



### 13. Change of Account Name

Change name request is granted to concessionaires who intend to have their registered name amended or modified. New owner or deceased registered owner is among the various reasons for the request. This process entails fees and documentary requirements.

If change of name is due to purchase of property and the waiver of rights from previously registered owner cannot be possibly secured, the client is advised to apply for New Service Connection (please refer to Service No. 1).

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Simple 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>		
Notarized Deed of Sale or any proof of ownership/acquisition, i.e, Notarized Transfer of Rights, Tax Declaration, Certificate of Occupancy (for subdivision), Land Title, Kasabutan sa Barangay, Extra Judicial with Special Power of Attorney authorizing the applicant to apply for a Change of Account Name in his/her favor (1 photocopy – present original copy)		New Owner		
Valid identification card (1 photocopy)		Post Office, GSIS, SSS, DFA, PHIC, BIR, LTO, COMELEC, Company currently employed with, School ID		
Photo 2” x 2” (1 original)		New Owner		
Waiver of rights including consumption deposit from the previously registered owner (1 original)		Previous owner, or if in case of death of the registered owner, from surviving spouse/heirs		
Valid identification from previously registered name (1 photocopy)		Previous owner		
Official Receipt (1 original)		DWD - Cash Section, Finance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Customer Service Division and request for change of name	1. Provide customers with checklist of requirements	None	1 minute	Customer Service Assistant Customer Services



				Division
2. Submit the requirements as stated above	2.1 Receive and review documents.	<b>For ½” diameter water meters:</b> Consumption Deposit: ➤ Residential /Government - PHP 800 ➤ Commercial - PHP 1600	2 minutes	<i>Customer Service Assistant</i> Customer Services Division
	2.2 Provide the client order of payment form if client lacks consumption deposit.		1 minute	
3. Proceed to the teller in the Cash Section for the payment of fees	3. The teller receives payment and issue an Official Receipt.	<b>For ¾” diameter and above water meters:</b> Consumption Deposit: <i>Cost of water meter + projected usage for 2 months</i>	3 minutes	<i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division
4. Present Official Receipt to the Customer Services Division	4.1 Prepare service request	None	3 minutes	<i>Customer Service Assistant</i> Customer Services Division
	4.2 Endorse to Customer Accounts Division for accomplishment		1 minute	<i>Customer Service Assistant</i> Customer Services Division
	4.3 Accomplishment of service request for Change of Account Name		30 minutes	<i>Utilities/Customer Service Officer</i> Customer Accounts Division
<b>TOTAL:</b>		<b>For ½” diameter</b>	<b>41 minutes</b>	



	<p><b><i>water meters:</i></b></p> <p><b>Fee Varies per Classification of Account:</b></p> <ul style="list-style-type: none"><li>➤ Residential /Government - PHP 800</li><li>➤ Commercial - PHP 1600</li></ul> <p><b><i>For 3/4" diameter and above water meters:</i></b></p> <p><b>Case to Case Total Fee:</b> <b><i>Cost of water meter + projected usage for 2 months</i></b></p>		
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