



Metropolitan Cebu Water District
**Quality Management System
Procedures Manual**

Index No.	OP-SCI-001
Page No.	1 of 5
Issue No.	2
Revision No.	4
Effective Date	Oct 2012

Section

Subject

**Processing of Application for New
Service Connection**

1.0 OBJECTIVE:

To establish a procedure in applying for a new water service connection.

2.0 SCOPE:

From filling-out of an application form up to endorsement of Work Order to the Installation Division.

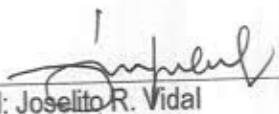
3.0 DEFINITION OF TERMS:

CSA-B --- Customer Service Assistant B


SCAF --- Service Connection Application Form

SCID --- Service Connection Installation Department

WSAD --- Water Service Application Division

Prepared: 
Date: 11/12/12

Reviewed: 
Date: 11/12/12


Approved: Emie T. Delco
Date:



Metropolitan Cebu Water District
**Quality Management System
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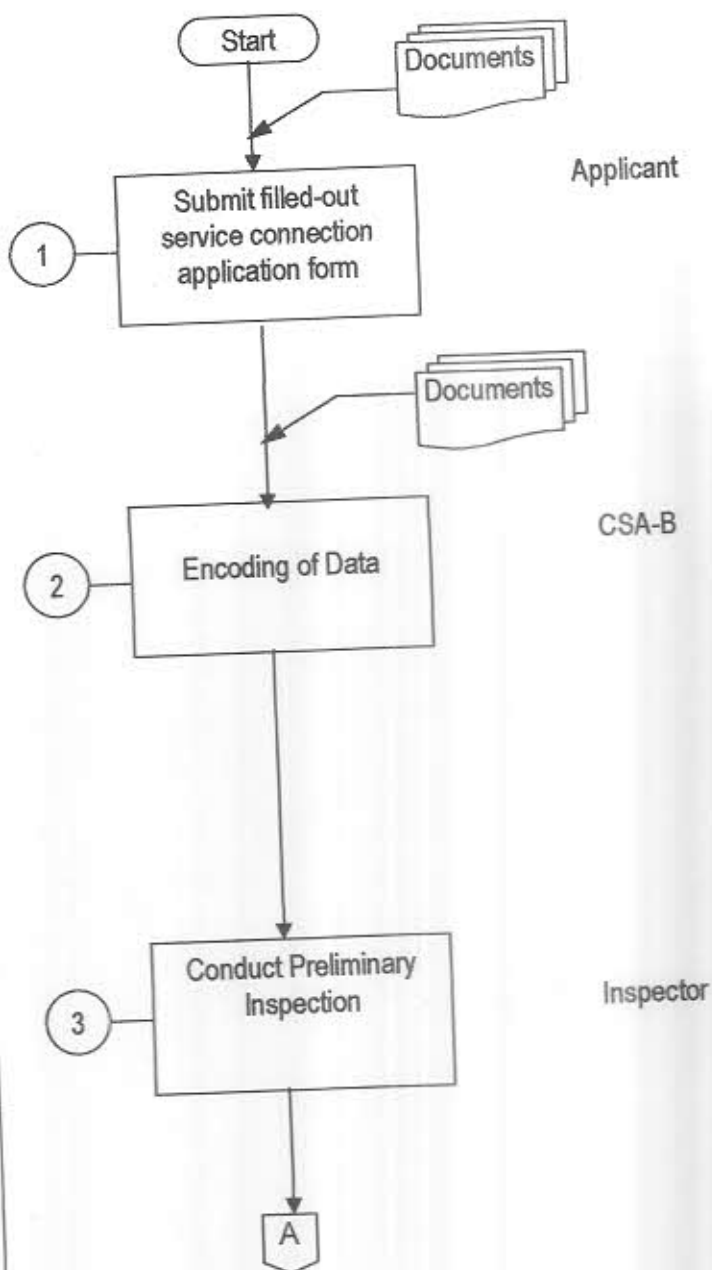
Effective Date

Oct 2012

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY DETAILS/REFERENCES



1. The Filled-out Form shall be submitted to the CSA-B and the Form shall be attached with:
 - a) Photocopy of Lot Title
 - b) Photocopy of Bldg Tax Declaration
 - c) Waiver (notarized) in lieu of a & b.
 - d) Photocopy of valid ID of the applicant.
 - e) Certificate of attendance to the seminar / orientation.
2. Encoding of pertinent information into the computer. Pertinent Data are the following:
 - a) Name of Applicant
 - b) Address of Applicant
 - c) Name of Lot and Bldg. owner.
 - d) Contact number
3. Conduct Preliminary Inspection to determine the following:
 - a) location and size of tapping point/stub-out
 - b) Fittings/ materials to be used
 - c) Applicants pipe layout

Prepared: *Joselito B. Vidal*
Date: 11/12/12

Reviewed: *Angelo T. Cabije*
Date: 11/12/12

Approved: *Ernie T. Delco*
Date:



Metropolitan Cebu Water District
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Revision No. 4

Effective Date Oct 2012

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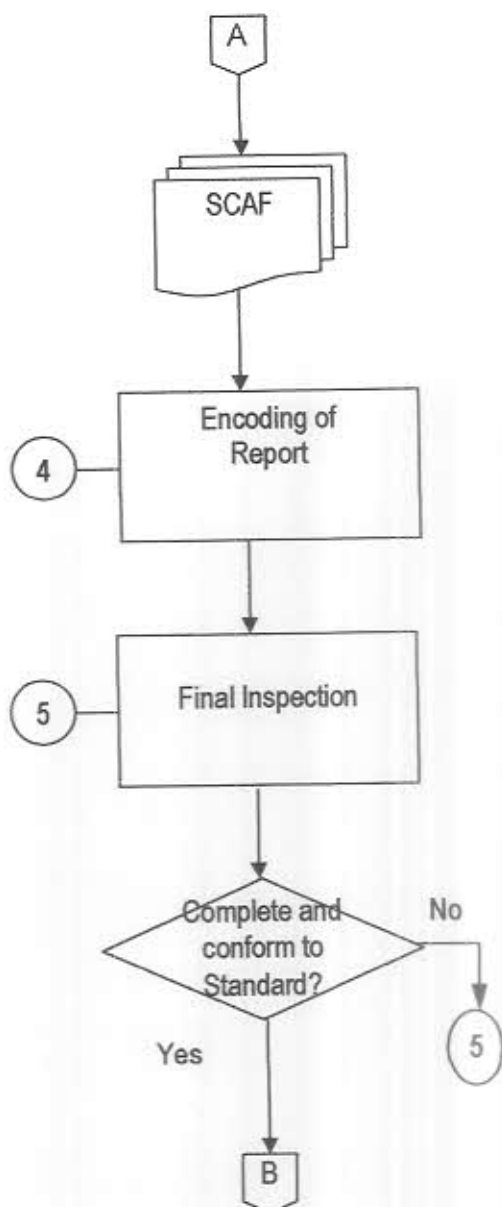
**Processing of Application for New
Service Connection**

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



CSB-A

Inspector

4. Inspection report shall be encoded in the computer.

5. Conducts final inspection after receipt of advise from the applicant that the pipe layout is already completed. Inspector checks the layout if the conforms to MCWD Standard.

If Yes: Inspector advises the applicant t pay the installation fees.

If No: Advise applicant to make the necessary corrections and schedule another final inspection back to no.5

Prepared: Jossito R. Vidal
Date: 11/12/12

Reviewed: Angelo H. Cabla
Date: 11/12/12

Approved: Ernie T. Delco
Date:



Metropolitan Cebu Water District
**Quality Management System
Procedures Manual**

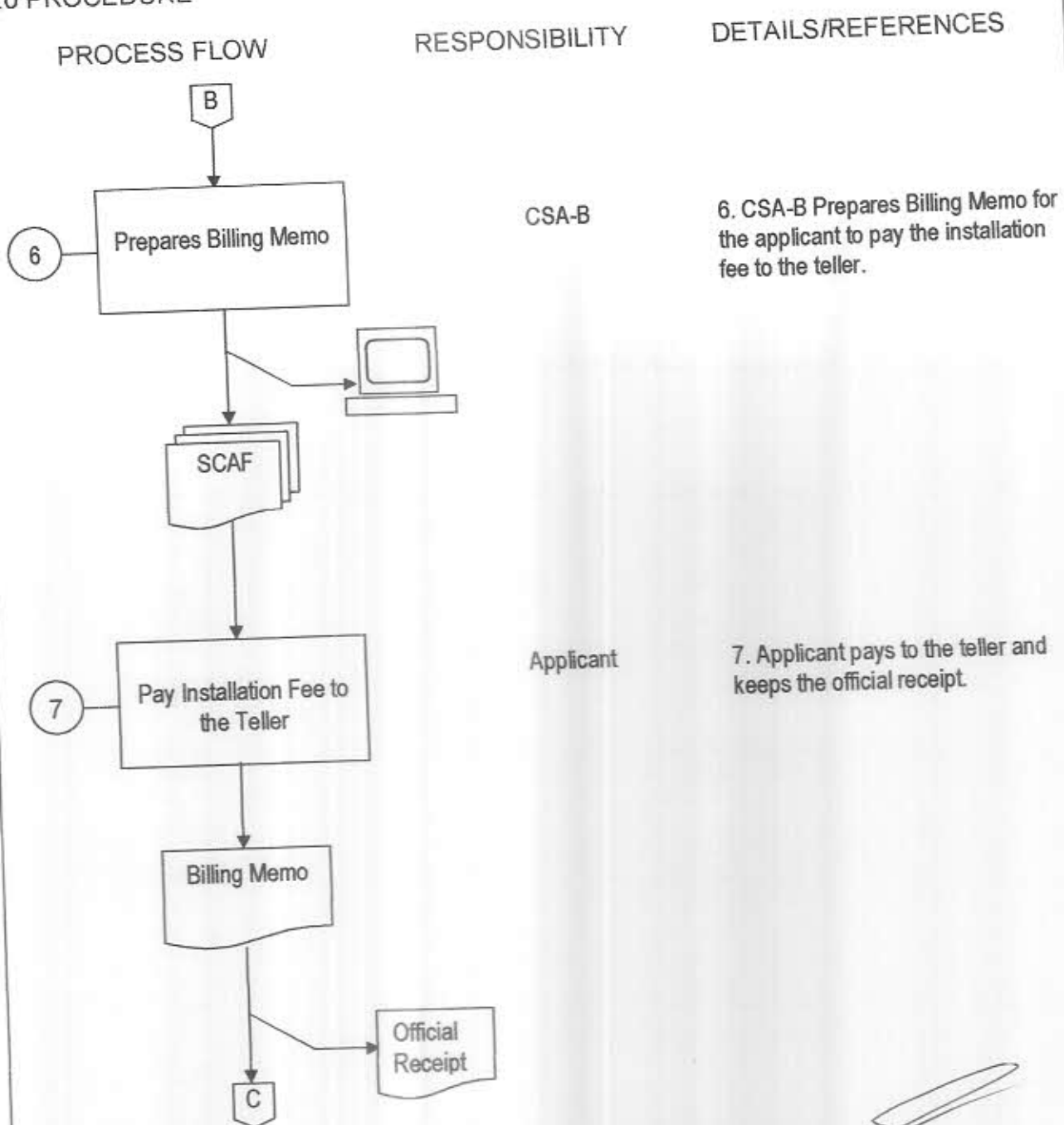
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**Processing of Application for New
Service Connection**

