



1. INQUIRY PROCEDURE - NEW CONNECTION

Filing of application for new connection of water service.

Office or Division:	Commercial Service Division, Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail?	Residents, Businesses and Government Offices within Balanga Water District's area of authority.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Water Service Connection Form (1pc., Original)		Balanga Water District Office		
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 to inquire for new connection.	1. The Customer Service Officer interview the customer to determine the location for installation. If the location is not covered by the current serviced areas, then the Customer Service Officer informs the customer of the situation and the procedure ends. If The location is covered, an application form is given by the Customer Service Officer for the customer to fill-up	None	5 minutes	Customer Service Officer
2. Fill up the application form and Inspection Report form.	2. The Customer Service Officer give the Application and Inspection Report Form to the client indicating the following: <ul style="list-style-type: none"> 1. Applicant's Name 2. Address 3. Contact Number 4. Sketch of the location 	None	10 minutes	Customer Service Officer



3. Pay the application fee.	3. Accept payment and issue official receipt indicating the paid amount. The transaction details are then copied onto the accomplished application form.	PHP100.00	5 minutes	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the New Connection Logbook (noting the following: a. Customer Name b. Date of Issuance of New Application c. Location	None	5 minutes	Customer Service Officer
5. None	5. The Customer Service Officer forward the accomplished application form to the Construction and Maintenance Division for site inspection and estimate.	None	5 minutes	Customer Service Officer / Construction and Maintenance Division
Total:		PHP100.00	30 minutes	