

APPLICATION FOR NEW CONNECTION

Step	Applicant/Client	Frontline Services	FEE	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for Application Form	Technical Personnel verifies if there is existing water main in the applicant's area		Service Application and Construction Order	15 mins	Accnt Processor B & Pumber
2	Accomplished Contract for Water Service Connection	GM/personnel designated by GM to orient applicant of the provision of the contract		Contract for Water Service Connection	20 min	GM
3		Forward accomplished water service contract to the GM for approval			5 mins	Accounting Processor B
4	Pay installation charges	Receive Payments	3,000.00	Official Receipt	5 mins	Accounting Processor B
5	Sign Ledger Card	Prepare Customer Ledger Card to be signed by the applicant		Ledger Card	5 mins	Accounting Processor B
6		Prepare maintenance order forwarded to the Plumber		Maintenance Order	5 mins	Accounting Processor B
7	Assist water district personnel during the conduct of site inspection	Field Inspection to determine the materials needed		Note down needed materials	1/2 day	Plumber
8		Prepare request for materials needed for installation for the approval of the GM		Store Requisition Slip	10 mins	Plumber
9		GM approval		Store Requisition Slip	3 mins	GM
10		Forward Store requisition slip to the storekeeper at the pumping station		Store Requisition Slip	20 mins	Plumber
11		Issue/fabricate materials requested			1.5 hrs	Pump Operator
12		Implement installation order			2-8 days	Plumber
13	Sign acknowledgement form/ Maintenance Order	Install water service connection		Get Water Meter Serial No. and initial water meter reading		Plumber
14		Forward complete service connection data to master file and assign account number for billing reference		Customer Ledger Card	5 mins	Accounting Processor B

TRANSACTION COMPLETED

