



3. Reconnection

Reconnection refers to the reinstallation of previously pulled out water meter after paying applicable fees.

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 Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID***	PROCESSING TIME*	PERSON RESPONSIBLE
1. Request reconnection 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 outstanding bills and reconnection fee.	2. Accept payment and issue Collector's / Official Receipt	as stated in the waterbill + reconnection fee -For less than one (1) Year Reconnection Fee = 300.00 -For one (1) year and above Reconnection Fee = 800.00	4 minutes	<i>Cashier/ Finance and Commercial Division</i>
3. Present Collector's/Official Receipt to Customer Services Assistant.	3. Prepare Construction Order for reconnection 3.1. Advise concessionaire to wait for reconnection of water meter within 3 working days.	None	3 days, 5 minutes	<i>Customer Services Assistant// Finance and Commercial Division</i>
If account is disconnected for less than one (1) year, proceed to step no. 5				
4. Coordinate with the Senior Water Maintenance Man.	4. Inspection	None	1 hour	<i>Senior Water Maintenance Man/ Finance and Commercial Division</i>
5. Coordinate with Water Maintenance Man.	5. Reconnect water meter	None	1 hour	<i>Water Maintenance</i>



				<i>Man Finance and Commercial Division</i>
6. Sign Construction Order Form.	6. 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>
7. Coordinate with the Senior Water Maintenance Man.	7. Inspection of the reconnected water meter.	None	1 hour	<i>Senior Water Maintenance Man/ Finance and Commercial Division</i>
8. Sign Construction Order Form.	8. 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:	For less than one (1) Year:	as stated in the water bill + P300.00	3 days, 2 hours and 20 minutes	
	For one (1) year and above:	as stated in the water bill + P800.00	3 days, 3 hours and 20 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.