



4. DISCONNECTION OF WATER SERVICE

Concessionaires can voluntarily request the district to disconnect water service (does not entail forced disconnection).

Office or Division:		Commercial Services Department		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2B – Government to Business G2G - Government to Government		
Who May Avail		All concessionaires of Dinalupihan Water District with active connections		
CHECKLIST OF REQUIREMENTS WITH UNPAID WATER BILL		WHERE TO SECURE		
1. Billing Notice/Statement of Account		DWD Office, Commercial and Finance Division		
WITHOUT UNPAID WATER BILL				
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Security guard for the issuance of priority number	Ask for customer's concern, give priority number. Direct customer to PACD & wait for turn	None	30 sec	<i>Public Assistance & Complaints Desk Officer (PACD)</i>
2. Go to Public Assistance & Complaints Desk Officer	Receive, discuss and encode in the MO customer's name and concerns Check Customer's account, if with balance;	None	10 min	<i>PACD</i>
3. Sign the Maintenance Order	Print the MO and let the customer sign	None	10 mins	<i>PACD</i>
TOTAL:			20 minutes & 30 seconds	