



15. Request for Voluntary Disconnection

Concessionaire request for temporary / permanent disconnection of water service connection.

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		
1. Information of service connection such as: <ul style="list-style-type: none"> • account name • account number • address/location • Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none"> • service connection number • meter number 		Customer Service Area located at 1 st floor, CWD Office		
2. Current / Previous Water Bill (if available)		Commercial Services Division (Served by the Bill Server) located at 1 st floor, CWD Office		
2. Disconnection Form (1 original)		Customer Service Area located at 1 st floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Area, present requirements and request for Disconnection Form	1. Provide Disconnection Form	None	5 Minutes	Customer Service Assistant
2. Fill-out Disconnection Form and sign the space provided for "voluntary disconnection"	2.1 Review and forward it to Commercial Division Head for confirmation	None	5 Minutes	Customer Service Assistant
	2.2 After approval, forward to Meter Reader / Bill Server for disconnection of water service connection Note: Disconnection of water service	None	1 Day	Commercial Division Head



	connection will be conducted within 24 hours or requested date			
3. Assist Meter Reader / Bill Server to the site	3. Disconnect water service connection	None	10 Minutes	Meter Reader / Bill Server
4. Acknowledge receipt of accomplished Disconnection Form	4. Provide accomplished Disconnection Form to the concessionaire		5 Minutes	Meter Reader / Bill Server
TOTAL:		None	1 Day	