



## 6. REQUEST FOR DISCONNECTION PROCEDURE

Request procedure for disconnection 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		
<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 PACD Officer for request of disconnection.	1. The concessionaire request for disconnection of water service. The PACD Officer check the ledger of the concessionaire and instruct the concessionaire with arrears to pay first and proceed to Customer Service Assistant for the disconnection request	None	5 minutes	<b>Viehnna Joy L. Feraro</b> <b>Grace V. Esmeña</b> (Utilities/Customer Service Assistant E)
2. Pay Water bill (if any) to the Customer Service Assistant or Office Collector.	2. The concessionaire pays water bill (if any) to office collector and issued an Official Receipt.	Unpaid Water Bill (if any)	5 minutes	<b>Kristina Grupo</b> <b>Jay Jay David</b> (Utilities/Customer Service Assistant A)  <b>Viehnna Joy L. Feraro</b> <b>Grace V. Esmeña</b> (Utilities/Customer Service Assistant E)
3. Approach the Customer Service Assistant for the request of disconnection of water meter	3. The Customer Service Assistant prepare the Maintenance Order for Disconnection.	None	5 minutes	<b>Maricel De Asis</b> (Utilities/Customer Service Assistant A)
4. None	4. The Customer Service Assistant logs the transaction in the Maintenance Order Logbook noting the following: a. Customer Name b. MO Number c. Account Number d. Nature of Request	None	5 minutes	<b>Maricel De Asis</b> (Utilities/Customer Service Assistant A)
5. None	5. The Customer Service Assistant forward the	None	4 hours	<b>Maricel De Asis</b>



	Maintenance Order to assigned meter reader and proceed to disconnection of water meter or maintenance dept.			(Utilities/Customer Service Assistant A)  <b>Marklie Paguio</b> (Water Maintenance General Foreman)
<b>Total:</b>		Unpaid Water Bill (if any)		