

Agency Background

The Ligao-Oas Water District was organized on July 23, 1979, as a quasi-public corporation created to the provision of Presidential Decree (PD) No. 1981 as amended, to perform public service and supply public wants.

Ligao-Oas Water District (LOWD) started its operation on January 2, 1981, serving the municipalities of Ligao and Oas. It acquired its Conditional Certificate of Conformance No. 149 from the Local Water Utilities Administration on April 13, 1981 in recognition of having taken very significant and necessary system and substantial commitment to improve the domestic water service to the public.

In June 28, 2003, the Board of Trustees of the Local Water Utilities Administration in its 687th regular meeting adopted Resolution No. 20 series of 2003. Said resolution treats on the de-annexation from the service area of Ligao-Oas Water District. Pursuant to this resolution, LOWD acquired a new name. Its Conditional Certificate of Conference was amended to read – LIGAO CITY WATER DISTRICT.

LCWD is now categorized as Category C Water District. It is located at [Natera St., Dunao Ligao City](#). Open Monday to Friday 8:00 to 5:00 and Saturday at 8:00 am to 12:00 pm with no Noon Break Policy.

Vision

To improve and maintain the health and welfare of the residents within the service areas of Ligao City by providing adequate and safe water supply services

Mission

To maintain the needs of consuming public within the service areas of Ligao City by way of providing an affordable safe potable drinking water

Mandate

Presidential Decree No. 198 otherwise known as the Provincial Water Utilities Act of 1973 as Amended by Presidential Decree Nos. 768 and 1479 declared a National Policy favoring local operation and control of water systems; authorizing the formation of Local

Water Districts and providing for the government and administration to facilitate improvement of local water utilities; granting said administration to facilitate such power as necessary to optimize public service from water utility operations and for other purposes.

Frontline Services

APPLICATION FOR NEW WATER SERVICE CONNECTION

I – SCHEDULE OF SERVICE TO RENDER

Monday – Friday (8:00am – 5:00pm)

Saturdays (8am to 12:00 noon)

REQUIREMENTS: 1. Application Form

2. Clearance Investigation Sheet (it includes the service inspection/investigation data

3. Permit or authority from the previous owner to utilize the land or building

4. In case of sub-connection to the existing service connection, a written authorization or permit from the owner.

5. The customer service clerk as In charge of the transaction gives automatic orientation to the applying customer about the terms and conditions prescribed in the water district utility rules.

FEES AND CHARGES:

	<u>Residential</u>	<u>Commercial</u>
Without Boring	₱1,700.00	₱2,650.00
With Boring	2,050.00	3,350.00

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public assistance counter, secure service application form and fill up same	Give the client the service application form, further orient the client about the district utility rules	8 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Submit the duly accomplished service application form	Review the service application form and inform the client that an on-site inspection will be conducted per schedule to properly determine the location of service connection and to prescribe the estimates of materials	2 minutes	Customer Service Assistant	Public Assistance Counter/Desk
3	To expedite the inspection, the client will assist the LCWD personnel	After the conduct of the site inspection, the LCWD personnel in charge shall	1 day after filing the	Water maintenance Man B	On site

		inform the client for attention.	application form		
--	--	----------------------------------	------------------	--	--

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
4	Confirmed estimates and charges before payments	Validates the cost of labor and materials	2 minutes	Corporate Budget Analyst A	Finance section
5	Proceed to the Cashier's booth and make payment's of the total fees and charges as prescribed in the clearance investigation form	Receive payment and issue Official Receipt	1 minute	Cashier	Cashier's Booth
6	Proceed to the Public Assistance Desk/Counter and present the Official Receipt together with the duly accomplished Service Contract	Receive and validates the required documents submitted for appropriate action to undertake.	5 minutes	Customer Service Assistant C	Public Assistance Counter/Desk
		Process Job Order for the installation of the Service Connection and forward the same to the Technical Division for execution.	2 minutes	(Water Maintenance Man)	Technical Division
		Make the schedule date of the installation to the plumber assigned. Prepares the issuance of requisition tools and materials needed for the activities to undertake	5 minutes	Water Maintenance Man	Technical division

