



## 5. RECONNECTION PROCEDURE

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, G2B – Government to Business 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 PACD Officer for request of reconnection.	1. The PACD Officer check the ledger of customer and inform the customer if there is arrears to pay and instruct to pay the balance to office teller and proceed to Customer Service Assistant after for the reconnection fee.	None	5 minutes	<b>Viehna Joy L. Feraro</b> <b>Grace V. Esmeña</b> (Utilities/Customer Service Assistant E)  <b>Maricel De Asis</b> <b>Kristina Grupo</b> <b>Jay Jay David</b> (Utilities/Customer Service Assistant A)
2. Pay the Water Bill and reconnection fee to the Customer Service Assistant or Office Collector	2. The customer pays water bill (if any) to office collector and issued an Official Receipt and pay reconnection fee to Customer Service Assistant	Unpaid Water Bill (if any) and Reconnection Fee (PHP200.00 )	5 minutes	<b>Maricel De Asis</b> <b>Kristina Grupo</b> <b>Jay Jay David</b> (Utilities/Customer Service Assistant A)  <b>Viehna Joy L. Feraro</b> <b>Grace V. Esmeña</b> (Utilities/Customer Service Assistant E)
3. None	3. The Customer Service Assistant prepare Maintenance Order Form for reconnection and logs the transaction in the Maintenance Order Logbook. Noting the following: 1. Account name 2. M.O No. 3.Account number	None	5 minutes	<b>Maricel De Asis</b> (Utilities/Customer Service Assistant A)



4. None	4. Customer Service Assistant forward the Maintenance Order to assigned meter reader and proceed to reconnection of water meter.	None	5 minutes	<b>Maricel De Asis</b> <b>Joseph Paguio</b> <b>Jayson Llamzon</b> (Utilities/Customer Service Assistant A) <b>Erick Jaime</b> (Utilities/Customer Service Assistant B) <b>Deo Mendoza</b> <b>Carlo Diaz</b> <b>Gil Baluyot</b> <b>John Rey De Mesa</b> (Meter Reader I)  <b>Rolando Fajardo</b> <b>John John Rodriguez</b> (Water Maintenance Man B) <b>Julius Ebuenga</b> (Aduio-Visual Systems Technician A)
5. None	5. Meter reader reconnects water meter and encode accomplished maintenance orders in the MRBCMS.	None	4 hours	<b>Joseph Paguio</b> <b>Jayson Llamzon</b> (Utilities/Customer Service Assistant A) <b>Erick Jaime</b> (Utilities/Customer Service Assistant B) <b>Deo Mendoza</b> <b>Carlo Diaz</b> <b>Gil Baluyot</b> <b>John Rey De Mesa</b> (Meter Reader I)  <b>Rolando Fajardo</b> <b>John John Rodriguez</b> (Water Maintenance Man B) <b>Julius Ebuenga</b> (Aduio-Visual Systems Technician A)
<b>Total:</b>		Unpaid Water Bill (if any) + PHP200.00	4 hours and 20 minutes	