



MUNICIPAL WATERWORKS SYSTEM

EXTERNAL SERVICES

1. APPLICATION AND INSTALLATION OF NEW WATER SERVICE CONNECTION

Connecting to the public water supply is permitted only with a consent issued in accordance with the provisions of the Municipal Revenue Code.

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Complied by the client		
Application Form		Municipal Waterworks System		
Barangay Certification		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and proof of ownership, or proof of right to occupy the lot where the service connection is to be located, (Barangay Certification, Permit etc.).	1. Verify the identity and requirements of applicants	N/A	15 minutes	Gregorio Ansino
2. Fill up Application Form	2. Check the correctness of data	N/A	2 minutes	Gregorio Ansino



<p>3. Wait for the inspector if there's any additional cost of materials or charges to be added after inspection</p>	<p>3.Process request of service application then inform client after site inspection</p> <p>3.1 Issue Order of payment</p>	<p>Processing Fee- P 150.00</p> <p>Installation Fee</p> <p>Residential and Government Agencies – 1,100</p> <p>Commercial and industrial – 1, 650</p>	<p>30 minutes</p>	<p>Roberto Posadas</p> <p>Norman Mabera</p>
<p>4. Pays the application fee and materials to be used (if applicable)</p> <p>4.1 Signs Office copy of application</p>	<p>4. Receive the official receipt issued by Municipal Treasurer's Office</p> <p>4.1 Prepares the schedule of installation</p>	<p>N/A</p>	<p>5 minutes</p>	<p>MTO</p> <p>Norman Mabera</p>
<p>TOTAL:</p>		<p>₱150.00</p> <p>1,100.00</p> <p>1,650.00</p>	<p>52 minutes</p>	



2. RECONNECTION OF WATER SUPPLY

Reconnection fee must be settled before reconnection of disconnected service connection

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of billing statement		Municipal Waterworks System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request service reconnection	1. Check/verify the status of client's account 1.1 Issue order of payment	Reconnection Fee – ₱200.00	5 minutes	Roberto Posadas
2. Pay order of payment to the Municipal Treasurer's 2.1 Bring the Official Receipt at the Municipal Waterworks Office	2. Accept the Official Receipt 2.1 Onsite reconnection	N/A	5 minutes	Erwin Maido
TOTAL:		₱200.00	10 minutes	



3. COLLECTION OF PAYMENT

Reading of water meter and distribute water bills for payment. Encoding follows for updating.

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement		Delivered by Municipal Waterworks Staff (Roberto Posadas and Albert John Tamayo)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Billing statement to Municipal Treasurer's Office	1. Verify the amount due	Depends on the water meter reading	5 minutes	Albert John Tamayo
2. Bring the Official Receipt to the Municipal Waterworks Office	2. Record the Official Receipt Number, date of payment and amount paid	N/A	5 minutes	Erwin Maida Roberto Posadas
TOTAL:		Depends on computation	10 minutes	



4. DISCONNECTION

Notice of Delinquency and Disconnect Warning are given to the delinquent consumers.

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delinquent Notice		Municipal Waterworks Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Delinquent Notice	1. Verify the delinquent amount 1.1 Issue order of payment	None	5 minutes	Roberto Posadas and Albert John Tamayo
2. Pays order to the Municipal Treasurer's Office 2.1 Bring the Official Receipt to the Municipal Waterworks Office	2. Record the Official Receipt Number, date of payment and amount paid	Depends on billing, surcharges and penalties	10 minutes	MTO Roberto Posadas and Albert John Tamayo
TOTAL:		Depends on billing, surcharges and penalties	15 minutes	



5. REQUEST FOR SERVICE (Complaints, etc.)

Consumers can request for the assistance of the Office regarding the service

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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/ inform service request to the Office	1. Verifies the name of consumer, nature of complaint, and/ or service request	None	30 minutes	Erwin Maido
	1.1.Recommend action to be taken (if applicable)			
2. Wait and expect immediate action to be taken.	2. Facilitate the requested service	None	20 minutes	Roberto Posadas and Albert John Tamayo
TOTAL:		None	50 minutes	