

**MODIFIED FORM A
DEPARTMENT/AGENCY PROCESS RESULTS REPORT**

AGENCY NAME:	ALAMINOS CITY WATER DISTRICT	
	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
(1) Name of Service	Water Bill Payment	
(1a) Reason for Selection	A service attributable to the Major Final Output	
(2) Responsible Unit/s	Commercial Services Department, Customer Accounts Division	
(3) Identified Clients e.g G2C, G2B, G2G	All ACWD Customers (G2C, G2B, G2G)	
(4) Number of Client Visits in FY 2022	188,044	
(5) Volume of Transactions in FY 2022	226,287	
(6) FY 2021 Improvements (ease of transaction, digitization, standardization)	Standardization	
(7) FY 2021 Results (evidence)	ISO - QMS Certification	
(8) FY 2022 Improvements (ease of transaction, digitization, standardization)	Digitization	
(9) FY 2022 Results (evidence)	Procurement and Utilization of a Software using Total Customer Management System (TCMS)	
(10) FY 2022 Citizen/Client Satisfaction Rating	Very Satisfactory	
(11) Remarks	N/A	

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