

Reconnection of Service Line

The process of reconnecting service lines.

Office or Division	Division A & B
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Concessionaires/ Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. If period of disconnection is more than one year, required to attend the Orientation	BWD Office
2. Reconnection Request Form	Billing – BWD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) to check water meter status	1. PACD In-charge coordinate with Billing Clerk to check water meter(WM) status. 1.1 If WM is pulled out, advice client to proceed to Stockroom 1.2 If not pulled out, proceed to Step 3	None	3-5 minutes	Billing Clerk – Billing Section
2. Go to Stockroom to get Charge Slip if Water Meter is pulled out	2. Storekeeper will issue charge slip for fittings and retrieve water mater	Depending on the need: * Angle Valve - Php 500.00 * Brass Replacement Piece - Php 150.00 * Teflon - Php 25.00	5-7 minutes	Storekeeper – Stockroom
3. Go to Teller to pay outstanding balance and	3. Teller received payment for	Outstanding Balance & Php 100.00	3-5 minutes	Teller/ Cashier

Reconnection Fee	balance and reconnection fee	Php 30.00(if paid within the day of disconnection)		
4. Proceed to PACD to fill-out Reconnection Request	4. PACD In-charge issued Reconnection Request and forward to Billing Clerk to prepare the Maintenance Order (MO)	None	3 minutes	Billing Clerk – Billing Section
5. Wait at home for the plumber to reconnect the service line	5. Maintenance will execute the MO	None	Within the day	Maintenance – Commercial Section
Total		Php 775.000	1 day , 20 minutes	