

# SANTA MARIA WATER DISTRICT



**CITIZEN'S CHARTER** 

2024 (4<sup>th</sup> Edition)



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## I. Vision

To be a world-class water supply and sewerage service provider.

## II. Mission

- 1. To provide adequate, reliable, and potable water supply and sewerage services
- 2. To provide excellent and responsive customer service with the highest degree of professionalism and competence
- 3. To protect and preserve the environment for sustainable community development

## III. Core Values

Competence, Responsibility, Unity, Service, Accountability, Integrity, Dedication.

# IV. Service Pledge

We, the official and employees of SANTA MARIA WATER DISTRICT commit to:

- **S** erve our concessionaires with the best of our abilities in providing adequate, reliable, potable, and affordable water supply and sewerage services.
- **M** aintain responsiveness towards concessionaires' complaints and requests and provide the appropriate resolution at all times.
- **W** ork together with full commitment in the pursuance of our mission and vision.
- **D** eliver our highest level of professionalism with dignity at all times.

## V. Mandate

The Santa Maria Water District (SMWD) is a government-owned and controlled corporation (GOCC) created by virtue of PD 198, also known as the Provincial Water Utilities Act of 1973, and was issued Certificate of Conformance (CCC) No. 310 by the Local Water Utilities Administration (LWUA) on September 26, 1986 is mandated to:

- 1. Acquiring, installing, improving, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal, and agricultural uses for residents and lands within the boundaries of Santa Maria, Bulacan.
- 2. Conducting such other functions and operations incidental to water resource development, utilization, and disposal within Santa Maria, as are necessary or incidental to said purpose.



# **LIST OF SERVICES**

# **Central/Head Office**

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# **Central/Head Office Internal Services**



# 1. Request for Certification

The Santa Maria Water District employees may request for Certification such as Certificate of Employment, Travel Authority, among others, as needed by the SMWD officials and employees.

Office or Division:		Administ	dministrative				
Classification:		Simple	-				
Type of Transaction:		G2C - G	overnment to Clie	nt			
Who may avail:		All Empl	oyees of Santa M	aria Water District (Ex	kisting and Separa	ted)	
CHECKLIST OF	REQUIREMENTS			WHERE T	O SECURE		
1. Accomplished one (1) A Request	·				ource Section		
	PROCE	DURE IN	REQUESTING	FOR CERTIFICATIO	N		
CLIENT STEPS	AGENCY AC	TION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
1. Submit duly accomplished one (1) Employee Request Form (ERF)  1.1. Check the completeness of informations (Type o Certification, purposi signature of employe		ose, and	ADM-HR 010 Employee Request		1 minute	Human Resource Personnel	
	1.2. Prepare the Certification for ap of the Department Manager and Gen Manager	t	Certification	None	5 minutes	(Administrative Services Division)	
то	TAL:			None	6 minutes		
			END OF TRANSA		ļ.	!	
	PROC	CEDURE	IN APPROVAL	OF CERTIFICATION			
CLIENT STEPS	AGENCY AC	TION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
	1.3. Department Nand General Mana approved and sign Certication	ager			1 working day upon receipt of Employee Request Form	Department Manager and General Manager	
O. Charletha and a	1.4. Photocopy an employees on the availability of the copy of Certification	original	Certification	None	1 working day upon approval	Human Resource Personnel (Administrative	
Check the accuracy of the Certification and sign to ERF						Services Division)	
тот	ΓAL:			None	2 working days		
		E	ND OF TRANSA	CTION	•		



# 2a. Application for Leave

The Santa Maria Water District employees may apply for leave of absence whether with pay or without pay.

Type of Leaves: Vacation Leave, Sick Leave, Forced Leave, Special Leave Privilege, Solo Parent Leave, Maternity Leave, Paternity Leave, Rehabilitaion Leave, Ten Day Leave under RA 9262, Special Leave Benefits for Woman under RA 9710, Study Leave, and Terminal Leave.

Leave, and Terminal L	_eave.					
Office or Division:		Administra	ative			
Classification:		Simple				
Type of Transaction	n:	G2C - Go	vernment to Clien	nt		
Who may avail:		All Caree	r and Non-Career	Employees of Santa	Maria Water Distri	ct
CHECKLIST	OF REQUIREMEN	TS		WHERE T	O SECURE	
1. Two (2) copies of C 001 Application for Le		DM-HR		Human Res	ource Section	
2. Medical certificate than five (5) successive filed in advance.				Government or	Private Physician	
med in advance.	PROCE	DURE IN	REQUESTING I	FOR LEAVE OF ABS	SENCE	
CLIENT STEPS	AGENCY AC		FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
•	1.1. Check completeness informations (Office/Departmer Date of filing, Salary, Type of Details of Leave of applied days, leave, and Signemployee)	Position, of leave, Number Date of	6 / ADM-HR 001 Application	None	2 minutes	Human Resource Personnel (Administrative Services Division)
	1.2. Certifiy Leave	credits			5 minutes	
	1.3. Recommendimmediate superv				3 minutes	Immediate Supervisor
-	TOTAL:			None	10 minutes	
			END OF TRANS	SACTION	•	
	PRO	CEDURE	IN APPROVAL O	OF LEAVE OF ABSE	NCE	
CLIENT STEPS	AGENCY AC	TION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.4. General Ma Authorized Repre act on the appli leave General Manager or Representative shall a working days afte otherwise deemed app	esentative cation of  Authorized act within 5 er receipt	Application for	None	1 working day upon receipt of Application of Leave	General Manager or Authorized Representative
	1.5. Released one of application of le				1 working day upon approval	Human Resource Personnel (Administrative Services Division)
1	OTAL:			None	2 working days	
			<b>END OF TRANS</b>	SACTION		



# 2b. Permission for Work Absence

The Santa Maria Water District Job Order mployees may apply for work absence.

Office or Division:		Administrative				
Classification:		Simple				
Type of Transaction:	o Client					
Who may avail:		Job Order Employee	s of Santa Maria	Water District		
CHECKLIS	T OF REQUIREM	ENTS		WHERE T	O SECURE	
1. Two (2) copies of ADM-H	HR 007 Permission	for Work Absence		Human Reso	ource Section	
	PRO	CEDURE IN REQUE	STING FOR LE	AVE OF ABSENCE		
CLIENT STEPS	AGENC	Y ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1.Submit duly accomplished two (2) Permission for Work Absence	informations (Na Position, Daily Reason for abser	nce, Number of days of absence, and	ADM-HR 007 Permission for Work Absence	None	2 minutes	Human Resource Personnel (Administrative Division)
	1.2. Receive Pe Absence	ermission for Work			5 minutes	
	supervisor	ation of immediate			3 minutes	Immediate Supervisor
	TOTAL:			None	10 minutes	
		END C	FTRANSACTION			
CLIENT STEPS		Y ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	Permission for Wo	r shall act within 5	ADM-HR 007 Permission for Work Absence	None	1 working day upon receipt of Application of Leave	Department Manager
	1.5. Released Permission for Wo	one (1) copy of ork Absence			1 working day upon approval	Human Resource (Administrative Services Division)
	TOTAL:			None	2 working days	
		END O	F TRANSACTIO	N	<u> </u>	



## 3. Request for Monetization

The Santa Maria Water District employees may request to monetize a maximum of thirty (30) days vacation leave/service credits

The Garlat Mana Water District employees may request to misheaze a maximum of anny (60) days vacation cave/service creates						
Office or Division:	Administrative					
Classification:	Complex					
Type of Transaction:	G2C - Government to C	G2C - Government to Client				
Who may avail:	Career and Non-career	Career and Non-career employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1. Two (2) copies of CSC Form No. 6 / ADM-	HR 001 Application for					
Leave		Human Resource Section				
2. ADM-HR 008 Waiver for Monetization		Human Nesource Section				
(if the employee already availed th alloted 15days for the year)						
3. Justification Letter with supporting docume	nts for those who wished					
to avail of the special monetization.						
	DD O O ED LIDE IN D	EQUIPATING FOR MONETITATION				

PROCEDURE IN REQUESTING FOR MONETIZATION								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON			
accomplished two (2) Application for Leave	1.1. Check the completeness of informations (Office/Department, Name, Date of filing, Position, Salary, Details of Leave, Number of applied days, and Signature of employee)  * if with Waiver for monetization, check and verify the qualification of employee to be waived  1.2. Certify of Leave credits		None	3 minutes 5 minutes	Human Resource Personnel (Administrative Services Division)			
	TOTAL:		None	8 minutes				

END OF TRANSACTION	
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END OF TRANSACTION  PROCEDURE IN APPROVAL OF MONETIZATION								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON			
	General Manager or Authorized Representative act on the monetization	CSC Form No. 6 / ADM-HR 001 Application for Leave  FIN 002 Budget Utilization Request		1 working day upon receipt of Application of Leave	General Manager or Authorized Representative			
	1.4. Provide one (1) copy of monetization to Finance Division			1 working day upon approval of Leave Application	Human Resource Personnel (Administrative Services Division)			
	1.5. Certify available budget and prepare Budget Utilization Request				Corporate Budget Examiner (Finance Division)			
	1.6. Prepare Disbursement Voucher		None		Financial Planning Assistant B (Finance Division)			
	1.7. Certify Disbursement Voucher	FIN 004 Disbursement Voucher		1 working day	Department Manager (Admininstrative, Finance & General Services Department)			
	1.8. Approve the Disbursement Voucher				General Manager			
	1.9. Upload Bank Payroll Register file to Landbank weAccess			1 working day upon	LBP WeAccess Maker			
	1.10. Approve uploaded Bank Payroll Register at Landbank weAccess	N/A		approval	LBP WeAccess Authorizer			
Receive monetization thru Automated Teller Machine (ATM)					Employee			
	TOTAL:		None	4 working days				
	END	OF TRANSACTIO	DN					



# 4. Application of Flexi-time and Time Off-Setting

The Santa Maria Water District employees may request to change their time schedule within the day/month and offsetting of services rendered beyond the regular working hours.

