



1. Application for New Water Service Connection

New Service Connection is a type of service provided to clients who are interested or willing to avail of Digos Water District's water supply provided that, area for water connection is within the jurisdiction of the DWD. This service is open to residential (households), commercial (establishments) and government (office/agency).

Office or Division:	Customer Services Division
Classification:	Highly Technical Transactions
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Households, businesses and government offices within the service area
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. If applicant is the property owner	
Proof of ownership (1 photocopy), choose 1 of the following: <ul style="list-style-type: none"> ○ Notarized Deed of Sale ○ Notarized Transfer of Rights ○ Tax Declaration ○ Certificate of Occupancy (for subdivision/barangay site/relocation site) ○ Building Permit ○ Land Title ○ Notarized Special Power of Attorney (if applicant is not the registered owner of the land) 	Owner Owner City Assessors Office Developer/Barangay Hall City Planning Office Registry of Deeds Notary Public
Barangay Certification (1 original)	Barangay Hall
Photo 2" x 2" (1 original)	Applicant
Valid Identification Card with picture (1 photocopy)	Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School
Accomplished Application Contract (1 original)	DWD - Customer Services Division
Personal Information Sheet (1 original)	DWD - Customer Services Division
Location Map (1 original)	Owner, accredited plumber or private plumber
Official Receipt (1 original)	DWD - Cash Section, Finance Division



B. If applicant is NOT the property owner	
Proof of ownership of the property owner (1 photocopy), choose 1 of the following: <ul style="list-style-type: none"> ○ Notarized Deed of Sale ○ Notarized Transfer of Rights ○ Tax Declaration ○ Certificate of Occupancy (for subdivision/barangay site/relocation site) ○ Building Permit ○ Land Title ○ Notarized Special Power of Attorney (if applicant is not the registered owner of the land) 	Owner Owner City Assessors Office Developer/Barangay Hall City Planning Office Registry of Deeds Notary Public
Valid Identification Card with picture of the property owner (1 photocopy)	Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School
Barangay Certification of the applicant (1 original)	Barangay Hall
Supporting documents: <ul style="list-style-type: none"> ○ Waiver Form; and ○ One of the following (1 photocopy unless otherwise indicated): <ul style="list-style-type: none"> ● Marriage Certificate (if property owner is the spouse); ● Deed of Donation; ● Death Certificate (if property owner is deceased); ● Authorization Letter (1 original); or ● Other applicable document 	DWD, Customer Services Division Local Civil Registrar, PSA Donee Local Civil Registrar, PSA Property Owner
Photo 2" x 2" of the applicant (1 original)	Applicant
Valid Identification Card with picture of the applicant (1 photocopy)	Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School
Accomplished Application Contract (1 original)	DWD - Customer Services Division
Personal Information Sheet (1 original)	DWD - Customer Services Division
Location Map (1 original)	Owner, accredited plumber or private plumber
Official Receipt (1 original)	DWD - Cash Section, Finance Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the Orientation Seminar Face to face – Mondays thru Thursdays, 1:00 PM, DWD Office Online – Fridays, 1:00 PM, a link will be posted in DWD Facebook page on Thursday	1. Provide the client with a short briefing on the service and its requirements	None	2 hours	<i>Customer Service Assistant</i> Customer Services Division
2. Look for a plumber, may either be accredited by DWD or a private plumber	2. The Customer Service Clerk will recommend the services of an accredited plumber	None	10 minutes	<i>Customer Service Assistant</i> Customer Services Division
3. Submit all the documentary requirements including approved Sketch Plan at the Customer Services Division	3.1 Review and receive the application documents. 3.2 Provide the client Order of Payment Form	For ½” diameter water meters: Service Fee – PHP 2500 Consumption Deposit: ➤ Residential /Government - PHP 800 ➤ Commercial - PHP 1600 Inspection Fee – PHP 100	20 minutes	<i>Customer Service Assistant</i> Customer Services Division
4. Proceed to the teller in the Cash Section for the payment of fees	4. The teller receives payment and issue an Official Receipt.	For ¾” diameter and above water meters:	3 minutes	<i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division



		Service Fee – PHP 2500 Consumption Deposit - <i>Cost of water meter + projected usage for 2 months</i> Inspection Fee – PHP 100		
5. Present Official Receipt to the Customer Services Division	5. Prepare Maintenance Order and submit to Construction & Maintenance Division	None	5 minutes	<i>Customer Service Assistant Customer Services Division</i>
6. Wait on site for the conduct of inspection and the actual installation of water service connection	6.1 Investigate location of after meter and estimate materials needed 6.2 Provide client with a claim slip for installation schedule 6.3 Install water meter 6.3.1 At tee connection 6.3.2 At cross road connection (dirt road) 6.3.3 At cross road connection (concrete road)	None	4 days 6 days 9 days	<i>Maintenance personnel Construction & Maintenance Division</i>
TOTAL:		For ½" diameter water meter: Fixed Total Fee: ○ PHP 2500 ○ PHP 100 Fee varies per classification of account:	<u>Tee connection</u> – 4 days, 2 hours, 38 minutes <u>Cross Road (dirt)</u> – 6 days, 2 hours, 38 minutes	



	<ul style="list-style-type: none">○ For Residential and Government accounts – PHP 800○ For Commercial accounts – PHP 1600 <p><i>For ¾” diameter and above water meters:</i></p> <p>Fixed Total Fee:</p> <ul style="list-style-type: none">○ PHP 2500○ PHP 100 <p>Case to Case Total Fees:</p> <ul style="list-style-type: none">○ Cost of water meter + projected usage for 2 months	<p><u>Cross Road (concrete)</u> – 9 days, 2 hours, 38 minutes</p>	
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