RECONNECTION

START

Inquire for accounts arrearages.
Statement of Account (SOA)
Sign in the Service Request for Reconnection.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Prepares Service Request encode the personal data information.

Forward processed Service Request for signature and check the account name and other account dues.

Duration: 2 mins.

CLIENT

Proceed to Teller 2 booth and pay reconnection fee and arrearages incurred.

TELLER 2 - UTILITIES/CUSTOMER SERVICE ASSISTANT E

Receive payment and issue validated Official Receipt. Duration: 3 mins.

Present Official Receipt to the Customer Service Assistant E.

CLIENT

Wait for the schedule of inspection at your place.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Record payment. Duration: 3 mins.

CLIENT

Assist CAWADI Personnel during the onsite inspection.

INSPECTOR - WATER MAINTENANCE MAN B

If disconnected three (3) months below. Inspector will conduct evaluation and inspect your place and determine the materials needed.

Duration: 7 days from receipt of SR

В

CLIENT

Ask for the total assessment of fees, charges and materials after inspection.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Compute the total assessment fee, charges and materials for reconnection. Duration: 10 mins.

NOTE:

DISCONNECTED (with arrears) within 24 hours - 300.00 More than 24 hours - 500.00 3 months to 1 year - 1,500.00 1 year above - 2,000.00

SR. WATER UTILITIES MGT./DEV. OFFICER

Verify the total assessment for reconnection.

Duration: 5 mins.

CLIENT

Proceed to Teller 2 booth and pay total assessment of fees, charges and materials needed for reconnection.

TELLER 2 - UTILITIES/CUSTOMER SERVICE ASSISTANT E

Receive payment and issue validated Official Receipt.

Duration: 3 mins.

CLIENT

Wait for the schedule for reconnection of water service connection.

UTILITIES/CUSTOMER SERVICE ASSISTANT E

Inform the client of the schedule of reconnection.

Transmit service request to the supervising engineer which serve as maintenance order and issue to the designated plumber.

Duration: 2 mins.

REQUIREMENTS

- If the transacted by owner- original and photo

copy of valid ID preferably government issued
- If thru representative- Authorization from the
owner or any proof of authority to transact
business

- 1 photo copy valid ID of the owner and 1 photo

copy valid ID of representative

C

CLIENT

Assist CAWADI Personnel during reconnection.

Acknowledge the work performed by signing on the Service Request form attesting that the water service has been disconnected request/application satisfy.

DESIGNATED PLUMBER

Perform the reconnection of service connection.

Duration: 2 hours from the receipt of SR.

END OF TRANSACTION

В

C