Office or Division:		Administrative					
Classification:		Simple	nple				
Type of Transaction:		G2C - Government t	o Client				
Who may avail:		All Employees of Sa	nta Maria Water [	District			
CHECKLIS	T OF REQUIREM	ENTS		WHERE T	O SECURE		
1. ADM-HR 006 Notice/Red	•	•			ource Section		
	PROCEDI	JRE IN REQUESTIN	IG FOR FLEXI-T	IME/TIME OFF-SETT	ING		
CLIENT STEPS AGENCY ACTION			FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
1.Submit duly accomplished one (1) Notice/Request for Flexitime/Time off-setting			ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting	None	2 minutes	Human Resource Personnel (Administrative Services Division)	
	1.2. Verify reques work schedule	t on the approved			3 minutes		
	TOTAL:			None	5 minutes		
			OF TRANSACTION				
	PROCE	DURE IN APPROVA	AL OF FLEXI-TIN	IE/TIME OFF-SETTIN			
CLIENT STEPS	AGENC	Y ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
		nager or Authorized ct on the request for setting	ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting	None	1 working day upon receipt of Notice/Request for Flexi-time/ Time off-setting	General Manager or Authorized Representative	
	TOTAL:			None	1 working day		
		END C	F TRANSACTIO	N			



5. Application to Render Overtime Services
The Santa Maria Water District employees may request to render overtime service.

	OF REQUIREMENTS on to Render Overtime Work shment Report (group) OR	ent to Client Santa Maria Wate	er District WHERE TO	) SECURE		
Type of Transaction: Who may avail:  CHECKLIST ( 1. ADM-HR 002 Authorization 2. ADM-HR 003g Accomplished ADM-HR 003i ACCO	G2C - Governme  All Employees of  OF REQUIREMENTS  on to Render Overtime Work shment Report (group) OR			) SECURE		
Who may avail:  CHECKLIST ( 1. ADM-HR 002 Authorization 2. ADM-HR 003 Accomplished ADM-HR 003 Accompli	All Employees of  OF REQUIREMENTS  on to Render Overtime Work shment Report (group) OR			) SECURE		
CHECKLIST ( 1. ADM-HR 002 Authorization 2. ADM-HR 003g Accomplishment of the complishment of the complishm	OF REQUIREMENTS on to Render Overtime Work shment Report (group) OR	Santa Maria Wate		O SECURE		
ADM-HR 002 Authorization     ADM-HR 003g Accomplishm     ADM-HR 003i Accomplishm	on to Render Overtime Work shment Report (group) OR		WHERE TO	O SECURE		
2. ADM-HR 003g Accomplishn	shment Report (group) OR					
ADM-HR 003i Accomplishn	,					
			Human Reso	ource Section		
CLIENT STEPS		DECLIECTING	OD OVEDTIME			
	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
accomplished Authorization to Render Overtime Work	5p.6.766, . ap.666, 6464644	ADM-HR 002	None	2 minutes 3 minutes	Human Resource Administrative Services Division)	
	need for Overtime Services			3 minutes		
	TOTAL:		None	5 minutes		
		O OF TRANSACTIO				
	PROCEDURE	IN APPROVAL O		PROCESING	RESPONSIBLE	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	TIME	PERSON	
	General Manager or Authorized Representative act on the Authorization to Render Overtime Work	ADM-HR 002 Authorization to Render Overtime Work	None	1 working day upon receipt of Authorization to Render Overtime Work	General Manager or Authorized Representative	
-	TOTAL:		None	1 working day		
	END	OF TRANSACTION	ON			
	PROCEDURE IN FILIN	NG OF ACCOMPL	ISHMENT REPORT			
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
accomplished one (1) Individual/Group Accomplishment Report	overtime, Actual hours rendered,	ADM-HR 003a	None	2 minutes	Human Resource Personnel (Administrative Services Division)	
		Report (Individual)		3 minutes	Golvides Bivision,	
	1.3. Noted by immediate supervisor			2 minutes	Immediate Supervisor	
	TOTAL:		None	7 minutes		
		OF TRANSACTIO		D.T.		
	PROCEDURE IN APPRO	OVAL OF ACCOM	PLISHMENT REPOR		DESPONSIBLE	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
	1.4. Department Manager/General	ADM-HR 003g				
	Manager approve the Accomplishment Report	Accomplishment Report (group) / ADM-HR 003i Accomplishment Report (Individual)		1 working day upon receipt of Accomplishment Report	Department Manager and General Manager	
	Manager approve the Accomplishment Report  TOTAL:	Accomplishment Report (group) / ADM-HR 003i Accomplishment	None	upon receipt of Accomplishment	and General	



6. Request for Updated Service Record
The Santa Maria Water District employees may request for Updated Service Record.

Office or Division:	Administrative	actor Corvido Nocord.					
Classification:	Simple						
		at to Olionat	0"				
Type of Transaction:	G2C - Governme						
Who may avail:		Career employees of S					
	OF REQUIREMENTS		WHERE TO				
1. Accomplished one (1) A	DM-HR 010 Employee Request		Human Resour				
	PROCEDURE IN REQU	ESTING FOR UDPAT	ED SERVICE RECO				
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON		
accomplished one (1)	1.1. Check the completeness of informations (Employee Name Date Filed, check updated Servic Record, purpose, and signature of employee)	ADM-HR 010	None	2 minutes	Human Resource Personnel (Administrative Services Division)		
	1.2. Prepare the updated Service Records	CSC Form No. 67 Service Record		5 minutes			
	TOTAL:		None	7 minutes			
	E	ND OF TRANSACTION	١				
	PROCEDURE IN APPROVAL OF UPDATED SERVICE RECORD						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON		
	General Manager or an authorized representative approvement and sign the updated Servic Record	e		1 working day upon receipt of Employee Request Form	General Manager or Authorized Representative		
	1.4. Notify employees on the availability of the original copy of Service Record		None	1 working day upon approval	Human Resource Personnel		
2. Check the accuracy of the updated Service Record and sign to ERF					(Administrative Services Division)		
	TOTAL:		None	2 working days			



7a. Request for PAG-IBIG Loan Application
Employees of SMWD may avail loans offered by the Home Development Mutual Fund (HDMF) or Pag-IBIG.

Employees or others may avail teams effected by the Home Sevenephilon Mindean and (History ) of Flag is less						
Office or Division:	Administrative Services					
Classification:	Simple	Simple				
Type of Transaction:	G2C - Government to Client					
	G2G - Government to Government					
Who may avail:	Existing employees of Santa Maria Water District					
CHECKLIST OF REQUIREMEN	ITS	WHERE TO SECURE				
1. Accomplished one (1) ADM-HR 010 Emp	loyee Request	Administrative Se	rvices Division - Humai	n Resource Section	า	
2. Signed Certification of Agreement		Administrative Services Division - Human Resource Section			ction	
3. Photocopy of latest FIN 008 Payroll Payme	ent Slip	Administrative Services Division - Human Resource Section			ction	
PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)						
DDOCESSING DESPONSIBLE						

PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
accomplished one (1)	1.1. Check the completeness of informations (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	Employee Request	None	10 minutes	Human Resource (Administrative Services Division)	
	1.2. Computation of estimated loan balance/s, and leave credits with monetary value		None	within 4 hours	Human Resource (Administrative Services Division)	
TOTAL:				4 hours and 10 minutes		

	PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
	1.3. General Manager or any authorized representative act on the request of loan application	Employee	None	1 working day upon receipt of ERF	General Manager or Authorized Representative			
accomplished one (1) PAGIBIG Multi-Purpose Loan Application Form or Calamity Loan	2.1. Check the completeness of informations on the submitted Loan Application Form and requirements  2.2. General Manager approve the Loan Application Form	Multi-Purpose Loan Application Form / Calamity Loan Application Form	None	1 working day upon approval of ERF	Human Resource Personnel (Administrative Service Division)  General Manager (Office of the General Manager)			
	2.3. Upload the signed Loan Application Form with attached required documents to Virtual Pag-IBIG			1 working day upon approval of Loan Application Form	Human Resource Personnel (Administrative Service Division)			
Т	TOTAL: None 3 working days							
	END	OF TRANSACT	TON					



**7b. Request for GSIS Loan Approval**Employees of SMWD may avail different loans offered by the Government Service Insurance System (GSIS).