		Issue the prescribed materials to the assigned plumber	10 minutes	JORGE T. VALENCIA Storekeeper C	Administrative division
7	Upon completion of work for the installation, signed the Job Order for confirmation	Install the New Water Service Connection	1 to 3 days	Water Maintenance Man	On site
END OF TRANSACTION					

-5-

CHANGE OF REGISTRATION NAME

- REQUIREMENTS: 1. Request For change Name/Registration Sheet
2. Authority and or permission from the previous owner either family members or relatives
3. Copy of Deed of Sale

FEES AND CHARGES: (Residential)(Commercial)
₱50.00 ₱300.00

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and secure and fill out the Registration for change name (RCRS)	Provide the client the prescribed form (RCRS)	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Proceed to the Cashier's Booth and make the payment of the prescribed amount.	Accept the payment and issue receipt as an acknowledgement	1 minute	Cashier	Cashier's Booth
3	Submit the duly accomplished Registration Sheet with the applicable requirements	Validate the RCRS and other required data. Further, advice or an appropriate orientation to give the client if new in the district service.	20 minutes	Customer Service Assistant	Public Assistance Counter/Desk
4	Present the OR to the Customer Service Assistant. If in the case the	To assist the client in accomplishing the Service Application Contract	1 minute	Customer Service Assistant	Public Assistance Counter/Desk

	client is new, a new service contract will be filled up				
		Update the customer records in the computer billing program. The new account name will be included in the next billing period	2 minutes	Computer operator/encoder	Commercial Division

RECLASSIFICATION OF ACCOUNT

- REQUIREMENTS: 1. Request for Reclassification Form
2. Authority and or permission from the previous owner either family members or relatives
3. Copy of Deed of Sale

Residential

Commercial

FEES AND CHARGES: Inspection Fee = Php. 100.00

100.00

Processing Fee = 50.00

50.00

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and secure and fill out the Registration for change of Billing Account	Provide the client the prescribed form for the Billing Reclassification	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Proceed to the Cashier's Booth and make the payment of the prescribed amount.	Accept the payment and issue receipt as an acknowledgement	1 to 2 minutes	Cashier	Cashier's Booth
3	Assist the LCWD personnel Assigned in the conduct of verification/inspection of account category	Conduct on-site inspection to validate the request and inform the client of the result of the inspection.	1 day after the request	Inspector	On-site
		Update Customer Records in the Computer Billing Program as to the reclassification. New classified account will be billed accordingly in the next	2 minutes	Computer operator/encoder	Commercial Division

		billing period.			
--	--	-----------------	--	--	--

REQUEST FOR TEMPORARY DISCONNECTION OF SERVICE

REQUIREMENTS: 1. Service/Job Order

2. To settle first any amount due before the temporary disconnection of service

FEES AND CHARGES: NONE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and explain the reason/s regarding the request for service closure. Client will let signed the service order	Prepare Service Order for signature of the client to be forwarded to the Technical Division for action.	3 minutes	Customer Service Assistant	Public Assistance Counter/Desk
		Receive Job Order and assigned personnel in the Technical Division who will conduct the disconnection	5 minutes	Water Maintenance man.	Technical Division
2	After the Disconnection the client will conform on the work done by signing the Job/Service Order	Perform disconnection and retrieval of the water meter and its accessories to be return to the office, by accomplishing the return materials slip form	3hours after request	Water Maintenance Man	Technical Division

SERVICE CLOSURE

REQUIREMENTS: 1. Service/Job Order

2. To settle first any amount due before the temporary disconnection of service

FEES AND CHARGES: NONE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request for service closure. You will sign the service/job order upon request	Prepare the service order and let the client sign it and forward the same to the inspector/investigator to conduct the last reading of the meter for possible billing of the consumption. To inform the client on the result of the meter reading for possible billing as the case may be.	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2		Conduct special meter reading and submit accomplishment report	1to 5 hours depending on the location of the service connection	Water Maintenance Man	On-site
3	To provide the client of the Billing Adjustment Memo (Debit Memo) for payment of the last consumption to the Teller.	Process the Billing Adjustment Memo based from the meter reading result and to provide copy to the client.	5 minutes	Commercial Division	Commercial Division

