



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

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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: *[Signature]*
Prepared: Joselito R. Vidal
Date: 11/12/12

Reviewed: *[Signature]*
Reviewed: Angelo F. Cabije
Date: 11/12/12

Approved: *[Signature]*
Approved: Ernie T. Delco
Date:



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Section

Subject

Processing of Application for New
Service Connection

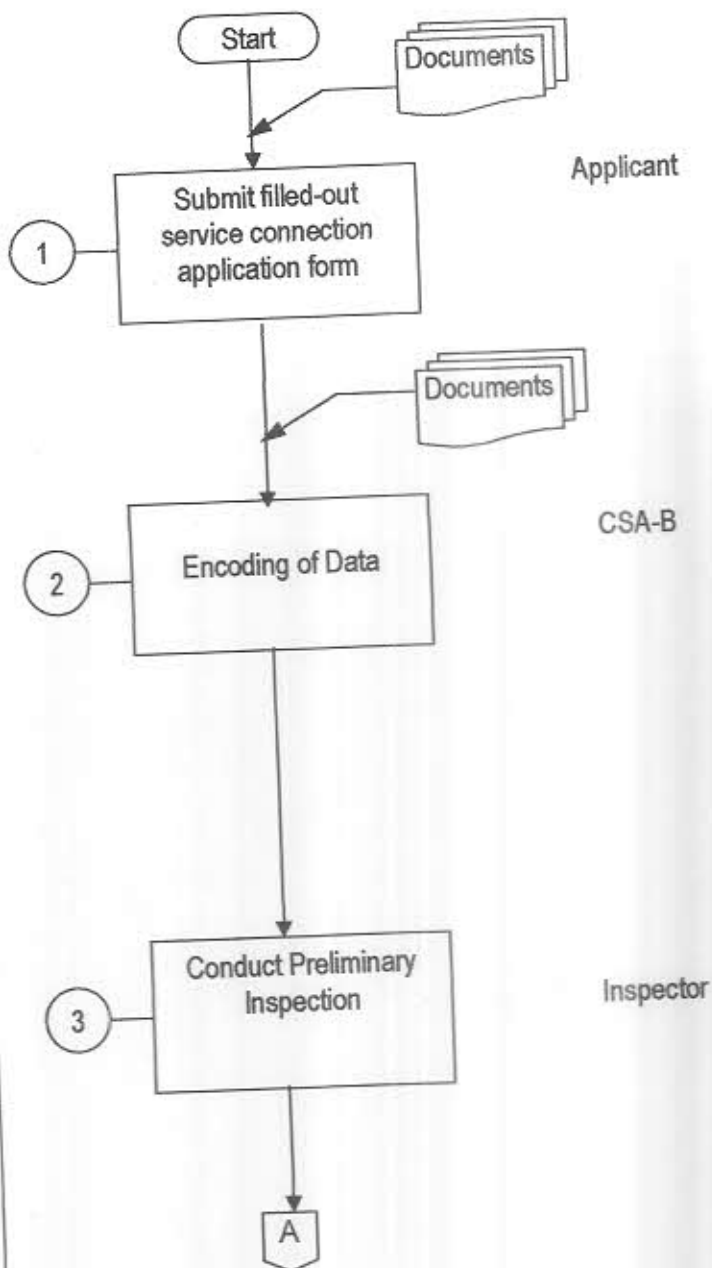
Effective Date

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 R. Vidal*
Date: 11/12/12

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

Approved: *Ernie T. Delco*
Date:

