



### 13. Request for Reconnection

Request for reconnection of disconnected/inactive (up to 3 years) service connection.

<b>Office or Division:</b>		Commercial Services		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		Concessionaire/Client of CWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Cashier's Counter located at Customer Lobby, 1 <sup>st</sup> floor, CWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Customer Service, present the water bill or account name and request for the reconnection.	1. Get the account name/account number to verify the status and advise the concessionaire for payment details. Please refer to reconnection fee table	None	5 Minutes	Customer Service Assistant
2. Proceed to the Cashier's Counter for the payment of reconnection fee/ water bill arrears	2. Issue Official Receipt	Refer to table below	3 Minutes	Customer Service Assistant (Cashier)
3. Proceed to the Customer Service Area and present the Official receipt of reconnection fee or the Official Receipt for the paid water bill	3.1 Prepare the Reconnection Form for inactive service connections less than 1 year. Forward to Commercial Division	None	4 minutes	Customer Service Assistant
	3.2 Verify the reconnection form and forward to meter reader. For inactive service connection more than 1 year but less than 3 years, proceed to Test Water Meter procedure	None	2 minutes	Commercial Division Head
4. Acknowledge receipt of Reconnection form	4.1 Note: Reconnection will be	None	1 day to 3 days	Meter Reader / Bill Server /



	conducted within 24 hours if padlocked and within 3 days if inactive for 1 year but less than 3 years			
	4.2 Reconnect and provide accomplished Reconnection Form to the concessionaire	None	5 Minutes	Water Maintenance Team
<b>TOTAL:</b>		Refer to table below	3 Days, 19 Minutes	

Period of Disconnection	Reconnection Fee
Within the day	Php 150.00
1 day but less than 6 months	Php 150.00
6 months but less than 1 year	Php 300.00
1 year but less than 3 years	Php 400.00
3 years and above	New Service Application Fee will be applied