

New Service Connection

The process of applying for water service connection, either new or additional.

Office or Division	Division A & B
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All interested applicants who want to avail of the services within the Municipality of Buenavista

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Water Permit	Municipal Office – Treasure’s Office
2. Attend Orientation	BWD Facebook Page
3. Photocopy of Valid ID (1 copy)	Applicant
4. Photocopy of Proof of Ownership (1 copy) If not the owner: Secure Authorization and Valid ID of the lot owner. (1 copy)	Applicant / Lot Owner / Assessor’s Office - LGU
5. Mobile Phone Number	Applicant
For Representative:	
1. Photocopy of Valid ID of representative and the applicant (1 copy)	Applicant
2. Special Power of Attorney – those representing office or organizations (1 copy)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1. Go to the Security Guard (SG) to register for the Orientation schedule	1. SG register client to the Attendance Sheet	None	5 minutes	Security Guard
2. Attend Seminar	2. Maintain access to BWD Facebook Page for Online Orientation anytime, anywhere	None	2 hours	Admin & Engineering Section
3. Contact Accredited Plumber for in-house installation	3.1 If in-house plumbing is installed, Accredited Plumber will confirm and sign in the attendance sheet 3.2 Inspect in-house installation, if approved advise client to pay the Application Fee	None	2 minutes	Engr. Chan, Jr./ D. Bughao / A. Reños / F. Docdoc R. Labador
4. Return to BWD and submit the documentary requirements	4.1 Engineering Review, verify completeness documents 4.2 Issue Charge Slip then forward to Accounting Clerk	None	3 minutes	Engr. Salvador S. Chan, Jr./ Darnel S. Bughao / Alan S. Reños / Frence Docdoc
	4.3 Accounting Clerk reviews and record to	None	2 minutes	Janette R. Aloyon / Jerylle Salang

	SACO Book assigned account number			
	4.4 Billing Clerk verify the assigned account number	None	5 minutes	Gerlee B. K. Jaramillo / Eddie B. Apatan
7. Proceed to Teller for payment	7. Teller receives and issued Official Receipt	Application Fee- Php 3,000.00 or Initial payment - Php 1,500.00	3 minutes	Michelle M. Castilla
8. Wait at home for tapping of new service connection	8. Plumber will tap service line	None	2-3 days	Plumber
Total		Php 3,000.00 or Php 1,500.00	3 days, 2 hours & 20 minutes	