

## **PROCESSING OF APPLICATION FOR A RESIDENTIAL WATER SERVICE CONNECTION**

### **Schedule of Availability of Service:**

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

### **Who may avail of the service:**

- Property owner or his/her authorized representative
- Any individual within MCWD service area who must at least be 21 years old

### **What are the requirements:**

#### **For Residential Water Service Connection**

- Photocopy of Lot Title/ Lot Tax Declaration if owned by the applicant
- Photocopy of the building Tax Declaration/ Building permit if owned by the applicant
- Notarized Waiver (in lieu of the above)
- Photocopy of government issued Identification Card (ID)
- Duly filled out water service application form
- Duly signed Terms and Conditions
- Notarized Waiver (water supply) if applicable

**Duration:** 7 to 15 days (under normal circumstances)

## How to avail of the service:

### Processing of the Application for a Residential 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	Client gets priority number for blue lane transaction from the MCWD guard for the OSS	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 residential service connection	Client requests for application form with attached list of requirements	5 minutes	OSS Customer Service Officer A	none	Water service application form
5	Fill-out the application form. Comply with all the requirements return to OSS for submission		variable		none	Application form Valid ID Land title Tax declaration Notarized waiver for the property and for water supply (if applicable)
6	Get a priority number for blue lane transactions in One-Stop Shop from the Guard	Client gets priority number for blue lane transaction from the MCWD guard for the OSS	Less than a minute	MCWD Security guard-on-duty	none	Priority number

7	Wait for your number to be called		5-30 minutes			
8	Submit the application form together with the requirements	Accept the form and verify if submitted documents are complete	10 minutes	OSS Customer Service Officer A	none	Water Service application form and requirements
9		Encode the applicant's data and endorse the form to NSCD	5 minutes	OSS Customer Service Officer A	none	Water Service application form and requirements
10		Inspector assigned in the area will visit the site for preliminary inspection. If approved, advises the client to proceed to pipe layout	Within 5 working days after submission of the application form	CSA-A (field) of NSCD	none	Water Service application form and requirements
11	Inform the inspector once pipe layout is completed for final inspection		immediately		none	
12		Conduct final inspection. If approved, advise the client to go back to OSS for processing of payment	3 working days after notice from the applicant	OSS Customer Service Officer or CSA-A (field) of SCID	none	Inspector's form
13	Get a priority number for white lane transactions in One-Stop Shop from the Guard	Client gets priority number for white lane transactions from the MCWD guard for the OSS	Less than a minute	MCWD Security guard-on-duty	none	Priority number
14	Wait for your number to be called		5-30 minutes			
15	Inform/verify with the OSS officer if the application is approved	Check the status of the application. If approved, Prepare a billing memo. Advise the client to proceed to the teller for payment	5 minutes	Customer Service Officer A of OSS	none	Billing memo
16	Pay the required installation fees	Accept the payment of the applicant	5-30 minutes	Cashier A of Treasury Div.	Php 4,950 FP or Php 1,500 DP	Official receipt
17	Wait for the installation team		7 working days after payment			

18		Prepare the SRS and JO for the materials/fittings for installation	20 minutes	NSCD Customer Assistant	none	SRS and Job Order
19		Install the water meter, conduct flow test & disinfection	1 to 2 hours	NSCD Plumber (field)	none	Job order form
<b>END OF TRANSACTION</b>						