

PROCESSING OF APPLICATION FOR CHANGE OF CONSUMER'S NAME

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 interested individual who wants to assume an active water service connection line from a registered MCWD consumer.

What are the requirements:

For residential:

- Copy of the water bill or account code
- Certified True copy of Death Certificate if the registered consumer is already deceased
- Notarized Deed of Assignment if the registered consumer is still alive
- Notarized Waiver of Undertaking if the registered consumer cannot be located
- Proof of ownership: Photocopy of lot/land title or lot/land tax declaration and photocopy of house/building tax declaration or building permit these documents must bear the name of the person requesting for the change of consumer's name
- Duly filled out water service application form
- Photocopy of the government issued Identification Card (ID)
- Photocopy of Deed of Sale (if applicable)

For Commercial:

- Notarized Board Resolution or Secretary's Certificate which specifies the transaction with MCWD e.g. request for change of name, specify the authorized signatory
- Photocopy of the water bill or account code
- Notarized Deed of Assignment if the Head of office or signatory is still available
- Notarized Waiver of Undertaking if the head of office or signatory cannot be located
- Duly filled out water service application form
- Photocopy of government issued ID of authorized signatory
- Photocopy of land/lot title or tax declaration
- Photocopy of the Deed of Sale, Contract of Lease or Deed of Usufruct whichever is applicable

Duration: 30 minutes (under normal circumstances)

How to Avail of the Service:

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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 Security Guard for OSS	Less than a minute	MCWD Security Guard on Duty	none	Priority Number
3	Wait for your number to be called		5-30 minutes	OSS Customer Service Officer A		
4	Ask for an application form for change of name	Give client application form for Change of Consumer's Name with the attached lists of requirements	3 minutes	OSS Customer Service Officer A	none	Application Form for Change of Consumer's name
5	Fill-out the application form and comply with the requirements and go back to the OSS		variable		none	
6	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 Security Guard for OSS	Less than 1 minute	MCWD Security Guard on Duty	none	Priority Number
7	Wait for your number to be called		5-30 minutes	OSS Customer Service Officer A		
8	Submit the completed form together with the	Accept the form and check/verify if the submitted documents are complete	5 minutes	OSS Customer Service Officer A	none	Application Form for Change of Consumer's name and requirements

	requirements at the One-Stop Shop					
9		Encode the data from the applicant's application form If required to submit Waiver of Undertaking - applicant will pay Php 1,000.00 for the Guarantee Deposit (GD)	5 minutes	OSS Customer Service Officer A		Application Form for Change of Consumer's name and requirements Create billing memo for the payment requirement for GD
10	Pay the Guarantee Deposit at the teller	Accept the payment for the Guarantee Deposit and issue an official receipt reflecting the new registered consumer's name	5-30 minutes	Cashier A of Treasury Div.	P1,000	Official receipt
END OF TRANSACTION						