, CRESCENCIO	Relocation	For Inspection		MAIN OFFICE
1672996830000	Jan 06, 2023	ALCANTARA, FERNANDO	Relocation	Downloaded by Crew		MAIN OFFICE

The view module gives you several categorizations of the data of the consumer's application, which can be accessed by the **tabs** on the right part of the app.

ABO-ABO, MARCOS

1673916074313 (Permanent)

Date of Application

January 17, 2023

Address

PUROK 1, BOLOD, PANGLAO

Contact Info

0

Account Count

1

Account Type

INDUSTRIAL

Application Type

New Installation

Notes

Verification

Metering and Transformer

Payment Invoice

Requirements & Crew

Logs

Photos

Inspection Details

Status

FOR INSPECTION

Inspector

Florencio Bullanan

Inspection Date

Notes and Remarks

Breaker and Service Drop Wire

	Planned	Installed
Service Entrance Main Breaker	60 amps	-
Number of Breaker Branches	3	-
Service Drop Wire Size	10 mm	-
Service Drop Wire Length	-	-

Pole Data (Pole Number: not specified)

	Wood	Concrete	GI
Quantity			
Diameter			
Height			

3. Updating a Service Connection Application Data

To update a service connection application data, go to the [View Module](#) (see item #2). Once you're in the view module, scroll below and you can see toolbar buttons. Click on the **edit icon** (pencil icon) to update.

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ADMINISTRATIVE

Administrator

Account Type

INDUSTRIAL

Application Type

New Installation

Notes

Office Registered

MAIN OFFICE

Membership Form

Certificate

Application Form

Service Drop Wire Size

10 mm

Service Drop Wire Length

-

Pole Data (Pole Number: not specified)

	Wood	Concrete	GI
Quantity			
Diameter			
Height			

Geo Tagging and Neighboring

Structure	Location
Building	
Tapping Pole	
Metering Pole	
Service Entrance Pole	
Nearest Neighbor 1	
Nearest Neighbor 1 Meter #	
Nearest Neighbor 2	
Nearest Neighbor 2 Meter #	

Once done editing the details, click **Save**.

4. Updating Service Connection Checklist

To update the service connection checklists, go to the [View Module](#) (see item #2), then go to the **Requirements and Crew** tab.

The screenshot shows the CRM interface for a user named ABO-ABO, MARCOS. The 'Requirements & Crew' tab is selected in the top navigation bar. The main content area displays the 'Requirements Checklist' with a list of items to be verified. A red arrow points to the 'Requirements & Crew' tab in the top navigation bar.

Item	Status
Valid Identification Card of the person who processed the electric service connection application	✓
Valid ID and Authorization Letter from the applicant	✓
Filled-out Application for Electric Service Connection (BOHECO I Form-ESCA-01)	✓
Service Connection Contract (BOHECO I Form-ESCA-02)	✓
Approved Electrical Plan or As-Built Electrical Plan (if there are modifications of the approved Electrical Plan)	✓
Business Permit (for Commercial Applications Only)	✓
Electrical Permit	✓
Electrical Wiring Installation Accomplishment Report from the Electrical Practitioner (Accredited or License Non-Accredited)	✓

Click on the **edit button** (pencil icon) to update the checklist data.

The screenshot shows the CRM interface for a user named ABO-ABO, MARCOS. The 'Requirements & Crew' tab is selected in the top navigation bar. The main content area displays the 'Requirements Checklist' with a list of items to be verified. A red arrow points to the pencil icon in the top right corner of the table.

Item	Status
Valid Identification Card of the person who processed the electric service connection application	✓
Valid ID and Authorization Letter from the applicant	✓
Filled-out Application for Electric Service Connection (BOHECO I Form-ESCA-01)	✓
Service Connection Contract (BOHECO I Form-ESCA-02)	✓
Approved Electrical Plan or As-Built Electrical Plan (if there are modifications of the approved Electrical Plan)	✓
Business Permit (for Commercial Applications Only)	✓
Electrical Permit	✓
Electrical Wiring Installation Accomplishment Report from the Electrical Practitioner (Accredited or License Non-Accredited)	✓

5. Updating Service Connection Fees/Payables

To update the service connection checklists, go to the [View Module](#) (see item #2), then go to the **Payment Invoice** tab.

The screenshot shows the CRM interface for a user named ABO-ABO, MARCOS. The 'Payment Invoice' tab is selected in the top navigation bar. The main content area displays the 'Payment Invoice' form with a table for 'Payment Summary' and a table for 'Installation and Wiring Labor Details'. A red arrow points to the 'Payment Invoice' tab in the top navigation bar.

Item	Rate per Unit	Quantity	VAT (12%)	Total
Circuit Breakers	300	3	108.00	1,008.00
Convenience Outlets	250	5	150.00	1,400.00
Lighting Outlets	275	10	330.00	3,080.00
Service Entrance	300	1	36.00	336.00
Street Light	0	0	0.00	0.00

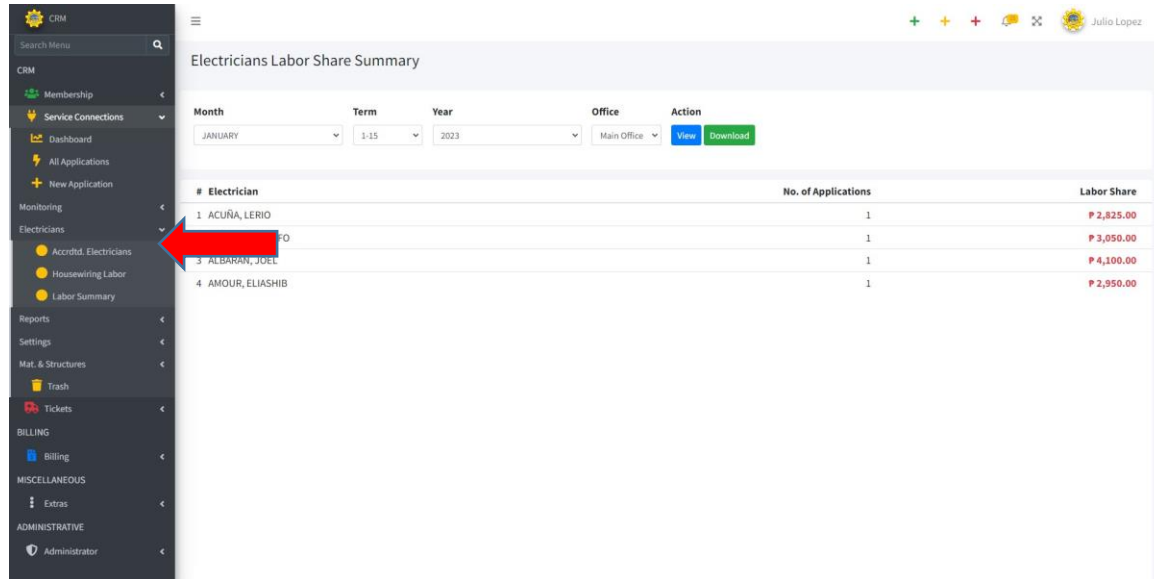
Click on the **update button** (pencil icon) to update the payables.

