

RECONNECTION OF SERVICE CONNECTION

Schedule of Availability of Service:

Monday to Friday
8:00 am to 5:00 pm with noon break

Who may Avail of the Service:

Concessionaires who were disconnected for less than a year.

What are the Requirements:

1. Water Bill

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms
1	Water Bill	Determine total amount of the unpaid bills and other charges	5 minutes	Eirish / Mabel / Charrise (CSR)	None	None
2	Payment to the Collector	Issue Official Receipt for the total amount of the unpaid water bills and other charges	5 minutes	Leo/Cherry	Total amount of the unpaid water bill, other charges and Php 100 reconnection fee if disconnected for more than 24 hours	Official Receipt
3	Present Official Receipt to Customer Service Representative	Prepare reconnection order and forward to Maintenance Dept.	5 minutes	Eirish / Mabel / Charrise (CSR)	None	Service Request Form
4		Reconnecting the service connection	Within 24 hours	Ronnie and Jeffrey/Erwin and Rosellier (Reconnection Team)	None	Service Request Form
END OF TRANSACTION						
<ul style="list-style-type: none"> • FORM IS AVAILABLE FREE OF CHARGE • DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES 						