



3. Reconnection of Water Service

Reconnection of water meter is provided to concessionaires whose meters have been disconnected due to delinquent/unpaid bills or those who have previously requested for voluntary disconnection and would want to avail of the water services yet again.

Office or Division:	Customer Services Division
Classification:	Complex Transactions
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	Concessionaires who have existing account with DWD which are previously disconnected
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
If requested by the registered account owner: <ul style="list-style-type: none"> ○ Valid identification card (1 photocopy) ○ Order of Payment (1 original) ○ Official Receipt (1 original) 	Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School DWD, Customer Services Division DWD, Teller - Cash Section
If requested by a representative: <ul style="list-style-type: none"> ○ Disconnected within 7 calendar days (delinquent): <ul style="list-style-type: none"> ● Present valid ID of representative ● Submit photocopy of the presented valid ID with specimen signature ● Order of Payment (1 original) ● Official Receipt (1 original) ○ Disconnected for more than 7 calendar days (delinquent) or for voluntary disconnection: <ul style="list-style-type: none"> ● Authorization letter (1 original) ● Present valid ID of registered account owner and authorized representative ● Submit photocopy of the presented valid IDs with specimen signature ● Order of Payment (1 original) 	Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School DWD, Customer Services Division DWD, Teller - Cash Section Owner Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School DWD, Customer Services Division



<ul style="list-style-type: none"> • Official Receipt (1 original) 	DWD, Teller - Cash Section			
<p>If registered account owner is deceased:</p> <ul style="list-style-type: none"> ○ Death certificate of registered account owner ○ Photocopy of valid ID of requesting party ○ Waiver Form ○ Order of Payment (1 original) ○ Official Receipt (1 original) 	Local Civil Registrar, PSA Requesting Party DWD, Customer Services Division DWD, Customer Services Division DWD, Teller - Cash Section			
<p>If requested by a new lawful owner:</p> <ul style="list-style-type: none"> ○ 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 ○ Photo 2" x 2" (1 original) ○ Valid identification card (1 photocopy) ○ Waiver of rights from the previously registered name, (1 original) ○ Valid identification from previously registered name, (1 photocopy) ○ Order of Payment (1 original) ○ Official Receipt (1 original) 	Owner Owner City Assessors Office Developer/Barangay Hall City Planning Office Registry of Deeds New lawful owner of property Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School Previous owner Previous owner DWD, Customer Services Division DWD, Teller - Cash Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service and inquire the balance of the disconnected account	1.1 Receive and entertain client's query 1.2 Provide the client Order of Payment form	None	3 minutes	Customer Service Assistant Customer Services Division



<p>2. Proceed to the teller for the payment of outstanding balances and reconnection fee</p>	<p>2. Receive payment, issue official receipt, and give change if necessary.</p>	<p>Outstanding balance for water bill and balance for consumption deposit, if any</p> <p>Reconnection fee:</p> <ul style="list-style-type: none"> ○ Requested by registered owner – PHP 150 ○ New owner - dormant accounts are considered as new connection – PHP 2,500 	<p>3 minutes</p>	<p><i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division</p>
<p>3. Return to the Customer Service for validating and making the reconnection request</p>	<p>3.1 Encode and print service request for reconnection and provide vicinity map for the exact location.</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Customer Service Assistant</i> Customer Services Division</p>
<p>4. Client is advised to wait.</p>	<p>4.1 Investigate whether after-meter stand is completely installed.</p> <p>4.2 Install water meter</p> <p>4.2.1 Disconnected 7 days or less</p> <p>4.2.2 Disconnected for more than 7 days</p>	<p>None</p>	<p>1 day</p> <p>3 days</p>	<p><i>Maintenance Personnel</i> Construction & Maintenance Division</p>
<p>TOTAL:</p>		<p>Case to Case Total Fees:</p>	<p><u>Disconnected 7 days or less – 1</u></p>	



	<ul style="list-style-type: none"> ○ Reconnection Fee: <ul style="list-style-type: none"> ➤ Requested by registered owner – PHP150 ➤ New owner - dormant accounts are considered as new connection – PHP2500 ○ Outstanding balance for water bill ○ Balance for Consumption Deposit <p><i>Per BOD Res. No. 02-15 series of 2013. For Reconnection of Dormant Accounts requested by new owner, service fee is equivalent to new connection fee which is P2,500</i></p>	<p style="text-align: center;">day, 12 minutes</p> <p style="text-align: center;"><u>Disconnected for more than 7 days</u> – 3 days, 12 minutes</p>	
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