The screenshot shows the CRM interface for a user named ABO-ABO, MARCOS. The 'Payment Invoice' tab is selected in the top navigation bar. The main content area displays the 'Payment Invoice' form with a table for 'Payment Summary' and a table for 'Installation and Wiring Labor Details'. A red arrow points to the pencil icon in the top right corner of the table.

Item	Rate per Unit	Quantity	VAT (12%)	Total
Circuit Breakers	300	3	108.00	1,008.00
Convenience Outlets	250	5	150.00	1,400.00
Lighting Outlets	275	10	330.00	3,080.00
Service Entrance	300	1	36.00	336.00
Street Light	0	0	0.00	0.00

6. Preparing Electricians Labor

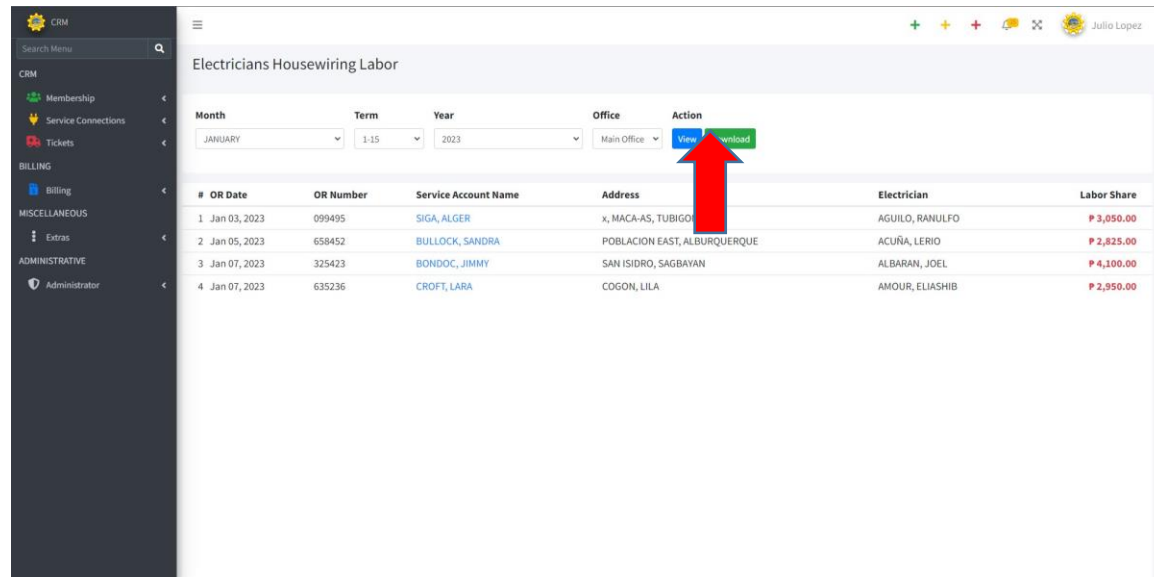
To prepare the **Housewiring Labor Summary** and **Labor Share**, go to [Service Connections -> Electricians](#). You can view the data or download it in Excel format.



Electricians Labor Share Summary

Month: JANUARY Term: 1-15 Year: 2023 Office: Main Office Action: View Download

#	Electrician	No. of Applications	Labor Share
1	ACUÑA, LERIO	1	P 2,825.00
3	ALBARAN, JOEL	1	P 4,100.00
4	AMOUR, ELIASHB	1	P 2,950.00



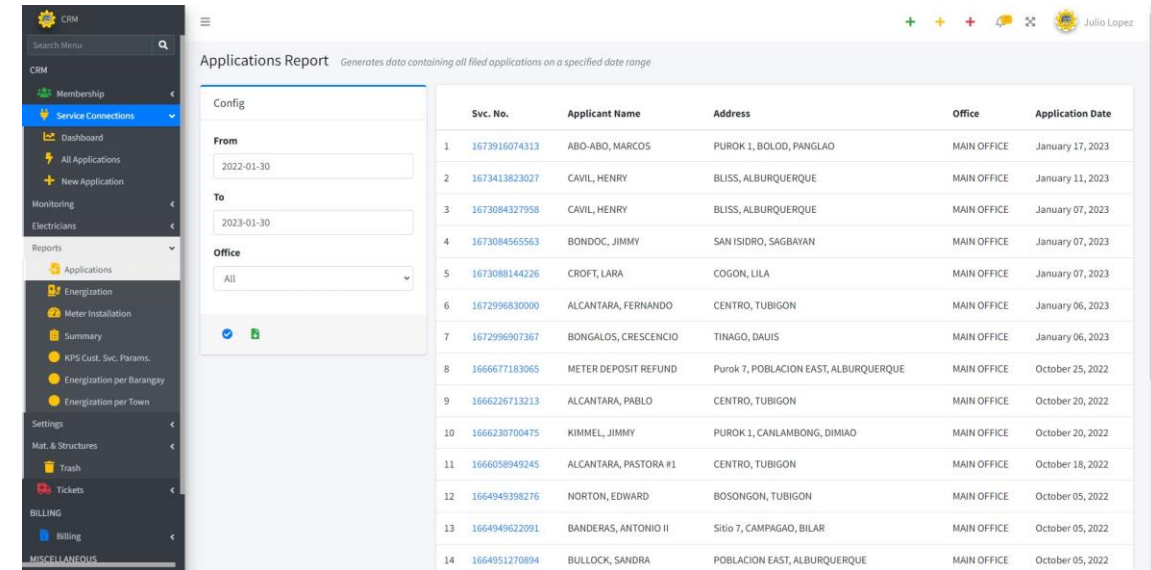
Electricians Housewiring Labor

Month: JANUARY Term: 1-15 Year: 2023 Office: Main Office Action: View Download

#	OR Date	OR Number	Service Account Name	Address	Electrician	Labor Share
1	Jan 03, 2023	099495	SIGA, ALGER	x, MACA-AS, TUBIGON	AGUILO, RANULFO	P 3,050.00
2	Jan 05, 2023	658452	BULLOCK, SANDRA	POBLACION EAST, ALBURQUERQUE	ACUÑA, LERIO	P 2,825.00
3	Jan 07, 2023	325423	BONDON, JIMMY	SAN ISIDRO, SAGBAYAN	ALBARAN, JOEL	P 4,100.00
4	Jan 07, 2023	635236	CROFT, LARA	COGON, LILA	AMOUR, ELIASHB	P 2,950.00

7. Reports

Reports can be found under [Service Connections -> Reports](#). There are various types of reports available as of the moment. NOTE that these reports are subject to changes should the need for one arises.