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
4	Settle the remaining water consumption per billing adjustment.	Accept payment and issue OR per BAM issued as approved.	5 minutes	(Office Collector)	Commercial Division
5	Present the Official Receipt to the Public Assistance counter to substantiate the request.	Forward the Service/Job Order to the Technical Division and inform the client for the disconnection schedule.	2 minutes	Customer Service Assistant C	Public Assistance Counter/Desk
6	.If satisfied on the action taken after the disconnection, the client will sign the Service/Job Order	Conduct permanent disconnection and pull out the water meter and its accessories as the case may be	3-4 hours	Water Maintenance Man	On-site

RELOCATION OF WATER METER

- REQUIREMENTS: 1. Service/Job Order
2. To settle first any amount due before the relocation of the water meter
3. The client will provide itself the materials needed for the relocation

FEES AND CHARGES: 250.00 (residential) 300.00 (Commercial)

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request for service closure. You will sign the service/job order upon request	Prepare the service order and let the client sign it and forward the same to the inspector/investigator to conduct the last reading of the meter for possible billing of the consumption. To inform the client on the result of the meter reading for	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk

		possible billing as the case may be.			
2	Assist the LCWD investigator during the investigation/inspection	Conduct on-site inspection, and submit accomplishment report to ascertain the veracity of the meter reading before and after the transfer.	1day after request	Water Maintenance Man	On-site
3	Pay relocation/transfer fee and other charges.	Process payment and issue OR	1 minute	Cashier	Administrative Division

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
4	Present the OR to the Public Assistance Counter	Process payment and issue OR	2 minutes	Customer Service Assistance	Public Assistance Counter/Desk
		Receive Job Order and assign personnel in the conduct of the relocation. Prepare requisition and Issuance Slip for the materials that will be needed and forward to the Storekeeper for the issuance.	5 minutes	Waer Maintenance Man	Technical Division)
		Issue materials to the requisitioning plumber	10 minutes	Storekeeper	Admin. Division
5	After the accomplishment of the relocation, confirm to the Job Order by signing it whether satisfied or not.	Conduct the relocation of the water meter	1 to 3 days	Water Maintenance Man	On-site

RECONNECTION OF SERVICE CONNECTION

REQUIREMENTS: 1. Service/Job Order

2. To settle first any amount due before the relocation of the water meter

FEES AND CHARGES: 250.00 (If cut at meter stand only

300.00 (if cut at the tapping point/main connection)

1,700.00 –will reapply as New Connection if the reconnection was applied after One (1) year on the
Date of the disconnection.

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the fees and arrearages to settle.	Provide the client Statement of account for the unpaid bill.	7 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Pay the arrearages (if there are) and other charges to the Cashier's booth	Process payment and issue OR	1 minute	Cashier	Cashier's Booth
3	Present the Official Receipt to Public Assistance Counter and sign the Job Order, as an acknowledgement.	Prepare the Job Order for approval of the Head of Office to be forwarded to the Technical Division for action..	2 minutes	Customer Service Assistance	Public Assistance Counter/Desk
4	After the conduct of the reconnection, acknowledge the work done by signing the Job Order, if satisfied or dissatisfied.	Perform the reconnection Properly.	2 to 4 hours for meter reconnection and 1 to 2 days if at the transmission main.	Water Maintenance Man	On-site

BILLING AND COLLECTION

REQUIREMENTS: 1. NONE

FEES AND CHARGES: NONE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
		Update Customer Records of New Service Connections, as well as the reconnected connections and the new meter installed	5 minutes	Computer Operator/Encoder	Commercial Division
		Prepare Meter Reading Sheet to be forwarded to Meter Readers	5 minutes/ Zone	Computer Operator/Encoder	Commercial Division
		Conducts Actual Meter reading at the assigned respective areas	2 minutes/meter	METER READERS	On-site
		If an abrupt increase/decrease in water consumption occurs, prepare inspection/verification order	1 minute	Commercial Division Head	Commercial Division
		Verify meter reading of accounts with sudden increase/decrease in water consumption.	2 to 4 hours/ Zone	INSPECTOR/ INVESTIGATOR ASSIGNED	On-site
		Prepares Statement of Accounts(Accounting copy/Official Receipt/Statement of Accounts (Water bills) to be forwarded to the assigned field personnel	1 min/account	Computer Operator/Encoder	Commercial Division

