

PROCESSING OF APPLICATION FOR RECONNECTION

Schedule of Availability of Service:

7:00am – 4:00pm, NO NOON BREAK, Monday to Friday, at the MCWD Teller

Who may avail of the service:

Any MCWD registered consumer or his/her authorized representative whose water service connection line was deactivated or disconnected due to delinquency

What are the requirements:

- Copy of the water bill or account code
- Payment of the outstanding balance

Duration: 30 minutes to 1 hour (under normal circumstances)

How to Avail of the Service:

Processing of Application for Reconnection

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 the teller from the guard	Client gets priority number for the teller from the MCWD guard	Less than a minute	MCWD Security guard-on-duty	None	Priority Number
3	Wait for number to be called		5-30 minutes			
4	Once the number is called, pay the outstanding balance at the MCWD teller	Accept the payment and process for auto-reconnection	5 minutes	Cashier A of Treasury Div.	Outstanding balance	
5	Wait for the reconnection plumber		The next day after payment (between 8am to 5pm)			
6		Prepare the Job order for reconnection of the water service line/ connection	10 minutes	NSCD Customer Service Assistant	none	Job Order
7		Reconnect the water service line of the consumer	10 to 30minutes	NSCD Plumber (field)	none	Job Order
END OF TRANSACTION						

