



3. REQUEST PROCEDURE – NEW CONNECTION

Submission of requirements for New Connection of Water Service.

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		
1. Proof of Ownership (Title/Rights/Tax Declaration) or Barangay Certificate of Residency (1pc., Original)		Concessionaires		
2. Valid ID (1pc., Photocopy Or Original)		Concessionaires		
3. Lease of Contract (for Commercial Classification) (1pc., Original)		Concessionaires		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Customer Service Officer.	1. Gather all the requirements of the client for new connection.	None	5 minutes	Customer Service Officer
2. Pay the Connection Fee	2. Accept Payment and Issue Official Receipts.	Service Fee = PHP400.00 Maintenance Fee = PHP1,000.00 Tapping Fee = PHP550.00 Materials(Plastic Wedge S. Clamp 2x3/4 = PHP211.25, Plastic male Adapter 3/4 ISO 2pcs. = PHP91.00, GI Elbow 3/4 = PHP26.00	5 minutes	Customer Service Officer



		GI Elbow $\frac{1}{2}$ = PHP16.90 , Brass Water Meter $\frac{1}{2}$ = PHP1000. 00, HD P.E Pipe ISO $\frac{3}{4}$ = PHP35.18 , GI Nipple $\frac{3}{4}$ x12 = PHP66.00 , Teflon $\frac{3}{4}$ 2pcs. = PHP57.20 , GI ST. Elbow $\frac{3}{4}$ = PHP 29.90, Brass Ball Valve $\frac{3}{4}$ = PHP495. 60)		
3. None	3. The Customer Service Officer serve the Service Contract and Memorandum Receipt for Water Meter	None	10 minutes	Customer Service Officer
4. None	4. The Customer Service Officer accomplish Requisition Slip and Maintenance Order.	None	5 minutes	Customer Service Officer



5. None	5. The Customer Service Officer logs the transaction in the Maintenance Order Logbook noting the following: 1. Customer Name 2. MO Number 3. Account Number	None	<i>5 minutes</i>	Customer Service Officer
6. None	6. The Customer Service Officer forwarded the Maintenance Order to the Construction and Maintenance Head.	None	<i>5 minutes</i>	Customer Service Officer / Construction and Maintenance Head
Total:		PHP3999.03	35 minutes	