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Receive Statement of Account	Distribute Statement of Account to billed customers	2 minutes Per bill	FIELD COLLECTORS	On-site
2	For paying of Account/s Proceed to the Office Collector at your designated collection areas. If payment is made after the due date a 10% penalty will be added to your bill.	Receive payment and Issue Official Receipt	2 minutes/ account	OFFICE COLLECTOR	Office Collectors Table
3		Validation of Office Collections	15 minutes per collector, depending on the volume of the receipt to be remitted	Commercial Division	Commercial Division Head table.
		Remits Collection to the Cashier	10 minutes	Cashier	Cashier's Booth
		Submit Collections Summary together with the official Receipt to the Computer Operator/Encoder for posting purposes	Outright upon the remittance	Computer Operator/Encoder	Commercial Division Area

TRANSFER OF SERVICE TAPPING/CONNECTION

REQUIREMENTS: 1. Service Order

2. Proof of ownership or authority to utilize the land or building

3. In case of taping from old existing service connection, present written authorization and or permit

From the owner of the lad or building

FEES AND CHARGES: Residential Account Commercial Account

1. Transfer Fee	300.00	600.00
2. Service Installation fee	250.00	500.00
3. Meter Installation fee	<u>250.00</u>	<u>500.00</u>
Total Transfer Fee	800.00	1,600.00

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request for service closure. You will sign the service/job order upon request	Prepare the service order and let the client sign it and forward the same to the inspector/investigator to conduct the on-site inspection To inform the client on the schedule of site inspection.	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Assist the LCWD personnel during the on-site inspection	Conduct on-site inspection and inform the client on the result of the inspection	1 day after filing the request	Technical Division personnel Assigned	On-site
3	Assess and verified the fees and charges before payment.	Verify the total fees and other charges for its correctness. .	2 minutes	Customer Service Assistant	Public Assistance Counter/Desk
4	Proceed to the Cashier's Booth and make the payment of the total fees and charges indicated in the request form	Receive payment and issue Official Receipt	1 to 2 minutes	Cashier	Cashier's Booth

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
5	Proceed to the Public Assistant Counter/Desk and present OR with the corresponding requirements needed.	Review/verify the documents submitted as to the completeness. Process the Service/Job Order for the transfer/installation of service connection and forward the same to the Technical division for action.	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
		Schedule the Transfer/installation of the service connection upon receipt of the Service/Job Order. Prepare Requisition Slip for the materials needed and submit the same to the Store keeper.	5 minutes	TECHNICAL PERSONNEL ASSIGNED	Technical Division
	To provide the client of the Billing Adjustment Memo (Debit Memo) for payment of the last consumption to the Teller.	Process the Billing Adjustment Memo based from the meter reading result and to provide a copy to the client.	5 minutes	Commercial Division	Commercial Division
		Issue Requisition Materials to the Plumber assigned.	10 minutes	Storekeeper	Storeroom
6	Signed the Job/Service Order if satisfied on the work done.	Transfer/Install the service connection	1 to 2 days	Water Maintenance Man	On-site

REPAIR OF SERVICE CONNECTION

REQUIREMENTS: 1. Service/Job Order

2. To provide the materials needed for the repair, in case the defect is after the water meter

FEES AND CHARGES: CASE-TO-CASE BASIS

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request and will signed the Service request.	Facilitate the processing of the service order with the signature of the client and forward same to the Technical Division for action	2 to 3 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Assist the LCWD personnel during the inspection.	Inspect the defective service connection to ascertain the materials needed and the nature of work to be done.	1 to 2 hours	Water maintenance Man	On-site
3	Present the Official Receipt to Public Assistance Counter and sign the Job Order, as an acknowledgement.	Prepare the Job Order for approval of the Head of Office to be forwarded to the Technical Division for action..	2 minutes	Customer Service Assistance	Public Assistance Counter/Desk
4	After the conduct of the reconnection, acknowledge the work done by signing the Job Order, if satisfied or dissatisfied.	Perform the repair Properly.	2 to 4 hours for simple repairs and 1 to 2 days for difficult repairs	Water Maintenance Man	On-site

