



4. Permanent Disconnection

Permanent Disconnection refers to the pulling out of water meter as requested by the concessionaire.

Office or Division:	Commercial			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G - Government to Government			
Who may avail:	All concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		PACD and Customer Service Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID***	PROCESSING TIME*	PERSON RESPONSIBLE
1. Request permanent service disconnection at the Customer Service Desk.	1. Check/verify the status of concessionaire's account	None	5 minutes	<i>Customer Services Assistant Finance and Commercial Division</i>
2. Pay the amount as stated in the account.	2. Process payment and issue Collector's Receipt	as stated in the account	4 minutes	<i>Cashier/ Administrative Division</i>
3. Present the Collector's Receipt to Customer Services Assistant.	3. Prepare Construction Order for disconnection 3.1. Advise concessionaire for meter pull out within 3 working days.	None	3 days, 5 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
4. Coordinate with the Water Maintenance Man.	4. Pull out water meter	None	1 hour	<i>Water Maintenance Man/ Finance and Commercial Division</i>
5. Sign Construction Order Form.	5. Receive signed Construction Order Form (The signed Construction Order should be returned to Customer Services Assistant for encoding and filing)	None	3 minutes	<i>Water Maintenance Man/ Finance and Commercial Division</i>
TOTAL:		as stated in the account	3 days, 1 hour, 17 minutes	
END OF TRANSACTION				



- Note: * Processing Time under normal condition.
** Application Form is available free of charge.
*** Fees to be paid are subject to change without prior notice.
**** Senior Citizens need not pass Residence Certificate (Cedula)
***** Renewable every year.