



14. Request for Senior Citizen's Discount

Requests for senior citizen discount on water bill with at least 1 year of service connection and renewable yearly.

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire of CWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Conditions: 1. Meter registration should be in the name of the senior citizen for a period of one year. 2. The Senior Citizen must be a resident of the household. 3. Consumption should not exceed 30 cubic meters 4. Discount is granted per household regardless of the number of senior citizens living therein 5. There shall be annual renewal of application on or before January 31st of the current year 6. A senior citizen can only avail of one service connection discount 7. Water connection must be residential 8. A valid Senior Citizen ID must be presented upon payment.		Customer Service Area located at 1 st floor, CWD Office		
1. Senior Citizen Discount Availment Form (1 original)		Customer Service Area located at 1 st floor, CWD Office		
3. Valid Senior Citizen ID (1 photocopy)		Local Office of the Senior Citizen's Affairs		
4. Latest Community Tax Certificate (1 photocopy)		Local Treasury Office		
5. Latest Picture (any size, 1 original)		Senior Citizen Concessionaire		
6.1 If applying through a representative, Authorization Letter (1 original)		Senior Citizen Concessionaire		
6.2 Certification from the OSCA (1 original)		Office of the Senior Citizen's Affairs		
7. Government Issued ID of the representative (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Area and fill up Senior Citizen Discount	1. Provide Senior Citizen Discount Availment Form	None	5 Minutes	Customer Service Assistant



Availment Form				
2. Submit the Senior Citizen Discount Availment Form and all the requirements	2.1 Accept and check the Senior Citizen Discount Availment Form and requirements submitted	None	5 Minutes	Customer Service Assistant
	2.2 Approve and update the Concessionaire's Account.	None	5 Minutes	Commercial Division Head
TOTAL:		None	15 Minutes	