Office or Division:	Administrative Services				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
	G2G - Government to Government				
Who may avail:	Career and Non-Career employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished one (1) ADM-HR 010 Empl	loyee Request	Administrative Services Division - Human Resource Section			
2. Signed Certification of Agreement		Administrative Services Division - Human Resource Section			
3. Photocopy of latest FIN 008 Payroll Payment Slip		Administrative Services Division - Human Resource Section			

PROCEDURE IN REQUESTING FOR LOAN APPLICATION (GSIS)						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
accomplished one (1) Employee Request Form	1.1. Check the completeness of informations (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	Employee Request	None	10 minutes	Human Resource (Administrative Services Division)	
	1.2. Computation of estimated loan balance/s, leave credits with monetary value, and GSIS Premium Payments		None	within 4 hours	Human Resource (Administrative Services Division)	
TOTAL:				4 hours and 10 minutes		

PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON		
	authorized representative	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative		
2. Apply Loans to GSIS Kiosk using the UMID issued by the GSIS or to GSIS Touch mobile application			None		Employee		
	2.1. Action to the Loan Application at www.cert.gsis.gov.ph (approval of AAO is within 7 days upon filing of loan)		None	1 working day upon notification of employee on the filing of loan application	Agency Authorized Officer		
7	OTAL:		None	2 working days			
	END (	OF TRANSACT	TION				



3. Photocopy of latest FIN 008 Payroll Payment Slip

**7c. Request for LandBank Loan Application**Employees of SMWD may avail Salary Loan offered by the Landbank of the Philippines

Office or Division:	Administrative Services				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
	G2G - Government to Government				
Who may avail:	Permanent employees of Santa M	laria Water District			
CHECKLIST OF REQI	JIREMENTS	WHERE TO SECURE			
1. Accomplished one (1) ADM-HR 010 Employee Request		Administrative Services Division - Human Resource Section			
2.Loan Application Form for LandBank with	Certification of Agreement	Administrative Services Division - Human Resource Section			

Administrative Services Division - Human Resource Section

	PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON				
accomplished one (1) Employee Request Form	1.1. Check the completeness of informations (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	Employee	None	10 minutes	Human Resource (Administrative Services Division)				
	1.2. Computation of estimated loan balance/s, and leave credits with monetary value		None	within 4 hours	Human Resource (Administrative Services Division)				
	TOTAL:			4 hours and 10 minutes					

PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
	1.3. General Manager or any authorized representative act on the request of loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative	
Submit duly accomplished one (1) Loan Application Form for LandBank with attached required documents		Loan Application Form for LandBank	None	1 working day upon approval of ERF	Human Resource (Administrative Service Division)	
	2.2. Prepare the LBP - Electronic Salary Loan     2.3. General Manager     approve the LBP - Electronic Salary Loan	Landbank of the Philippines (LBP) Salary Loan			General Manager (Office of the General Manager)	
	2.4. Submit Over-the-counter the signed Salary Loan Application Form to LBP Branch	Application Form		1 working day upon approval	SMWD Authorized Representative	
TOTAL: None 3 working days						
	END OF TRAM	NSACTION				



8. Request for Change of Name
Employeess of SMWD may request for update of their records due to marriage, annulment, changes in their name (first, middle, or last), and etc.

Employeess of Sivivid may request for update of their records due to marriage, a findinent, changes in their name (inst, middle, or last), and etc.					
Office or Division:	Administrative Se	Administrative Services			
Classification:	Highly Technical	Highly Technical			
Type of Transaction:	G2C - Government to Client				
	G2G - Government to Government				
Who may avail:	Existing employees of Santa Maria Water District				
CHECKLIST OF REQUIREME	NTS	WHERE TO SECURE			
1. Accomplished one (1) ADM-HR 010 Emplo	yee Request	Administrative Services - Human Resource Section			
2. Original and photocopy of the following doc	uments:	Philippine Statistical Authority (PSA) / Civil Registrar's Office			
a. Birth Certificate					
b. Marriage Contract					
c. Court Decision/Order					
d. any document that will support the reques	st				

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON		
=	1.1. Check the completeness of informations (Employee Name, Date Filed, information to be updated, and signature of employee)	Employee Request	None	2 minutes	Human Resource Personnel (Administrative Services		
	document/s attached to ERF	Birth Certificate / Marriage Contract / Court Decision		10 minutes	Division)		
	TOTAL:			12 minutes			

PROCEDURE IN APPROVAL OF CHANGE OF ACCOUNT NAME							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON		
	General Manager or Authorized Representative approve the request	ADM-HR 010 Employee	None	1 working day upon receipt of ERF	General Manager or Authorized Representative		
	1.4. Updates employee's records on all database files	Request	None	1 working day upon approval of ERF	Human Resource Administrative Services Division)		
	1.5. Provide forms and list of requirements needed for updating of records	Member's Request Form	None		Human Resource Administrative Services Division)		
2. Submit duly accomplished forms	2.1. Check the completeness of informations on the submitted form/s and requirements	(PMRF) and Pag-IBIG Member's Data Request (MDR) form	None	1 working day upon submission of forms and	upon submission	Human Resource Administrative Services Division)	
	2.2. Preparation of Agency Remittance Advise (ARA) Form E	GSIS ARA Form	None	requirements	Human Resource (Administrative Services Division)		
	2.3. Upload the Agency Remittance Advise (ARA) Form E to GSIS Membership		None		GSIS Agency Authorized Officer		
	2.4. Submit Over-the-counter the signed PhilHealth Member's Request Form (PMRF) and the required attachment to PHIC Office	Member's Request Form	None	withing 17 working days upon subsubmission of forms and	Human Resource (Administrative Services Division)		
	2.5 Submit Over-the-counter the signed Member's Data Request (MDR) form and the required attachment to Pag-IBIG Office	Member's Data Request (MDR) form	None	requirements	Human Resource (Administrative Services Division)		
	TOTAL:		None	20 working days			
	END	OF TRANSACT	ION	•			



**9. Request for replacement of the Employee ID**Employees of SMWD may request to replace their ID for the following reasons:

Lost of ID

Faded ID

Broken ID Lace and Case

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Existing and new employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Accomplished one (1) Employee Request F (ERF) with signature	Administrative Services - Human Resource Section			
2. Affidavit of Lost	Law Office			

PROCEDURE IN REQUESTING FOR REPLACEMENT OF IDENTIFICATION CARD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
accomplished Employee	-		None	1 minute	Human Resource Personnel (Administrative Services Division)
TO'	ΓAL:		None	1 minute	

PF	PROCEDURE IN APPROVAL OF REPLACEMENT OF IDENTIFICATION CARD							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
	1.2. Department Manager/General Manager approved the Employee Request Form	ADM-HR 010 Employee Request	None	1 working day upon receipt of Employee Request Form	Department Manager (Administrative, Finance & General Services Department)			
	1.3. Prepare Internal Data     Request for the replacement of ID	ADM-MS 002 Internal Data Request	None		Human Resource Personnel (Administrative Services Division)			
	1.4. Recommend Internal Data Request	ADM-MS 002 Internal Data Request	None	1 working day upon receipt of approved ERF	MIS Personnel (Administrative Services Division)			
	1.5. Approve Internal Data Request	ADM-MS 002 Internal Data Request	None		Department Manager (Administrative, Finance & General Services Department)			
	1.6. Prepare the replacement of ID				MIS Personnel (Administrative Services Division)			
	1.7. Release the replacement of ID	Identification Card	None	1 working day upon receipt of approved Internal Data	Human Resource Section (Administrative Services Division)			
2. Check the accuracy of the released ID and received the Employee Request Form				Request	Employee			
тот				3 working days				
	E	ND OF TRANS	SACTION					



# Central/Head Office External Services



1. Application for New Service Connection
SMWD will install the water service connection upon approval of application and necessary requirements as well as payment of all fees and charges.

