



12. REPORT ON ILLEGAL WATER CONNECTION PROCEDURE

Reporting of Illegal water use or illegal water connection.

Office or Division:	Customer Services Division			
Classification:	Simple			
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. Proof of illegal use or illegal connection.		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach PACD Officer.	1. The customer report illegal connection to PACD Officer.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Fill out Illegal Connection Report Form	2. Informant / Concern citizen fill out Report on Illegal Connection Report Form. Noting the name, address and sketch of location.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. None	3. Customer Service Assistant prepare Maintenance Order for inspection of the reported illegal water connection. If with illegal connection maintenance team disconnect the connection from mainline.	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
4. None	4. The Customer Service Assistant prepare illegal connection notice and forward to Division Manager for signature. And record in the Illegal Water Connection Logbook.	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)



5.None	Assigned meter reader will hand over the illegal water connection notice to the concessionaire	None	1 hour	<p>Maricel De Asis Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)</p>
Total:		None	1 hour 20 minutes	