



## 5. Temporary Disconnection

Temporary Disconnection refers to closing of the valve of water meter as per request of the concessionaire and the account will not be billed for the next billing period.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B- Government to Business Entity G2G - Government to Government			
<b>Who may avail:</b>	All concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		PACD and Customer Service Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID***</b>	<b>PROCESSING TIME*</b>	<b>PERSON RESPONSIBLE</b>
1. Request temporary 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 to wait for valve closure 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. Close valve of the water meter	None	10 minutes	<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>
<b>TOTAL:</b>		<b>as stated in the account</b>	<b>3 days, 27 minutes</b>	
<b>END OF TRANSACTION</b>				



- 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.