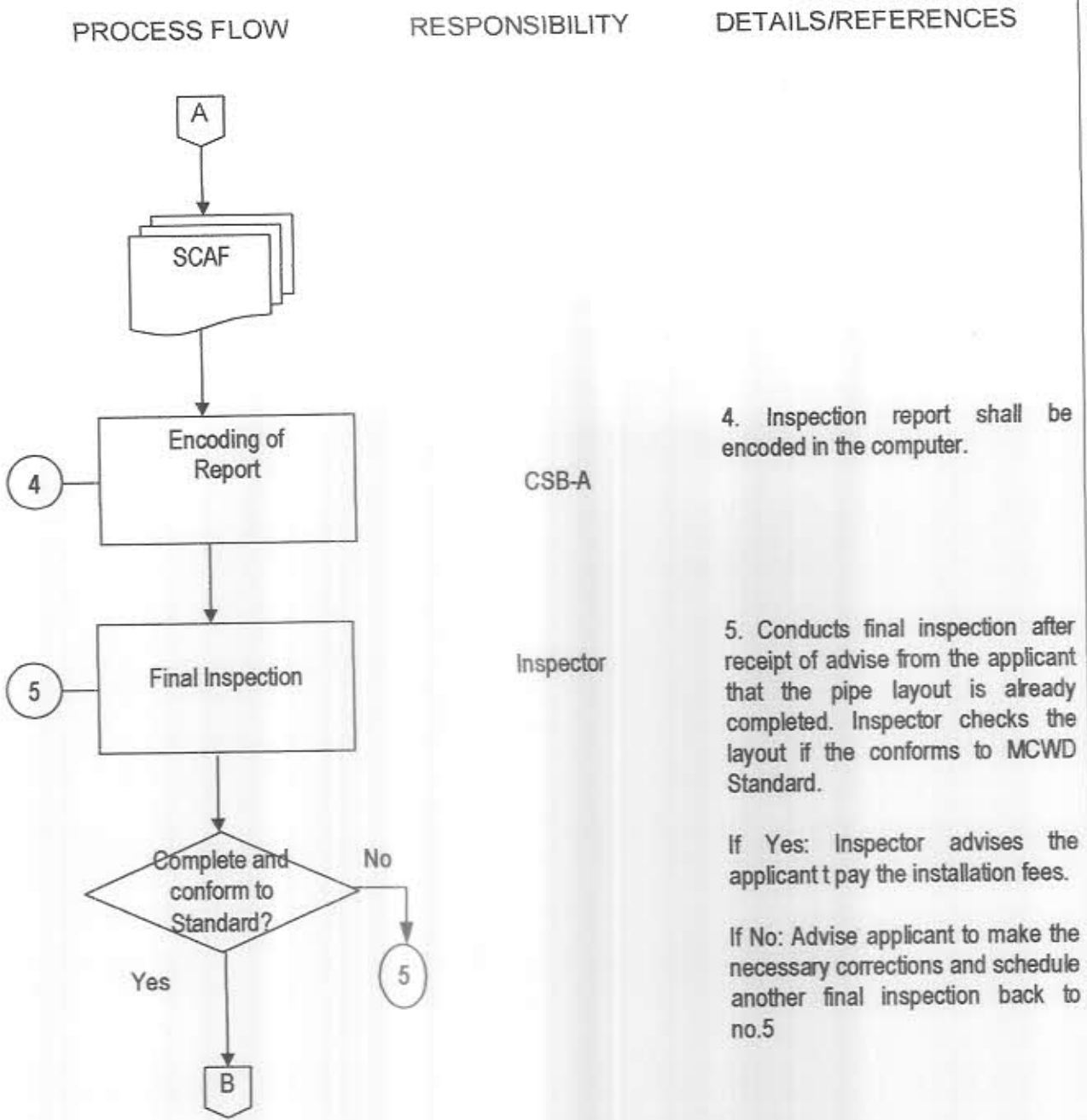


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Section	Water Supply - New Installation
Subject	Processing of Application for New Service Connection

