

PROCEDURES ON NEW APPLICATION/BALIK CONNECTION

Step 1 . Get priority number from the guard. Proceed to Frontline Service Desk personnel and issues doc requirements for applicants of new connection, Deferred Payment and FAF Program. (To pay full payment of application fee of P 1,650.00 or partial payment of P 550.00 and balance is payable at P 100.00 per month good for 10 months. Customer may opt to pay in cash the water meter amounting to P1,713.57 or avail of the meter rental (monthly-25.00, quarterly-75.00, semi-annual-150.00, annually-300.00). 3 minutes excluding waiting time.



Step 2. For Balik Connection Program, require applicants of the doc requirements, pays the remaining account, cost of water meter & re-opening fee of P150.00. The customer may opt to pay the water meter in cash or avail of the water meter rental to be charged in his/her billing upon signing an agreement. – 3



Step 3. Would-be customer proceeds to waiting area to pay their application fee and cost of water meter while waiting for their turn to be called as reflected in the queueing machine. 3 minutes excluding waiting



Step 4. Would-be customer attends Orientation Seminar every Tuesday or Thursday at 1:30 pm to be held at the Office of the Service Connection Section of the Engineering and Operation Department or as per scheduled daily by the Construction Division. No proxy is allowed. 1 hour & 30 minutes to 2 hours.



Step 5. Would-be customer returns to Frontline Service Desk personnel after the seminar, and process the Service Application Contract, affix his/her signature & Frontline Service Desk attached the complete documentary requirements. 10 – 15 minutes excluding waiting period.



Step 6. Forwards Service Request with attached Service Connection Contract and other documentary requirements for signature of Division Manager B and the Department Manager B. 3 minutes



Step 7. Forwards the complete documents to the Service Connection Section for their appropriate action.



Step 8. The Service Connection Section returns the accomplished new application contract within three (3) days to the Customer Accounts Division for posting and forwards the same to the Billing In-Charge for inclusion in our master list of connections and for billing while unaccomplished New Application Contract will be returned to CSD together with transmittal after seven (7) days.



End of Transaction