

CHANGE NAME

Schedule of the Availability of the Service:

Monday - Friday
8:00 AM- 5:00 PM

Who may avail of the Service:

One may apply for a change of Name if any of the following conditions exists:

- a. Intention to transfer account to any immediate family member
- b. When the property including the water service is sold or donated

What are the requirements:

1. Change of Name Form
2. Cleared of any outstanding obligation with TCWD
3. Supporting Documents of Ownership
4. Orientation attendance (if applicable)
5. Valid ID of applicant

Duration:

10 minutes

How to avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to PACC & request for a Form	Give the Form of Request for a Change of Name and provide checklist of the requirements	5 mins	M. Gelig PACC		Request for Change of Name
2	Prepare requirements per checklist 2a. Secure Clearance of no outstanding obligation with TCWD 2b. Attach other requirements	verify & issue clearance of any obligation with TCWD	5 mins	R. Macapobre/D. Lebumfacil Billing Section	P 10.00	Official Receipt
3	Proceed to Customer Service Section to submit application form & requirements	verify attachment & schedule orientation	5-10 mins	R.J. Labandero Customer Service Section		
4	Attend the scheduled orientation	Conduct orientation	2 hours	R.J. Labandero Customer Service Section		
5	Proceed to teller and present application form and documents	accept payment and issue Official Receipt	5 mins	Telling Assistants	P100.00 <small>*no fee in case of transfer of account from spouse to spouse</small>	Official Receipt
6	Proceed to Commercial Division	approval of request encode change of account name	5 mins 5 mins	RT Nunez DM, Commercial Division R. Macapobre/D. Lebumfacil Billing Section		