1. APPLICATION TO INSTALLATION OF NEW WATER SERVICE CONNECTION

All residents of Dinalupihan who wishes to apply Water Service Connection can avail the service as long as needed requirements are submitted and corresponding fees and charges are paid.

Office/Division:	Commercial Services, Engineering and Maintenance and Admin & Finance Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All residents and establishment in Dinalupihan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. VALID IDENTIFICATION • **Applicant** 1. Original and photocopy of 1 valid ID 2. DWD Statement of Account or Official Receipt of nearest neighbor 3. Tax Declaration (photocopy) or Barangay Lot Certificate • **Representative** 1. Original and photocopy of 1 valid ID of applicant 2. Original and photocopy of 1 valid ID of representative 3. DWD Statement of Account or Official Receipt of nearest neighbor 4. Authorization letter from the applicant **B. PROOF OF OWNERSHIP** 1. Photocopy of lot title; or 2. Tax Declaration; or 3. Barangay Lot Certificate	Issuing Government Agency DWD Office Municipal Assessor's Office / Barangay where the applicant for new water connection resides Issuing Government Agency Issuing Government Agency DWD Office Applicant Municipal Assessor's Office / Barangay where the applicant for new water connection resides

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for number to Security Guard and go to PACD for assistance	**1.1.** Ask customer's concern and give priority number	None	1 minute	*(PACD) Officer Public Assistance and Complaints Desk*

2. Ask for the requirements of water service connection	**1.2.** Interview the applicant to get the basic information and convey the required documents	None	5 minutes	*Customer Service Assistant / PACD*
3. Fill-up and submit accomplished application form and the needed requirements	**1.3.** Check all information of the applicant including the sketch going to the residence /location.	None	5 minutes	*Customer Service Assistant / PACD*
	Schedule the conduct of inspection	None	3 days	*Maintenance Group*
4. Submit the applicant's form for assessment	**1.4.** Prepare /Compute the bill of Materials & give the order of payment	None	5 minutes	*Customer Service Assistant / PACD*
5.Attend orientation for new water service connection	**1.5** Orient the applicants regarding basic information on water service connection and answer all related inquires	None	1 hour	Commercial Services group
6. Pay bill of materials and other charges	**1.6.** Accept payment and issue OR	Application Fee + Service Connection Fee Application fee PHP 200 Notarial Fee PHP 100 Tapping & Installation PHP 1,000 Meter Maintenance Fee PHP 1,500	5 minutes	Cashier A

	1.7. Prepare and facilitate signing of contract	None	5 minutes	*Customer Service Assistant / PACD*
8. Wait the installation of new connection	**1.8.** Tapping and installation of new water connection	None	3 days	*Maintenance Group*
TOTAL:		Application Fee + Service Connection Fee Application fee PHP 200 Notarial Fee PHP 100 Tapping & Installation PHP 1,000 Meter Maintenance Fee PHP 1,500.00	6 days, 1 hour, 26 minutes	