

8. REQUEST FOR TRANSFER / CHANGE NAME

Who May Avail of the Service?

1. PWD Registered Concessionaires
2. Recipient of the water connection (new holder of the account)

Schedule of Availability of Service

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

What are the requirements?

1. Valid ID for both parties (original holder and new holder)
2. Any proof of ownership
3. Death certificate of the original owner (in case of death of a spouse)
Marriage certificate to prove relationship (in case of death of a spouse)

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	Approach the Customer Service Assistant for the services needed.	Provide a copy of the Transfer/Change Name form for the client to accomplish. Require client/s to submit valid IDs and other required supporting documents.		2 Minutes	GENEBEB P. SARCOL
2.	Fill-out Request Form completely. Provide information/documents to establish validity of request.	Review completeness of the filled-up application form including verification of identity of parties thru valid IDs submitted, and validity of other documents to support the request. Forward the Request form to the Billing Section for encoding in the system.		2 Minutes	GENEBEB P. SARCOL
3.		Billing Section performs change name in the billing system.		2 Minutes	MARIA GEN T. FERNANDEZ
END OF TRANSACTION					