4.0 PROCEDURE



Prepared: *Joselito R. Vidal*
Date: 11/12/12

Reviewed: *Angel M. Cabile*
Date: 11/12/12

Approved: *Ernie T. Delco*
Date:



Metropolitan Cebu Water District
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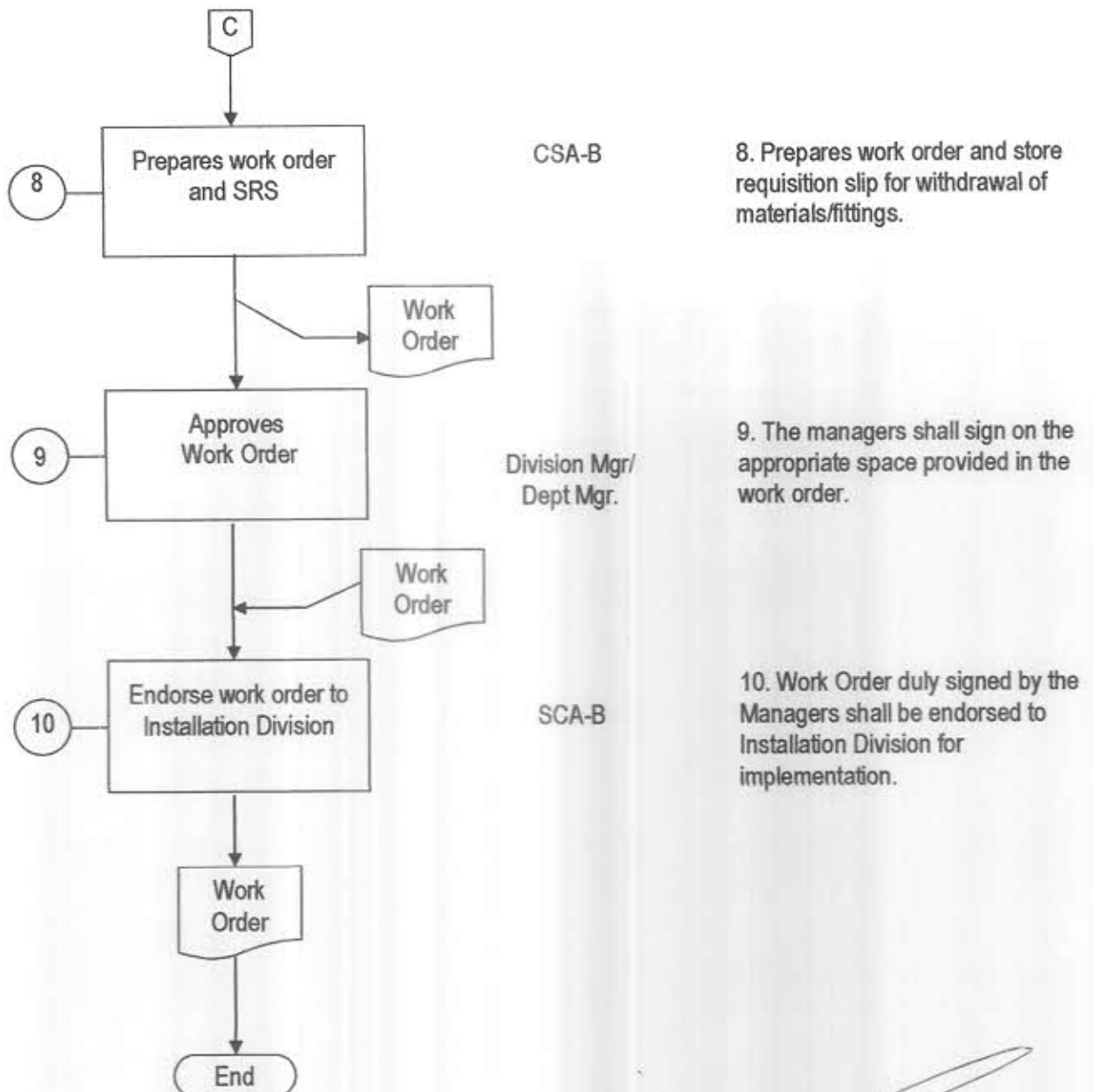
Processing of Application for New
Service Connection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



Prepared: *Joselito R. Vidal*
Date: 11/12/12

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Approved: *Emie T. Delco*
Date:



Metropolitan Cebu Water District
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Revision No.	2
Effective Date	Oct 2012

Section	Service Connection and Installation
Subject	Applying for Reconnection

1.0 OBJECTIVE:

To establish a procedure on how to apply for reconnection

2.0 SCOPE:

From preparation of Billing memo up to the endorsement of job order to the Installation Division.

3.0 DEFINITION OF TERMS:

RJO - Reconnection Job Order

FRM-050 - Reconnection Job Order

Prepared: Joselito Vidal
Date: 11/12/12

Reviewed: Angelo H. Dela Cruz
Date: 11/12/12

Approved: Emie T. Delco
Date:



Metropolitan Cebu Water District
**Quality Management System
Procedures Manual**

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Effective Date	Oct 2012

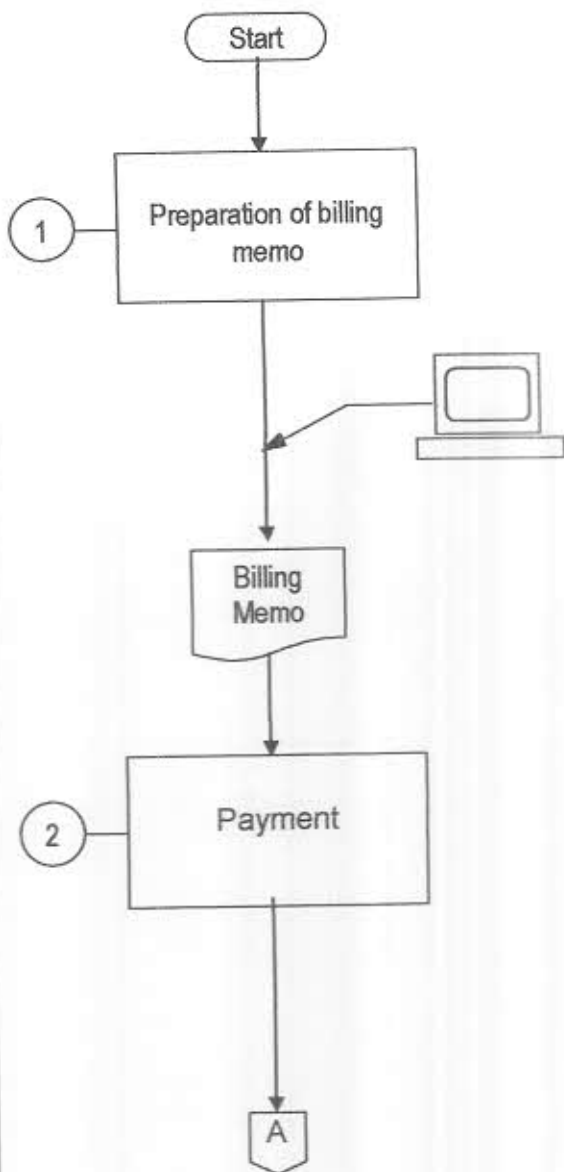
Section	Service Connection and Installation
Subject	Applying for Reconnection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



CSA-B

1. Prepares billing memo based on the consumer code/name of consumer presented or applied for reconnection. The billing memo reflects the name, code number of the consumer as well as the fees due including the reconnection fee and guarantee deposit.

