TEMPORARY CLOSED / VOLUNTARY DISCONNECTION

REQUIREMENTS

Water billOfficial Receipts

START **CLIENT** Sign in the client log book and fill up personal information. Inquire for accounts arrearages. Statement of Account (SOA). Sign in the Service Request for immediate Temporary Closed. **RECORDS OFFICER - DESIGNEE** Prepares Service Request and encode the personal data information. Duration: 2 mins. SR. WATER UTILITIES MGT./DEV. **OFFICER** Forward processed Service Request for signature and check the account name and other account dues. Duration: 3 mins. **CLIENT** Pay to the cashier accounts arrearages incurred and pay an advance payment on Water Bill if Temporary Closed/Voluntary Disconnection. TELLER 2 - UTILITIES/CUSTOMER SERVICE ASSISTANT E Accepts payment and issue validated Official Receipt. Duration: 3 mins. **CLIENT** Present official receipt to the Customer Service Assistant E. UTILITIES/CUSTOMER SERVICE **ASSISTANT E** Record payment and transmit service request to designated plumbers. Duration: 2 mins. **DESIGNATED PLUMBERS** Perform service disconnection of connection. Duration: 2 hours from the receipt of the **CLIENT** Acknowledge the work performed by signing on the Service Request form attesting that the water service has been disconnected request/application satisfy.

END OF TRANSACTION