

1. REQUEST FOR WATER SERVICE CONNECTION

Who May Avail of the Service?

1. owner of the household
2. leasee or any authorized representative
3. Accounts disconnected for more than (6) months

Schedule of Availability of Service

Monday - Friday (Excluding Holidays)
8:00 AM - 5:00 PM (NO NOONBREAK)

What are the requirements?

1. Any proof of ownership
2. Road right of way for service line (for lots not owned by the applicant)
3. Valid IDs or Barangay Clearance

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	Approach the Customer Service Assistant for the services needed.	Furnish a copy of Application Form for client to accomplish. Inform client of the requirements.		2 Minutes	GENEBEB P. SARCOL
2.	Fill-out Application Form completely. Provide Name, address, name of nearest concessionaire, type of account depending on the usage of the applicant, whether residential or commercial.	Assist client in accomplishing required forms for new water service connection. Review application form for completeness. Request client to present valid ID for identification purposes. Inform client to wait for advice on the result of the inspection.		15 Minutes	GENEBEB P. SARCOL
3.		Prepare Work Order for Inspection. Conduct site inspection. <ol style="list-style-type: none"> a. Assess sufficiency of water supply b. Determine correct classification residential or commercial c. Determine distance to cluster, size of mainline, extension line and availability of header 		5 Minutes 1-3 days from receipt of request	GENEBEB P. SARCOL TEAM ASSIGNED IN THE AREA

		Submit Inspection Report whether approved or disapproved.		Within the day of Inspection	TEAM ASSIGNED IN THE AREA
		Inform client on the result of the inspection. Request client to come to the office for contract signing and payment.		10 Minutes from receipt of inspection report	GENEBEB P. SARCOL
4.	Approach the Frontline Customer Service Assistant for the contract signing and payment of installation fee.	Orient applicant with PWD rules and regulations including the applicable fees. Prepare water service contract and submit forms to Billing Section for encoding.		10 Minutes	GENEBEB P. SARCOL
5.		Billing Section encode complete information of the new water service application in the billing system. Request client to proceed to Cashier for payment of new installation fee.		5 Minutes	MARIA GEN T. FERNANDEZ
6.	Proceed to Cashier and pay the total amount required.	Cashier accepts payment and issues Official receipt.	P2,800.00	2 Minutes	RORIC JUDE P. ENRIQUEZ
7.	Return to Customer Service Assistant, present official receipt as proof of payment.	Check Official Receipt and prepare Work Order for the service applied.		5 Minutes	GENEBEB P. SARCOL
8.		Perform new service connection.		Within (7) working days from compliance of requirements and processes	TEAM ASSIGNED IN THE AREA

END OF TRANSACTION