

5. REQUEST FOR DISCONNECTION

Who May Avail of the Service?

1. PWD Registered Concessionaires

Schedule of Availability of Service

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

What is the requirement?

1. Full payment of the Outstanding balance (if there's any)

HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	Approach the Customer Service Assistant for the services needed.	Receive client's request for disconnection.		2 Minutes	GENEBEB SARCOL
2.	Present water bill or give full account information and request computation of unpaid bills (if there's any).	Access client's account in the billing system and give computation of total unpaid bills (if there's any). Instruct client to accomplish the request form for voluntary disconnection.		10 Minutes	GENEBEB SARCOL
3.	Fill-out Disconnection Form and affix signature for approval.	Forward Request form for approval of proper signatory. instruct client to pay to Cashier any outstanding water bills and other charges.		5 Minutes	GENEBEB SARCOL
4.	Pay to Cashier	Accept payment and issue Official Receipt.		2 Minutes	RORIC JUDE P. ENRIQUEZ
5.	Receive and Review Official Receipt, count change , if there's any before leaving.				

6.	Go back to Customer Service Assistant and present Office Receipt.	Check Official Receipt and prepare Work Order schedule for Disconnection. Monitor completion and facilitate filing of the accomplished Work Order for future reference.		5 Minutes	GENEBEB SARCOL
7.		Perform disconnection as requested by client.		1 to 2 days from receipt of request.	TEAM ASSIGNED IN THE AREA
END OF TRANSACTION					