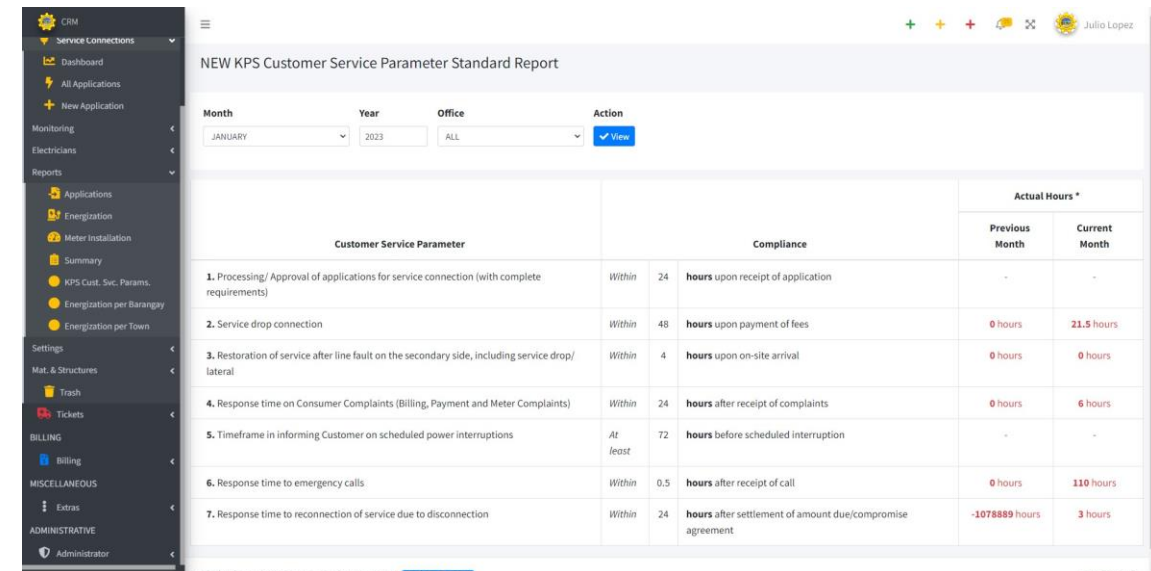


Applications Report Generates data containing all filed applications on a specified date range

Config

From: 2022-01-30 To: 2023-01-30 Office: All

Svc. No.	Applicant Name	Address	Office	Application Date
1	1673916074313	ABO-ABO, MARCOS	PUROK 1, BOLOD, PANGLAO	MAIN OFFICE January 17, 2023
2	1673413823027	CAVIL, HENRY	BLISS, ALBURQUERQUE	MAIN OFFICE January 11, 2023
3	1673084327958	CAVIL, HENRY	BLISS, ALBURQUERQUE	MAIN OFFICE January 07, 2023
4	1673084565563	BONDON, JIMMY	SAN ISIDRO, SAGBAYAN	MAIN OFFICE January 07, 2023
5	1673088144226	CROFT, LARA	COGON, LILA	MAIN OFFICE January 07, 2023
6	1672996830000	ALCANTARA, FERNANDO	CENTRO, TUBIGON	MAIN OFFICE January 06, 2023
7	1672996907367	BONGALOS, CRESCENCIO	TINAGO, DAUIS	MAIN OFFICE January 06, 2023
8	1666677183065	METER DEPOSIT REFUND	Purok 7, POBLACION EAST, ALBURQUERQUE	MAIN OFFICE October 25, 2022
9	1666226713213	ALCANTARA, PABLO	CENTRO, TUBIGON	MAIN OFFICE October 20, 2022
10	1666230700475	KIMMEL, JIMMY	PUROK 1, CANLAMBONG, DIMIAO	MAIN OFFICE October 20, 2022
11	1666058949245	ALCANTARA, PASTORA #1	CENTRO, TUBIGON	MAIN OFFICE October 18, 2022
12	1664949358276	NORTON, EDWARD	BOSONGON, TUBIGON	MAIN OFFICE October 05, 2022
13	1664949622091	BANDERAS, ANTONIO II	Sitio 7, CAMPAGAO, BILAR	MAIN OFFICE October 05, 2022
14	1664951270894	BULLOCK, SANDRA	POBLACION EAST, ALBURQUERQUE	MAIN OFFICE October 05, 2022



NEW KPS Customer Service Parameter Standard Report

Month: JANUARY Year: 2023 Office: ALL Action: View

Customer Service Parameter	Compliance	Actual Hours *	
		Previous Month	Current Month
1. Processing/ Approval of applications for service connection (with complete requirements)	Within 24 hours upon receipt of application	-	-
2. Service drop connection	Within 48 hours upon payment of fees	0 hours	21.5 hours
3. Restoration of service after line fault on the secondary side, including service drop/ lateral	Within 4 hours upon on-site arrival	0 hours	0 hours
4. Response time on Consumer Complaints (Billing, Payment and Meter Complaints)	Within 24 hours after receipt of complaints	0 hours	6 hours
5. Timeframe in informing Customer on scheduled power interruptions	At least 72 hours before scheduled interruption	-	-
6. Response time to emergency calls	Within 0.5 hours after receipt of call	0 hours	110 hours
7. Response time to reconnection of service due to disconnection	Within 24 hours after settlement of amount due/compromise agreement	-1078889 hours	3 hours

8. Crew Assigning (Engineering Department)

To assign the crew to a specific energization (application), go to **Service Connections -> Monitoring -> Crew Assigning**.

Service Connection Crew Assigning | ESD

Office: MAIN OFFICE Action: View

Turn On ID	Consumer Name	Address	Application	Datetime Applied	Status	Office	Load (kVA)	Select Crew
1673084920077	VERGARA, SOFIA	CANSUMBOL, BILAR	RESIDENTIAL-Mainland	Jan 07, 2023	For Inspection	MAIN OFFICE	.15	-
1673491580849	DORNAN, JAIME	CABOY, CLARIN	RESIDENTIAL-Mainland	Jan 12, 2023	For Inspection	MAIN OFFICE	.25	-
1673495459078	BALAUTA, DOMINGA	CENTRO, TUBIGON	RESIDENTIAL-Mainland	Jan 12, 2023	For Inspection	MAIN OFFICE	-	-
1675059631497	CAGULADA, JUNIE	PUROK 5, SONGCULAN, DAUIS	RESIDENTIAL-Mainland	Jan 30, 2023	For Inspection	MAIN OFFICE	0.25	-

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Select the **Station Crew** on the **right side of the list**, and click the **check icon to save**. You can also filter the list of unassigned service connections by office.

