

# PROCESSING OF WATER SERVICE APPLICATION

**RECIPIENTS:** General Public (within the service area of the Carmona Water District)

**AVAILABILITY OF SERVICE:** Mondays to Fridays from 7:00 am to 5:00 pm (no noon break)  
Saturdays from 7:00 am to 12:00 noon

**REQUIREMENTS:**

- Any valid ID (SSS, GSIS, Voter's ID, Senior Citizen's ID, Company ID, Driver's License, Postal ID or any Government-issued ID)
- Latest Community Tax Certificate
- Barangay Clearance
- Photocopy of the Land Title / Deed of Sale / Land Award or any proof of ownership

**ADDITIONAL REQUIREMENTS IF THROUGH A REPRESENTATIVE:**

- Authorization letter
- Valid ID of the representative

**ADDITIONAL REQUIREMENTS FOR TENANTS/LESSEE:**

- 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
- Valid ID of the landowner
- Contract of lease, if company

**OTHER DOCUMENTS, IF NECESSARY:**

- Business permit
- Proof of Billing named after the applicant

**FEES:**

- Php 2, 337.00 (Service Application Fee)
- Fees for Materials which are based on actual costing upon inspection

**HOW TO AVAIL THE SERVICE:**

Follow these Steps		Duration of Activity (Under Normal circumstances)	Staff in Charge	Fee/s	Forms	Location
Applicant/Client	Service Provider					
1. Proceed to Customer service counter and ask for the list of requirements	Respond promptly and give the list of requirement	2 minutes	Customer Services Assistant	None	Requirements	Customer Services Counter (046) 430-0832 loc. 111
2. Give information and submit all the requirements	Interview and encode the client information to the Service Application and Construction Order (SACO)	15 minutes	Customer Services Assistant	None	SACO	Customer Services Counter (046) 430-0832 loc. 111

Follow these Steps		Duration of Activity (Under Normal circumstances)	Staff in Charge	Fee/s	Forms	Location
Applicant/Client	Service Provider					
3. Wait for site inspection (1to 2days)	Prepare Inspection Slip	2 minutes	Customer Services Assistant	None	Inspection Slip	Customer Services Counter (046) 430-0832 loc. 111
4. Receive the filled up Inspection Slip	Field inspection and issuance of the inspection slip filled out with the list of materials  <i>(Note: Costs of materials are subject to change without prior notice.)</i>	5 minutes for Tapping  10 minutes for Box Type  15 minutes for Jetting  15 minutes for Stub Out	Maintenance Team	None	Inspection Slip	Applicant's service address

<b>Follow these Steps</b>		<b>Duration of Activity (Under Normal circumstances)</b>	<b>Staff in Charge</b>	<b>Fee/s</b>	<b>Forms</b>	<b>Location</b>
<b>Applicant/Client</b>	<b>Service Provider</b>					
5. Listen to orientation about CWD's policies. Fill up Affidavit of Undertaking and Contract for Water Service Installation.	<p>Orient the client about the CWD's policies</p> <p>Issue the Affidavit of Undertaking and Contract for Water Service Installation</p>	20 minutes	Customer Services Assistant	None	<p>Frequently Ask Questions</p> <p>Affidavit of Undertaking</p> <p>Contract for Water Service Installation</p>	Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103
6. Proceed to Cashier/Teller and pay the service connection fee and materials and present the SACO	Process the payment, receive the SACO, and issue official receipt	7 minutes	Cashier/Teller	<p>Service Connection fee: Php 2,337.00</p> <p>Materials: Based on the costing of the materials</p>	<p>Inspection Slip</p> <p>SACO</p>	Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103

Follow these Steps		Duration of Activity (Under Normal circumstances)	Staff in Charge	Fee/s	Forms	Location
Applicant/Client	Service Provider					
7. Wait for the maximum 5 working days for installation	Schedule for installation		Installation Team	None		Engineering Division (2 <sup>nd</sup> floor) (046) 430-0832 loc. 108
8. Receive and sign copy of the Maintenance Order Slip and Meter Receipt	Installation of new connection a. Box- Type with Jetting b. Box-type c. Tap	4 hours 1 hour and 30 minutes 45 minutes	Installation Team	None	Maintenance Order Slip  Meter Receipt	Engineering Division (2 <sup>nd</sup> floor) (046) 430-0832 loc 108

**\*\*\*\*\*END OF TRANSACTION\*\*\*\*\***

**DURATION OF THE SERVICE: Maximum of 10 working days**

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