

## VOLUNTARY DISCONNECTION 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 wants to temporarily cut off their service connection.

## What are the Requirements:

1. Water Bill
2. 1 Valid ID of the owner whose name appears on the Water Bill

### How to Avail of the Service:

<b>Step</b>	<b>Applicant/ Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Forms</b>
<b>1</b>	Present Water Bill to the customer service representative	Determine if the person is the real owner and check requirements	5 minutes	Eirish / Mabel / Charrise (CSR)	None	None
<b>2</b>	Signing of Voluntary Request	Prepare the voluntary request form to be sign by the consumer	5 minutes	Eirish (CSR) Eirish / Mabel / Charrise (CSR)	None	Service Request Form
<b>3</b>		Forwards the request form to be sign by the consumer	5 minutes	Eirish / Mabel / Charrise (CSR)	None	Service Request Form
<b>4</b>		Disconnect the service connection	Within 24 hours	Ronnie and Jeffrey/Erwin and Rosellier (Reconnection Team)	None	Service Request Form
<b>END OF TRANSACTION</b>						
	<ul style="list-style-type: none"> <li>• <b>FORM IS AVAILABLE FREE OF CHARGE</b></li> <li>• <b>DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES</b></li> </ul>					