Classification: C Type of Transaction: G G	Customer Services, Engineering and Cons Complex 52C - Government to Client	struction and Maintenance Divisons			
Type of Transaction: G					
G	G2C - Government to Client				
G					
_	G2B - Government to Business				
Who may avail:	G2G - Government to Government				
	his service may be availed by all residents	s and those with businesses in the municipality of Santa Maria, Bulacan.			
CHECKLIST	T OF REQUIREMENTS	WHERE TO SECURE			
Fo	or Individual				
1. One (1) Photocopy of any C	Government issued ID of	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS,			
Concessionaire (with photo a	nd signature)	PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
2. Proof of Lot Ownership (Or	ne (1) Clear or Colored Photocopy of any				
of the following documents):	``,				
a. Land Title		Registry of Deeds			
		Notary Public			
3. Proof of Residency		Totaly Lubilo			
•	Residency indicating the exact address	Barangay Hall			
of the property applying for wa		Darangay Fran			
4. Payment of Initial fees and					
	oundation, Cooperative, Joint				
	hip or Single Proprietorship				
Proof of Business Identification	• •				
(Clear Photocopy of any of the		Security and Exchange Commission (SEC)			
		Cooperative Development Authority (CDA)			
		Department of Trade and Indutry (DTI)			
b. Joint Venture Agreement a		Notary Public			
for Single Proprietorhip and P	Partnership	· · · · · · · · · · · · · · · · · · ·			
Proof of Authorization					
	rized Secretary's Certificate authorizing	Corporation(Legal Department) / Notary Public			
•	on, Cooperative, Joint Venture or				
Partnership					
	, the owner may issue an authorization	Business Owner			
letter to a representative to tra	ansact in his behalf.	Dushiess Owner			
3. Proof of Identification					
	vernment issued ID cards bearing the	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS,			
. •	Secretary of Corporation, Foundation,	PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
the duly authorized representation	Partnership of Single Proprietorship and				
	ear or Colored Photocopy of any of the				
following documents)	ear or Colored Photocopy or any or the				
a. Land Title		Registry of Deeds			
		Notary Public			
	se / Lease Agreement if the Corporation,	,,			
Foundation, Cooperative,	Joint Venture, Partnership or Single				
Proprietorship is not the lot ov	wner	Notary Public			
**Additional Requirements:					
	Affidavit of Consent signed by the lot	N. C. D. I.			
owner/s.		Notary Public			
•		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY			
5. Proof of Residency	ment issued ID cards of lot owner/s	HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
_	Residency indicating the exact	Barangay Hall			
address of the property applyi		- Landinga, indii			
6. Payment of Initial fees and	-				
	vernment Agency				
		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY			
of government issued ID card	s with photo and signature)	HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
	ear or Colored Photocopy of any of the				
following documents)		Deviate of Deviate			
<ul><li>a. Land Title</li><li>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell /</li></ul>		Registry of Deeds Notary Public			
Notarized Deed of Absolute Notarized Deed of Donation	5 Sale / Notalized Contract to Sell /	Trotaly i ubilo			
	ds (Original copy) issued by the Head of	On a second A second			
the Agency		Government Agency			
4. Payment of Initial fees and	charges				
	onal requirement				
		Land Transportation Office (LTO)			
		Barangay Hall for Barangay Road			
Original copy of Excavation P	(·····ο····ο-quirou)	Provincial Engineering Office (PEO) for Provincial Road			
Original copy of Excavation P		Department of Public Works and Highways (DPWH) for National Road			



	APPLICATION FOR NEW FIRST VISIT:	SERVICE CONNEC					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON		
Submit complete requirements for Application of Service Connection.	1.1 Check the completeness and accuracy of the requirements.     1.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active/inactive account.     1.3 Scan submitted documents.	None	None	15 minutes	Customer Services Assistant (Customer Services Division)		
Sign the application form and contract.	2.1 Guide the applicant in the proper filling-up and signing of application form and contract.	Service Application Form & Contract of Service	None	- 15 minutes	Customer Services Assistant		
	2.2 Prepare the Order of Payment for Application fee and Service Charge.	Order of Payment	Application Fee - PHP 150.00		(Customer Services Division)		
Proceed to Bills Payment Counter and present the Order of Payment for application fee and	3.1 Check and verify the Order of Payment	Order of Payment	Service Charge - PHP 350.00 *Both are non-refundable	10 minutes	Customer Services Assistant- Teller (Customer Accounts		
service charge.	3.2 Accept payment and issue Official Receipt	Official Receipt			Division)		
	Prepare Pre- Inspection form and schedule applicant for the New Service Connection Orientation.		None	5 minutes	Customer Services Assistant (Customer Services Division)		
	SUBTOTAL: (FILING O	F APPLICATION)	PHP 500.00	45 minutes			
	END OF FIR PRE-INSTALLATION INSPECTION AND	ST VISIT TRANSA					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE PERSON		
OLIENT OTEL O	1.1 Verification and approval of service line and location of meter stand/cluster.	TOKINO	None	TIME 15 days	Materials and Supplies Inspector (Engineering Division)		
<ol> <li>Lay the service line based on the recommendation of SMWD Materials Inspector.</li> </ol>	Verify if applicant, lot owner or lot location has accounts with arrears (Disconnected and Written-off accounts)	Pre-Installation Inspection Report	Note: Applications with verified arrears will be asked to settle first the arrears to proceed with the processing of application.	2 days	Customer Services Assistant - Billing (Customer Accounts Division)		
SUBTOTAL: (PRE-INSTAL	LATION INSPECTION AND VERIFICATION OF APPROVED NEW APPLICATION)		The total cost of unsettled arrears that needs to be settled prior to processing of application	17 days			
	END OF PRE-INSTALLATION INS			•			
Second Visit of Applicant: New Service Connection Orientation Program  PROCESSING PROCES							
0.1505	4.05110111111111111111111111111111111111		FEES TO BE PAID	TIME	RESPONSIBLE PERSON		
CLIENT STEPS	AGENCY ACTION	FORMS	TEEGTOBETAB	I IIVIE			
CLIENT STEPS  1. Attend the "New Service Connection Orientation."  Note: Attending the orientation is based on the applicant's availability. Orientation is conducted every Wednesday in two (2) batches. First (1st) batch 9:00-10:00 AM and second (2nd) batch at 2:00-3:00 PM.	Conduct New Service Connection Orientation.	FORMS Attendance Sheet	None	1 hour	Customer Services Assistant (Customer Services Division)		
1. Attend the "New Service Connection Orientation."  Note: Attending the orientation is based on the applicant's availability. Orientation is conducted every Wednesday in two (2) batches. First (1st) batch 9:00-10:00 AM and second	Conduct New Service Connection Orientation. (Orientation is conducted twice a week)  SUBTOTAL: (New Service Connection Orientation)	Attendance Sheet	None None		Assistant (Customer Services		



	THIRD VISIT OF APPLICANT: PAYMENT O	F GUARANTY DE	POSIT, METER COST, AND FITTINGS		
CLIENT STEPS	AGENCY ACTION	FORMS		PROCESSING TIME	RESPONSIBLE PERSON
	1.1 Advise applicant to pay corresponding guarantee deposit, meter cost and fittings.  Note: All approved applications will be notified thru text message by Customer Services Assistants one day before their scheduled payment date.  1.2 Check and verify the Order of Payment		Note: The following fees will apply upon approval of customer's application and attendance to New Service Connection Orientation:  Guarantee Deposit:  1. Residential - PHP 420.00	5 minutes	Customer Services Assistant (Customer Services Division)
Pay the corresponding Guarantee Deposit, meter cost and Fittings.     Note: Follow up requirements must be presented to Customer Service Assistant before processing of payment.	Accept payment and issue Official Receipt	Official Receipt	2. Govt - PHP 420.00 3. Sub Commercial C - PHP 525.00 4. Sub Commercial B - PHP 630.00 5. Sub-Commercial A - PHP 735.00 6. Commercial - PHP 840.00 Meter Cost - PHP 1,955.00 Cost of Materials/Fittings: 1. Cash - PHP 3,248.00 2. Installment Basis - PHP 3,248.00	10 minutes	Customer Services Assistant- Teller (Customer Accounts Division)
	1.4 Prepare the Service Order for new installation of service connection and list of fittings to be used on the new installation for approval of the General Manager.  Note: Concessionaire will be advised that the installation of their water meter is within seven working days (excluding Saturdays, Sundays and Holidays) after payment of guaranty deposit, meter cost and fittings.	Service Order	(maximum of four (4) months)  *** Fees, charges and cost of materials are subject to change in case of inflation.  *** Additional fittings may be billed depending on the need of the installer	5 minutes	Customer Services Assistant (Customer Services Division)
SUBTOTAL: (PA	YMENT OF GUARANTY DEPOSIT, METER COST	r, and fittings) Ird visit transa	TOTAL FEES: (per classification) Residential and Government: Sub-Commercial C - PHP 6,228.00 Sub-Commercial B - PHP 6333.00 Sub-Commercial A - PHP 6,438.00 Commercial - PHP 6,543.00 CCTION	20 minutes	
	INSTALLATION OF NEW	SERVICE CONNEC	CTION PROCEDURE	DD COFCOING	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Sign Service Order for installation of New service connection for recommendation to approve the request for installation of New service connection.     Sign Service Order for installation of New service connection for recommendation to approve	Service Order		1 day 1 day	Utilities/Customer Services Officer A (Customer Services Division) General Manager
	the request for installation of New service connection.  3. Prepare the Transmittal of the Service Order for the installation of New service connection.	Service Order Transmittal	None	1 day	(Office of the General Manager)  Customer Services Assistant (Customer Services Division)
	Prepare the Request and Issue Slip (RIS) for fittings needed for the installation of New service connection.	Request and Issue Slip (RIS)		1 day	Financial and Planning Analyst (Finance Division)
	Prepare and issue materials based on RIS to assigned personnel for the installation of New service connection.	Service Order with		1 day	Storekeeper (General Services Division)
	Execute service order to install water meter and meter stand.	attached RIS		10 days	Construction Personnel (Construction and Maintenance Division)
	SUB TOTA	AL: (EXECUTION)	None	15 days	
		TOTAL:	None	32 days, 2 hours and 5 minutes	



# 2. Payment of Water Bill

The SMWD Office accepts payment for the corresponding amount of water consumption for the month. This is indicated in the Billing Notice delivered for the month.

