

## PROCESSING OF APPLICATION FOR TRANSFER-TAPPING OF METER

### **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 who wants to have his/her water meter transfer-tapped

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

- Copy of the water bill or account code
- Application Form 043
- Government issued ID of the registered consumer
- Notarized SPA (if applicable)
- Notarized Secretary's Certificate for corporate account with government issued ID of the secretary
- Payment for the following:
  - Outstanding balance (if applicable)
  - Transfer-tapping fee P1,000 for residential
  - Variable for commercial account

**Duration:** 5-7 working days (under normal circumstances)

## How to Avail of the Service:

### Processing of Application for transfer-tapping of meter

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	Request for transfer tapping of the water meter	Give the client an application form (043) with an attached list of requirements. Advises the client to come back to OSS once the requirements is completed	5 minutes	Customer Service Officer A of OSS	none	Form 043 and requirements
5	Fills out the application form and comply with the requirements		variable		none	Form 043 and requirements
6	Get a priority number for white lan transactions in One-Stop Shop 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
7	Submit the filled-out form 043 with the	Accept the form and check the	10 minutes	Customer Service Officer A of OSS	none	form 043 and requirements

	requirements at the One-Stop Shop	completeness of the submitted documents				
8		Encode applicant's data and endorse the application form to NSCD	10 minutes	Customer Service Officer A of OSS		form 043 and 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		Inspector's form
10	Lay out the pipes for the new site		variable			
11	Inform the inspector that the layout of pipes is already done		immediately	Customer Service Officer A of OSS or the assigned inspector	none	
12		Conduct final inspection of the site. If approved, advises the client to pay the installation fees at the main office	3 working days after advise/notice from the applicant	CSA-A (field) of NSCD		Inspector's form
13	Get a priority number for white lane transactions in One-Stop Shop (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	Verify to the OSS officer if the application is approved	Check the status of the application. Once approved, prepare e-billing memo and let the client pay the fees at the teller	5 minutes	Customer Service Officer A of OSS	none	e-billing memo
16	Pay the required installation fees	Accept the payment of the applicant and issue an official receipt	5-30 minutes	Cashier A of Treasury Div.	Php 1,000 for residential and variable for commercial or large meter	Official receipt
17	Wait for the plumber		7 working days after payment			

18		Prepare Job order/SRS for the materials for the transfer tapping	20 minutes	Customer Service Assistant of NSCD		Job order
19		Install the water meter, conduct flow test	1 to 2 hours	NSCD plumber		Job order
<b>END OF TRANSACTION</b>						