



## 5. REQUEST PROCEDURE – RECONNECTION

Requesting for reconnection of water service.

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office or Division:</b>   | Customer Services Division   |  |                        |  |
| <b>Classification:</b>   | Simple   |  |                        |  |
| <b>Type of Transaction:</b>  | G2C - Government to Citizen,<br>G2B – Government to Business<br>G2G – Government to Government   |  |                        |  |
| <b>Who may avail?</b>  | Balanga Water District Concessionaire  |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>                                     |                        |  |
| 1. Water Bill Notice (1pc., Original)  |  | Concessionaire   |                        |  |
| 2. Payment   |  | Concessionaire   |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>                                     | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                      |
| 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 (PHP200.00) | <i>5 minutes</i>       | Customer Service Officer /<br>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:<br>a. Customer Name<br>b. MO Number<br>c. Account Number | None   | <i>5 minutes</i>       | Customer Service Officer                       |



|               |   |  |                        |  |
|---------------|---|--|------------------------|--|
| 5. None       | 5. The Customer Service Officer will forward the Maintenance Order to the assigned meter reader and proceed to reconnection of water meter. | None                                   | <i>4 hours</i>         | Customer Service Officer /<br><br>Construction and Maintenance Division Head |
| <b>Total:</b> |   | Unpaid Water Bill (if any) + PHP200.00 | 4 hours and 20 minutes |  |