



3. RECONNECTION OF TEMPORARY DISCONNECTION

Temporary disconnected accounts due to non-payment or as requested will be reconnected upon settlement of overdue debt and reconnection fee.

Office or Division:		Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		All temporary disconnected accounts		
Checklist of Requirements		Where to Secure		
. Billing Notice/Statement of Account		Respective residences as delivered by the Meter Reader		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the amount due	1.1. Receive and issue OR	Outstanding balance + Reconnection fee: 1-60 days inactive PHP 100.00 61-90 days PHP 200.00 91 days and above PHP 300.00	3 minutes	<i>Teller</i>
	1.2. Prepare maintenance order for reconnection	None	5 minutes	<i>Customer Service</i>
	1.3. Perform water service reconnection process	None	2 hours	<i>Reconnection team</i>
	1.4. Change the status of the account in Billing system	None	2 minutes	<i>Customer Service</i>



TOTAL:	Outstanding balance + Reconnection fee: 1-60 days inactive PHP 100.00, 61-90 days PHP 200.00 91 days and above PHP 300.00	2 hours, 10 minutes	
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