



## 8. Transfer of Water Meter

Transfer of water meter request is provided to concessionaires who intend to have their water meter moved to a different address and/or transfer to near property line. This request entails fees and documentary requirements. Furthermore, availing the services of a plumber is required.

For dormant accounts, however, the concessionaire needs to request for Reconnection of Water Service for dormant accounts (please refer to Service No. 3) first before availing of this service. Accounts are considered dormant if it has been disconnected for 3 months or more. Reconnect-Transfer of water meter request is granted to clients who have been disconnected for more than 3 months and intends to restore its water services at a different address than what has been registered. This process entails fees, documentary requirements, plumbing services and inspection.

<b>Office or Division:</b>	Customer Services Division
<b>Classification:</b>	Highly Technical Transactions
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
<b>Who may avail:</b>	Concessionaires who have existing account with DWD
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Proof of ownership of new location (1 photocopy) <ul style="list-style-type: none"> <li>○ Notarized Deed of Sale</li> <li>○ Notarized Transfer of Rights</li> <li>○ Tax Declaration</li> <li>○ Certificate of Occupancy (for subdivision)</li> <li>○ Building Permit</li> <li>○ Land Title</li> </ul>	Owner Owner City Assessors Office  City Planning Office Registry of Deeds
Valid identification card (1 photocopy)	Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School ID
<b>If transfer is requested by the new lawful owner:</b> <ul style="list-style-type: none"> <li>○ Waiver from the previously registered name (1 original)</li> <li>○ Valid identification of previously registered name (1 photocopy)</li> </ul>	Previous owner Previous owner
Location Map/Sketch Plan (1 original)	Owner



Official Receipt (1 original)		DWD - Cash Section, Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Division and request for water meter transfer	1. Provide customers with checklist of requirements and recommend the services of an accredited plumber for in-house plumbing	None	12 minutes	<i>Customer Service Assistant</i> Customer Services Division
2. Submit all the documentary requirements including approved Sketch Plan at the Customer Services Division	2.1 Review and receive documents. 2.2 Provide the client order of payment form.	<b>Service Fee –</b> ➤ Active accounts: PHP1,500 ➤ Dormant accounts: PHP2,500 <b>Inspection Fee –</b> PHP 100 <b>Consumption Deposit – For ½” diameter water meters:</b> ➤ Residential: PHP 800 ➤ Commercial: PHP1,600 <b>For ¾” diameter water meters:</b> ➤ Cost of water meter + projected usage for 2 months	20 minutes	<i>Customer Service Assistant</i> Customer Services Division
3. Proceed to the teller in the Cash Section for the payment of fees	3. The teller receives payment and issue an Official Receipt.		3 minutes	<i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division



4. Present Official Receipt to the Customer Services Division	4. Prepare service request and endorse to Construction & Maintenance Division for accomplishment	None	3 minutes	<i>Customer Service Assistant</i> Customer Services Division
5. Wait on the site for the conduct of inspection and the actual installation of water service connection	5.1 Investigate location of after meter and estimate materials needed 5.2 Provide client with a claim slip for installation schedule 5.3 Install water meter 5.3.1 At tee connection 5.3.2 At cross road connection (dirt road) 5.3.3 At cross road connection (concrete road)	None	4 days 6 days 9 days	<i>Maintenance Personnel</i> Construction & Maintenance Division
<b>TOTAL:</b>		<b>Fixed Total Fee:</b> <ul style="list-style-type: none"> <li>○ PHP100</li> </ul> <b>Fee Varies per Classification of Account</b> <ul style="list-style-type: none"> <li>➤ Active – PHP1,500</li> <li>➤ Dormant – PHP2,500</li> </ul> <b>Fee Varies per Classification of Account:</b> <ul style="list-style-type: none"> <li>➤ (1/2" dia. Meter) Residential – PHP 800</li> </ul>	<b><u>Tee connection:</u></b> <b>4 days, 38 minutes</b> <b><u>Cross Road (dirt)</u></b> <b>– 6 days, 38 minutes</b> <b><u>Cross Road (concrete)</u></b> <b>– 9 days, 38 minutes</b>	



	<ul style="list-style-type: none"><li>➤ (1/2" dia. Meter) Commercial – PHP1,600</li><li>➤ (3/4" dia. Meter) – Cost of water meter + projected usage for 2 months</li></ul> <ul style="list-style-type: none"><li>• If the transfer of meter is involuntary due to road widening, the fees shall be waived by the water district subject to investigation of personnel concerned and the usual process as indicated for transfer of water meter in the citizen charter.</li></ul>		
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