4.0 PROCEDURE



Prepared: <i>Joselito R. Vidal</i> Date: 11/12/12	Reviewed: <i>Angelo H. Cablig</i> Date: 11/12/12	Approved: <i>Ernie T. Delco</i> Date:
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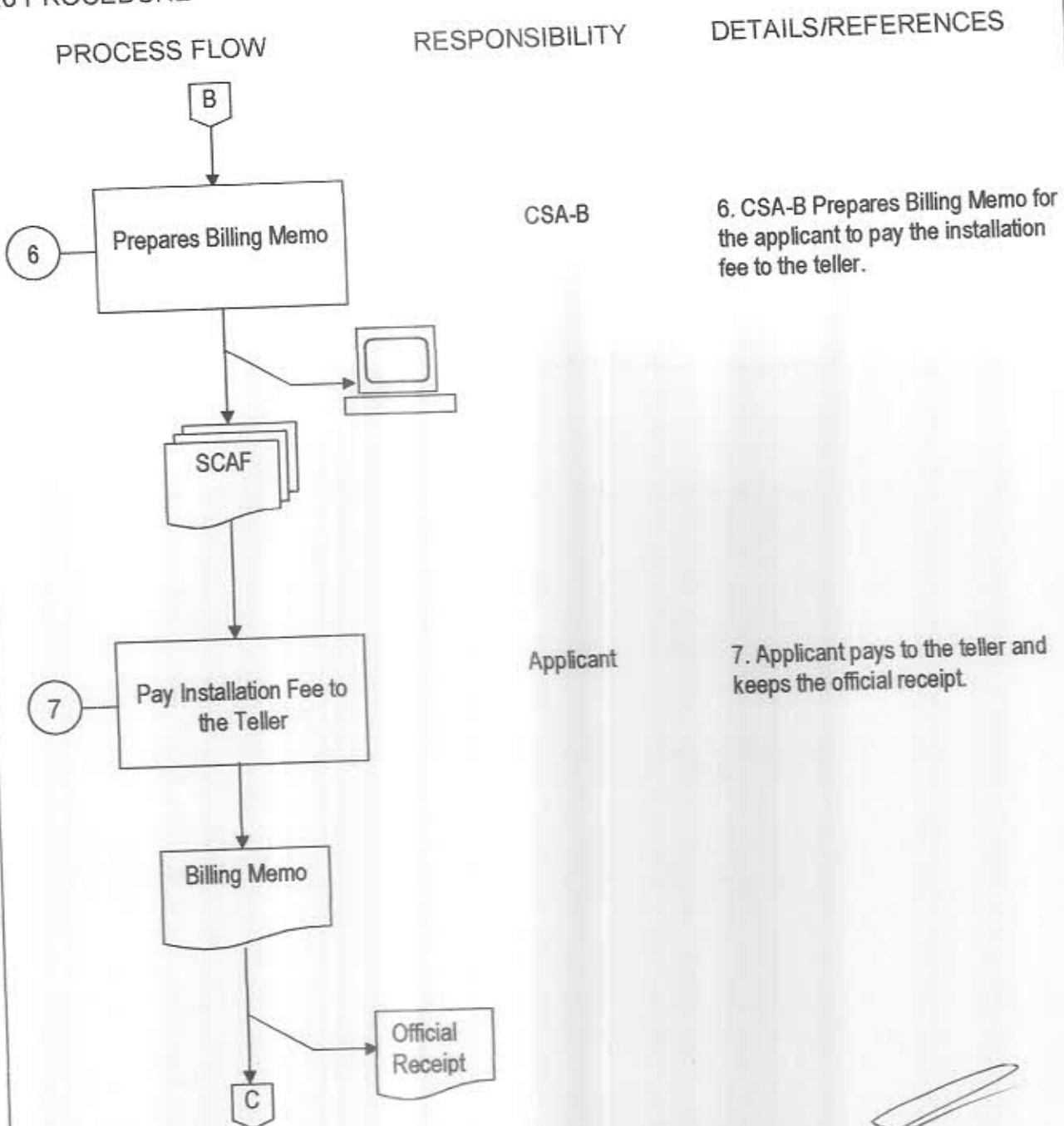


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Section
Subject: **Processing of Application for New Service Connection**

4.0 PROCEDURE



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

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

Approved: *Ernie T. Delco*
Date:

