



## 1. Application of Water Service Connection

Application for Water Service Connection within the service area of the Carmona Water District.

<b>Office or Division:</b>	Commercial Services and Engineering and Operations Division		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	G2B, G2C, G2G		
<b>Who may avail:</b>	All residents / establishments within the Municipality of Carmona in Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
2. Latest Community Tax Certificate (1 photocopy)		Local Government Office (Municipal Hall of Carmona)	
3. Barangay Clearance (1 original)		Barangay Office (where the concessionaire is residing)	
4. Land Title / Deed of Sale / Land Award or any proof of ownership/relationship to the land owner (1 photocopy)		Local Government Unit	
If through representative:			
<ul style="list-style-type: none"><li>• Authorization letter if through representative (1 original)</li></ul>		Concessionaire being represented	
<ul style="list-style-type: none"><li>• Government Issued ID of the representative (1 photocopy)</li></ul>		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
Other documents, if applicable:			
<ul style="list-style-type: none"><li>• Business permit (1 photocopy)</li></ul>		Mayor's Office	
<ul style="list-style-type: none"><li>• Proof of Billing named after the applicant (1 photocopy)</li></ul>		Concessionaire	
<ul style="list-style-type: none"><li>• Authorization Letter from the Owner of the Existing Service Connection where the new service connection will be tapped (1 original)</li></ul>		Owner/Concessionaire of the Existing Service Connection	
<ul style="list-style-type: none"><li>• Government Issued ID of the owner of the existing service connection (1 photocopy)</li></ul>		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
5. Service Application and Construction Order (SACO) (1 original)		Customer Service Area located at 1 <sup>st</sup> floor, CWD Office	
6. Contract for Water Service Installation (1 original)			
7. Affidavit of Undertaking (1 original)			
8. Customer Satisfaction Survey (1 original)			



9. Inspection Slip Form (1 original)		Engineering and Operations Division located at 2 <sup>nd</sup> floor, CWD Office		
10. Maintenance Order Slip Form (1 original)				
11. Meter Receipt Form (1 original)				
If lessee:				
<ul style="list-style-type: none"> <li>Authorization letter from the landowner allowing the lessee to apply for a service connection and hereby guaranteeing any obligations left by the lessee in the future; if company (1 original)</li> </ul>		Land-Owner/Lessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Area. Submit requirements and give necessary information	1. Provide the list of requirement	None	5minutes	Customer Service Assistant
	1.2 Interview and encode the client information to the Service Application and Construction Order (SACO), Affidavit of Undertaking and Contract for Water Service Installation	None	15minutes	Customer Service Assistant
	1.3 Prepare Inspection Slip	None	5 minutes	Customer Service Assistant
2. Acknowledge the inspection slip	2.1 Pre Inspection of the location where the water service connection will be installed  (note: Inspection will be conducted 2 days from the date of application; if there's an inactive account with arrears within the location, the application will be disapproved unless the arrears will be	None	2 days	Meter Reader

	settled)			
	2.2 Site inspection and fill-out the inspection slip with the list of materials	None	10 minutes	Maintenance Team
	2.3 Forward the accomplished Inspection Slip to the Customer Service	None	5 minutes	Maintenance Team
	2.4 The Client will be informed about the Orientation Schedule thru text/phone call	None	2 minutes	Customer Service assistant
3. Proceed to Customer Service Area and sign Affidavit of Undertaking and Contract for Water Service Installation	3.1 Give the Affidavit of Undertaking and Contract for Water Service Installation to the client for signing	None	2 minutes	Customer Service Assistant
	3.2 Forward the Inspection Slip to Cashier for costing of materials	None	2 minutes	Customer Service Assistant
	3.3 Forward Service Application and Construction Order (SACO), Affidavit of Undertaking and Contract for Water Service Installation to the Engineering Div Head and Commercial Div Head for approval and signing.	None	2 minutes	Customer Service Assistant
4. Attend the orientation about CWD's Policies	4.1 Orient the client about the CWD's policies	None	30 minutes	Customer Service Assistant
	4.2 Costing of Materials	Costing of materials	5 minutes	Cashier
	4.3 Approval and Signing of SACO, Affidavit of Undertaking and Contract for Water Service Installation	None	10 minutes	Engineering Division and Commercial Division Head

5. Received the approved documents and proceed to Cashier's Counter and pay the service connection fee, cost of materials upon presentation of SACO, Affidavit of Undertaking, Contract for Water Service Installation, Inspection Slip	5. Process the payment, receive the SACO, Affidavit of Undertaking, Contract for Water Service Application and Inspection Slip, and issue official receipt	Refer to Tabular Table Below	5 minutes	Customer Service Assistant (Cashier)
6. Installation Schedule	Note : Installation will be conducted 6 days from the day of payment	None	6 days	Water Maintenance Team
7. Acknowledge the Maintenance Order, Meter Receipt, Customer Satisfaction Survey	7.1 Installation of new connection - Box Type with Jetting	None	4 hours	
	7.2 Installation of new connection - Box Type	None	2 hours	
	7.3 Installation of new connection - Tapping	None	45 minutes	
<b>TOTAL:</b>		Refer to Tabular Schedule Below	8 days, 5 hours, 53 minutes	
<b>Schedule of Water Service Connection Fee</b>				
<b>Size of Water Meter</b>	<b>Service Connection Fee (SCF)</b>	<b>Materials</b>		
½ , ¾, 1", 2" Water Meter	SCF- PHP1,258.00 + Jetting Fee - PHP1,500.00, if applicable	Weighted Average Cost of Materials at the time of application plus 30%		