

REQUEST FOR SERVICE RECONNECTION

Reconnection fee, cost of material (if any) and unpaid water bills (if any) must be paid before restoration of water supply services by the water district.

Office/Division:	Alicia Water District
Classification:	Simple
Type of Transaction:	Gov. to Citizen (G2C): Gov to Business (G2B) and Gov to Gov (G2G)
Who may avail:	All concessionaires of Alicia Water District

Checklist of Requirements		Where to Secure		
Billing Notice		Serve by ALWAD during time of reading.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1.) Proceed to Front desk and request for service reconnection	Scheduling for reconnection Assess recovered material from consumers & calculate the necessary cost of materials, fees & charges Previous concessionaire before November 9, 2015 are required to pay customer deposit upon reconnection.	None	5 Minutes	Acting Cashier Maintenance Crew Front Desk Officer
2.) Proceed to cashier & present statement of account and pay amount due indicated there in.	Accept payment and issue Official Receipts (OR) Inform Water Maintenance for implementation. and scheduling of Reconnection	Reconnection Fee- Php 150.00 Plus, cost of materials (if there is any) Customer Deposit if not settled yet, Php. 600.00	3 minutes	Acting Cashier Utilities/Customer Service Assistant
End Of Transaction	Process request and implement Reconnection	none	4 Hours	Maintenance Crew
	TOTAL:	Php 150.00 Plus, Cost of materials if there's any plus 600.00 Customer Deposit if needed	4 Hours, 8 minutes	