

REQUEST FOR VOLUNTARY DISCONNECTION

RECIPIENTS: Concessionaires with active service connections

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:

- Water bill/Account name
- Any valid ID (SSS, GSIS, Voter's ID, Senior Citizen's ID, Company ID, Driver's License, Postal ID or any Government-issued ID)

FEES:

- None

HOW TO AVAIL THE SERVICE:

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
1. Proceed to Customer Service Counter, present requirements and request for voluntary disconnection.	Get the account name of the service account to be disconnected and verify the given information	5 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. Sign the Disconnection Form on the space provided for “voluntary disconnection”	Prepare the Disconnection Form	2 minutes	Customer Services Assistant	None	Disconnection Form	Customer Service Counter (046) 430-0832 loc. 111
3. Wait for the field staff to visit the area for disconnection.	Secure approval from the Commercial Division Head and forward to the Commercial field staff	3 minutes	Customer Services Assistant Commercial Division Head	None	Disconnection Form	Customer Service Counter (046) 430-0832 loc. 111 Commercial Division (1 st floor) (046) 430-0832 loc. 104

Follow these Steps		Duration of Activity (Under Normal circumstance)	Staff in Charge	Fee/s	Forms	Location
Applicant/Customer	Service Provider					
4. Receive customer's copy of accomplished Disconnection Form	Disconnect and issue customer's copy of accomplished Disconnection Form	Within the request date	Commercial Field Staff	None	Disconnection Form	Concessionaire's Address

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

DURATION OF THE SERVICE: Maximum of 1day

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