III the Billing House delivere						
Office or Division: Customer Accounts				Division		
Classification:		Simple				
Type of Transaction:		G2C - G	overnment to	Client		
		G2B - G	overnment to	Business		
		G2G - G	overnment to	Government		
Who may avail:		Existing	concessiona	nires of Santa Maria Wat	er District	
CHECKLIST OF	REQUIREMENTS			WHERE	TO SECURE	
Current Billing Notice  ***Promissory Note (If opted for installment payment of				a Water District thru Met	er Readers	
	PRO	CEDURI	E IN PAYME	NT OF WATER BILL		
CLIENT STEPS	AGENCY AC	TION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Proceed to Bills     Payment Area and     present the current     Billing Notice	1.Check and verif Billing Notice	y the	Billing Notice	Total amount of water bill and other charges indicated in	5 minutes	Customer Services Assistant - Teller
2. Pay the water bill and other fees indicated in the Billing Notice	2. Accept Paymer issue Official Rec		Official Receipt	the Billing Notice	5 minutes	(Customer Accounts Division)
Check the accuracy of the Official Receipt issued				None		
			TOTAL:	Total amount of water bill and other charges indicated in the Billing Notice	10 minutes	
		EN	ID OF TRAN	ISACTION		



## 3. Request for Temporary Disconnection of Water Service

SMWD concessionaires may request for temporary disconnection of their water service to avoid monthly charges on water bill if they will not be using water from their service connection due vacancy of residence, transfer of place of residency, temporary leaving from their residency or any other reasons.