Service Connection Crew Assigning | ESD

Office: MAIN OFFICE Action: View

Turn On ID	Consumer Name	Address	Application	Datetime Applied	Status	Office	Load (kVA)	Select Crew
1673084920077	VERGARA, SOFIA	CANSUMBOL, BILAR	RESIDENTIAL-Mainland	Jan 07, 2023	For Inspection	MAIN OFFICE	.15	Crew 1
1673491580849	DORNAN, JAIME	CABOY, CLARIN	RESIDENTIAL-Mainland	Jan 12, 2023	For Inspection	MAIN OFFICE	.25	-
1673495459078	BALAUTA, DOMINGA	CENTRO, TUBIGON	RESIDENTIAL-Mainland	Jan 12, 2023	For Inspection	MAIN OFFICE	-	-
1675059631497	CAGULADA, JUNIE	PUROK 5, SONGCULAN, DAUIS	RESIDENTIAL-Mainland	Jan 30, 2023	For Inspection	MAIN OFFICE	0.25	-

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9. Meter Assigning (SEEAD – Metering Division)

To assign meters to new service connection applications, go to **Service Connections -> Dashboard -> Process Flow Monitor -> Unassigned Meters**. Expand the menu by clicking the **view button** (eye icon).

Process Flow Monitoring

- STEP 1-A Applicants For Inspection 17
- STEP 1.1 Applications for Inspection (+5kva) 0
- STEP 1.2 Applications for BOM and Quotation 0
- STEP 1.3 Applications for Transformer and Pole Tagging 1
- STEP 1.4 Unassigned Meters 25
- STEP 2 Approved Applicants 0
- STEP 3 Applications For Energization 0

Trend of Service Connection Applications and Energizations

Inspection Report

Number of Inspections

Current Uninspected Applications

The list shows all the applications with no meter assigned yet. Click on the **go button** (arrow-right button) on the right side of the list.

Meter Assigning

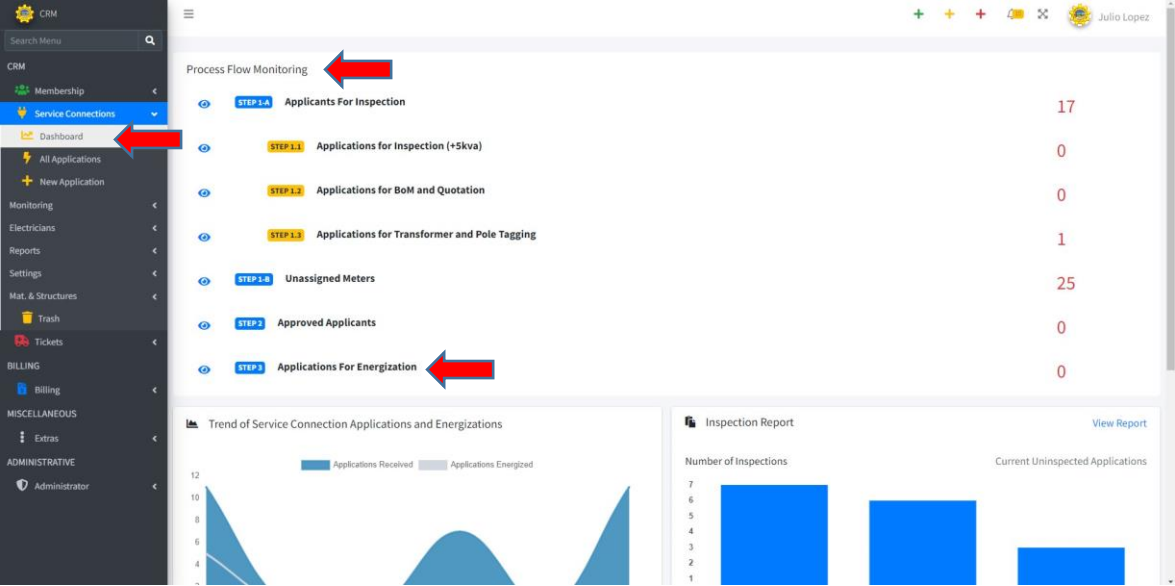
Applications

ID	Service Account Name	Address	Account Type
1657003890559	-	-	-
1673916074313	ABO-ABO, MARCOS	PUROK 1, BOLOD, PANGLAO	INDUSTRIAL
1672996830000	ALCANTARA, FERNANDO	CENTRO, TUBIGON	-
1666226713213	ALCANTARA, PABLO	CENTRO, TUBIGON	-
1666058949245	ALCANTARA, PASTORA #1	CENTRO, TUBIGON	-
1673495459078	BALAUTA, DOMINGA	CENTRO, TUBIGON	-
1664949622091	BANDERAS, ANTONIO II	Sitio 7, CAMPAGAO, BILAR	RESIDENTIAL-Mainland
1672996907367	BONGALOS, CRESCENCIO	TINAGO, DAUIS	-
1664951270894	BULLOCK, SANDRA	POBLACION EAST, ALBURQUERQUE	RESIDENTIAL-Mainland
1675059631497	CAGULADA, JUNIE	PUROK 5, SONGCULAN, DAUIS	RESIDENTIAL-Mainland
1657015374046	CAPADA, DOLORES	-	-
1673084327958	CAVIL, HENRY	BLISS, ALBURQUERQUE	RESIDENTIAL-Mainland
1673413823027	CAVIL, HENRY	BLISS, ALBURQUERQUE	COMMERCIAL-Large

Supply all the necessary information pertaining meters on the fields provided, and click **Submit** once done.

10. Energization (Manual, in Web App)

We assume that not all of the linemen will bring tablets during the first implementation, hence there is still a module for manual updating of energizations. Simply go to [Service Connections -> Dashboard -> Process Flow Monitor -> Applications For Energization](#). Expand the menu by clicking the **view button** (eye icon).



The list shows all applications that are all set to be energized.

