



8. Request for Change Name

Can be requested by the new owner of the property, in case of acquisition or due to death of the account holder.

Office or Division:	Commercial/ Engineering and Maintenance			
Classification:	Simple			
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		
Personal Information Sheet**		PACD and Customer Service Desk		
Page 2 & 3 of Application Form**		PACD and Customer Service Desk		
Request Form**		PACD and Customer Service Desk		
Photocopy of Proof of Ownership (If due to transfer of Property)		Provided by Concessionaire		
Photocopy of Death Certificate (If due to Account holder's death)		Provided by Concessionaire		
Photocopy of Valid ID of New Concessionaire		Provided by Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID***	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit fully accomplished Personal Information Sheet, page 2 and 3 of Application Form and signed Request Form at the Customer Service Desk.	1. Check/verify the status of the concessionaire's account and the completeness of PIS and requirements	None	10 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
2. Attend SRWD policies orientation.	2. Orient new concessionaire regarding SRWD policies	None	10 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
	3. Change old account name to new account name in the Billing and Collection System and Customer Care	None	5 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
TOTAL:		None	25 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.