



3. PAYMENT FOR NEW WATER SERVICE CONNECTION

Payment 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. One (1) Valid ID		Concessionaires		
2. Proof of Ownership (Title/Rights/Tax Declaration) or Barangay Certificate of Residency (1pc., Original) Valid ID (1pc., Photocopy or Original)		Concessionaires		
3. Lease of Contract (if rented) (1pc., Original)		Concessionaires		
4. For Turnover Water System a. One (1) Valid ID and b. Clearance from Homeowners Association / Barangay		Concessionaires		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The customer approach the PACD Officer to submit all the requirements for the new water service connection application	1. The PACD Officer gather all the requirements of the client for new connection and transfer the customer to Customer Service Assistant	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. The customer read and sign the Service Contract and Memorandum Receipt for water meter.	The Customer Service Assistant serve and explain the Service Contract and Memorandum Receipt for water meter to the customer.	None	10 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
3. Pay the Connection Fee	2. Accept Payment and Issue Official Receipts.	Service Fee = PHP450.00 Maintenance Fee = PHP1,400.00 Tapping Fee = PHP550.00 Materials (Plastic Wedge S. Clamp	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)



		<p>2x3/4 = PHP234.73, Plastic male Adapter 3/4 ISO 2pcs. = PHP130.0 0,</p> <p>GI Elbow 3/4 = PHP65.00 ,</p> <p>GI Elbow 1/2 = PHP16.90 ,</p> <p>Brass Water Meter 1/2 = PHP1400. 00, HD P.E Pipe ISO 3/4 = PHP35.18 ,</p> <p>GI Nipple 3/4 x12 = PHP130.0 0, Teflon 3/4 2pcs. = PHP57.20 ,</p> <p>GI ST. Elbow 3/4 = PHP 61.10, Brass Ball Valve 1/2 = PHP284. 70, Brass Angle Valve 3/4 = 493.35, Safe</p>		
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		Valve $\frac{3}{4}$ = 753.60		
4. None	4. The Customer Service Assistant prepare Maintenance Order for New Connection	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
5. None	5. The Customer Service Assistant record the transaction in the Maintenance Order Logbook noting the following: 1. Customer Name 2. MO Number 3. Account Number	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
6. None	6. The Customer Service Assistant will forward the Maintenance Order to the Construction and Maintenance Head.	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Marklie Paguio (Water Maintenance General Foreman)
Total:		PHP 6,061.76	35 minutes	