ID	Service Account Name	Address	Account Type	Station Crew	Status	Pre-Energization	Post-Energization
1673084327958	CAVIL, HENRY	BLISS, ALBUQUERQUE	RESIDENTIAL-Mainland	Crew 2	Downloaded by Crew		

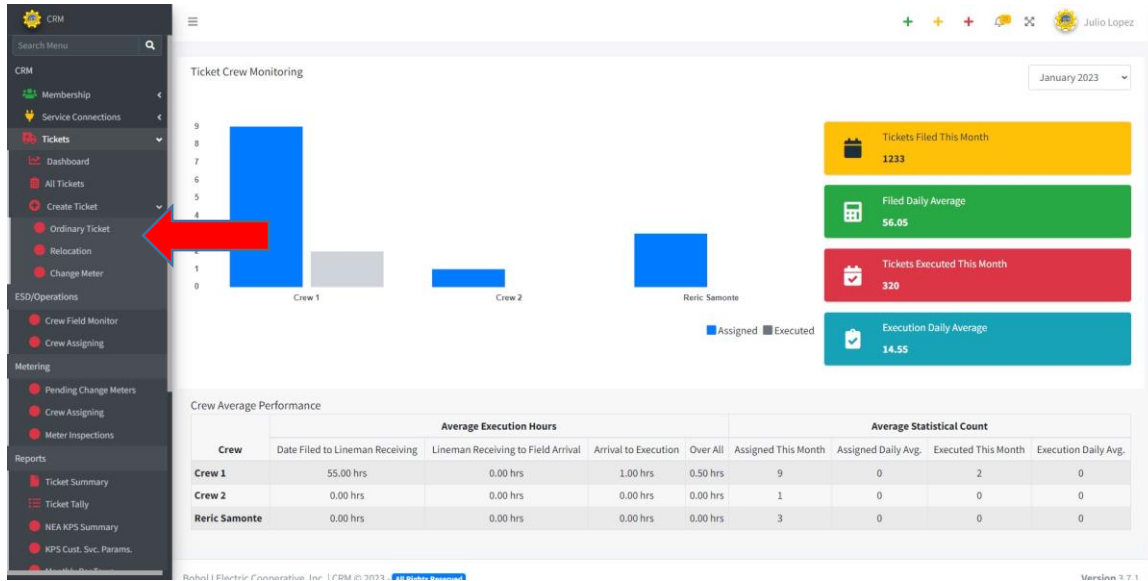
In here, you can **print the Turn On Order**, **change the crew assigned**, or **update the post-energization status** (executed or not executed) of the application.

Save the changes once you're done altering the pre and post-energization modules.

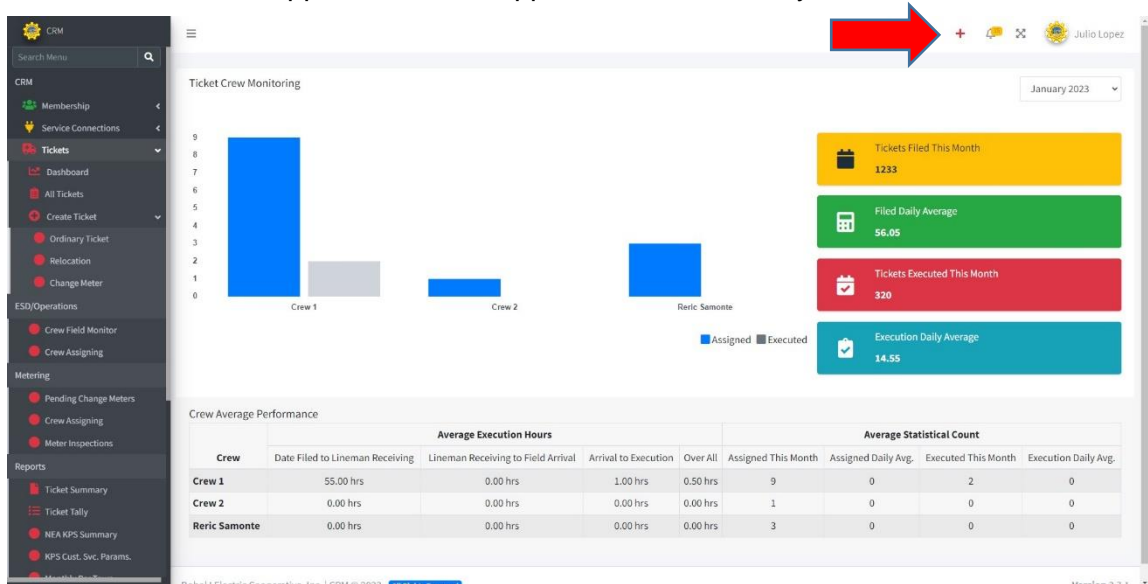
III. Tickets (Complaints/Requests)

1. Creating New Tickets

To create a new ticket, go to [Tickets -> Create Ticket](#). There are three kinds of tickets to choose from: **Ordinary tickets**, **Relocation (Transfers)**, and **Change Meters**. Each vary depending on the access of each user.



Alternatively, you can create tickets using the shortcut on the right-upper side of the application, indicated by the **Red Plus Icon**.



Fill in all the necessary fields, especially the **ticket type** to create a new ticket. You can **skip** selecting the **crew assigned** field as it will be re-assigned by the engineering department later on.

For the relocation tickets, **don't forget** to specify the **inspector/verifier** in order for the ticket to be inspected first before being forwarded to the linemen.

For the **change meters**, only the metering division can now create these kinds of tickets. You can also skip adding the meter details and update it later after the actual changing of meter.

2. Viewing of Tickets

To view a ticket, go to [Tickets -> All Tickets](#). Click the **Ticket ID** to view.

Ticket ID	Consumer Name	Ticket	Address	Account No	Status	Office
1675051082618	BALAUTA, DOMINGA	Force Majeure-Power Restoration	CENTRO, TUBIGON	0101010075	Executed	MAIN OFFICE
1675049164338	ARCAYOS, FLORINDA	Disconnection-Pole	CENTRO, TUBIGON	0101010031	Executed	MAIN OFFICE
1675049126338	ARCAYOS, FLORINDA	KWH Meter-Inspection (From Consumer)	CENTRO, TUBIGON	0101010590	Downloaded by Crew	MAIN OFFICE
1675049074547	PALOMARES, VIRGILDA	Coop Pole/Anchor-Leaning	CENTRO, TUBIGON	0101010340	Downloaded by Crew	MAIN OFFICE
1675049040457	TEMPLADO, RICKY/MARY JANE	Coop Pole/Anchor-Leaning	CENTRO, TUBIGON	0101010083	Downloaded by Crew	MAIN OFFICE
1674177054317	ABARQUEZ, VICENTE	Reconnection-Delinquency	CENTRO, TUBIGON	0101010020	Executed	MAIN OFFICE
1674106332009	BALAUTA, DOMINGA	KWH Meter-Change Meter	SIBUYAS, CENTRO, TUBIGON	0101010075	Received	MAIN OFFICE
1673861981581	ALCANTARA, PASTORA #2	KWH Meter-Inspection (From Consumer)	CENTRO, TUBIGON	0101010047	Executed	MAIN OFFICE
1673861600868	ALCANTARA, FERNANDO	Coop Pole/Anchor-Replacement	CENTRO, TUBIGON	0101010035	Downloaded by Crew	MAIN OFFICE

Tickets are segregated by the tabs, indicating the nature of their data which includes, the ticket details itself, metering details, logs, and history.

