APPLICATION FOR INSTALLATION OF NEW SERVICE CONNECTION

START

Submit the duly required documents to the Utility Customer Service Assistant.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Receive the required documents and check for completeness and encode personal data information.

Advice client to pay the inspection fee at the Teller. Duration: 3 mins.

CLIENT

Proceed to Teller booth and pay for the inspection fee of 100.00 pesos.

TELLER 2 - UTILITIES/CUSTOMER SERVICE ASSISTANT E

Receive the payment and issue validated official receipt.

Duration: 3 mins.

CLIENT

Present the OR to the Customer Service Assistant E.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Record the payment and forward processed application for inspection. Duration: 2 mins.

CLIENT

Assist the CAWADI Personnel during the on-site inspection.

Receive a copy of Water Service Application Form.

(4 days from payment of insp. fee)

INSPECTOR - WATER MAINTENANCE MAN B

- 1. Conduct evaluation and inspect the place and determine the materials needed.
- 2. Shall review the prepared plans and estimates and do background check if with previous account.
- 3. Shall assign account number in the system.
- 4. Shall approve the plans and estimates and forward to UCSAE. Instruct the UCSAE to text message the client that his application is ready for payments.

Duration: 4 days from payment of insp. fee

В

В

CLIENT

Ask for the total assessments of fees, charges and materials.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Compute the total assessment fee, charges and materials. Duration: 3 mins.

NOTE:

ASSESSMENT OF PAYMENTS: Water Maint. Fee - 1,300.00 Registration Fee - 500.00 Notarial Fee - 100.00

TYPE OF CONNECTION: Cluster - 500.00 Across - 1,000.00 Along - 500.00

SR. WATER UTILITIES MGT. / DEV. OFFICER

Verify the total assessment for new connection.

Duration: 3 mins.

CLIENT

Proceed to Teller booth and pay total assessment of fees, charges and materials.

TELLER 2 - UTILITIES/CUSTOMER SERVICE ASSISTANT E

Receive payment and issue validated official receipts.

Duration: 3 mins.

CLIENT

Attend an orientation/seminar for new service connection and receive Certification of Attendance.

Sign in the Memorandum of Agreement of

Water Service Installation.

SR. WATER UTILITIES MGT. / DEV. OFFICER

Forward processed Water Service Application for signature.

Duration: 5 mins.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Conduct orientation of Memorandum of Agreement to concessionaires.

Assist client in signing of the contract. Forward processed MOA for signature of

GM. Duration: 10 mins.

С

REQUIREMENTS

- 1 pc. Photocopy of valid ID or any government issued ID with picture
- 1 pc. 2 X 2 recent colored picture
- Barangay Clearance, should be within 6 mos. Validity
- Location/sketch plan



CLIENT

Wait for the schedule for the installation of New Water Service Connection.

(3 days from payment of fees and charges)

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Transmit the approved Water Service Application Form to the Supervising Engineer.

Get the schedule of Installation for New Water Service Connection. Inform the concessionaire of the schedule.

Duration: 3 days from payment of fees and charges

DESIGNATED PLUMBERS

Perform the installation of new service connection.

Duration: 3 hours

END OF TRANSACTION