Applicant

2. Applicant pays to the teller the total amount stated/reflected on the billing memo.

Prepared: Joselito Vidal
Date: 11/12/12

Reviewed: Angelo H. Cabije
Date: 11/12/12

Approved: Emie T. Delco
Date:

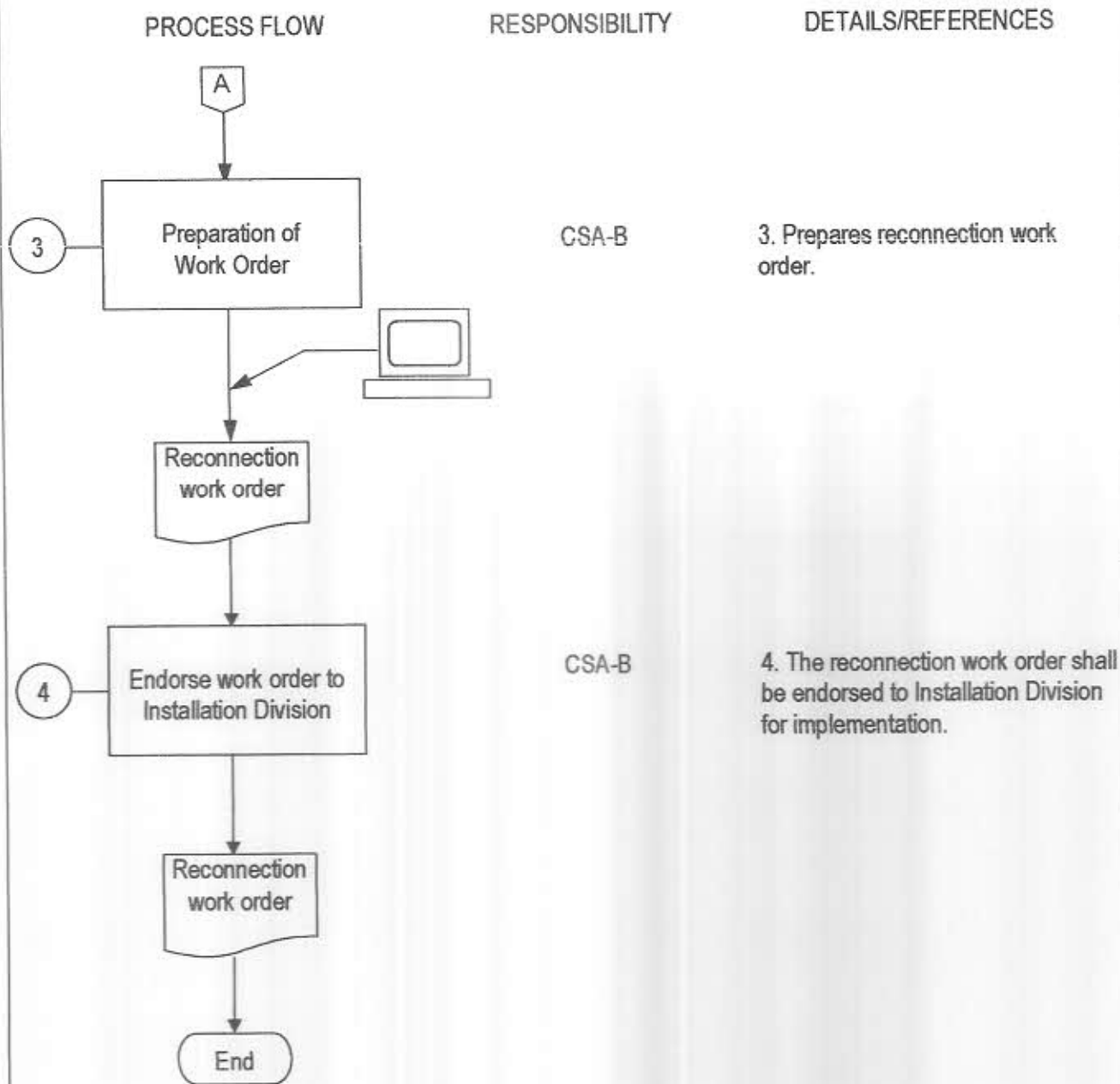


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Section *Service Connection and Installation*
Subject **Applying for Reconnection**

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Effective Date	Oct 2012

4.0 PROCEDURE



Prepared: *Joselito Vidal*
Date: 11/12/12

Reviewed: *Angelo H. Cabije*
Date: 11/12/12

Approved: *Ernie T. Delco*
Date:



Metropolitan Cebu Water District
**Quality Management System
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Revision No. 2

Effective Date July 2013

Section

SCID

Subject

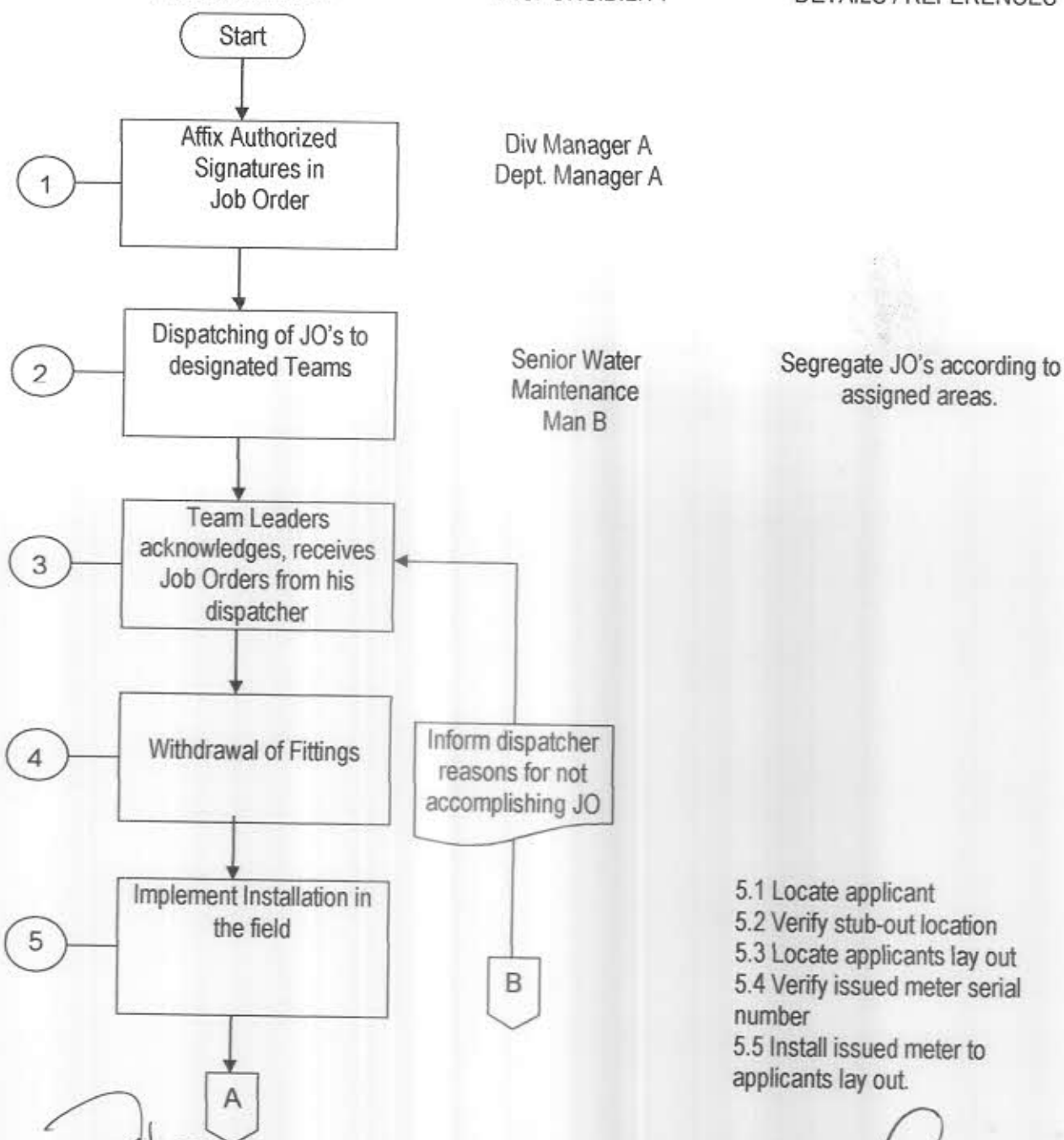
Installation of New Service Connection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Prepared: Israel G. Ortiz
Date:

Reviewed: Angelo H. Cabije 7/24/13
Date:

Approved: Myra P. Ravelo
Date:

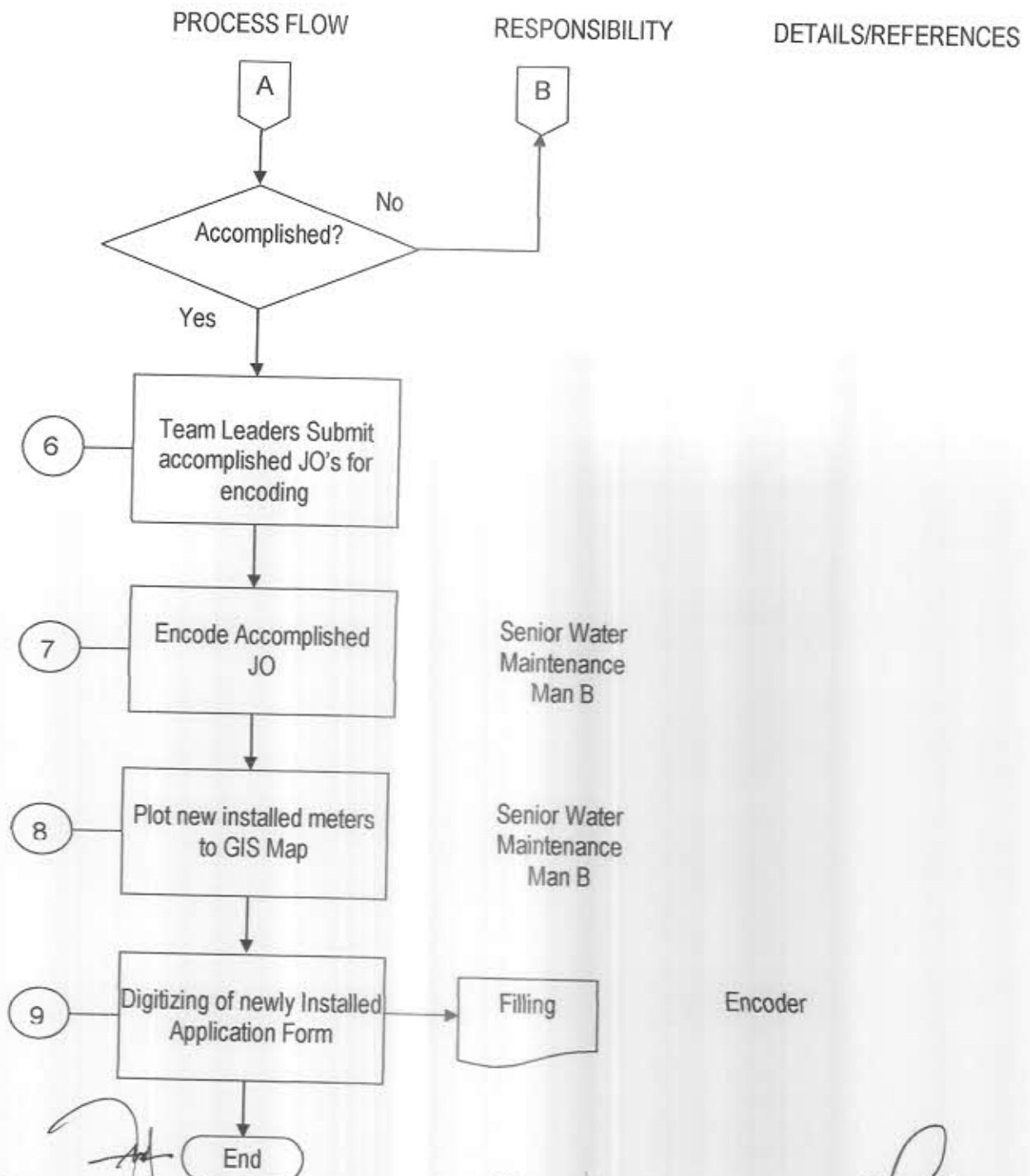


Metropolitan Cebu Water District
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Section SCID
Subject Installation of New Service Connection