The **status** are also indicated on the left-upper corner of the ticket. On the right side are the **time log summary**. You can update the time log by clicking on the **edit** (pencil icon) right beside it.

3. Updating of Tickets

To update a ticket, go to the [View Module](#) of the ticket (see #2), and click on the **update button** (pencil icon) on the ticket card.

The screenshot shows the CRM interface with a sidebar on the left containing menu items like CRM, Membership, Service Connections, Tickets, Dashboard, All Tickets, Create Ticket, ESD/Operations, Metering, and Reports. The main area displays a ticket card for BALAUTA, DOMINGA. The card includes fields for Ticket No. (1675051082618), Location (CENTRO, TUBIGON), and a description (Request: Certification - Withdrawal of Bill Deposit). On the right side of the card, there are two green buttons: 'Filed' (January 30, 2023 11:58:06 AM) and 'Sent to Lineman' (January 30, 2023 11:58:13 AM). A red arrow points to the pencil icon (update button) located between these buttons.

Alternatively, you can go the [All Tickets module](#) and click on the **update button** (pencil icon) on the right side of the list.

The screenshot shows the CRM interface with the 'All Tickets' module selected in the sidebar. The main area displays a list of tickets. A red arrow points to the pencil icon (update button) on the right side of a ticket card for BALAUTA, DOMINGA. The list includes columns for Ticket ID, Consumer Name, Ticket, Address, Account No, Status, and Office.

Ticket ID	Consumer Name	Ticket	Address	Account No	Status	Office
1675051825224	BALAUTA, DOMINGA	Force Majeure-Power Restoration	CENTRO, TUBIGON	0101010075	Executed	MAIN OFFICE
1675051082618	BALAUTA, DOMINGA	Certification-Withdrawal of Bill Deposit	CENTRO, TUBIGON	0101010075	Downloaded by Crew	MAIN OFFICE
1675049164338	ARCAVOS, FLORINDA	Disconnection-Pole	CENTRO, TUBIGON	0101010031	Executed	MAIN OFFICE
1675049126338	JUANICH, FELECITO	KWH Meter-Inspection (From Consumer)	CENTRO, TUBIGON	0101010590	Downloaded by Crew	MAIN OFFICE
1675049074547	PALOMARES, VIRGILDA	Coop Pole/Anchor-Leaning	CENTRO, TUBIGON	0101010340	Downloaded by Crew	MAIN OFFICE
1675049040457	TEMPLADO, RICKY/MARY JANE	Coop Pole/Anchor-Leaning	CENTRO, TUBIGON	0101010083	Downloaded by Crew	MAIN OFFICE
1674177054317	ABARQUEZ, VICENTE	Reconnection-Delinquency	CENTRO, TUBIGON	0101010020	Executed	MAIN OFFICE
1674106332009	BALAUTA, DOMINGA	KWH Meter-Change Meter	SIBUYAS, CENTRO, TUBIGON	0101010075	Received	MAIN OFFICE
1673861981581	ALCANTARA, PASTORA #2	KWH Meter-Inspection (From Consumer)	CENTRO, TUBIGON	0101010047	Executed	MAIN OFFICE
1673861600868	ALCANTARA, FERNANDO	Coop Pole/Anchor-Replacement	CENTRO, TUBIGON	0101010035	Downloaded by Crew	MAIN OFFICE

NOTE that only un-executed tickets are editable/updatable.

4. Crew Assigning (Engineering Department)

To access the crew assigning, go to [Tickets -> ESD/Operations -> Crew Assigning](#).

The screenshot shows the CRM interface with the 'Crew Assigning' module selected in the sidebar. The main area displays a table of tickets with columns for Ticket No, Consumer Name, Address, Complain, Datetime, Office, and Select Crew. A red arrow points to the 'Crew Assigning' option in the sidebar.

Ticket No	Consumer Name	Address	Complain	Datetime	Office	Select Crew
1671756564	LOFRANCO, GINA #2 (SN # 202200103716)	0, TANGARAN, CLARIN	Pilferage - Prospected Direct Connection	Dec 23, 2022 08:12 AM	MAIN OFFICE	[Select Crew]
1671756740	CELMAR, AMADO #2	0, LILOAN NORTE, INABANGA	Pilferage - Prospected Direct Connection	Dec 23, 2022 08:12 AM	MAIN OFFICE	[Select Crew]
1671756925	BONBON ST. LIGHTS	0, BONBON, CLARIN	Power Restoration - Household	Dec 23, 2022 08:12 AM	MAIN OFFICE	[Select Crew]
1671767860	CANTAONGON BAPA # 1	0, CANTAONGON, LOON	Others - Line Clearing/Cutting of Trees Loose Connection	Dec 23, 2022 11:12 AM	MAIN OFFICE	[Select Crew]
1672193867	PODADOR, ROMEO/GEMMA	CENTRO, BUNACAN, TUBIGON	Service Conductor Repairs - SDW repair -ready lift poles	Dec 28, 2022 10:12 AM	MAIN OFFICE	[Select Crew]
1672195608	BADILLA, LILIBETH	ECA, VILLA SUERTE, BILAR	Disconnection - Delinquency	Dec 28, 2022 10:12 AM	MAIN OFFICE	[Select Crew]
1672199665	AGRO FARM	0, OAC, DIMIAO	Service Conductor Transfer - Transfer from transformer secondary line to transformer bushing	Dec 28, 2022 11:12 AM	MAIN OFFICE	[Select Crew]
1672208657	C/O ELI SALVADOR PALACA	P-3, BASAC, LOON	Coop Pole/Anchor - Pull Out	Dec 28, 2022 02:12 PM	MAIN OFFICE	[Select Crew]
1672277748	AMARGA, ERWIN/SOFIA	P-6, BIASONG, LOON	Power Restoration - Household	Dec 29, 2022 09:12 AM	MAIN OFFICE	[Select Crew]

Select the crew to be assigned to a particular ticket on the **right side** of the list, and **click the check button** to save. You can also filter the tickets by office.