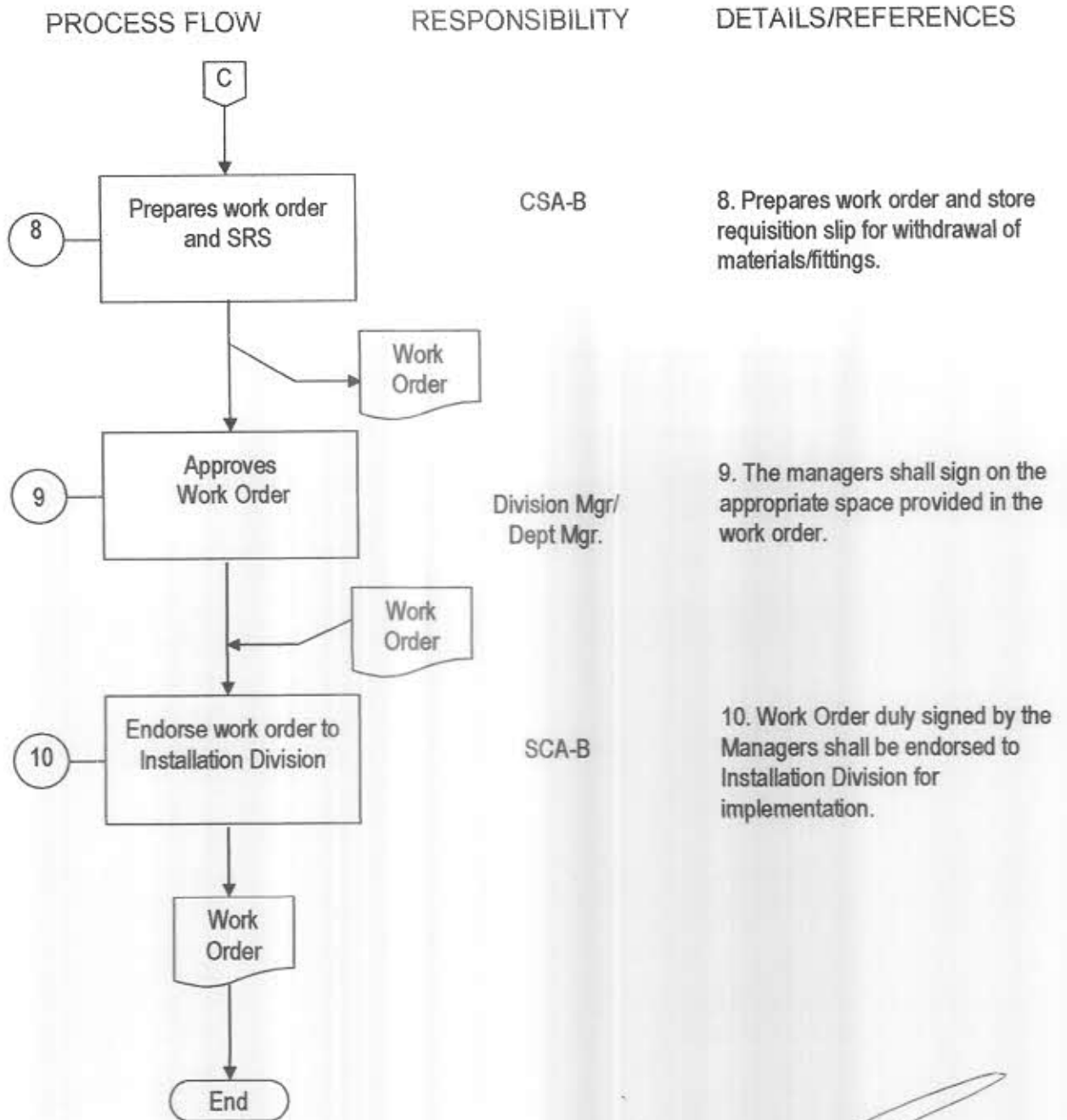


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Effective Date	Oct 2012

Section	Service Connection (Installation)
Subject	Processing of Application for New Service Connection

4.0 PROCEDURE



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

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

Approved: *Emie T. Delco*
 Date:



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Page No.	1 of 3
Issue No.	2
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: *Joselita Vidal*
Date: 11/12/12

Reviewed: *Angelo H. [Signature]*
Date: 11/12/12

Approved: *Emie T. Delco*
Date:



