

Waterworks Operation

(External)

1. Water Service Contract / Agreement & Collecting Payment

A contract executed by the applicant of new service connection. It contains salient features of applicant's obligation to LGU/POWASA including fees and charges to be paid before service connection shall be installed.

New Service Connection Fee. This covers registration or application fee and services fees such as tapping and installation fees computed at lump sum cost depending on the prevailing policy of the LGU.

Office / Division:	WATERWORKS OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and fill up every details and draw sketch plan- exact location.	1. Review the application form and inform the client that an on-site inspection will be conducted to determine the location of service connection and prescribe the estimates of materials needed.	PHP 1700.00	20 minutes	<i>Collecting Officer - Waterworks Operation Office</i>
	1.1 All applicant will attend seminar orientation prior to water services connection installation.	None	1 hour	<i>Collecting Officer - Waterworks Operation Office</i>
	1.2 Enter to log book, name and OR# for the record and reference.	None	3 minutes	<i>Waterworks Operation Staff - Waterworks Operation Office</i>
	1.3 Inform the client and make schedule for installation of service connection.	None	5 minutes	<i>PWS Plumber - Waterworks Operation Office</i>

	1.4 Issue materials and tools needed to the assigned plumber.	None	10 minutes	Storeman - Waterworks Operation Office
TOTAL		PHP 1700.00	1 hour and 38 minutes	

2. Re-open of service connection and disconnection

POWASA shall have the exclusive authority to determine the size of the service connection as well as the location of the water meter and the stub-out and hereby reserves the right to transfer the same whenever necessary for the purposes of accessibility and effective water services.

POWASA reserves the right to cut off the water supply and/or disconnect the CONSUMER's water service connection.

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Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for disconnection/re-connection/transfer		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To expedite the inspection, the client will assist the PWS personnel	1. After conducting of the site inspection, the PWS personnel in charge shall inform the client for attention.	none	1 day	<i>PWS Plumber - Waterworks Operation Office</i>
	1.1 Reopening of residential connection after 30 days from the date of disconnection.	PHP 100.00	5 minutes	<i>PWS Plumber - Waterworks Operation Office</i>
	1.2 Reopening of commercial/industrial connection after 30 days from the date of disconnection.	PHP 300.00	5 minutes	<i>PWS Plumber - Waterworks Operation Office</i>

TOTAL	PHP 400.00	1 day and 10 minutes	
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3. Billing Adjustment

The overpayment was made on a bill but not a closing bill, the amount overpaid shall be credited to the concessionaire's account.

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Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Billing			POWASA Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Official Receipts and Billing present to the PWS personnel	1. Verifies and check the record.	none	5 minutes	<i>Billing Clerk - Waterworks Operation Office</i>
	1.1 Proceed to the billing adjustment memo (BAM) under approval of PWSS.	none	2 minutes	<i>PWSS - Waterworks Operation Office</i>
TOTAL		none	7 minutes	

4. Calibration and testing water meter

Meters shall be provided by the LGU/POWASA at its expense, but each customer shall pay a non-refundable deposit on each water meter in an amount.

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Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	

Request / Concern form		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill up the concern form sheet.	1. Inspect the actual calibrate and check.	none	1 hour	<i>Plumber - Waterworks Operation Office</i>
	1.1 Reread the water meter.	none	5 minutes	<i>Plumber - Waterworks Operation Office</i>
TOTAL		none	1 hour and 5 minutes	

5. Repair and Maintenance of Waterworks System

The LGU/POWASA shall maintain and repair at its expense any meter that has become unserviceable through ordinary wear and tear and shall replace it if necessary.

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Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request/concern form sheet	1. POWASA personnel conduct on-site inspection to validate concern.	none	30 mins	<i>Plumber - Waterworks Operation Office</i>
	1.1 Conduct repair and replacement of materials, if necessary.	none	1 day	<i>Plumber - Waterworks Operation Office</i>
	1.2 After completion of work, personnel will complete and fill-up job card for record purposes.	none	2 mins	<i>Plumber - Waterworks Operation Office</i>
TOTAL		none	1 day and 32 minutes	