INSPECTION OF WATER METER FOR POSSIBLE DEFECT

REQUIREMENTS: 1. Service/Job Order

FEES AND CHARGES: NONE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request and will signed the Service request.	Facilitate the processing of the service order with the signature of the client and forward same to the Technical Division for action. Inform the client on the schedule of the inspection.	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Assist the LCWD personnel during the inspection. Confirm the result of the inspection and sign the service order.	Conduct inspection of the water meter including in-house plumbing, service connection. Test water meter accuracy. Inform client of the inspection result. NOTE: If problem is over-reading, over-registering. High consumption will be adjusted based on the average consumption for the past 6 month's consumption. In case of new connection, minimum rate will be billed.	1 day after filing of request	Water maintenance Man	On-site

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
		At the site, out- rightly inform the client of result. Advice the client that Non-LCWD plumber can do the repair if the trouble is after the water meter or in-house plumbing defects that needs repair			
		For over-registering or over-reading, submit report to the Division for adjustment of billing	1 to 2 hours After inspection	Water maintenance Man	Technical Division
		If Billing adjustment is justified. Prepare Billing Adjustment Memo	5 minutes	Division Manager	Commercial Division

INSPECTION OF SERVICE CONNECTION WITH NO WATER OR LOW PRESSURE

REQUIREMENTS: 1. Service/Job Order

FEES AND CHARGES: NONE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request and will signed the Service request. You may also contact us	Facilitate the processing of the service order with the signature of the client and forward same to the Technical Division for action. For non-walk-in client, service order will be processed by	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk

	through the following : Tel. No. 485-13-99	other LCWD personnel to accommodate the request. Inform the client on the schedule of the inspection.			
2	Assist the LCWD personnel during the inspection. Confirm the result of the inspection and sign the service order.	Conduct inspection of the water meter including in- house plumbing, service connection. Test water meter accuracy. Inform client of the inspection result.	2hours after filing of request	Water maintenance Man	On-site

-

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
		Conduct Repair, if needed or other measures to resolve the low pressure	Simple repairs 30 to 2 hours after inspection Estimated 1 to 3 days after the inspection depending on the difficulty of the work to be done.	Water Maintenance Man	On-site

WATER QUALITY TESTING

REQUIREMENTS: 1. Service Order

FEES AND CHARGES: Bacteriological Testing fee 100.00 per bottle, if requested by the consumer (client)

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location
1	<p>Proceed to the Public Assistant Counter/Desk and provide information regarding the request and will signed the Service request.</p> <p>You may also contact us through the following : Tel. No. 485-13-99</p>	<p>Facilitate the processing of the service order with the signature of the client and forward same to personnel concerned in-charge for examination</p> <p>Inform the client on the schedule of the water sampling</p>	5 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2	Assist the LCWD personnel during the inspection. Confirm the result of the inspection and sign the service order.	Secure water samples to the affected area for bacteriological examination/testing at the BRTTH Laboratory, Legaspi City .	<p>1 day after filing of request</p> <p>Result of the Bacteriological Testing will be available after 7 working days.</p>	Chlorine attendant	On-site

TEMPORARY DISCONNECTION OF SERVICE

REQUIREMENTS: 1. Service Order
2. Settle first the un-paid balance if there are any,