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**Quality Management System
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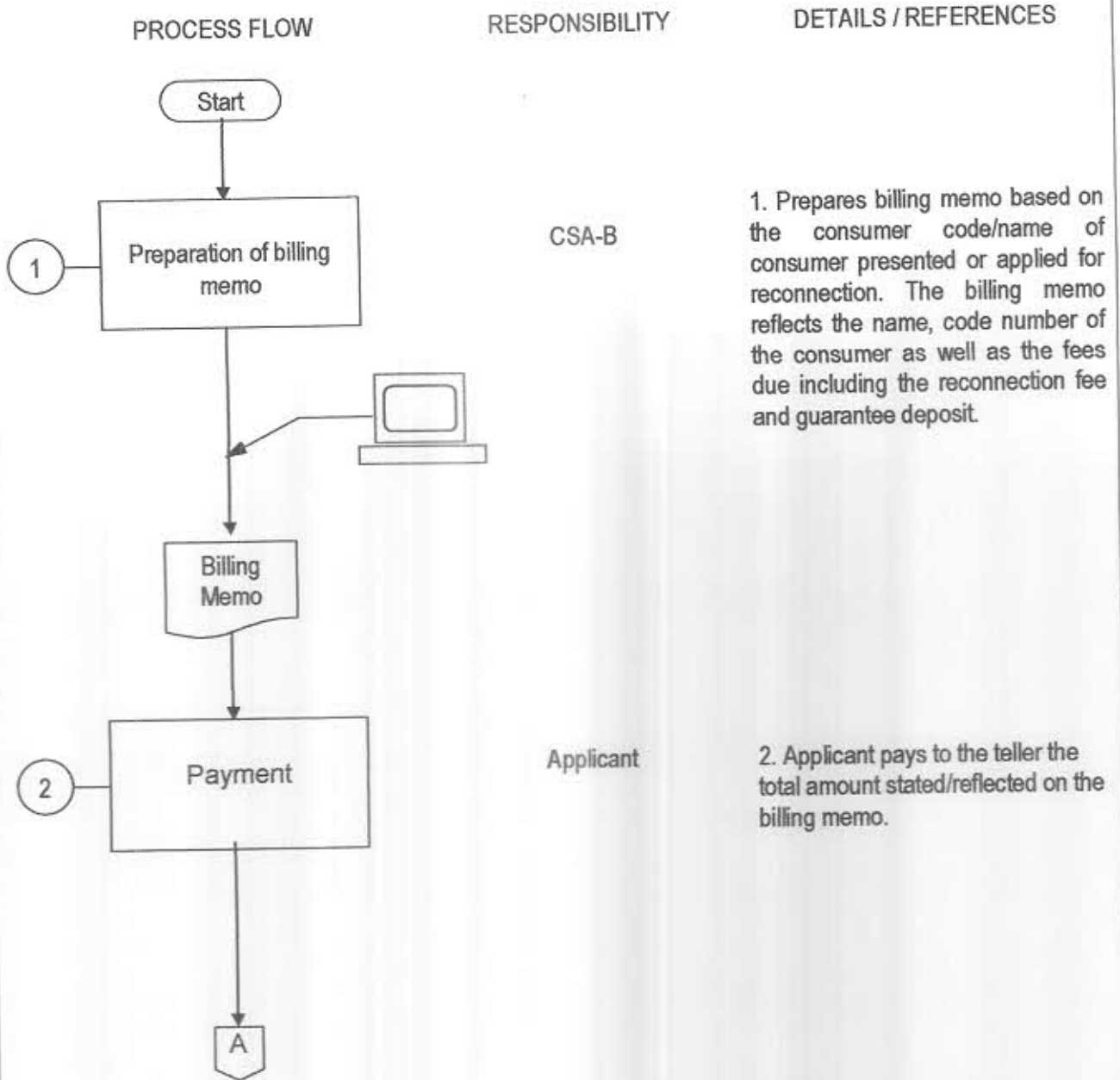
Revision No. 2

Effective Date Oct 2012

Section Service Connection and Installation

Subject Applying for Reconnection

4.0 PROCEDURE



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

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

Approved: *Emie T. Delco*
Date:



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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
<p>A</p> <p>3</p>	CSA-B	3. Prepares reconnection work order.
<p>4</p>	CSA-B	4. The reconnection work order shall be endorsed to Installation Division for implementation.

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

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

Approved: *Ernie T. Delco*
 Date:

