



11. Request for Voluntary Disconnection

Voluntary disconnection requests are granted to concessionaires who convey his/her interest to have his water meter cut-off at the area thereby discontinuing water supply and monthly bills. Last reading/consumption upon disconnection is incumbent upon the concessionaire as part of his last bill.

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:	Concessionaires who have existing account with DWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If requested by the registered owner: <ul style="list-style-type: none"> ○ Valid identification card (1 photocopy) ○ Official Receipt (1 original) 		Owner Teller, Cash Section		
If requested by representative: <ul style="list-style-type: none"> ○ Authorization letter from the registered owner (1 original) ○ Valid identification card of registered owner (1 photocopy) ○ Valid identification card of representative (1 photocopy) ○ Official Receipt (1 original) 		Owner Owner Representative Teller, Cash Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Division and request for voluntary disconnection	1. Note customer's request including exact location and other details	None	2 minutes	<i>Customer Service Assistant</i> Customer Services Division
2. Submit all the documentary requirements at the Customer Services Division	2.1 Review and receive the application documents.		3 minutes	<i>Customer Service Assistant</i> Customer Services Division



	2.2 Provide the client Order of Payment Form	<p>Voluntary disconnection fee: PHP150</p> <p>Amount Due = Water Billing + Meter Maintenance Charge + Surcharge (if applicable)</p> <p><i>Please see details of the following under Service No. 2 Collection of Water Bill Payments and Other Fees:</i></p> <ul style="list-style-type: none"> ➤ Water Rates ➤ Water Billing ➤ Meter Maintenance Charge ➤ Surcharge 		
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. Submit Official Receipt to the Customer Services Division	4.1 CSA prepares service request and submit to Division Manager for approval	None	3 minutes	<i>Customer Service Assistant</i> Customer Services Division



	4.2 Disconnecter proceeds to area and executes disconnection.		1 day	<i>Disconnecter</i> Customer Services Division
TOTAL:		Fixed Total Fee: <ul style="list-style-type: none"> ○ PHP150 Case to Case Total Fees: <ul style="list-style-type: none"> ○ Amount Due = Water Billing + Meter Maintenance Charge + Surcharge (if applicable) <i>Please see details of the following under Service No. 2 Collection of Water Bill Payments and Other Fees:</i> <ul style="list-style-type: none"> ○ <i>Water Rates</i> ○ <i>Water Billing</i> ○ <i>Meter Maintenance Charge</i> ○ <i>Surcharge</i> 	1 day, 11 minutes	