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Effective Date	July 2013

4.0 PROCEDURE



Prepared: Israel G. Ortiz
Date:

Reviewed: Angelo H. Gabije 7/26/13
Date:

Approved: Myra P. Ravelo
Date:



Metropolitan Cebu Water District
**Quality Management System
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Section

Subject Temporary Disconnection Due to Delinquency

Effective Date Oct. 2012

1.0 OBJECTIVE:

To establish a procedure for Efficient & Effective Temporary Disconnection due to Delinquency

2.0 SCOPE:

The process covers from receiving of Job Orders from Billing Department up to the Submission of accomplished Job Orders.

3.0 DEFINITION OF TERMS:

Blind Gasket - A rubber gasket, which has no hole, placed in between the meter swivel nut and meter inlet nozzle to restrict the flow of water.

FRM-SCI-010 – Job Order for Disconnection

FRM-SCI-011 – Daily Accomplished Report.

Prepared: Israel G. Ortiz
Date:

Reviewed: Angelo H. Cabije
Date: 7/26/13

Approved: Myra P. Ravelo
Date:



Metropolitan Cebu Water District
**Quality Management System
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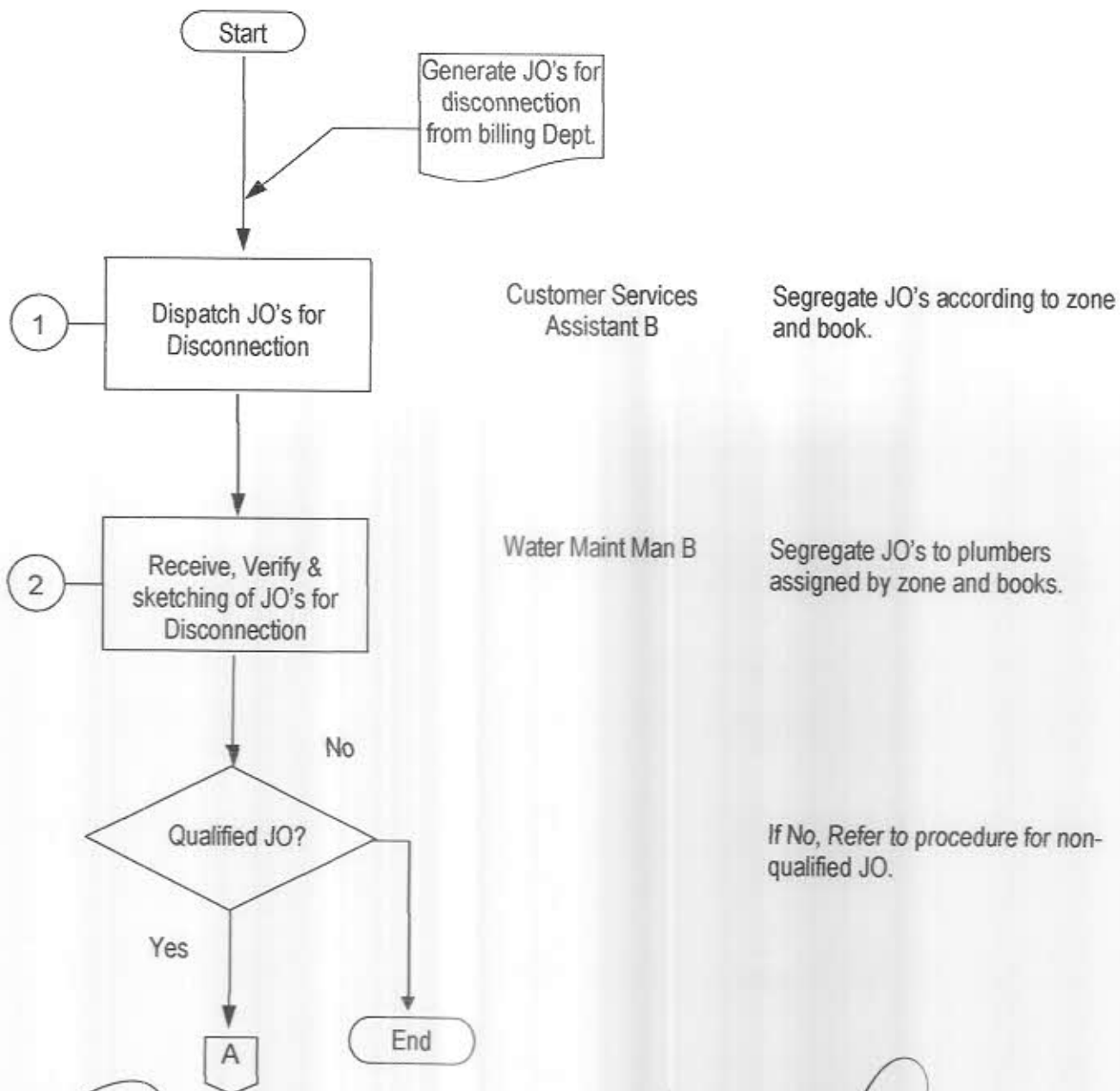
Temporary Disconnection Due to
Delinquency

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Customer Services
Assistant B

Segregate JO's according to zone
and book.

Water Maint Man B

Segregate JO's to plumbers
assigned by zone and books.

If No, Refer to procedure for non-
qualified JO.

Prepared: Israel G. Ortiz
Date:

Reviewed: Angelo H. Cabije
Date: 7/26/13

Approved: Myra P. Ravelo
Date:



Metropolitan Cebu Water District
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Oct. 2012

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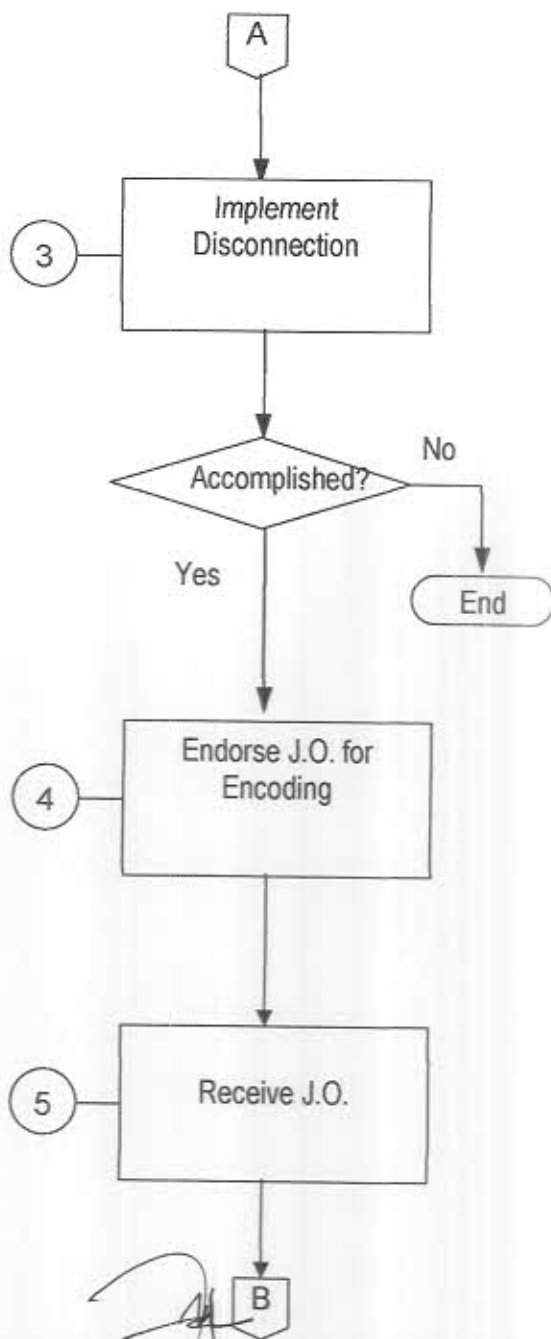
Temporary Disconnection Due to
 Delinquency

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



- 3.1 Locate water meter
- 3.2 Verify meter serial number
- 3.3 Close angle valve
- 3.4 Loosen meter union both ends and disengage
- 3.5 Replace open gasket with blind gasket/ place barrel lock on the angle meter valve.
- 3.6 Engage back the meter union & tighten
- 3.7 Open angle valve
- 3.8 get the last reading of the meter & reflect such to the disconnection J.O.
- 3.9 Write the word "Closed" or "Disconnected" at the space provided for remarks

4.0 Sign in at the space provided for signature

4.1 Write the date of disconnection at the space provided for

If No, put remarks on JO.