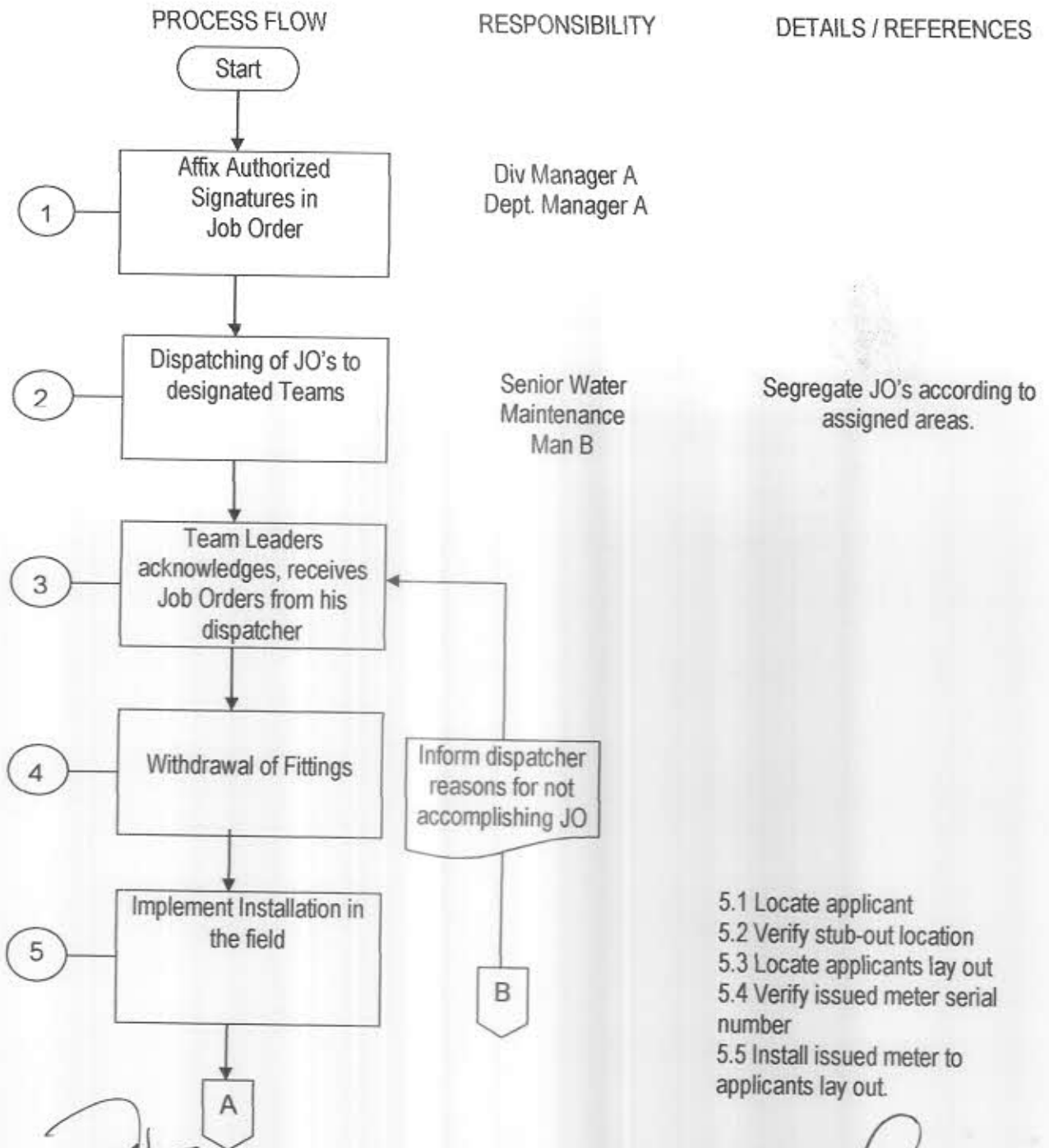


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Effective Date	July 2013

Section	SCID
Subject	Installation of New Service Connection

4.0 PROCEDURE



Prepared: Israel G. Ortiz
 Date:

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

Approved: Myra P. Ravelo
 Date:

