



5. REQUEST PROCEDURE – RECONNECTION

Requesting for reconnection of water service.

Office or Division:	Customer Services Division			
Classification:	Simple			
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. Water Bill Notice (1pc., Original)		Concessionaire		
2. Payment		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service Officer for request of reconnection.	1. Interview the client for their request of reconnection water service.	None	<i>5 minutes</i>	Customer Service Officer
2. Pay the Water Bill and reconnection fee to the Customer Service Officer or Office Collector	2. Accept water bill payment and reconnection fee and issue an Official Receipt	Unpaid Water Bill(if any) and Reconnection Fee (PHP100.00)	<i>5 minutes</i>	Customer Service Officer / Office Collector
3. None	3. The Customer Service Officer accomplish Maintenance Order Form	None	<i>5 minutes</i>	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the Maintenance Order Logbook noting the following: a. Customer Name b. MO Number c. Account Number	None	<i>5 minutes</i>	Customer Service Officer



5. None	5. The Customer Service Officer forwarded the Maintenance Order to Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer / Construction and Maintenance Division Head
Total:		Unpaid Water Bill (if any) + PHP100.00	25 minutes	