CREATED TO PREVIOUS PROCESSION TO STATE A CONTROL OF THE PROTECTION OF THE PROTECTIO	service connection due vac	ancy of residence,			•	or any other reaso	ins.	
Concentrate to Cloth   Concentrate to Business   Concentrate to Busi	Office or Division:			Customer Accounts Di	visions			
CUB-Covernment to Government COV-COVERD TO FREQUENCEMENTS CHECKLIST OF REQUERCEMENTS For Individual 1-Full payment of collaborating balance of the account. 2-Find of alling CHECKLIST OF REQUERCEMENTS For Individual 1-Full payment of collaborating balance of the account. 2-Find of alling CHECKLIST OF REQUERCEMENTS CHECKLIST OF REQUERCEMENTS For Individual 1-Full payment of collaborating balance of the account to Checklist C			•	l: 4				
CHECKLIST OF REQUIREMENTS  CHECKLIST OF REQUIREM	Type of Transaction:							
CHECKLIST OF REQUIREMENTS For Individual  1. Full payment of Louisating balance of the account.  2. Proof of Billing 3. One (1) photocopy of any wild Government issued Confections of the account holder Confections of the account holder Confections of the proof of the account holder Confections of the account holder holder proposed holder								
COMELEC, BR, SSS, PRC, NTC & FEO BRANNGY HALL, GSIS, PAGBIS, COMELEC, BR, SSS, PRC, NTC & FEO COMEL	Who may avail:							
For Individual   2. Proof of Billing   Sards Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMELEC, BR, SSS, PRC, NTC & FEO   Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMELEC, BR, SSS, PRC, NTC & FEO   Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMELEC, BR, SSS, PRC, NTC & FEO   Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMELEC, BR, SSS, PRC, NTC & FEO   Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMELEC, BR, SSS, PRC, NTC & FEO   Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMELEC, BR, SSS, PRC, NTC & FEO   Maria Water District   LTO, PHELHEALTH, OSCA, DFA, POST OFFCE, BARANGAY HALL, GSS, PAGIBIG, COMPARIS, WATER DISTRICT,				s of Santa Maria Wate				
1. Full apywered of outstanding beliance of the account. 2. Proof of Billing 3. One (1) philoscopy of any valid converment issued 4. Che (1) original, signed, and printed authorization letter from the converted authorization. Provided the surface of the account. 2. Proof of Authorization. 3. Proof of Authorization. 3. Proof of Authorization. 3. Proof of Authorization. 3. Proof of Authorization. 4. Che (1) original, signed, and printed authorization letter from the converted authorization. Provided the surface of the account. 3. Proof of Authorization. 4. Che (1) original, beliance of the account. 3. Proof of Authorization. 4. Che (1) original, signed, and printed authorization letter from the converted authorization. 4. Che (1) original, signed, and printed authorization letter from the converted authorization. 4. Proof of Billing. 5. For Single Proprietoscipy in the properties are and the surface of the authorization. 4. Proof of Billing. 5. For Single Proprietoscipy of any valid government issued to be converted. 5. One (1) Death philoscopy of any valid government issued to be converted. 6. One (1) Printed printed authorization letter from the converted and proprietosciph and the surface of Corporation. Proprietosciph and the sub-drawed representative. 6. One (1) Printed printed authorization letter from the converted and proprietosciph and the sub-drawed representative. 6. One (1) Printed printed authorization letter from the converted and proprietosciph and the sub-drawed representative. 7. Proof of Billing. 7. Printed Statement State of Corporation. Proprietosciph and the sub-drawed proprietosciph and the			MENTS		WHERE	TO SECURE		
2. Proof of Elling 3. Once (1) Photocopy of any wall discoverement issued Discovered by the Control of Elling 4. Once (1) Photocopy of any wall discovered issued Discovered by the Control of Elling 4. Once (1) Photocopy of any wall discovered issued of of underlined representative (with photo & signature) For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship 1. Full payment of clostanding balance of the account. 2. Proof of Billing 3. Proof of Machineship is a Single Proprietorship 3. Proof of Anthonoxidion 4. Once (1) Operation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship 4. Once (1) Photocopy of any wall of operative issued of outside in the proof of ownership 4. Account Holes 4. Proof of Elling 5. Proof of Protocopy of any wall of operative issued of the protocopy of any wall of oper	For Individ	ual						
3. One (1) photocopy of any valid Government issued D of concession reveloped with probable and signature) 4. One (1) original, signed, and printed authorization letter from the concentration of Single Proprietorship on S	1.Full payment of outstanding	ng balance of the a	ccount.					
Do consissionarie (with photo and signature)  A chord (1) original, signed, and printed authorization letter from the account holder  5. One (1) photocopy of any Coverment issued D of surforized representative (2) photocopy of any Coverment issued D of surforized control photocopy of any Coverment issued D of surforized control photocopy of any Coverment issued D of surforized control photocopy of any Coverment issued D of surforized control photocopy of any Coverment issued D of surforized control photocopy of any Coverment issued D original photocopy of any wald government issued D bearing the photo and signature of the Secretary of Corporation, Foundation (2) Coverment issued D bearing the photocopy of any wald government issued D bearing the photo and signature of the Secretary of Corporation, Foundation (2) Coverment issued D bearing the photocopy of any wald government issued D bearing the pho								
Additional if through representative  An one (1) original, signed, and printed authorization letter from the account holder  Come (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship  1. Full peyment of outstanding between of the account.  2. Proof of Billing  3. Proof of Authorization  A. Che (1) Clear Photocopy of Notarized Secretary's Certificate from the owner and;  a. Dree (1) establishment of the sequestor must present DTI permits a proof of ownership  1. Additional if processing through representative from the owner and;  a. Dree (1) establishment of the Secretary of Corporation, Foundation, Cooperative, Joint Venture or Partnership  2. Dree (1) establishment of the Secretary of Corporation, Foundation and signature of the Secretary of Corporation, Foundation, Cooperative, Joint Venture Partnership  2. Dree (1) Photocopy of any valid Qovernment issued B to learning the photo and signature of the Secretary of Corporation, Foundation, Cooperative, Joint Venture Partnership or Single Proprietorship and file duty authorized representative  For Government Agency  1. Full payment of oststanding behavior of the authorized opprietorship and file duty authorized representative  For Government Agency  1. Full payment of oststanding behavior of the account.  2. Proof of Billing  3. Proof of Identification  One (1) Photocopy of any valid government issued D to earning the photo, signature, and dissipators and the signature and.  One (1) Photocopy of unique yellow of the signature of the signature of the signature and dissipators of the signature and control of the sig	3. One (1) photocopy of any	valid Government	issued					
4. Once (1) original, signed, and printed authorization letter from the account holder representative (1) photology of any Government issued D to authorized representative (1) photology of any Government issued D to authorized (1) photology of any Government (1) photology of Authorized (1) photology of Authorized Secretary (2) certificates authorizing the Composition (2) photology of Motology of Cooperative, Joint Venture (1) photology of Authorized Secretary (2) Composition (2) Photology (2) Authorized Secretary (2) Composition (2) Compositi	ID of concessionaire (with p	photo and signature	e)	HALL, GSIS, PAGIBIG	S, COMELEC, BIR, SS	SS, PRC, NTC & F	EO	
ACCOUNT Problem								
Scott   Topicocopy of any Government issued D of authorized (nymenorative (with phote & signature)	( ) 0 . 0 .	and printed authori	zation letter from the	Account Holder				
Complete								
For Corporation, Foundation, Cooperative, Joint Venture, Partnersh por Single Proprietorship 3. Proof of Authorization A. One (1) Clear Photocopy of Noterized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership - Node (1) Pichophy of Single Proprietorship, during the Corporation, Foundation, Cooperative, Joint Venture or Partnership - Node (1) Pichophy of Single Proprietorship, the requestor must present DTI permit as proof of ownership - Node (1) Protocopy of any valid Government issued - Di (with photo & signature) of the authorization letter from the owner and, - D. One (1) Clear photocopy of any valid Government issued - Di (with photo & signature) of the authorization letter from the owner and, - Dread (1) Elegate photocopy of any valid government issued - Di (with photo & signature) of the authorization letter with the signature of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Forth State of Corporation, Joint Venture, Joint Ventur			ed ID of authorized			FICE, BARANGA	YHALL, GSIS, PAGIBIG,	
Partnership of Single Proprietorship				COMELEC, BIR, SSS	, PRC, NIC & FEO			
1 Full payment of outstanding balance of the account.  2 Proof of Authorization A. One (1) Clear Photocopy of Notanzeal Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture Carteristing B. For Single Proprietorship, the requestor mast present DTI permit as proof of ownership  *Additional if processing through representative: A. One (1) Clear photocopy of any valid Government issued D (with proto & signature) of the authorization letter from the owner and, D (with proto & Signature) of the authorization letter from the owner and, D (with proto & signature) of the authorization steller from the owner and, D (with proto & Signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter from the owner and, D (with proto & signature) of the authorization fetter with the approximance of the account.  2 Protof of Islandication Concerning Secretary of Corporation (Political Secretary) of Corporation (Long International Secretary) of								
2. Proof of Billing 3. Proof of Authorization 4. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Verture or Partnership 5. For Single Proprietorship, the requestor must present DTI permit as proof of ownership 4. Additional if processing through representative: a. One (1) original, signed, and printed authorization letter from the owner and, b. One (1) clear photocopy of any valid Government issued D bearing the DIVI Myllorido 8 signature) of the authorized representative 4. Proof of Identification 6. One (1) Protocopy of any valid government issued D bearing the photo and signature of the Secretary of Corporation, Foundation, Competitive, Joint Verture, Partnership or Single Proprietorship and the duly authorized representative 7. For Government Agency 7. Full payment of outstanding balance of the account. 7. Proof of Identification 7. One (1) Protocopy of any valid government issued D bearing the photo, and signature and consistent and c	•		•					
3. Proof of Authorization A. One (1) Clear Photocopy of Notarized Scretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership B. For Single Proprietorship, the requestor must present DTI permit as proof of womenship 'Additional if processing through representative: a. One (1) original, signed, and printed authorization letter from the owner and, b. One (1) Clear photocopy of any valid Government issued Divide the disconnection of the Authorization letter from the cowner and, b. One (1) Clear photocopy of any valid Government issued Divide the disconnection of the Authorization letter from the cowner and support of the Authorization Partnership  Proof of Demiting any valid government issued Divide proprietorship and the duty authorized representative  Proof of Secretary of Corporation, Foundation, Foun	1.Full payment of outstanding	ng balance of the a	ccount.					
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photo and signature of the Secretary of Corporation, Foundation, Cooperative, Joint Venture Partnership or Single Proprietorship and the duly authorized representative  For Government Agency  1.Full payment of outstanding balance of the account.  2. Proof of Billing  Santa Maria Water District  Santa Maria Water District  To, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIS, COMELEC, BIR, SSS, PRC, NTC & FEO  COMELEC, BIR, SSS, PRC, NTC & FEO  To, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIS, COMELEC, BIR, SSS, PRC, NTC & FEO  Additional if through representative  4. One (1) original, signed, and printed authorization letter with the agency/s term bead issued by the head of the agency  Representative (with photo & signature)  1. Proceed to Customer Services Area to request for disconnection  1. Proceed to Customer Services Area to request for disconnection  1. Proceed to Customer Services Area to request for disconnection order.  1. Execution of Emporary Disconnection Order  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnection order.  3. Bill additional consumption and disconnect account on system.  Customer Services Assistant Tellor  Customer Accounts Dividence and Billing Notice  SUB TOTAL: (EXECUTION)  None  10 MILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIS, COMELEC, BIR, SSS, PRC, NTC & FEO  COMELEC, BIR, SSS, PRC, NTC &		, valid government	issued ID bearing the					
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2. Proof of Billing 3. Proof of Billing 4. One (1) Photocopy of any valid government issued ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation at the agency/company ID bearing the photo, signature, and designation and the agency/company ID bearing the photo, signature, and designation and the agency/company ID the add the Agency/company  Agency/company  Agency/company  Agency/company  FORMS  FEES TO BE PAID  Total:  In minutes  Substitute, Agency Action  Submitted  Customer Services Assistant Teller (Customer Services Assistant Teller (Customer Accounts Divi Assistant Teller (Customer Accounts Divi Assi								
3. Proof of Identification One (1) Photocopy of any valid government issued ID bearing the photo, and signature and; One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company  Additional if through representative 4. One (1) original, signed, and printed authorization letter with the agency between the adissued by the head of the agency 5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  Order:  1.1. Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1.2 Issue disconnection order.  2. Lisue of disconnection of disconnection order.  2. Completion and uploading of disconnect account on system.  Disconnection Order  1. Execution of disconnection on system.  Disconnection Order  3. Bill additional consumption and disconnect account on system.  DISCONNECTION OF VATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION OF VATER SERVICE ASSISTANT-Feller (Customer Services Assistant-Feller (Customer Services Division Procession Customer Services Divisionnection Order and Billing Notice)  SUB TOTAL: (EXECUTION)  None  1 day  Customer Services Assistant-Feller (Customer Services Divisionnection Order and Billing Notice)  Customer Services Divisionnection Order and Billing Notice  None  1 day  Customer Services Divisionnection Order and Billing Notice  Assistant-Feller (Customer Accounts Divisionnection Order and Billing Notice)  None  2 days and 40 minutes  TOTAL:  None  Disconnection Order (Customer Accounts Divisionnection Order and Billing Notice)		ig balafice of the a	CCOurit.	Santa Maria Water Di	otriot			
One (1) Photocopy of any valid government issued ID bearing the photo, and signature and; One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company  Additional if through representative  4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency  5. One (1) photocopy of any valid government issued ID of authorization letter with the agency's letter head issued by the head of the agency  5. One (1) photocopy of any valid government issued ID of authorization letter with the agency's letter head issued by the head of the agency  5. One (1) photocopy of any valid government issued ID of authorization letter with the agency's letter head issued by the head of the agency  6. One (1) photocopy of any valid government issued ID of authorization letter with the agency's letter head issued by the head of the agency  6. One (1) photocopy of any valid government issued ID of authorization letter with the agency's letter head issued by the head of the agency'Company  Agency/Company  Agency/C				Janua Mana Water District				