FEES AND CHARGES: NONE

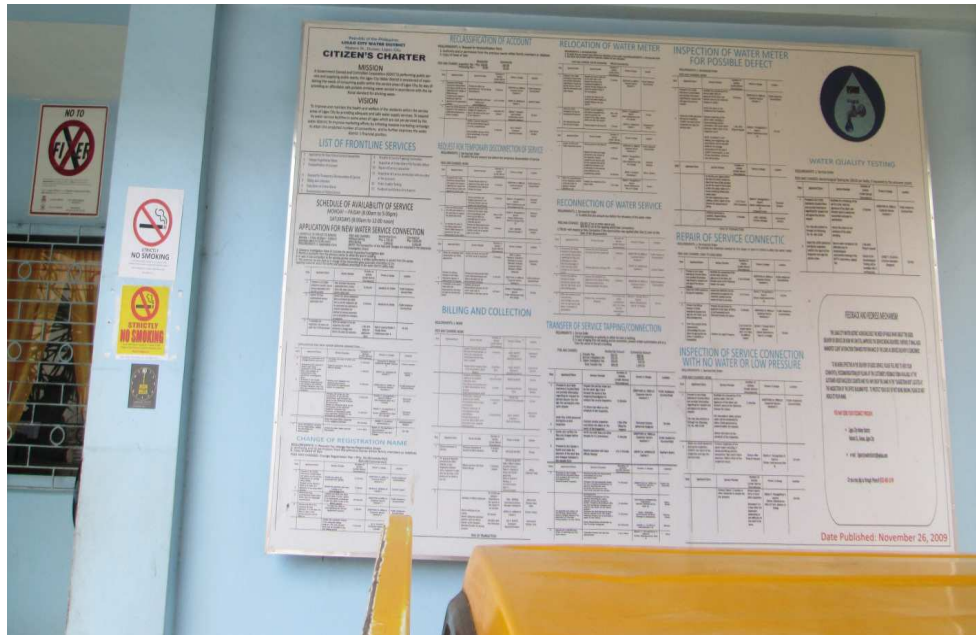
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In charge	Location

1	Proceed to the Public Assistant Counter/Desk and provide information regarding the request and will signed the Service request.	Prepare service order for signature of the client and forward the same to the Technical Division for action. Inform the client on the schedule of the disconnection.	3 minutes	Customer Service Assistant	Public Assistance Counter/Desk
2		Receive Service Order and Assign personnel who will conduct the disconnection. .	5 Minutes	Water Maintenance Man	On-site

Republic Act No. 9485
The Anti-Red Tape Act of 2007







PROCEDURE FOR:	PROCEDURE FOR:
APPLICATION FOR NEW WATER SERVICE CONNECTION <ol style="list-style-type: none"> 1. Secure Fill-up Application form 2. Payment of Fees and charges 3. Secure written authorization or permission in case of sub-connection from the former owner 4. Orientation of the applicant on the Terms and conditions prescribed in the LCWD utility 	INSPECTION OF WATER METER FOR POSSIBLE DEFECT <ol style="list-style-type: none"> 1. Secure Service/Job Order for the inspection
CHANGE OF REGISTRATION NAME <ol style="list-style-type: none"> 1. Request and fill-up the registration sheet 2. Payment for the existing service charge 3. Present authorization letter or permission from the previous owner 4. Present Xerox copy of the Deed of Sale from the previous owner (if necessary) 	REPAIR OF SERVICE CONNECTION <ol style="list-style-type: none"> 1. Secure Service/Job Order for the Repair 2. Client requesting, shall provide for the materials needed in case the defect is after the water meter
REQUEST FOR TEMPORARY SERVICE CLOSURE <ol style="list-style-type: none"> 1. Secure Service/Job Order 2. Settle first any amount due before the temporary service closure 	INSPECTION OF WATER SERVICE CONNECTION WITH NO WATER OF LOW PRESURE <ol style="list-style-type: none"> 1. Secure Service/Job Order for inspection
REQUEST FOR WATER METER RELOCATION <ol style="list-style-type: none"> 1. Secure Service/Job Order 2. Settle any amount due before the relocation of water meter 3. The client itself will provide for the materials needed for the relocation of water meter 	WATER QUALITY TESTING <ol style="list-style-type: none"> 1. Secure Service/Job Order for Water Quality Testing
RECONNECTION OF WATER SERVICE CONNECTION <ol style="list-style-type: none"> 1. Secure Service/Job Order 2. Settle first any amount due and pay for the reconnection fee before the reconnection of the water service. 	
TRANSFER OF SERVICE TAPPING / CONNECTION <ol style="list-style-type: none"> 1. Secure Service/Job Order 2. Present Proof of ownership or authority to utilize the Land or building for the transfer 3. Present authorization letter from the previous owner in case of utilizing the old service tapping. 	







