



1. APPLICATION FOR NEW WATER SERVICE 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		
For New Connection				
1. One (1) Valid ID		Concessionaire		
2. Proof of ownership (Title, Rights, Deed Of Sale) or		Concessionaire		
3. Barangay Certification (Certificate of Ownership)		Concessionaire		
4. Lease of Contract (if rented)		Concessionaire		
For Special Cases / Turnover Water System				
1. One (1) Valid ID		Concessionaire		
2. Clearance from Homeowners Association/ Barangay		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD Officer to inquire for new connection.	1. The PACD Officer interview the customer to determine the location for installation. If the location is not covered by the current serviced areas, then the PACD Officer informs the customer of the situation and the procedure ends. If The location is covered, an application form is given by the PACD Officer for the customer to fill-out. And transfer the customer to Customer Service Assistant	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Fill out the application form and Inspection Report form.	2. The Customer Service Assistant check and verify the accomplished Application and Inspection Report Form noting the following: 1. Applicant's Name 2. Address 3. Contact Number 4. Sketch of the location	None	10 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)



	And data privacy consent form.			
3. Pay the application fee.	3. The Customer Service Assistant 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	Maricel De Asis (Utilities/Customer Service Assistant A)
4. None	4. The Customer Service Assistant assigned control no. in the application form and record 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	Maricel De Asis (Utilities/Customer Service Assistant A)
5. None	5. The Customer Service Assistant forward the accomplished application form to the Construction and Maintenance Division for site inspection and estimate.	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Marklie Paguio (Water Maintenance General Foreman)
Total:		PHP100.00	30 minutes	