Sort accomplished JO and un accomplished JO

Prepared: Israel G. Ortiz
 Date:

Reviewed: *Angel H. Cabije*
 Date: 7/26/13

Approved: *Myra P. Ravelo*
 Date:



Metropolitan Cebu Water District
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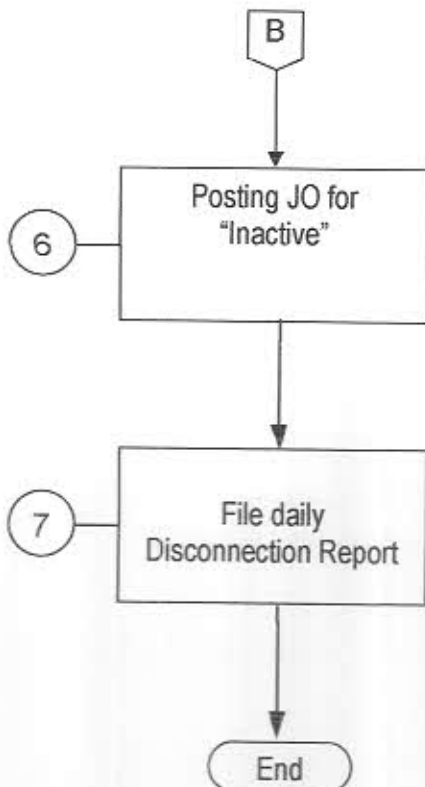
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4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Customer Services
Assistant B


Customer Services
Assistant B

Prepared: Israel G. Ortiz
Date:

Reviewed: Angelo H. Cabije
Date: 7/26/13

Approved: Myra P. Ravelo
Date:

Reconnection

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Subject	Reconnection	Effective Date	Oct 2012	

1.0 OBJECTIVE:

To establish a standard reconnection procedure in effecting the reopening of closed service line due to delinquency.

2.0 SCOPE:

The process covers for receipt of reconnection job orders to actual reopening of the line in the field.

Prepared: Israel G. Ortiz Date: 11/16/12	Reviewed: Angelo H. Cabije Date:	Approved: Ernie T. Delco Date:
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Reconnection



Metropolitan Cebu Water District Quality Management System Procedures Manual

Section

Installation and Disconnection Division

Subject

Reconnection

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Effective Date

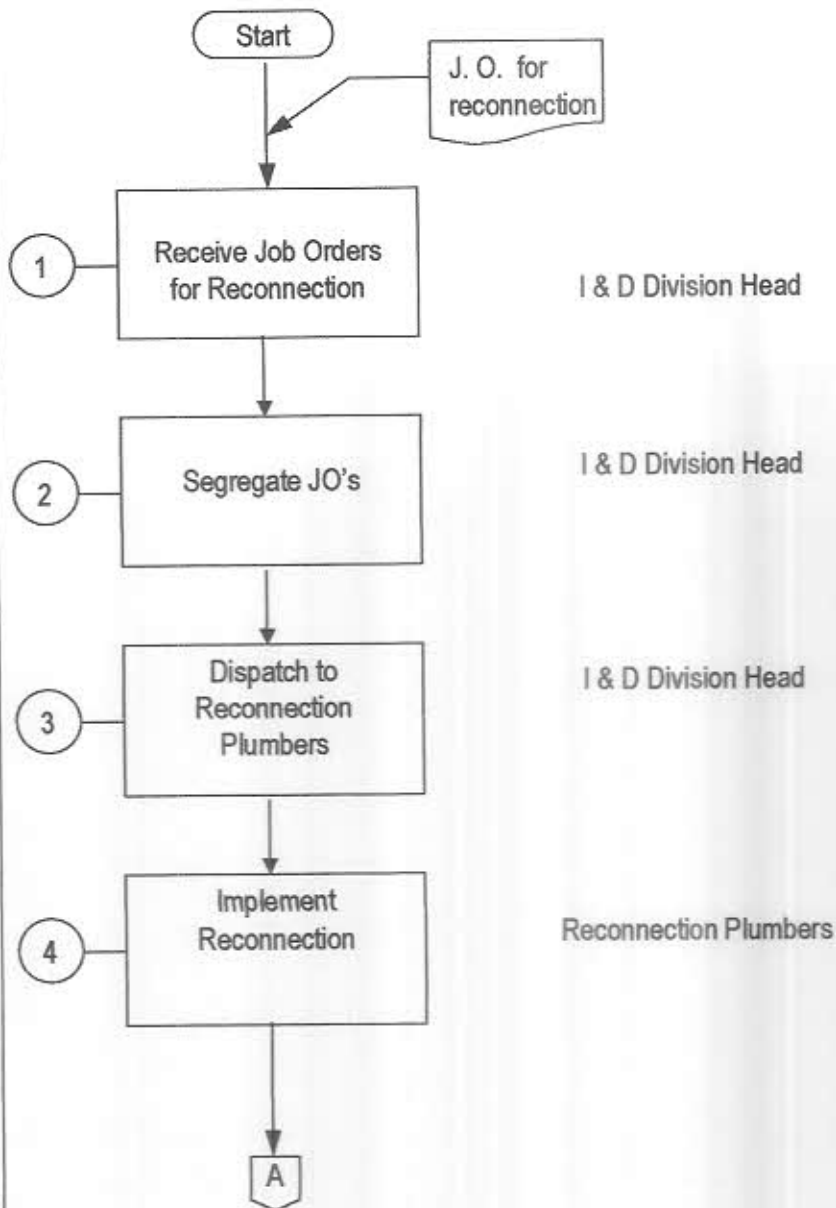
Oct 2012

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Prepared: Israel G. Ortiz

Date: 11/16/12

Reviewed: Angelo H. Cabije

Date:

Approved: Emie T. Delco

Date:



Metropolitan Cebu Water District
**Quality Management System
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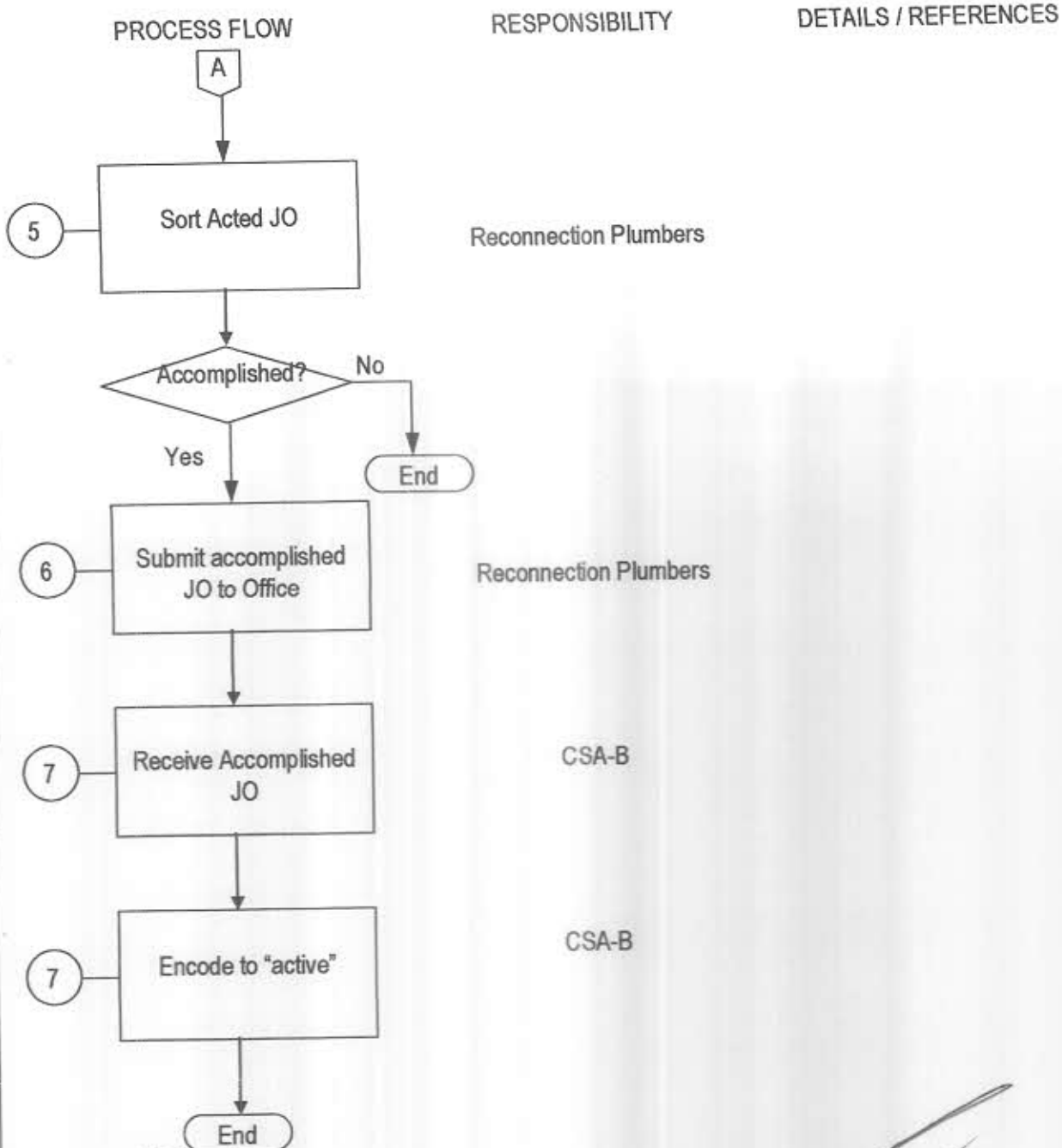
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Revision No. 2

Effective Date Oct 2012

Section Installation and Disconnection Division
 Subject Reconnection

4.0 PROCEDURE



Prepared: Israel G. Ortiz
 Date: 11/16/12

Reviewed: Angelo H. Cabije
 Date:

Approved: Ernie T. Delco
 Date:



Metropolitan Cebu Water District
**Quality Management System
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1

Revision No.

0

Effective Date

Jan. 01, 01

Section

Subject

Un - Accomplished Reconnection J.O.

1.0 OBJECTIVE :

To establish a standard procedure in handling un - accomplished reconnection job order to maintain efficient service to concessionaires.

2.0 SCOPE:

The process covers from receipt of un-accomplished reconnection J.O. to remedial action undertaken.

