

3. REQUEST FOR RECONNECTION

Who May Avail of the Service?

1. Disconnected PWD concessionaires account
2. Inactive Accounts (less than (6) months from date of disconnection)

Schedule of Availability of Service

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

What are the requirements?

1. Full payment of P250.00 Reconnection Fee
2. Full payment of unpaid water bills and Other Charges

HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	Approach Customer Services Assistant for the services needed.	Provide a copy of Reconnection form for client to accomplish. Request client to present valid ID for identification purposes.		2 Minutes	GENEBEB SARCOL
2.	Present old water bill and give full account information. Present valid ID to the Customer Services Asst. for proper identification. Request computation of the total required payment which include all unpaid water bills, other charges and reconnection fee.	Access client's account in the billing system based on the account information and Valid ID provided. Compute the total amount due to client which include the total unpaid water bills, other charges and reconnection fee.		2 Minutes	GENEBEB SARCOL
3.	Fill-up Reconnection Form and affix signature for processing.	Review filled-up Reconnection form and forward the same to Billing Section for encoding. Instruct client to proceed to Cashier for payment,		5 Minutes	MARIA GEN T. FERNANDEZ
4.	Pay to Cashier	Cashier accepts payment and issues Official Receipt.	P250.00	2 Minutes	RORIC JUDE P. ENRIQUEZ
5.	Receive and review Official Receipt, count change if there's any before leaving the counter.				

6.	Return to the Customer Services Asst. and present the Official Receipt as proof of payment,	Check Official Receipt and prepare Work Order schedule for Reconnection. Monitor completion and facilitate filing of the accomplished Work Order for future reference.		5 Minutes	GENEBEB SARCOL
7.		Perform reconnection as requested.		1 to 2 days from receipt of request.	TEAM ASSIGNED IN THE AREA
END OF TRANSACTION					