The screenshot shows the CRM interface with the 'Crew Assigning' module selected in the sidebar. The main area displays a table of tickets with columns for Ticket No, Consumer Name, Address, Complain, Datetime, Office, and Select Crew. A red arrow points to the 'View' button in the top right corner.

Ticket No	Consumer Name	Address	Complain	Datetime	Office	Select Crew
1671756564	LOFRANCO, GINA #2 (SN # 202200103716)	0, TANGARAN, CLARIN	Pilferage - Prospected Direct Connection	Dec 23, 2022 08:12 AM	MAIN OFFICE	[Select Crew]
1671756740	CELMAR, AMADO #2	0, LILOAN NORTE, INABANGA	Pilferage - Prospected Direct Connection	Dec 23, 2022 08:12 AM	MAIN OFFICE	[Select Crew]
1671756925	BONBON ST. LIGHTS	0, BONBON, CLARIN	Power Restoration - Household	Dec 23, 2022 08:12 AM	MAIN OFFICE	[Select Crew]
1671767860	CANTAONGON BAPA # 1	0, CANTAONGON, LOON	Others - Line Clearing/Cutting of Trees Loose Connection	Dec 23, 2022 11:12 AM	MAIN OFFICE	[Select Crew]
1672193867	PODADOR, ROMEO/GEMMA	CENTRO, BUNACAN, TUBIGON	Service Conductor Repairs - SDW repair -ready lift poles	Dec 28, 2022 10:12 AM	MAIN OFFICE	[Select Crew]
1672195608	BADILLA, LILIBETH	ECA, VILLA SUERTE, BILAR	Disconnection - Delinquency	Dec 28, 2022 10:12 AM	MAIN OFFICE	[Select Crew]
1672199665	AGRO FARM	0, OAC, DIMIAO	Service Conductor Transfer - Transfer from transformer secondary line to transformer bushing	Dec 28, 2022 11:12 AM	MAIN OFFICE	[Select Crew]
1672208657	C/O ELI SALVADOR PALACA	P-3, BASAC, LOON	Coop Pole/Anchor - Pull Out	Dec 28, 2022 02:12 PM	MAIN OFFICE	[Select Crew]
1672277748	AMARGA, ERWIN/SOFIA	P-6, BIASONG, LOON	Power Restoration - Household	Dec 29, 2022 09:12 AM	MAIN OFFICE	[Select Crew]

5. Monitoring

The system have a handful of monitoring tools for tickets like Crew Field Monitor, Pending Change Meters, Meter Inspections, and etc.

Ticket Monitoring Interface

Navigation: CRM, Membership, Service Connections, **Tickets**, Dashboard, All Tickets, Create Ticket, ESD/Operations, Crew Field Monitor, Crew Assigning, Metering, Pending Change Meters, Crew Assigning, Meter Inspections, Reports, Ticket Summary, Ticket Tally, NEA KPS Summary, KPS Cust. Svc. Params, Monthly Per Town, Meter Replacements, Disco/Reco Report.

Ticket List:

Ticket ID	Ticket Type	Ticket Status	Crew Assigned
(1675051825224)	Power Restoration	BALAUTA, DOMINGA	Crew: Crew 1
(1675051082616)	Withdrawal of Bill Deposit	BALAUTA, DOMINGA	Crew: Crew 1
(1675049164338)	Pole	ARCAYOS, FLORINDA	Crew: Crew 1
(1675049126338)	Inspection (From Consumer)	JUANICH, FELECITO	Crew: Crew 1
(1675049074547)	Leaning	PALOMARES, VIRGILDA	Crew: Crew 1
(1675049040457)	Leaning	TEMPLADO, RICKY/MARY JANE	Crew: Crew 1
(1674177054317)	Delinquency	ABARQUEZ, VICENTE	Crew: null
(1674106332009)	Change Meter	BALAUTA, DOMINGA	Crew: Crew 2

Pending Change Meters Interface

Navigation: CRM, Membership, Service Connections, Tickets, **BILLING**, MISCELLANEOUS, Extras, ADMINISTRATIVE, Administrator.

Pending Change Meters Table:

Ticket ID	Account No	Consumer Name	Address	Crew Assigned	Status
1672100143		MALDORA, GINA	0, MANTASIDA, CATIGBIAN	Reric Samonte	PENDING
1672129314	1616041785	DULALAS, JERRY	0, CATARMAN, DAUIS	Reric Samonte	PENDING
1672273596	707040320	MANTE, BEBIANO			ACTED
1672711584	1616060670	ESTROSOS, LUCIO	0, TINAGO, DAUIS		PENDING
1672711647	1616041480	PINQUE, ALFONSO	0, CATARMAN, DAUIS	Reric Samonte	PENDING
1672793019	101071542	CATALAN, FELIX/ROSITA	0, PINAYAGAN NORTE, TUBIGON		ACTED
1672879525	909022294	MURING, RAIZA	0, BUENAVISTA, CARMEN		ACTED
1672879810	1616070275	DOUGLAS, ERIC/RUBY	0, MARIVELES, DAUIS		PENDING
1672879933	1284930310	COQUILLA, AMADO	0, CANLAAS, ANTEQUERA		PENDING
1672879956	1385220380	BEBERO, CRESENCIANO	0, BAYACABAC, MARIBOJOC		PENDING
1672881006	1313012228	AMAMIO, CESAR/ELIZABETH	0, PUNTA CRUZ, MARIBOJOC		PENDING
1672881317	1313011820	PORLARES, ALEJANDRO	0, GUIWANON, MARIBOJOC		PENDING
1672881344	1885860070	TULOP, NARCISA	0, LORETO, CORTES		PENDING
1672881404		TULOP, ROLAN	UPPER BITOON ECA, LORETO, CORTES		PENDING

6. Reports

As of the making of this manual, there are already a handful of reports available to be generated real-time or can be downloaded in Excel format.

Ticket Summary Report - NEA KPS

Navigation: CRM, All Tickets, Create Ticket, ESD/Operations, Crew Field Monitor, Crew Assigning, Metering, Pending Change Meters, Crew Assigning, Meter Inspections, **Reports**, Ticket Summary, Ticket Tally, NEA KPS Summary, KPS Cust. Svc. Params, Monthly Per Town, Meter Replacements, Settings and Others, Ticket Types, Trash, BILLING, MISCELLANEOUS.