DOME, and signature and; One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company  Additional if through representative 4. One (1) original, signed, and printed authorization letter with the agency Steter head issued by the head of the agency 5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1. Check and verify the account and submitted requirements. Advise for disconnection order.  1. Proceed to Customer Services Area to requise for disconnection order.  1. 2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DI		alid gavernmenties	used ID bearing the	I TO DUILLEALTH O	SCA DEA DOSTOE	EICE BABANCA	VHALL CSIS BACIBIC	
One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company  Additional if through representative  4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency  5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1. 1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1. 2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  CLIENT STEPS  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE Assisted for disconnection order.  SUB TOTAL: (FILING OF REQUEST)  END OF TRANSACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION PROCESSING TIME  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  FIRMS  SUB TOTAL: (FIXER OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION PROCESSING TIME  1 day  FIRMS  FEES TO BE PAID  1 day  FIRMS  FEES TO BE PAID  1 day  FIRMS  F		aliu governineni iss	sued iD bearing the					
designation at the agency/company  Additional if through representative  4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency  5. One (1) photocopy of any Government issued ID of authorized prepresentative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1. Proceed to Customer Services Advise concessionaire of possible water bill to frecived.  1. Proceed to Customer Services Advise concessionaire of possible water bill to frecived.  1. 2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE (Customer Services Assisted (Customer Services Assisted)  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  FINAL  1. Execution of Services Assisted (Customer Services Assisted)  1. Execution of sisconnection order.  2. Completion and uploading of disconnect account on system.  FINAL: (FILING OF REQUEST)  None  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  FINAL: (FILING OF REQUEST)  None  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCESSING TIME  TIME  RESPONSIBLE PERS  TIME  RESPONSIBLE PERS  1. Disconnection Order  None  1. day  Customer Services Assisted  (Customer Services Assisted  (Customer Services Divi  Customer Services Divi  Customer Services Divi  Customer Services Divi  Customer Services Divi  Assistant-Teller  (Customer Accounts Divi  Assistant-Teller  (Customer Accounts Divi  Minutes  PROCESSING TIME  TOTAL:  None  PROCESSING TIME  RESPONSIBLE PERS  RESPONSIBLE PERS  10 minutes  10 minut		any ID hearing the	nhoto signature and	COMELEC, BIR, 333, FRO, NIC & FEO				
Additional if through representative 4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency 5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  TO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1.1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE SUbmitted requirements. Advise concessionaire of possible water bill to received.  SUB TOTAL: (FILING OF REQUEST)  END OF TRANSACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  FORMS FEES TO BE PAID  1. Execution of disconnection order.  2. Completion and uploading of disconnection Order and Billing Notice  1. Execution of disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  TOTAL:  None  None  2 days 2 days and 40 minutes  Responsible PERS  Customer Services Division or Accounts Division or Accou			prioto, signaturo, and	Head of the Agency/Company				
4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency  5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1.1 Check and verify the account and submitted requirements. Advise received.  1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE  Customer Services Assistant-Teller (Customer Services Divisionnection Order and Billing Notice)  SUB TOTAL: (EXECUTION)  None  2 days and 40 minutes	<u> </u>		ontativo	road of the rigorof, company				
agency's letter head issued by the head of the agency 5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  PROCEDURE IN REQUIREMENTAL Advise concessionaire of possible water bill to received.  1.1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE  PROCESSING TIME  1.0 minutes  Customer Services Assit (Customer Services Assit Billing) (Customer Accounts Divised Disconnection Order)  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnection order.  3. Bill additional consumption and disconnection order.  3. Bill additional consumption and disconnection order and Billing Notice  SUB TOTAL: (EXECUTION)  TOTAL:  None  Agency Lether PAID  PROCESSING TIME  RESPONSIBLE PERS  RESPONSIBLE PERS  FIELS TO BE PAID  PROCESSING TIME  RESPONSIBLE PERS  FIELS TO BE PAID  PROCESSING TIME  FIELS TO BE PAID  PROCESSING TIME  Aday  Customer Services Assistant Teller (Customer Services Assistant Teller (Customer Accounts Divised Paids Assistant Teller (Customer Accounts Divised Paids Paid								
5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1.1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE  PROCESSING TIME  RESPONSIBLE PERS  10 minutes  Customer Services Assist (Customer Services Assist (Customer Services Assist (Customer Accounts Divisor)  FORMS  SERVICE PROCESSING TIME  10 minutes  Customer Services Assist (Customer Accounts Divisor)  Customer Services Assist (Customer Accounts Divisor)  FORMS  FEES TO BE PAID  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCESSING TIME  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnection order.  3. Bill additional consumption and disconnection order.  3. Bill additional consumption and disconnection order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  2 days and 40 minutes	\ , , , , , , , , , , , , , , , , , , ,	•		Agency/Company				
representative (with photo & signature)  COMELEC, BIR, SSS, PRC, NTC & FEO  PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1.1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received. 1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION of DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  IN THE PROCEDURE I				LTO PHILHEALTH OSCA DEA POST OFFICE BARANGAY HALL GSIS PAGIBIG				
PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE  CLIENT STEPS  AGENCY ACTION  1. Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received. 1. 2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  FORMS  FEES TO BE PAID  1. 0 minutes  Customer Services Assistant Selling (Customer Accounts Divided Services Assistant Fielder (Customer Services Assistant Fielder (Customer Services Assistant Fielder (Customer Accounts Divided Services Accounts D			D of addition250					
CLIENT STEPS	. sprosornanyo (wini prioto t		E IN REQUESTING FO		•	ATER SERVICE		
1. Proceed to Customer Services Area to request for disconnection order.  1. Sub Total: (FILING OF REQUEST)  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  1. 1. Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1. 2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION OF DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCESSING TIME  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  2 days and 40 minutes		PROCEDUR	KE IN KEQUESTING FO	JR IEWIPORARI DIS	CONNECTION OF W			
1.1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received.  1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  PROCEDURE IN EXECUTION of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  1. O minutes  Customer Services Assistant Customer Accounts Divided Indication or Substant Customer Services Assistant Customer Services Assistant Customer Services Assistant Customer Accounts Divided Indication Customer Accounts D	CLIENT STEPS	AGEN	CY ACTION	FORMS	FEES TO BE PAID		RESPONSIBLE PERSON	
submitted requirements. Advise concessionaire of possible water bill to received.  1.2 Issue disconnection order.  SUB TOTAL: (FILING OF REQUEST)  AGENCY ACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  SUB TOTAL: (EXECUTION)  SUB TOTAL: (EXECUTION)  None  1. Proceed to Customer Services Assistant Consumption and disconnect account on system.  Submitted requirements. Advise concessionaire of possible water bill to received.  Disconnection Order and Billing Notice  TOTAL: None  1. O minutes  Customer Services Assistant Customer Services Assistant Customer Accounts Division None  1. Disconnection Order and Billing Notice  1. Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  2 days and 40 minutes		1.1 Charle	worlds the sees			I HAILE		
1. Proceed to Customer Services Area to request for disconnection order.    1.2 Issue disconnection order.   Disconnection Order			•	Complaints and			Customer Services Assistant	
Services Area to request for disconnection order.    1.2 Issue disconnection order.   Disconnection Order   Disconnection Order   30 minutes   30 mi	1. Proceed to Customer		•	•		10 minutes		
1.2 Issue disconnection order.    Disconnection Order order.   Disconnection Order order.   Disconnection Order   Disconnection Orde	Services Area to request		possible water bill to	Nequesis FUIIII	None		( Customer Services Division)	
1.2 Issue disconnection order.  Disconnection Order  Disconnection Order  SUB TOTAL: (FILING OF REQUEST)  None  END OF TRANSACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  FORMS FEES TO BE PAID  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days 2 days and 40 minutes  Billing (Customer Accounts Divides)  None  2 days and 40 minutes	for disconnection	receiveu.			NOTIC		Customer Services Assistant	
SUB TOTAL: (FILING OF REQUEST)  None  ### 40 minutes    Customer Accounts Divi   SUB TOTAL: (FILING OF REQUEST)   None   40 minutes			ection	Disconnection Order		30 minutes		
SUB TOTAL: (FILING OF REQUEST) None 40 minutes  END OF TRANSACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS AGENCY ACTION FORMS FEES TO BE PAID TIME RESPONSIBLE PERS  1. Execution of disconnection order.  2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  TOTAL: None  40 minutes  RESPONSIBLE PERS  Field Services Assistat (Customer Services Divi (Customer Accounts Divi (Customer Accoun		order.		2 13001 II IGUII OI I I I		oo miindles		
END OF TRANSACTION  PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  FORMS FEES TO BE PAID  1. Execution of disconnection order. 2. Completion and uploading of disconnection order. 3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  2 days and 40 minutes			SUR TOTAL · /EI	I ING OF REQUEST)	None	40 minutes	( I I I I I I I I I I I I I I I I I I I	
PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION  CLIENT STEPS  AGENCY ACTION  1. Execution of disconnection order. 2. Completion and uploading of disconnection order. 3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  TOTAL:  None  PROCESSING TIME  RESPONSIBLE PERSING TIME  A day  Field Services Assista (Customer Services Assista (Customer Services Assistant-Teller (Customer Accounts Divided Mainutes))  TOTAL:  None  Processing Time  A day  Field Services Assista (Customer Services Divided)  Assistant-Teller (Customer Accounts Divided)  TOTAL:  None						10 minutes		
CLIENT STEPS  AGENCY ACTION  FORMS  FEES TO BE PAID  1. Execution of disconnection order. 2. Completion and uploading of disconnection order. 3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  TOTAL:  None  PROCESSING TIME  RESPONSIBLE PERS  Field Services Assista (Customer Services Assista (Customer Services Assistant-Teller (Customer Accounts Divident))  Processing Time  1 day  Field Services Assistant (Customer Services Assistant-Teller (Customer Accounts Divident))  TOTAL:  None  2 days  2 days and 40 minutes	l			END OF TRANSACTION			NAL CONCUMPTION	
CLIENT STEPS   AGENCY ACTION   FORMS   FEES TO BE PAID   TIME   RESPONSIBLE PERSONAL PROPERTY	PROCEDURE IN	EXECUTION OF	·		SERVICE AND BIL	LING OF ADDITION	DNAL CONSUMPTION	
1. Execution of disconnection order. 2. Completion and uploading of disconnection order. 3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  1 day  Customer Services Assistant-Teller (Customer Accounts Dividence of Country C			TEMPORARY DISCON	NECTION OF WATER				
2. Completion and uploading of disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  1 day  Customer Services Assistat  Customer Services Assistant-Teller (Customer Accounts Diving Disconnection Order and Billing Notice)  TOTAL: None  2 days  2 days and 40 minutes			TEMPORARY DISCON	NECTION OF WATER		PROCESSING	RESPONSIBLE PERSON	
disconnection order.  3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  TOTAL: None  None  None  TOTAL: None		AGEN	TEMPORARY DISCON	NECTION OF WATER		PROCESSING		
3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  1 day  Customer Services Assistant-Teller (Customer Accounts Divi		AGEN  1. Execution of dis	TEMPORARY DISCON CY ACTION connection order.	NECTION OF WATER FORMS		PROCESSING TIME		
3. Bill additional consumption and disconnect account on system.  Disconnection Order and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  TOTAL:  None  None  None  None  TOTAL: None		AGEN  1. Execution of dis 2. Completion and	TEMPORARY DISCON CY ACTION sconnection order. I uploading of	NECTION OF WATER FORMS		PROCESSING TIME	RESPONSIBLE PERSON  Field Services Assistant	
disconnect account on system.  and Billing Notice  SUB TOTAL: (EXECUTION)  None  2 days  TOTAL:  None  None  2 days and 40 minutes		AGEN  1. Execution of dis 2. Completion and	TEMPORARY DISCON CY ACTION sconnection order. I uploading of	NECTION OF WATER FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)	
SUB TOTAL: (EXECUTION) None 2 days  TOTAL: None 2 days and 40 minutes		AGEN  1. Execution of dis 2. Completion and disconnection ord	TEMPORARY DISCON CY ACTION sconnection order. I uploading of er.	FORMS  Disconnection Order	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)  Customer Services	
TOTAL: None 2 days and 40 minutes		1. Execution of dis 2. Completion and disconnection ord 3. Bill additional co	TEMPORARY DISCON CY ACTION sconnection order. I uploading of er. consumption and	FORMS  Disconnection Order  Disconnection Order	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)  Customer Services Assistant-Teller	
TOTAL: None minutes		1. Execution of dis 2. Completion and disconnection ord 3. Bill additional co	TEMPORARY DISCON CY ACTION connection order. I uploading of er. consumption and on on system.	FORMS  Disconnection Order  Disconnection Order and Billing Notice	FEES TO BE PAID  None	PROCESSING TIME  1 day  1 day	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)  Customer Services Assistant-Teller	
minutes		1. Execution of dis 2. Completion and disconnection ord 3. Bill additional co	TEMPORARY DISCON CY ACTION connection order. I uploading of er. consumption and on on system.	FORMS  Disconnection Order  Disconnection Order and Billing Notice	FEES TO BE PAID  None	PROCESSING TIME  1 day  1 day  2 days	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)  Customer Services Assistant-Teller	
END OF TRANSACTION		1. Execution of dis 2. Completion and disconnection ord 3. Bill additional co	TEMPORARY DISCON CY ACTION connection order. I uploading of er. consumption and on on system.	PISCONNECTION OF WATER FORMS  Disconnection Order Disconnection Order and Billing Notice  DTAL: (EXECUTION)	None	PROCESSING TIME  1 day  1 day  2 days 2 days and 40	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)  Customer Services Assistant-Teller	
		1. Execution of dis 2. Completion and disconnection ord 3. Bill additional co	TEMPORARY DISCON CY ACTION  sconnection order. I uploading of er. consumption and ent on system.  SUB TO	POTAL: (EXECUTION)  TOTAL:	None None None	PROCESSING TIME  1 day  1 day  2 days 2 days and 40	RESPONSIBLE PERSON  Field Services Assistant (Customer Services Division)  Customer Services	



