



## 1.1 Online Application

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B- Government to Business Entity G2G - Government to Government			
<b>Who may avail:</b>	Owner of Property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form**		SRWD Website		
Personal Information Sheet**		SRWD Website		
Passport size/ 2x2 picture		Provided by Applicant		
Photocopy of any of the following valid ID's: <ul style="list-style-type: none"> <li>• National ID</li> <li>• Driver's License</li> <li>• Senior Citizen ID</li> <li>• GSIS/SSS ID</li> <li>• Postal ID</li> <li>• Passport</li> <li>• PRC ID</li> <li>• Voter's ID/Certificate</li> <li>• Company ID</li> </ul>		Provided by Applicant		
Title of Property/ Barangay Certification		Provided by Applicant/ SRWD Website		
Residence Certificate (CEDULA) ****		Municipal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID***</b>	<b>PROCESSING TIME*</b>	<b>PERSON RESPONSIBLE</b>
1. Visit SRWD website and download the required forms.	None	None	2 minutes	None
2. Fill-out the downloadable forms.	None	None	10 minutes	None
3. Upload the accomplished Application Form, and picture/scanned copy of other requirements.	None	None	5 minutes	None
4. Type the email address for verification then proceed to the Orientation Video.	None	None	1 minute	None
5. Watch the Orientation Video and press the Submit Button at the end of the video.	None	None	10 minutes	None
6. Wait for the call of SRWD Customer Service once all the	6.1 Check completeness of Application Form	None	3 days, 10 minutes	<i>Customer Services Assistant/ Finance and Commercial</i>



requirements are complete.	and requirements.  6.2 Ask applicant to come to the office for validation of identity.			<i>Division</i>
7. Pay inspection fee.	3. Process payment and issue Official Receipt	P380.00	40 seconds	<i>Cashier/Administrative Services Division</i>
8. 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 working days after the inspection.	None	3 days, 3 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
9. Coordinate with the Senior Water Maintenance Man.	5. Inspection	None	30 minutes	<i>Senior Water Maintenance Man/ Finance and Commercial Division</i>
10. Wait for notice of approval of application.	6. Approval of Application	None	3 days	<i>Division Manager/ Finance and Commercial Division General Manager</i>
11. 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	7 days, 5 minutes	<i>Customer Services Assistant/ Finance and Commercial Division</i>
12. 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	<i>Cashier/ Administrative Services Division</i>  <i>Customer Services Assistant/ Finance and Commercial Division</i>
13. Coordinate with the Water Maintenance Man.	8. Installation of service connection	None	3 hours	<i>Water Maintenance Man/ Engineering and Maintenance Division</i>



14. 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	<i>Water Maintenance Man/ Engineering and Maintenance Division</i>
15. Coordinate with the Senior Water Maintenance Man.	10. Inspection of the installed water meter.	None	3 days, 30 minutes	<i>Senior Water Maintenance Man/ Finance and Commercial Division</i>
16. 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>
<b>TOTAL:</b>		<b>P2,400.00</b>	<b>19 days, 4 hours, 56 minutes and 20 seconds</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.