

NEW INSTALLATION/NI RENEW APPLICATION

Schedule of the Availability of the Service:

Monday - Friday
8:00 AM 5:00 PM

Who may avail of the Service:

Resident of Toledo City (property owner or rentee), of legal age, intending to apply for any of the ff services:

1. First Water Meter Installation;
2. Additional Water Meter Installation;
3. Reconnection of the water service if disconnected for more than 2 months

What are the requirements:

1. Fully accomplished Service Application Form and 2 copies of Water Service Contracts
2. Valid ID

Duration:

Seven (7) working days from compliance of all requirements and processes

How to avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Secure service application form and Contracts.	1. Provide a copy of the Application Form and Contract and inform the requirements and schedule of orientation.	5 mins.	Public Assistance & Complaints Counter (<i>R.J. Yu / M.Y. Gelig</i>)	none	1.) New Installation Application Form 2.) Service Contract
2	Attend the scheduled orientation and submit application form.	Overview of the TCWD operation, relevant policies and services.	2hrs.	Customer Service & MRSection <i>R.J. Labandero</i>	none	none
3		Conduct Site Inspection *classify service connection (commercial/residential) *verify presence of existing line/old connection *determine the distance to cluster stand	one (1) day from submission of filled out forms	Installation Staff <i>J.L. Kiseo</i>	none	Inspection Report
4	Proceed to Customer Service Section to verify status of application a.) passed the inspection parameters *proceed to billing section for assignment of service application No.	Identify actual location, assign service application number, encode mode of payment	5mins	Billing Section <i>R.J. Labandero / R. Macapobre</i>	none	
	b.) If with unsettled accounts, proceed to billing section. * if done, follow step 4a	1. confirm amount of outstanding account/s 2. negotiate the mode of payment	15-20mins.	Commercial Div., <i>R. Macapobre</i>	none	if applicable: Promissory Note

5	Proceed to Teller to pay outstanding obligation(if applicable) / fees	Receive payments, post payment details on Application Form	3mins	Cashiering Section	Outstanding obligation (if applicable) and/or 3,000	Official Receipt
6	Proceed to Customer Service to certify readiness of in-house installation to tapping point.	Prepare Store Requisition Slip (SRS) and transmittal	1-2mins	Customer Service & MRSection <i>R.J. Labandero</i>	none	Store Requisition Slip
7	Ensure applicant or representative is present during inatallation to acknowledge	a.) Approve Application and SRS	1-2mins	<i>R. Nuñez</i> Commercial Division Manager	none	
		b.) Transmit approved application and SRS to Inventory clerk	1-2mins	<i>R.J. Labandero</i>		
		c.) Check, assign control number & encode SRS & forward encoded SRS to R.J. Labandero (Customer ServiceSection)	3-5 min	Acctg - <i>M. Gorres</i>		
		d.) Prepare work order and schedule installation and transmit to warehouse for release of materials * furnish copy of work order to PACC	10 min	Customer Service Section <i>(R.J. Labandero)</i>		
		e.) Notify applicant of installation schedule, encode contact number in database	2-3 min	Public Assistance & Complaints Counter <i>(M. Gelig / R.J. Yu)</i>		
		f.) Prepare materials indicated in SRS, indicate on the SRS & application form the serial number of water meter issued	5-6 min	Warehouse (<i>G. Enanoria / A. Javier</i>)		
8		execute installation activity	15 - 30 min	Installation Staff <i>L. Kiseo</i>		
9		Confirm completion of installation and forward to billing section	3-5 min	Customer Service Section <i>(R.J. Labandero)</i>		
		Assign account number and encode serial number of meter installed & other details	1-2 min	Billing Section <i>R. Macapobre / D. Lebumfacil</i>		