

## **PROCESSING OF APPLICATION FOR PERMANENT DISCONNECTION**

### **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:**

- Registered MCWD consumer or his/her authorized representative by a notarized Special Power of Attorney (SPA)
- Head of office or his/her authorized representative by a notarized Special Power of Attorney (SPA) for corporate accounts

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

- Copy of the water bill or account code
- Duly signed application for Permanent Disconnection form
- Notarized Secretary's Certificate with government issued I.D. of the secretary and of the authorized representative for corporate accounts
- Notarized SPA (if applicable)
- Photocopy of the government issued ID of the registered consumer
- Photocopy of the Official Receipt of the payment of the outstanding balance

**Duration: 5- 7 working days** after submission of application form

## How to Avail of the Service:

### Processing of Application for Disconnection

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	Less than a minute	MCWD security guard-on-duty	none	Priority number
3	Wait for number to be called		5-30 minutes			
4	Ask for an application form for permanent disconnection	Gives the client or his/her representative an application form with list of requirements Inform the client to settle the balance if there is any	5 minutes	OSS Customer Service Officer A	none	Application form for disconnection and list of requirements
5	Fill out the application form and comply with the requirements		variable		none	
6	Get a priority number for white lane transactions in One-	Client gets priority number for white lane transactions from the MCWD Security Guard	Less than a minute	MCWD security guard-on-duty	none	Priority number

	Stop Shop (OSS) from the guard					
7	Wait for number to be called		5-30 minutes		none	
8	Submit the filled-out application form and requirements to the OSS	Accept form and check/verify if documents submitted are complete	10 minutes	OSS Customer Service Officer A	none	Application for disconnection form and requirements
9		Encode the application form and prepare a job order for endorsement to NSCD	5 minutes	OSS Customer Service Officer A		Application for disconnection form and requirements
10	Wait for the MCWD plumber to remove the water meter		5-7 working days after submission of application form			
11		Removes the water meter and disconnect the service line	30 min to 1 hour	NSCD closing plumber	none	Job order for disconnection
			<b>End of transaction</b>			