

PROCESSING OF APPLICATION FOR A CHANGE IN METER SIZE

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 MCWD registered consumer who wants to change the size of their water meter

What are the requirements:

- Copy of the water bill or account code
- Application Form 043
- Government issued ID of the registered consumer
- Notarized SPA (if applicable)
- Notarized Secretary's Certificate for corporate account with gov't. issued I.D. of the secretary and signatory
- Payment for the following:
 - Outstanding balance (if applicable)
 - Service connection cost (variable depends on the size of the water meter)
 - Applicable Guarantee deposit

Duration: 5-7 working days (under normal circumstances)

How to Avail of the Service:

Processing of Application for change of meter size

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 issue 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 your number to be called		5-30 minutes	Customer Service Officer A of OSS		
4	Apply for a change in meter size	Refer the client to the marketing staff of NSCD	3 minutes	Customer Service Officer A of OSS	none	Referral form
5	Go to the marketing staff of NSCD at the 4 th floor	Brief the client and give application forms and requirements. Advises the client to submit the application form and requirements to the OSS	15 minutes	NSCD marketing staff	none	Application forms/requirements/terms and conditions
6	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

7	Wait for your number to be called		5-30 minutes			
8	Submit the filled-out form 043 with the requirements at the OSS	Accept the form and check the completeness of the submitted documents	10 minutes	Customer Service Officer A of OSS	none	form 043 and requirements
9		Encode applicant's data and endorse the form to NSCD	10 minutes	Customer Service Officer A of OSS		form 043 and requirements
10		Conduct preliminary inspection of the site within 5 working days from receipt of application	5 working days from receipt of application	CSA-A (field) of NSCD		Inspector's form
11	Lay out the pipes according to the new size of the meter		variable			
12	Inform the inspector that the layout of the pipes is already done		immediately		none	
13		Conduct final inspection of the site. If approved, advises the client to go back to the OSS for processing of the payment	3 working days after advise/notice from the applicant	CSA-A (field) of NSCD		Inspector's form
14	Get a priority number for white lane transactions in One-Stop Shop (OSS) 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	Customer Service Officer A of OSS		
16	Inform the OSS officer that the application is approved	Check the status of the application. If approved, prepare an e-billing memo. Advises the client to proceed to the teller for payment	20 minutes	Customer Service Officer A of OSS	none	e-billing memo

17	Pay the required installation fees	Accept the payment of the client	5-30 minutes	Cashier A of Treasury Div.	Refer to billing memo	Official receipt
18	Wait for the plumber		7 working days after payment			
19		Prepare the Job order/SRS for the materials and fittings	20 minutes	CSA-A (field) of NSCD		Job order
20		Install the new water meter, conduct flow test and disinfection	1 to 2 hours	NSCD plumber	none	Job order
END OF TRANSACTION						