

Request for Temporary Disconnection

The process of temporarily cut-off of service line. This will only be allowed if service connection is already active for six(6) months.

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. Full payment of remaining balance	Billing - BWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD)	1. PACD In-charge routes the request to the Billing Clerk	None	2-3 minutes	Billing Clerk – Billing Section
	1.1 Billing Clerk orders meter reader to get last reading; Upon determination of last reading and corresponding amount, pay at the Cashier.	None	Within the day	Billing Clerk – Billing Section
2. Pay water consumption	2. Teller issued Official Receipt	* Refer to Table of water rates for remaining consumption	3-5 minutes	Teller/ Cashier
3. Go back to PACD and present the OR	3. PACD In-charge issues Maintenance Order (MO) ; have the Client sign in the TC Logbook.	None	3-5 minutes	Maintenance Staff – Commercial Section
3. Wait at home for plumber to transfer the water meter	4. Maintenance Team executes the MO	None	3-5 minutes	Maintenance Staff – Commercial Section
Total			1 day, 13 minutes	