3.0 DEFINITION OF TERMS:



Prepared:
Date:

[Signature]
6/25/01

Reviewed:
Date:

[Signature]
7/02/01

Approved:
Date:

[Signature]
7/20/01



Metropolitan Cebu Water District
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Jan. 01, 01

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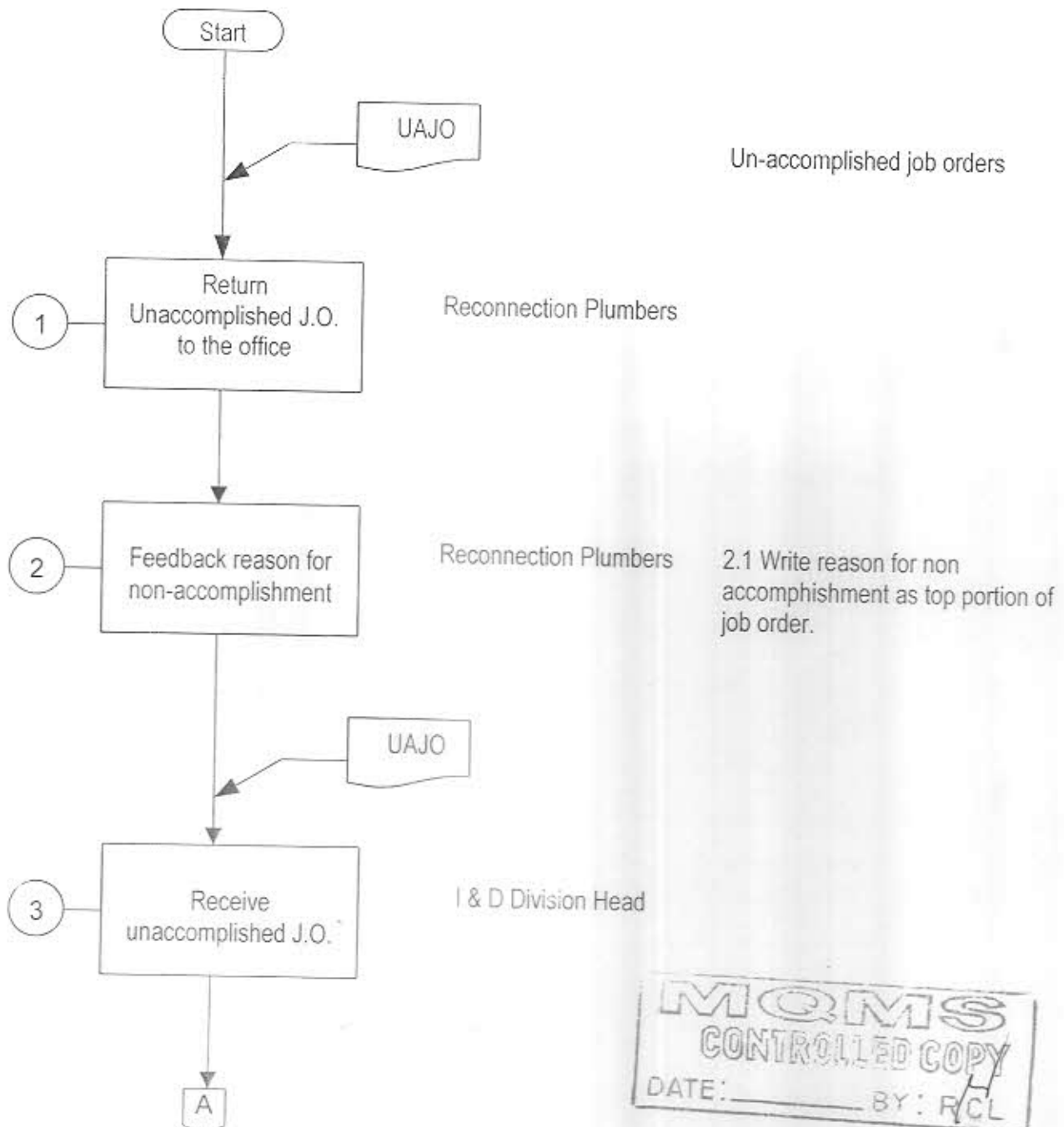
Un - Accomplished Reconnection J.O.

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



Prepared:
Date:

[Signature]
6/25/01

Reviewed:
Date:

[Signature]
7/02/01

Approved:
Date:

[Signature]
7/20/01



Metropolitan Cebu Water District
**Quality Management System
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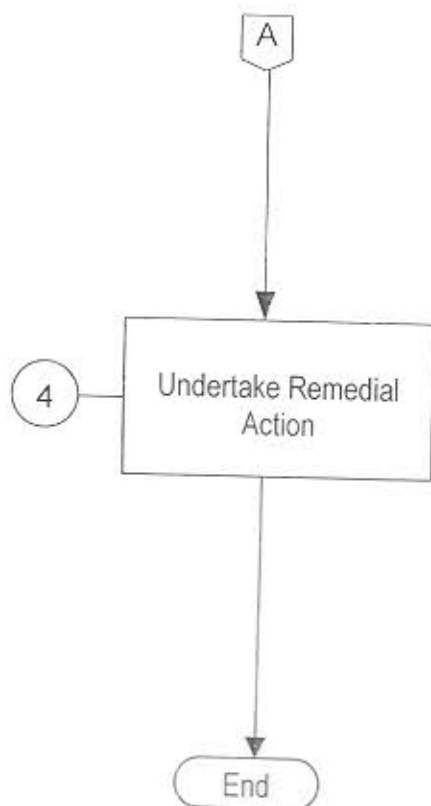
Un - Accomplished Reconnection J.O.

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



I & D Division Head

4.A. Check clarity of the sketch (location) in the J.O.

B. Let the closing plumber Concerned do the sketching.

Go back to activity of the procedure manual for reconnection.



Prepared:

6/25/01

Reviewed:

6/25/01

Approved:

7/10/01



Metropolitan Cebu Water District
**Quality Management System
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Section

Subject

Permanent Disconnection

1.0 OBJECTIVE:

To establish a standard permanent disconnection procedure in effecting closure of inactive service lines more than two (2)

2.0 SCOPE:

The process covers form removal of water meter and disconnection at meter stand or at the tapping point.

3.0 DEFINITION OF TERMS:**Tapping Point**

- A point of interconnection of the service connection line and distribution line, closure will be thru shutting off of compilation stop.

Closed at Meter Stand

- Possibly only if the subject service connection is interconnected with the battery of water meters. Closure will be through removal of water meter and replacement of branching tee with elbow fitting.



Prepared: Pacito S. Caballes
 Date: 6/20/01

Reviewed: Dionisio D. Abarri
 Date: 6/20/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
Procedures Manual**

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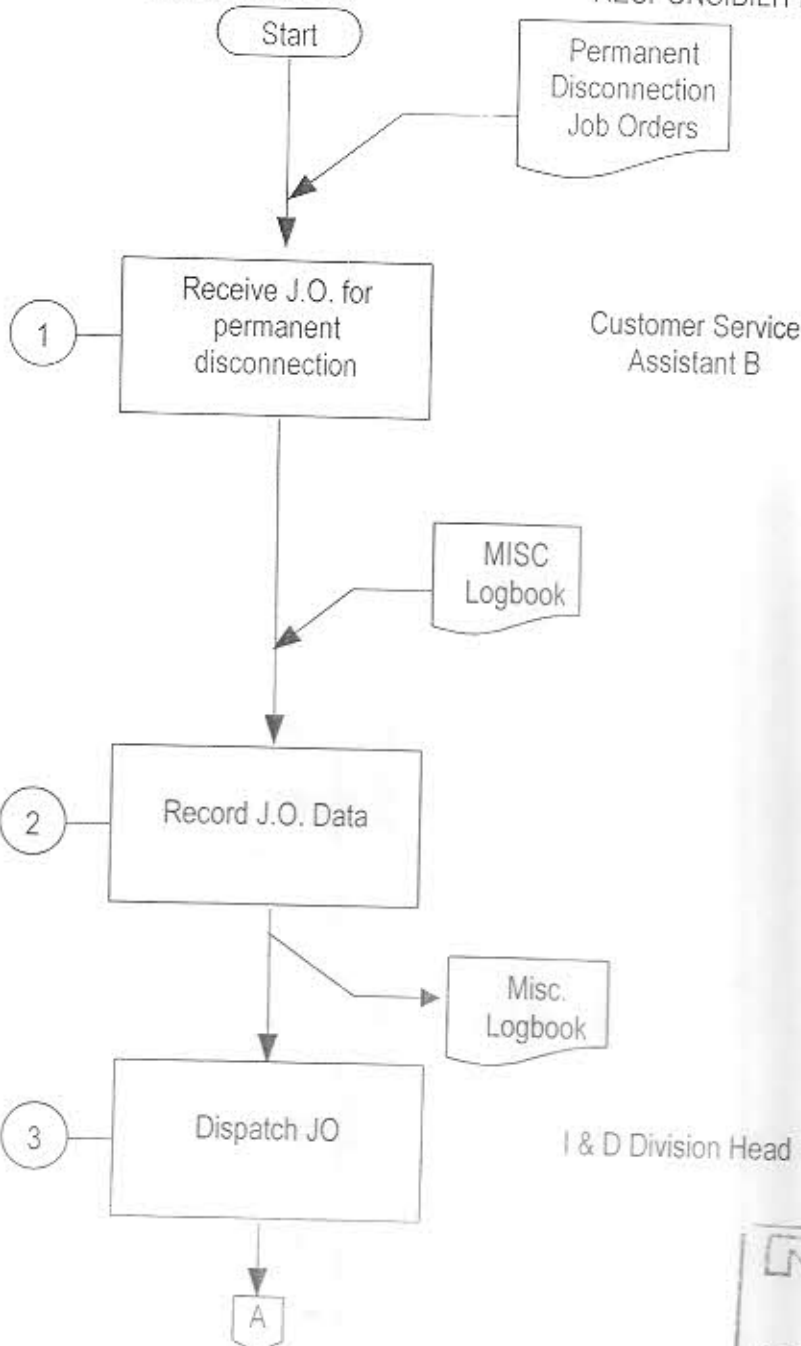
Section
Subject Permanent Disconnection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Prepared: Pacito S. Caballes Date: 6/25/01
Reviewed: Dionisio Abarri Date: 7/02/01
Approved: Adoracion B. Rodil Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
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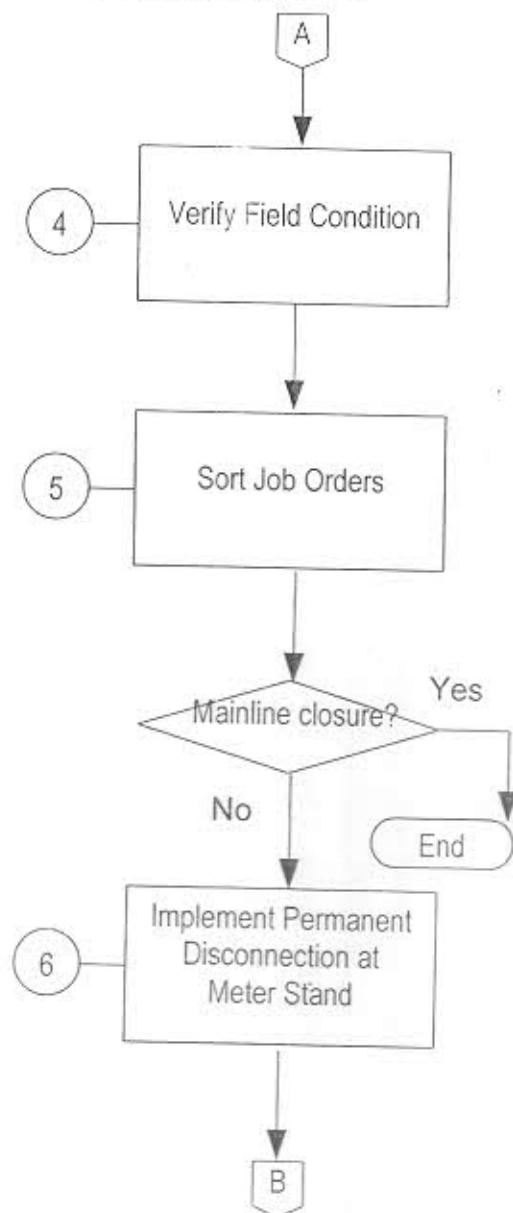
Permanent Disconnection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



