



6. REQUEST PROCEDURE - DISCONNECTION

Request procedure for disconnection 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		
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 disconnection.	1. Interview the client for their request of disconnection of water service.	None	5 minutes	Customer Service Officer
2. Pay Water bill (if any) to the Customer Service Officer or Office Collector.	2. Accept payment and issue an Official Receipt	Unpaid Water Bill (if any)	5 minutes	Customer Service Officer / Office Collector
3. None	3. The Customer Service Officer accomplish the Maintenance Order Form.	None	5 minutes	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	5 minutes	Customer Service Officer
5. None	5. The Customer Service Officer will forward the Maintenance Order to assigned meter reader and proceed to disconnection of water meter.	None	4 hours	Customer Service Officer / Construction and Maintenance Division Head
Total:		Unpaid Water Bill (if any)	4 hours and 20 minutes	