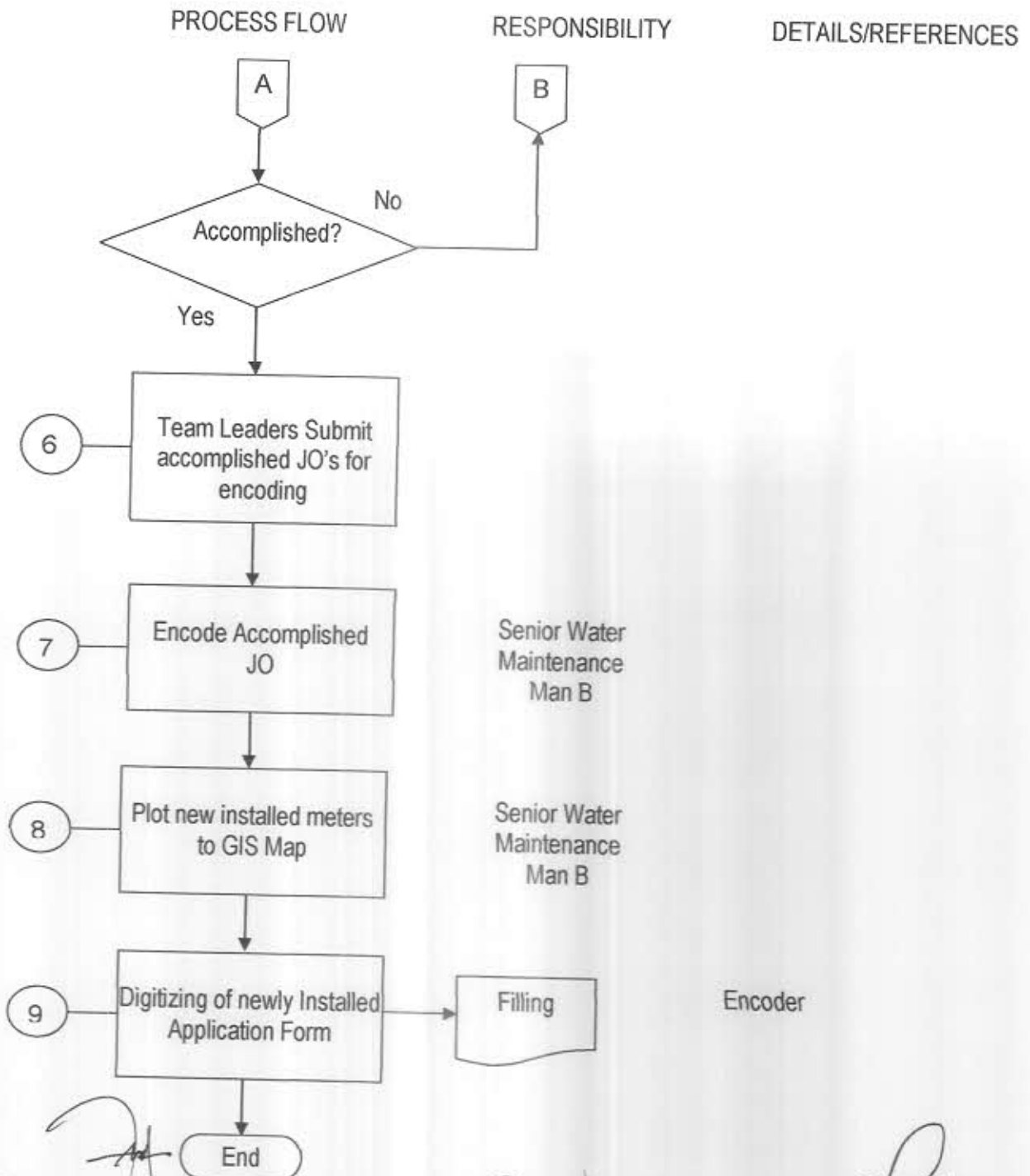


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Revision No.	2
Effective Date	July 2013

Section	SCID
Subject	Installation of New Service Connection

4.0 PROCEDURE



Prepared: Israel G. Ortiz
 Date:

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

Approved: Myra P. Ravelo
 Date:



Metropolitan Cebu Water District
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Revision No. 2

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.

