

How to avail of the service of **New Service Connection**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	To apply for New Service Connection	Interview & orientation of applicants and filing up for application form	10 minutes	Karina Abegail R. Claravall Cheryll Ann P. Razon		Service Application form
		Assess, verify and evaluate filled-up service application form, prepares cost estimate from then prepares and issue service request.	10 minutes	Karina Abegail R. Claravall Cheryll Ann P. Razon		Cost estimate forms, service application
		Takes action on the given service request, conduct ocular inspection for possible location and estimate cost of materials for new service connections	3 hours	Engr. Jose T. Galacinao Oscar Wesley G. Rivero		Cost estimate form
		Verifies and re-computes estimated cost of materials and check the availability of stocks & material preparation	10 minutes	Heldibranda L. Corpuz Cherry P. Guibao Job Order: Ronaldo S. Velasco		Cost Estimate Form
2	To pay registration fee and cost of materials	Issues official receipts	5 minutes	Ronaldo N. Laccay Gretchen May A. San Pedro	Registration: R = P1,800.00 C – A1= 4,400.00 C - A2 = 3,800.00 C – B = 3,300.00 C - C = 2,700.00	Bill of materials and official receipts (official receipt)
3	Acknowledges schedule of service connection	Takes action for the installation of new service connection and schedule of installation	1 to 3 days	Engr. Jose T. Galacinao Oscar Wesley G. Rivero Romeo N. Aguilar; Noel S. Alvarez; Reynie S. Abad; Wilson C. Aguto; Recto L. Lasaran; Ferdinand C. Adorio-Driver JOB ORDER/EMERGENCY Julius H. Manuel; Orlando R. Abad; Jonard E. Corpuz; Epifanio Alamon, Jr.; Nikko Mar C. Gaffud Flaviano Ceynas Jr. Christopher L. Aguto	As per estimated cost	Service Request Form
End of Transaction						

How to avail of the service of **Meter Reading**

STEP	APPLICANT CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circums-tances)	PERSON IN CHARGE	FEEES	FORM
Day 1 to 6	Zone 1-IX	Meter Reading and Billing System (MRBs gadgets)	1 minute per concessionaire	Noel M. Peredo Allen C. Geronimo Ray Anthony E. Navarro Jimmy C. Ancheta Al Andrei B. Garcia Job Order: Antonio E. Estrellon		Billing Notice
2	Receives copy of Billing Notice	Issues Billing Notice	2 minutes per concessionaire	Noel M. Peredo Allen C. Geronimo Ray Anthony E. Navarro Jimmy C. Ancheta Al Andrei B. Garcia Job Order: Antonio E. Estrellon		Billing Notice
3	-	Submit MRBs gadget to office for downloading	30 minutes	Karina Abegail R. Claravall Cheryll Ann P. Razon		Billing statement with official receipts
End of Transaction						

How to avail of the service of **Service Connection Leak Repair**

STEP	APPLICANT CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circums-tances)	PERSON IN CHARGE	FEES	FORM
1	Request for leak repair of service connection personally or through phone, emissary or representative	Acknowledge and record complaints of client in the record book and immediately prepares service request and forward it to the Engineering and Construction Division	3 minutes	Maria Ana M. Toribio Karina Abegail R. Claravall Cheryll Ann P. Razon Mary Joy D. Maramag		Service Request
2		Acknowledge/receives services request and assign plumber to undertake repairs	2 minutes	Engr. Jose T. Galacinao Oscar Wesley G. Rivero		Service Request
3	Signs service request	Conduct repairs (Major) Conduct repairs (minor)	1 day 1-3 hours	Romeo N. Aguilar Noel S. Alvarez Francisco P. Yuzon Carlos P. Yuson Reynie S. Abad Wilson C. Aguto Recto L. Lazaran Marlowe G. Padilla Andrei B. Garcia JOB ODER: Orlando R. Abad Julius H. Manuel Jonard E. Corpuz Nikko Mar C. Gaffud Zerome S. Ducusin Andrew S. Abad Mark A. Lazaran Flaviano P. Ceynas, Jr. Epifanio D. Alamon, Jr. Rommel T. Quilang		Accomplished and signed service request
End of Transaction						

How to avail of the service of **Paying your Water Bills**

STEP	APPLICANT CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circums-tances)	PERSON IN CHARGE	FEEES	FORM
1	To pay water bills with billing notice	Verify in the computer billing system then issue official receipt	1 minute	Ronaldo N. Laccay Gretchen May A. San Pedro (NO NOON BREAK)	Amount of water bills	Online official receipt
	To pay water bills without billing notice	Verify account in the computer billing system the issue official receipt	2 minutes	Ronaldo N. Laccay Gretchen May A. San Pedro (NO NOON BREAK)	Amount of water bills	Online official receipt
	To pay water bills with adjustments due to franchise tax and other adjustments	Verify account in the computer billing system. Make the necessary adjustments and issue official receipt	10 minutes	Maria Ana M. Toribio Ronaldo N. Laccay Gretchen May A. San Pedro (NO NOON BREAK)	Amount of Water bills	Online official receipt
End of Transaction						

