

PROCESSING OF APPLICATION FOR REOPENING WITHOUT 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 consumers or his/her authorized representative whose water meter was already removed from the meter stand

What are the requirements:

- Copy of the water bill or account code
- Payment of the outstanding balance (if applicable)
- Government issued I.D.
- Form 043

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

How to Avail of the Service:

Processing of Application for Re-opening without 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 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			
4	Apply for a re-opening without meter on-site	Verify the account. If qualified, give the client an application form with an attached list of requirements. Advises the client to come back to the OSS for submission of the form and requirements	5 minutes	Customer Service Officer A of OSS	none	Form-043 with list of requirements (only the registered consumer can sign the form)
5	Get a priority number for white lane transactions in OSS from the Guard	The MCWD guard will issue a priority number for white line transactions in OSS to the Client	Less than a minute	MCWD Security guard-on-duty	none	Priority Number
6	Wait for your number to be called		5-30 minutes			
7	Submit the application form	Accept the form and check the	10 minutes	Customer Service Officer A of OSS	none	Form-043 with requirements

	together with the requirements	completeness of the submitted documents				
8		Encode the applicant's data. Endorse the form to NSCD for inspection	10 minutes	Customer Service Officer A of OSS	none	Form-043 with requirements
9		Conduct preliminary inspection of the site. If approved, advises the client to layout the pipes	5 working days from receipt of application	CSA-A (field) of NSCD	none	Inspector's form
10	Lay out the pipes		variable			
11	Inform the inspector that the layout of pipes is completed		immediately		none	
12		Conduct final inspection of the site. If approved, advises the client to go back to OSS for processing of payment	3 working days after notice from the applicant	CSA-A (field) of NSCD	none	Inspector's form
13	Get a priority number for white lane transactions in 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
14	Wait for your number to be called		5-30 minutes			
15	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	5 minutes	Customer Service Officer A of OSS	none	billing memo
16	Pay the required installation fees	Accept the payment of the applicant/client	5-30 minutes	Cashier A of Treasury Div.	Php 4,950 or Php 1,500 DP	Official receipt
17	Wait for the plumber		7 working days after payment			
18		Prepare the Job order/SRS for the fittings and materials	20 minutes	Customer Service Assistant A of NSCD	none	Job order

19		Install the water meter, conduct flow test and disinfection	30 minutes to 1 hour	NSCD plumber	none	Job order
END OF TRANSACTION						