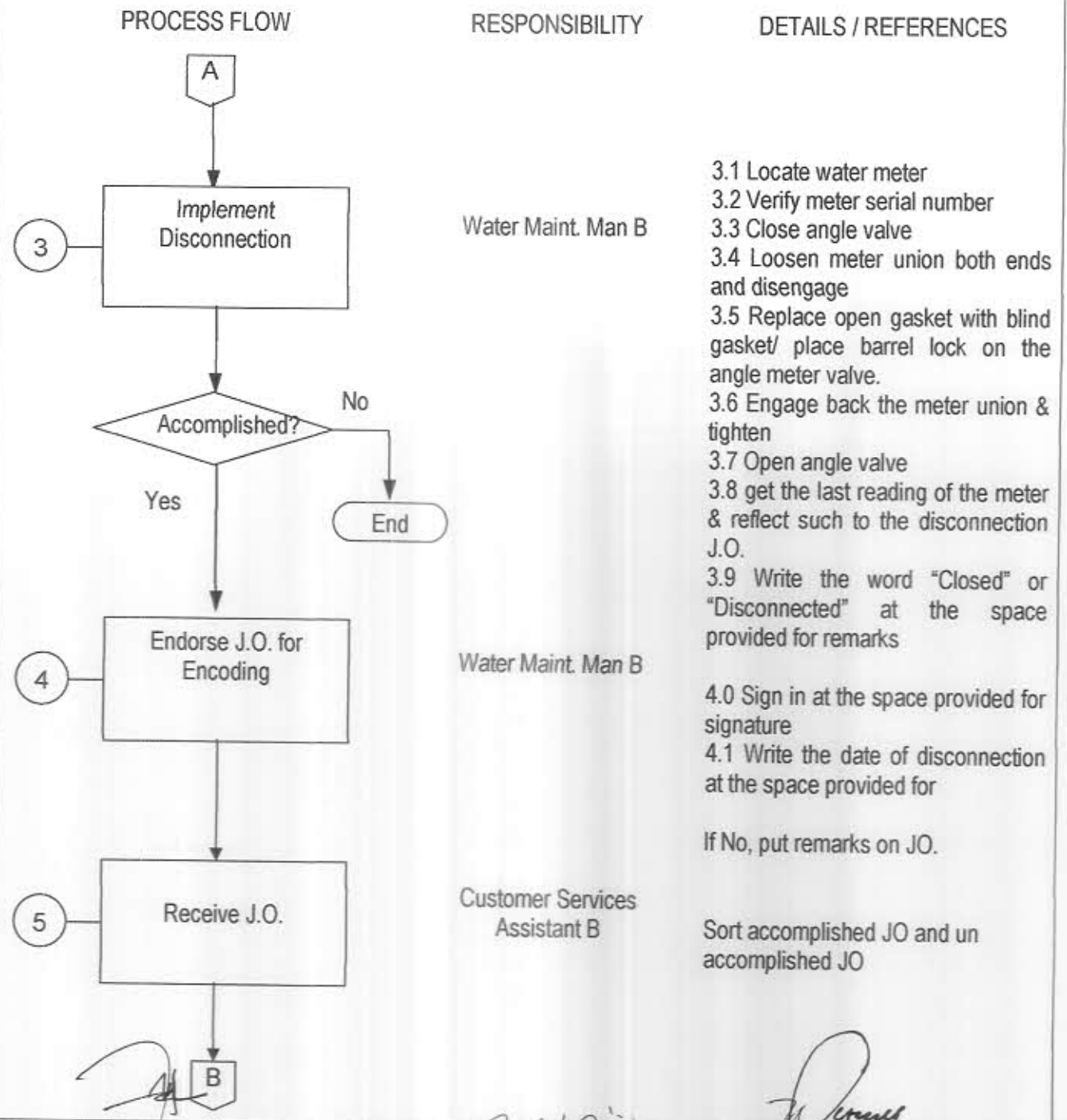
Prepared: Israel G. Ortiz
Date:

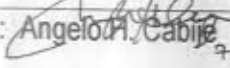
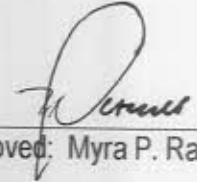
Reviewed: Angelo H. Cabije
Date: 7/26/13

Approved: Myra P. Ravelo
Date:

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			Effective Date	Oct. 2012

4.0 PROCEDURE



Prepared: Israel G. Ortiz Date:	Reviewed:  Date: 7/26/13	Approved:  Date:
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Subject

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Delinquency

Effective Date

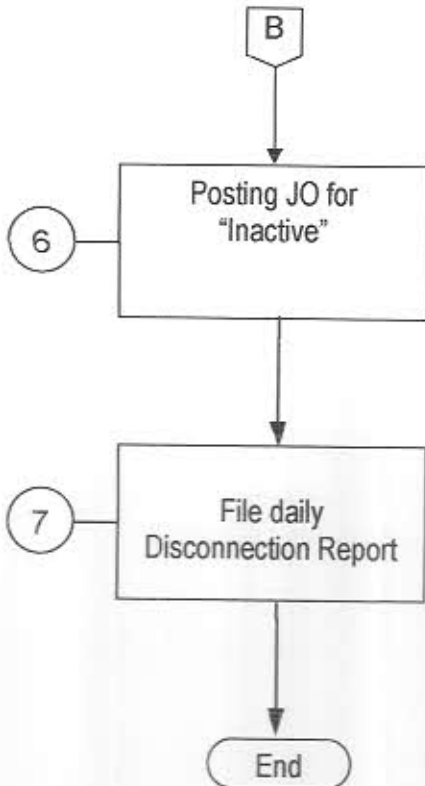
Oct. 2012

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	Revision No.
		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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