

# REQUEST FOR RECONNECTION

**RECIPIENTS:** Concessionaires with inactive service connections within 3 years

**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), as needed
- Official Receipt

**FEES:**

- Disconnection date until the following working day: Free
- 2 days after disconnection date but less than 6 months: Php 150.00
- 6 months after disconnection date but less than 1 year: Php 300.00
- 1 year after disconnection date but less than 3 years: Php 400.00

**HOW TO AVAIL THESERVICE:**

<b>Follow these Steps</b>		<b>Duration of Activity (Under Normal circumstance)</b>	<b>Staff in Charge</b>	<b>Fee/s</b>	<b>Forms</b>	<b>Location</b>
<b>Applicant/Customer</b>	<b>Service Provider</b>					
1. Proceed to the Customer Service, present the water bill or account name and request for the reconnection.	Get the name of the service account to be reconnected and verify the account.	2 minutes	Customer Services Assistant	None		Customer Service Counter (046) 430-0832 loc. 111

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
2. Proceed to the Cashier's Counter for the payment of reconnection fee/ payment for water Bill.	Accept Payment and issue Official receipt.	2 minutes	Cashier/Teller	<p>Disconnection date until the following working day: Free</p> <p>2 days after disconnection date but less than 6 months: Php 150.00</p> <p>6 months after disconnection date but less than 1 year: Php 300.00</p> <p>1 year after disconnection date but less than 3 years: Php 400.00</p>		Customer Lobby Area Cashier's Counters 1 and 2 (046) 430-0832 loc. 103

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
3. Proceed to the Customer Service and present the Official receipt of reconnection fee or the Official Receipt for the paid water bill.	<p>Prepare the Reconnection Form or Service Request Form and forward the form to concerned Division.</p> <p>*Commercial Division: if with padlock</p> <p>*Engineering Division: if inactive for at least a year</p>	1 minute	Customer Services Assistant	None	<p>Reconnection Form</p> <p>Service Request form</p>	Customer Service Counter (046) 430-0832 loc. 111

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
4. Wait for the field staff to visit the area for reconnection. Receive copy of Reconnection Form / Service Request Form.	Reconnect and issue customer's copy of accomplished Reconnection Form / Service Request Form	Within the day if with padlock  Maximum of 3 days if inactive for at least a year	Commercial Field Staff  Maintenance Team	None	Reconnection Form  Service Request Form	Commercial Division (1 <sup>st</sup> floor) (046) 430-0832 loc. 104  Engineering Division (2 <sup>nd</sup> floor) (046)430-0832 loc. 108

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

**DURATION OF THE SERVICE:     Maximum of 3 days**

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