How to avail of the service of **Transfer/Relocation of Service Connection**

STEP	APPLICANT CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	To request for transfer/relocation of service connection	Acknowledge and receives clients' requests and forward clients' name to Finance & Commercial Division for assessment and evaluation	3 minutes	Maria Ana M. Toribio Karina Abegail R. Claravall Cheryll Ann P. Razon		Record Book
		Evaluate/Assess location for transfer/relocation and prepares cost estimates and forward to Engineering & Construction Division	3 minutes	Maria Ana M. Toribio Karina Abegail R. Claravall Cheryll Ann P. Razon		Cost estimates (Bill of materials)
		Investigate and conduct materials estimation then hands it back to the Finance & Commercial Division for verification and computation	3 hours	Oscar Wesley G. Rivero Engr. Jose T. Galacinao Francisco P. Yuzon Noel S. Alvarez Romeo Aguilar Carlos P. Yuson Ferdinand C. Adorio- Driver Wilson C. Aguto, Recto L. Lazaran, Andrei B. Garcia, Marlowe Padilla JOB ORDERS: Julius Manuel; Orlando R. Abad; Jonard E. Corpuz Nikko Mar C. Gaffud		Cost estimate materials
		Verifies and re-computed estimated materials and the availability of stocks and forward it to the cashier	3 minutes	Cherry P. Guibao Heldibranda L. Corpuz JOB ORDER Ronaldo S. Velasco		Cost Estimate Materials
2	To pay cost of materials	Issues official receipts and forward to Finance & Commercial Division the paid cost of estimated materials	2 minutes	Ronaldo N. Laccay Gretchen May A. San Pedro		Official Receipt
		Receives/Record and prepares service requests & forward it to Engineering and Construction Division	2 minutes	Maria Ana M. Toribio		Service Request

3		Receives & make schedule of transfer/relocation	1 minute	Engr. Jose T. Galacinao		Signed Service Request
4	Acknowledge schedule of transfer/relocation & signs service request	Implement the transfer/relocation	3-8 hours	Oscar Wesley G. Rivero Romeo N. Aguilar Francisco P. Yuzon Carlos P. Yuson Noel S. Alvarez Reynie S. Abad Wilson C. Aguto Recto L. Lazaran Marlowe Padilla Al Andrei Garcia JOB ORDER: Julius Manuel Orlando R. Abad Jonard E. Corpuz Nikko Mar C. Gaffud		Accomplished and signed service request
End of Transaction						

How to avail of the service of **Reconnection of Service Connection**

STEP	APPLICANT CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circums-tances)	PERSON IN CHARGE	FEES	FORM
1	To request for reconnection	Acknowledge and records clients' request for reconnection and forward clients' name to Cashier for verification	2 minutes	Maria Ana M. Toribio Karina Abegail R. Claravall Cheryll Ann P. Razon		Record Book
2		Verifies records of client in the computer billing system whether it is with or without arrears	1 minute	Maria Ana M. Toribio Karina Abegail R. Claravall Cheryll Ann P. Razon		
3	To pay reconnection fee and arrearages	Issues online official receipts	2 minutes	Gretchen May A. San Pedro Ronaldo N. Laccay	Reconnection fee; Residential ½" - 1"Ø Case 1- P900.00 Case 2- 769.00 Case 3- 690.00 Gov't ½" - 1"Ø Case 1- P 1,100.00 Case 2- 935.00 Case 3 – 840.00 Commercial A1: ½" - 1"Ø Case 1- P 2,200.00 Case 2 - 1,870.00 Case 3 – 1,680.00 Commercial A2: ½" - 1"Ø Case 1- P 1,900.00 Case 2- 1,615.00 Case 3 – 1,450.00 Commercial B ½" - 1"Ø Case 1- P 1,650.00 Case 2- 1,400.00 Case 3 – 1,260.00 Commercial C ½" - 1"Ø Case 1- P 1,250.00 Case 2- 1,060.00 Case 3 – 960.00	Official Receipts
4		Acknowledge and record service request for reconnection and	2 minutes	Engr. Jose T. Galacinao Oscar Wesley G. Rivero		Service Request

		make schedule for reconnection				
5	Signs service request	Implement reconnection	1 hour-8 hours	Romeo N. Aguilar Noel S. Alvarez Reynie S. Abad Carlos P. Yuson Francisco P. Yuzon Wilson C. Aguto Marlowe G. Padilla Recto L. Lasaran Al Andrei B. Garcia JOB ORDERS: Zerome S. Ducusin Julius H. Manuel Orlando R. Abad Jonard E. Corpuz		Accomplished Service Request
End of Transaction						