

PROCEDURES ON RECONNECTION OF A DISCONNECTED CONNECTION

Step 1 . Get priority number from the guard and proceeds to the Frontline Service Desk personnel. The Frontline Service Desk personnel shall check the name and disconnection date of registered customer's from the computer. Provides a slip and instructs customer to pay the amount of P200.00 for voluntary disconnection and P300.00 for re-opening of water service connection regardless on the # of bills and to be paid at the teller. 3 - 4 minutes



Step 2. Teller receives payment for unpaid bills plus reopening fee, issues the corresponding OR for payment received. After payment, the concessionaire has to proceed to the Frontline Service Desk for issuance of Service Request for re-opening of his/her connection. 3 minutes



Step 3. Frontline Service Desk Personnel prepares/issues SR indicating the payment made for the reopening fee. (OR#, amount paid, Date paid) and the action required, then, customer signs the Service Request (SR). 5 -7 minutes.



Step 4. Service Request will be signed by the SCSO-A and to be countersigned by the Division Manager B, CSD. 1 minute



Step 5. Frontline Service Desk personnel records the SR in the logbook for control purposes, forwards SR to the Water Resources Division for action required, signs the logbook indicating the time and date received. 3 minutes



Step 6. Service Request to be accomplished by the Construction Division and to be returned within 3 days



End of Transaction