

**METROPOLITAN NAGA WATER DISTRICT**Document Code: **PAMDF01****FORMS**Revision No.: **0****COMPLAINT / REPORT**Effectivity Date: **March 2017**Page No.: **Page 1 of 1**

Republic of the Philippines  
**METROPOLITAN NAGA WATER DISTRICT**  
40 J. Miranda Avenue, Naga City

**PIPELINE, LEAKAGE CONTROL & NON-REVENUE WATER MANAGEMENT DIVISION**  
**COMPLAINT / REPORT**

Name : \_\_\_\_\_ Date : \_\_\_\_\_  
Account No. : \_\_\_\_\_ Time : \_\_\_\_\_  
Address : \_\_\_\_\_ Brand : \_\_\_\_\_  
Contact No. : \_\_\_\_\_ Reading: \_\_\_\_\_  
Complaint / Report : \_\_\_\_\_ Size : \_\_\_\_\_  
Action Taken / Remarks : \_\_\_\_\_ Meter No.: \_\_\_\_\_

**PHYSICAL WATER LOSS** (Before the Repair)

Date Leak Started: \_\_\_\_\_ Time: \_\_\_\_\_  
Total No. of hrs. : \_\_\_\_\_  
Est. Water Loss: \_\_\_\_\_ ltrs/hr  
Total PWL : \_\_\_\_\_ ltrs/cu.m

**OPERATIONAL WATER LOSS** (During the repair)

Date Started: \_\_\_\_\_ Time : \_\_\_\_\_  
Date Accomplished: \_\_\_\_\_ Time: \_\_\_\_\_  
Est. Water Loss: \_\_\_\_\_ ltrs/hr  
Total OPWL : \_\_\_\_\_ ltrs/cu.m

\_\_\_\_\_  
Frontline Service Landline Operator\_\_\_\_\_  
Signature of Customer/Concerned Citizen  
Noted by:\_\_\_\_\_  
Plumber(s)