

## **PROCESSING OF APPLICATION FOR REOPENING WITH METER ON-SITE**

### **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:**

Any MCWD registered consumer or his/her authorized representative whose service connection line was disconnected for more than 2 months but the water meter is not yet removed by MCWD.

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

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

**Duration:** 1 day or next working day between 8am to 5pm (under normal circumstances)

## How to Avail of the Service:

### Processing of Application for Re-opening with meter on-site

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 the 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 white lane transactions in One-Stop Shop (OSS) from the Guard	Client gets priority number for white lane transactions 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	Apply for re-opening with meter on-site and present a copy of the water bill or account code	Verify the status of the account. If qualified, prepare a billing memo. Advise the client to proceed to the teller for payment	5 minutes	OSS Customer Service Officer A	none	Billing memo
5	Pay the outstanding balance	Accept the payment, issue official receipt, and trigger the job order for reconnection	5 minutes	Cashier A of Treasury Div.	outstanding balance	Official receipt
6	Wait for the plumber		Next working day after payment between 8am to 5pm			

7		Prepare job order for re-opening of the water service line	10 minutes	NSCD Customer Assistant	none	Job order
8		Re-open the water service line of the consumer/conduct flow test	10 to 30 minutes	NSCD reopening plumber	none	Job order
<b>END OF TRANSACTION</b>						