Disconnection Plumbers

4. Conduct field inspection of the subject service connection to verify type of closure to be undertaken

Disconnection Plumbers

5. Sort and segregate job orders, which will qualify for mainline closure.

If YES, refer to procedure manual for JO subjected for mainline closure.

Disconnection Plumbers

Pull out water meter and the branching feed pipe. Replace the feed tee of the adjacent water meter with GI Elbow Fitting.



Prepared: Pactio S. Caballes
 Date: 6/25/01

Reviewed: Dionisio D. Abarri
 Date: 7/02/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
 Procedures Manual**

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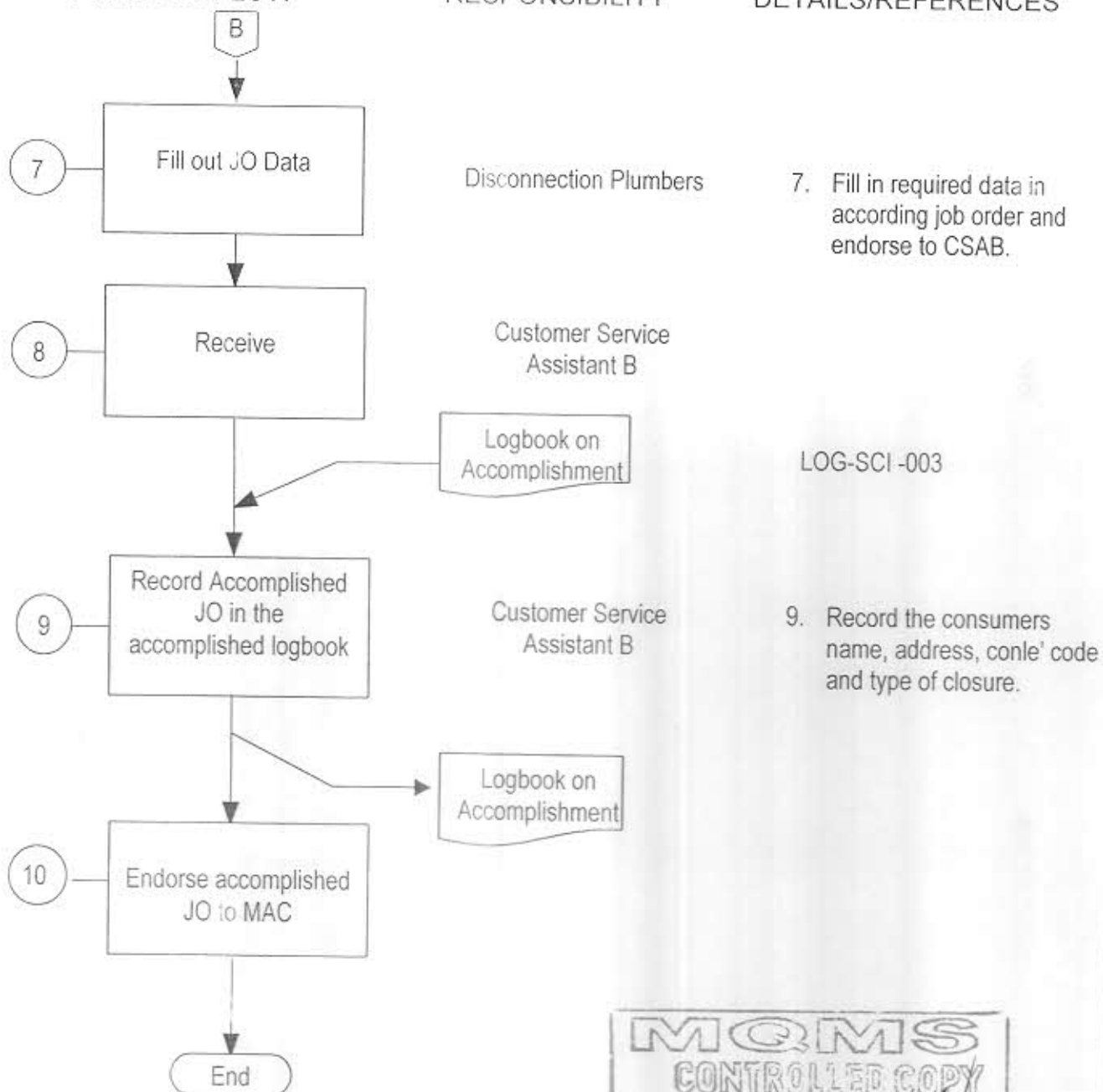
Permanent Disconnection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



Prepared: Pacito S. Caballes

Date:

6/25/01

Reviewed: Dionisio D. Abarri

Date:

6/26/01

Approved: Adoracion B. Rodil

Date:

7/20/01



Metropolitan Cebu Water District
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Issue No.

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Effective Date

Jan. 01, 01

Section

Subject

Permanent Mainline Disconnection

1.0 OBJECTIVE:

To establish a standard Mainline Closure procedure in effecting closure of inactive service lines closed more than two months.

2.0 SCOPE:

The process covers from receipt of Job Orders to actual mainline closure in the field.

2.0 DEFINITION OF TERMS:

Mainline Closure - Means closure at the tapping point, when is the interconnection of the Service Connection and distribution line. Closure will do thru shutting off of corporation stop.



Prepared: Pacito S. Caballes

Date:

6/25/01

Reviewed: Dionisio D. Abarri

Date:

8/6/01

Approved: Adoracion B. Rodil

Date:

7/20/01

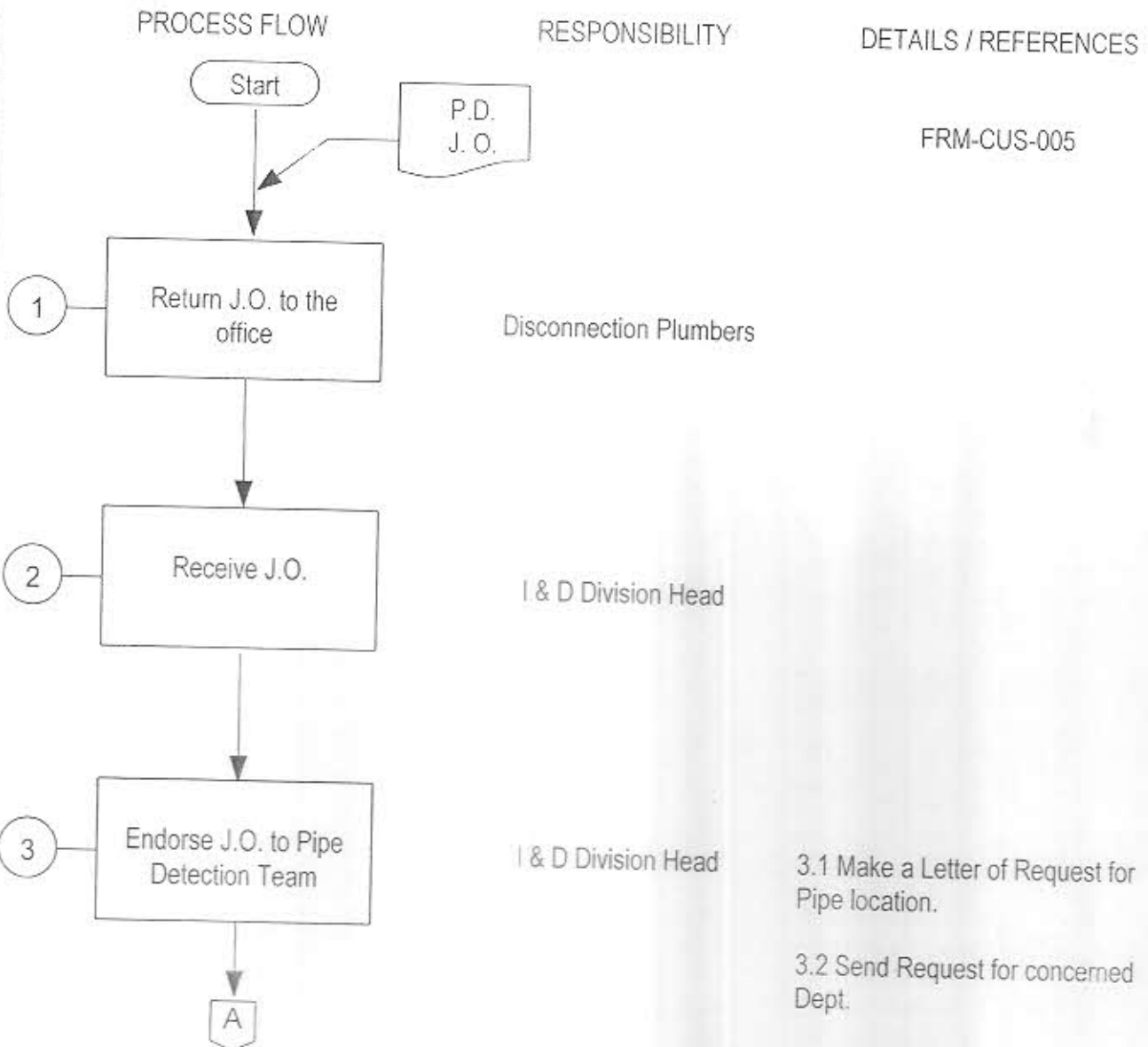


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Section	
Subject	Permanent Mainline Disconnection

