

PROCESSING OF APPLICATION FOR A COMMERCIAL SERVICE CONNECTION

Schedule of Availability of Service:

7:00am – 4:00pm with NO NOON BREAK, Monday to Friday, at the MCWD One-Stop Shop (OSS)

Who may avail of the service:

- Any property owner or his/her authorized representative
- Any corporation/ establishment or authorized representative

What are the requirements:

- Copy of the Board Resolution or Secretary's Certificate for the authorized representative
- Photocopy of Lease of Contract (if applicable)
- Duly filled out water service application form
- Duly signed Terms and Conditions
- Photocopy of Lot Title/ Tax Declaration of the lot
- Photocopy of the building Tax Declaration/ Building permit
- Photocopy of the government issued Identification Card (ID) of authorized representative

Duration: 7 to 15 days (under normal circumstances)

How to avail of the service:

Processing of the Application for COMMERCIAL Water Service Connection

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go immediately to the Officer of the Day (OD)	The Officer of the Day will try to resolve the concern of consumer if not, OD will ask the guard for issuance of priority number.	Less than a minute	Officer of the day	none	none
2	Get a priority number for blue lane transaction in One-Stop Shop (OSS) from the Guard	The MCWD guard will give a priority number for blue lane transaction in OSS to the client	Less than a minute	MCWD Security guard-on-duty	none	Priority number
3	Wait for number to be called		5-30 minutes			
4	Apply for a commercial water service connection	Refer the client to the marketing staff of NSCD	3 minutes	OSS Customer Service Officer A	none	Referral form
5	Go to the marketing staff of NSCD, 4 th flr, MCWD main bldg.	Guide the applicant in the application process: Provide application form/s and requirements. Validate the documents. Once completed, advise the client to submit the documents to the OSS	15 minutes	NSCD marketing staff	none	Application forms/requirements/terms and conditions

6	Fill-out the application form/s and comply all requirements		variable		none	Application form and requirements
7	Get a priority number for blue lane transactions i One-Stop Shop from the guard	The MCWD guard will issue a priority number for blue lane transactions in OSS to the client	Less than a minute	MCWD Security guard-on-duty	none	Priority number
8	Wait for number to be called		5-30 minutes			
9	Submit the filled-out application form/s together with the requirements at the OSS	Accept the form/s and check/verify if the documents are complete	10 minutes	OSS Customer Service Officer A	none	Application form and requirements
10		Encode the applicant's data and endorse the form to NSCD	5 minutes	OSS Customer Service Officer A		Application form and requirements
11		Inspector assigned in the area will visit the site for preliminary inspection. If approved, he will advise the applicant to proceed to pipe layout.	5 working days after submission of application form	CSA-A (field) of NSCD		Application form and requirements

12	Lay out the pipes. Once completed, the client shall inform the inspector		As soon as practicable			
13		Conduct final on site inspection to check if the layout conforms to the standards set by MCWD as explained by the inspector. Once approved, the	3 working days after notice from the applicant	OSS Customer Service Officer A or CSA-A (field) of NSCD		Inspector's form

		applicant is advised to return to the OSS for processing of payment.				
14	Get a priority number for white lane transactions in One-Stop Shop from the Guard	The MCWD guard will issue a priority number for white lane transactions in OSS to the client	Less than a minute	MCWD Security guard-on-duty	none	Priority number
15	Wait for your number to be called		5-30 minutes			
16	Verify with the OSS officer the status of application.	Check the status of the application. If approved, prepare e-billing memo and advise the client to proceed to the teller for payment	5 minutes	OSS Customer Service Officer A	none	E-billing memo
17	Pay the required installation fees	Accept the payment of the applicant	5-30 minutes	Cashier of Treasury Division	Depends on the size of the meter	Official receipt
18	Wait for the installation team for the installation of the MCWD water meter		7 working days after payment			
19		Prepare the SRS and JO for the materials/fittings for installation	20 minutes	NSCD Customer Assistant		SRS and Job Order
20		Install the water meter, conduct flow test & disinfection	1 to 2 hours	NSCD Plumber (field)		Job order form

END OF TRANSACTION