



Manolo Fortich Water District

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Frontline Services

2. Request for Reconnection of Closed Connections

This service is given to customers/clients whose water service connections are disconnected or closed due to delinquency, violation of R.A 8041 or any fraudulent practices, or as customer/client requested for voluntary disconnection. This service will be delivered to customers/clients when all requirements are being complied.

Office or Division:	Commercial Section and Engineering Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client ; G2B-Government to Business; G2G-Government to Government			
Who May Avail:	Customers/Clients with disconnected or closed connections and considered inactive connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attendance to Re-orientation Seminar		Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Customers/clients must attend the re-orientation seminar every Tuesdays 9:00 A.M. to 12:00 Noon.	1.Customer Service Assistant (CSA) conducts the re-orientation seminar	P100 (Voluntary Cut-off)	3 hours	Customer Service Assistant
2.Inquire for the unpaid water bill and other accounts with the Front Desk Officer	2.CSA will give the customer details of his/her accounts payable	P400 (Reconnect - ion Fee)	3 Mins	Customer Service Assistant
3. Settles water bill, reconnection fee and other accounts with the Teller/Cashier	3.Teller/Cashier will receive customer's payment and issues corresponding Official Receipt	P2,400 (Closed Connections beyond 3 months)	3 Mins	Customer Service Assistant / Teller

<i>*For disconnected/closed connections beyond three (3) months, it will follow the procedure for application of New Service Connection which includes payment of New Service Connection Fee and unpaid previous water bill accounts and other charges, if any.</i>	4.CSA will prepare Work Order and record to a log book to carry out reconnection of disconnected/closed connection and forward the same to Engineering Section		3 Mins	Customer Service Assistant
	5. Engineering personnel will record again the Work Order in the Log Book and give such to the Area In charge		3 Mins	Engineering Clerk Processors
	6. Area in charge will withdraw materials and fittings (if any) needed for the reconnection		6 Mins	Area In Charge
	7. Reconnect the closed/disconnected service connection		1 day	Area In Charge
	8. Let the customer sig the "acknowledgment" " portion when reconnection is done		3 Mins	Area In Charge
	9. Area in charge will return the accomplished Work Order to the commercial section for recording		3 Mins	Area In Charge
TOTAL			1 day, 3 hrs & 16 Mins	