



12. DISCONNECTION ON DELINQUENT ACCOUNT PROCEDURE

The process to be able to achieve target revenue every month to pursuit of delinquent accounts.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Generate disconnection list from MRBCMS server and print the same after reading period.	None	1 hour	Customer Service Officer
2. None	2. Print disconnection notice and deliver to the customer.	None	1 hour	Meter Reader
3. None	3. Check individual account for payments. Check the promissory note list, verify date committed for payment.	None	1 hour	Customer Service Officer / Meter Reader
4. None	4. Prepare Maintenance Order for the Disconnection Team. Disconnect water meter/s from the delinquent accounts.	None	10 minutes	Customer Service Officer / Construction and Maintenance Division
5. None	5. Forwards disconnected water meter to the store keeper.	None	5 minutes	Construction and Maintenance Division / Storekeeper
Total:		None	3 hours and 15 minutes	