Ticket Summary Report Table:

#	Nature of Complaints	No. of Complaints	
		Received *	Acted Upon *
1	No Light/Power		
1.a	Primary Line	62	62
1.b	Distribution Transformer/ Secondary Line	4	4
1.c	Residence No Power	887	887
2	Power Quality Complaint		
2.a	Low Voltage	0	0
2.b	Fluctuating Voltage		
2.c	Loose Connection	0	0
3	Complaints/ Services on Service Drop		
3.a	Reroute Service Drop		
3.b	Change/ Upgrade Service Drop		
3.c	Others (e.g. Broken, Sagging, Sparking, etc.)	0	0
4	Distribution Pole Complaint and Others		
4.a	Rotten Pole	1	1
4.b	Leaning Pole	0	0
4.c	Relocation of Pole	1	1
4.d	Distribution Transformer Replacement (e.g. Busted Transformer)	0	0

Monthly Summary Report Per Town

Navigation: CRM, Membership, Service Connections, Tickets, **BILLING**, MISCELLANEOUS, Extras, ADMINISTRATIVE, Administrator.

Monthly Summary Report Table:

Town	SDW Related	Meter Replacements	Meter Transfers	Reconnections	Others
ALBURQUERQUE	0	9	0	5	14
ANTEQUERA	0	1	1	10	2
BACLAYON	0	7	2	34	24
BALILIHAN	2	5	1	5	16
BATUAN	2	7	0	0	9
BILAR	2	5	0	2	13
CALAPE	9	11	0	8	26
CARMEN	6	32	2	6	44
CATIGBIAN	5	5	1	1	18
CLARIN	1	8	0	3	15
CORELLA	0	5	0	2	7
CORTES	0	11	0	13	19
DAUIS	0	14	7	92	57
DIMIAO	0	8	0	2	12
INABANGA	3	30	3	9	37
LILA	1	1	2	4	9

IV. General Controls

30

1. Register Your Account

In the login page, click on the Register a new membership link and fill in the required fields.

CRM

Sign in to start your session

Username

Password

[Sign In](#)

[Register a new membership](#)

CRM

Register a new membership

Full name

Username

Email

ISO

MAIN OFFICE

Password

Retype password

[Register](#)

[I already have a membership](#)

2. Logging out

To logout, click on the **profile button** at the right-upper side of the app. On the popup menu that will appear, click **sign out**.

CRM

Search Menu

CRM

- Membership
- Service Connections
- Tickets

BILLING

- Billing

MISCELLANEOUS

- Extras

ADMINISTRATIVE

- Administrator

Ticket Crew Monitoring

Assigned Executed

Julio Lopez
Member since Jul 2021

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Tickets Filed This Month
1233

Filed Daily Average
\$6.05

Tickets Executed This Month
320

Execution Daily Average
14.55

Crew Average Performance

Crew	Average Execution Hours				Average Statistical Count			
	Date Filed to Lineman Receiving	Lineman Receiving to Field Arrival	Arrival to Execution	Over All	Assigned This Month	Assigned Daily Avg.	Executed This Month	Execution Daily Avg.
Crew 1	55.00 hrs	0.00 hrs	1.00 hrs	0.50 hrs	9	0	2	0
Crew 2	0.00 hrs	0.00 hrs	0.00 hrs	0.00 hrs	1	0	0	0
Reric Samonte	0.00 hrs	0.00 hrs	0.00 hrs	0.00 hrs	3	0	0	0

3. Full Screen

CRM

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CRM

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BILLING

- Billing

MISCELLANEOUS

- Extras

ADMINISTRATIVE

- Administrator

Ticket Crew Monitoring

Assigned Executed

Julio Lopez
Member since Jul 2021

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Tickets Filed This Month
1233

Filed Daily Average
\$6.05

Tickets Executed This Month
320

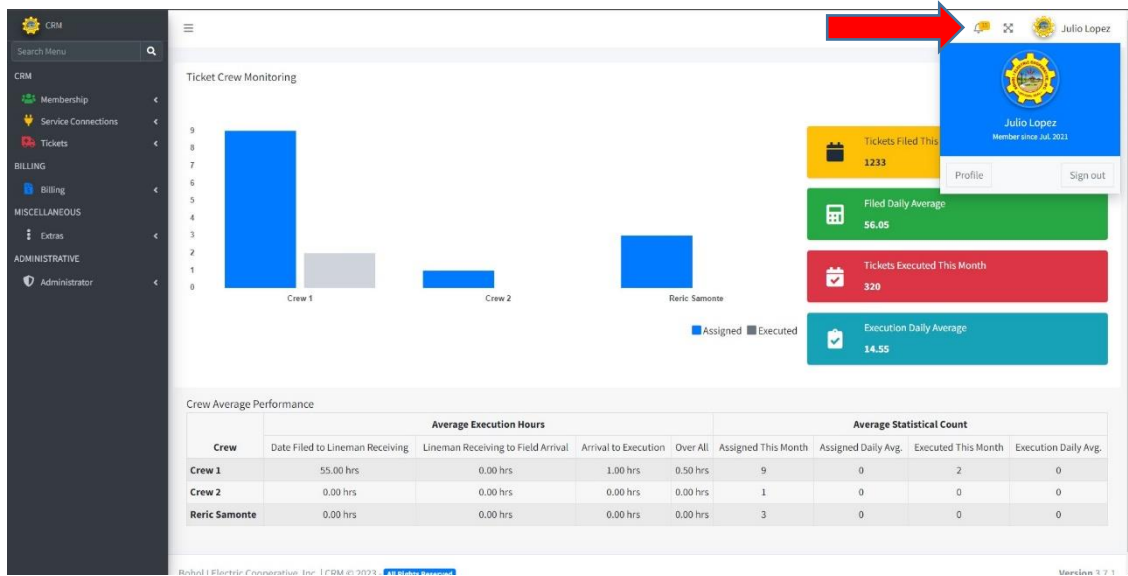
Execution Daily Average
14.55

Crew Average Performance


Crew	Average Execution Hours				Average Statistical Count			
	Date Filed to Lineman Receiving	Lineman Receiving to Field Arrival	Arrival to Execution	Over All	Assigned This Month	Assigned Daily Avg.	Executed This Month	Execution Daily Avg.
Crew 1	55.00 hrs	0.00 hrs	1.00 hrs	0.50 hrs	9	0	2	0
Crew 2	0.00 hrs	0.00 hrs	0.00 hrs	0.00 hrs	1	0	0	0
Reric Samonte	0.00 hrs	0.00 hrs	0.00 hrs	0.00 hrs	3	0	0	0

4. Notifications

32



NOTES AND SUGGESTIONS

Tear this page if you have suggestions and give it to the IT team for further improvements 

5. Dashboards

Dashboards can be found under all major modules (Membership, Service Connections, and Tickets).