



1. New Service Connection (NSC) Application

New Service Connection refers to the new connection of a household or establishment officially tapped at SRWD water mainline after the approval of the processed application.

Office or Division:	Commercial			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G - Government to Government			
Who may avail:	Owner of Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form**		PACD and Customer Service Desk		
Personal Information Sheet**		PACD and Customer Service Desk		
Passport size/ 2x2 picture		Provided by Applicant		
Photocopy of any of the following valid ID's: <ul style="list-style-type: none"> • National ID • Driver's License • Senior Citizen ID • GSIS/SSS ID • Postal ID • Passport • PRC ID • Voter's ID/Certificate • Company ID 		Provided by Applicant		
Title of Property/ Barangay Certification		Provided by Applicant/PACD and Customer Service Desk		
Residence Certificate (CEDULA) ****		Municipal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID***	PROCESSING TIME*	PERSON RESPONSIBLE
1. Submit fully accomplished Application Form and requirements to the Customer Service Desk.	1. Verify identity of the applicant. 1.1 Check completeness of Application Form and requirements.	None	10 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
2. Attend SRWD policies orientation.	2. Orient applicant regarding SRWD	None	10 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
3. Pay inspection fee.	3. Process payment and issue Official Receipt	P380.00	40 seconds	<i>Cashier/Administrative Services Division</i>
4. Submit Application Form with the Official Receipt to Customer Services Assistant.	4. Advise applicant to wait for inspection within 3 working days. 4.1 Advise applicant for notice of approval of application within 3	None	3 days, 3 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>



	working days after the inspection.			
5. Coordinate with the Senior Water Maintenance Man.	5. Inspection	None	30 minutes	Senior Water Maintenance Man/ Finance and Commercial Division
6. Wait for notice of approval of application.	6. Approval of Application	None	3 days	Division Manager/ Finance and Commercial Division General Manager
7. Proceed to Customer Services Assistant for creation of account.	7. Encode applicant's record for Billing and Collection System 7.1 Advise applicant to wait for installation of water meter within 7 working days.	None	7days, 5 minutes	Customer Services Assistant/ Finance and Commercial Division
8. Full payment of service connection fee.	7. Process payment and issue Official Receipt 7.1 Prepare Construction Order Form for installation	Installation and Tapping Fee – P2,000.00 Metering Fee – P20.00 None	40 seconds 3 minutes	Cashier/ Administrative Services Division Customer Services Assistant/ Finance and Commercial Division
9. Coordinate with the Water Maintenance Man.	8. Installation of service connection	None	3 hours	Water Maintenance Man/ Engineering and Maintenance Division
10. Sign the completed Construction Order form.	9. Receive the signed Construction Order Form (The signed Construction Order should be returned to Customer Services Assistant for encoding and filing)	None	3 minutes	Water Maintenance Man/ Engineering and Maintenance Division
11. Coordinate with the Senior Water Maintenance Man.	10. Inspection of the installed water meter.	None	3 days, 30 minutes	Senior Water Maintenance Man/ Finance and Commercial Division



12. Sign the completed Construction Order form.	11. Receive the signed Construction Order Form (The signed Construction Order should be returned to Customer Services Assistant for encoding and filing)	None	3 minutes	<i>Senior Water Maintenance Man/ Finance and Commercial Division</i>
TOTAL:		P2,400.00	16 days, 4 hours, 38 minutes and 20 seconds	
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.