4.0 PROCEDURE



Prepared: Pacito S. Osballes
Date: 6/24/01

Reviewed: Dionisio D. Abarri
Date: 7/20/01

Approved: Adoracion B. Rodil
Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
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Section

Subject

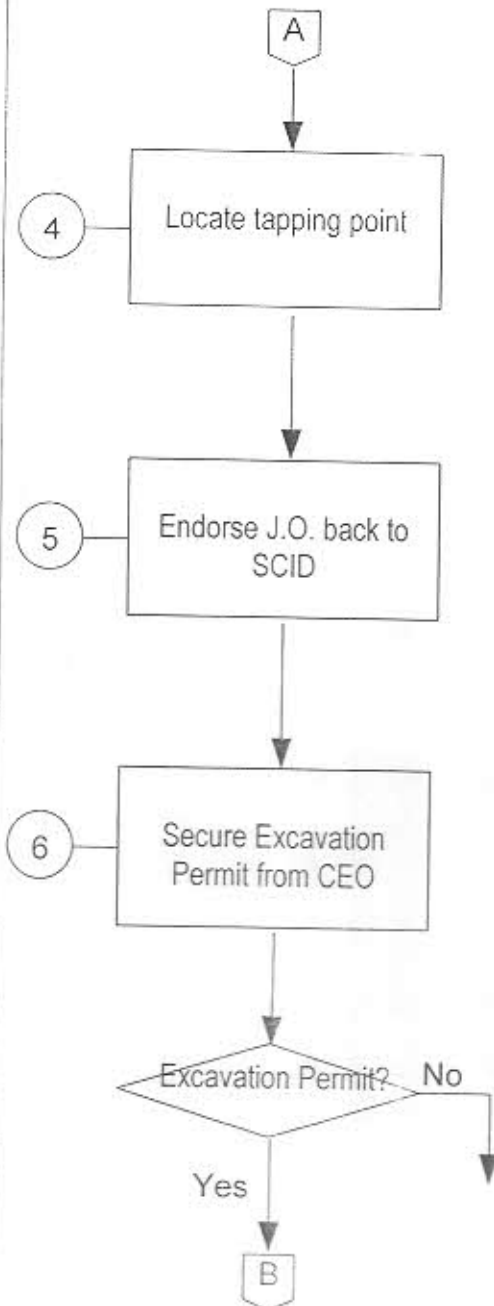
Permanent Mainline Disconnection

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Pipe Detection Team

Pipe Detection Team

I & D Division Head

6.1 Fill in Request for Excavation Permit.

6.2 Send in request to concerned government agency.

If disapproved, proceed to procedure in disconnection at meter stand.



Prepared: Pacito S. Caballes
Date: 6/25/01

Reviewed: Dionisio D. Abarri
Date: 7/02/01

Approved: Adoracion B. Rodil
Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
Procedures Manual**

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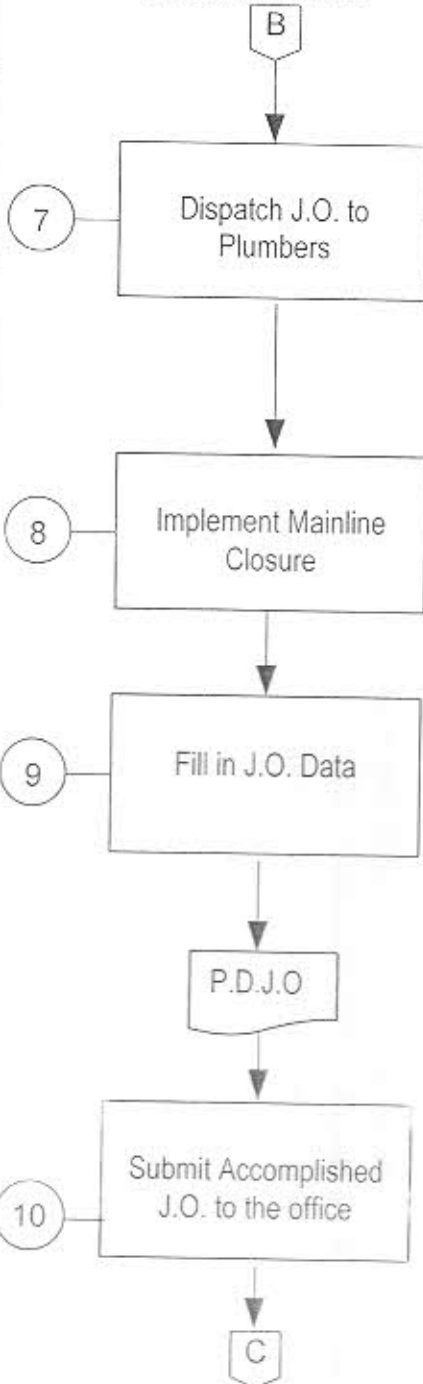
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4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Customer Services
Assistant B

Disconnection Plumbers

Refer to Work Instruction Manual
for Mainline Closure.

Disconnection Plumbers

Disconnection Plumbers



Prepared: Pacito S. Caballero
Date: 6/25/01

Reviewed: Dionisio D. Abarri
Date: 7/6/01

Approved: Adoracion B. Rodil
Date: 7/6/01

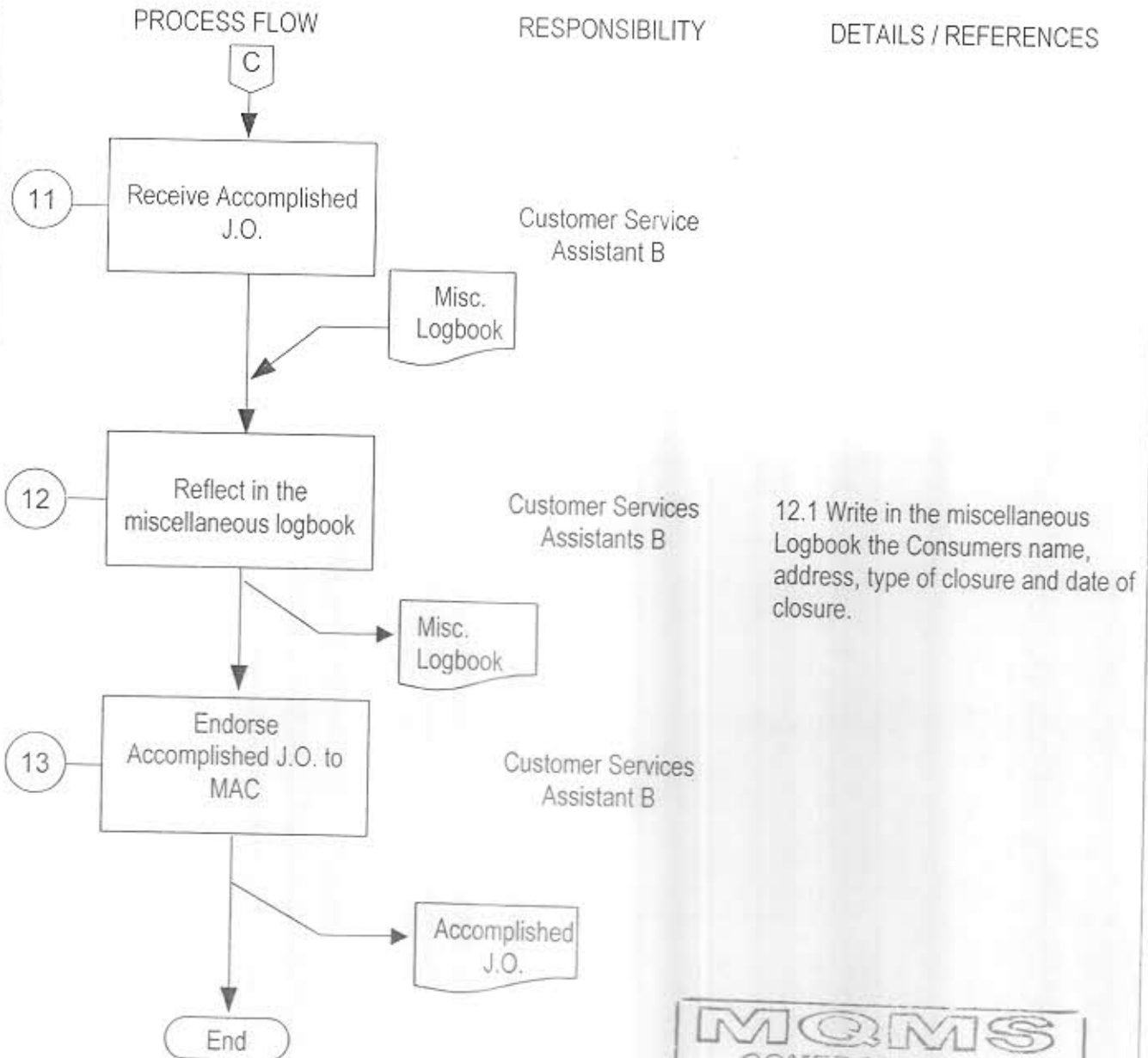


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Section	
Subject	Permanent Mainline Disconnection

4.0 PROCEDURE



Prepared: Pacito S. Caballes
Date: 6/25/01

Reviewed: Dionisio D. Abarri
Date: 7/10/01

Approved: Adoracion B. Rodil
Date: 7/20/01