4. Request for Permanent Disconnection of Water Service
SMWD concessionaires may request for permanent disconnection of their water service if they will no longer need water service connection on a permanent basis due to vacancy of residence, transfer of place of residency, temporary or permanently leaving from their residency or any other reasons.

Office or Division:	e, transfer of place			· · · · · · · · · · · · · · · · · · ·			
Classification:		Complex	ces,Customer Accounts, and Construction and Maintenance Divisions				
Type of Transaction:			G2C - Government to Client				
			2B - Government to Business				
Who may avail:		G2G - Governmen		orarily disconnecte	nd water service v	who wish to normanoptly disconnect their	
willo may avail.	SMWD concessionaires with temporarily disconnected water service who wish to permanently disconnect the account. Active accounts should be requested to disconnect temporarily first for billing purposes prior disconnection.						
CHECKLIST	OF REQUIREMEN	permanently NTS			WHERE TO SEC	URE	
For Individ							
1.Full payment of outstanding	ng balance of the a	ccount.					
Proof of Billing     One (1) photocopy of any	v valid Covernment	issund	Santa Maria Wate		OT OFFICE DAD	ANGAY	
ID of concessionaire (with p				TH, OSCA, DFA, PC SIBIG, COMELEC, E			
	hrough represent		, , , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , , ,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
4. One (1) original, signed, the account holder	•		Account Holder				
5. One (1) Photocopy of an authorized representative (	with photo & signat	ure)		TH, OSCA, DFA, PC SSS, PRC, NTC & I		ANGAY HALL, GSIS, PAGIBIG,	
For Corporation, Founda							
1.Full payment of outstanding	r Single Proprieto	-					
2. Proof of Billing	ng balance of the a	ccount.	Santa Maria Wate	er District			
Proof of Authorization     A. One (1) Clear Photocopy     authorizing the Corporation     Venture or Partnership	•	-		I Department) / Nota	ary Public		
B. For Single Proprietorshi	•	st present DTI	DTI				
permit as proof of ownershi *Additional if processing a. One (1) original, sign	through represent		Owner				
from the owner and;	gnou, and pinited a	ida ionzalion iellei	OWI IOI				
b. One (1) clear photo						ANGAY HALL, GSIS, PAGIBIG,	
issued ID (with photo & signature) representative	nature) of the autho	rized	COMELEC, BIR,	SSS, PRC, NTC & I	FEO		
Proof of Identification							
One (1) photocopy of any			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
the photo and signature Foundation, Cooperative,			COMELEC, BIR, SSS, PRC, NTC & FEO				
Proprietorship and the duly							
For Gov	ernment Agency						
1.Full payment of outstanding  2. Proof of Billing	ng balance of the a	ccount.	Santa Maria Water District				
3. Proof of Identification			Cana water District				
One (1) Photocopy of any v	-	sued ID bearing	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
the photo, and signature an One (1) Photocopy of comp		photo signaturo	COMELEC, BIR, SSS, PRC, NTC & FEO				
and designation at the age		prioto, signature,	Head of the Agency/Company				
	hrough represent						
4. One (1) original, signed, the agency's letter head iss			Agency/Company				
5. One (1) photocopy of any			LTO. PHILHEALT	H. OSCA. DFA. PC	ST OFFICE, BARA	ANGAY HALL, GSIS, PAGIBIG,	
authorized representative (	,			SSS, PRC, NTC & I		- ,	
	PROCEDUR	E IN REQUESTIN	IG FOR PERMAN	ENT DISCONNEC		SERVICE	
CLIENT STEPS	AGENCY	ACTION	FORMS	FEES TO BE	PROCESSING	RESPONSIBLE PERSON	
Proceed to Customer	Check and verif	fy the		PAID	TIME	Customer Services Assistant	
Services Area to request for disconnection		,	Complaints and Requests Form		15 minutes	(Customer Services Division)	
	١.	vice Order to lisconnect the	Service Order - Permanent	None	10 minutes	Customer Services Assistant (Customer Services	
	account.	BTOTAL: (FILING	Disconnection	None	25 minutes	Division)	
	301	JIOIAL. (FILING	END OF TRA		25 minutes		
	PROCEDU	RE IN EXECUTION		NT DISCONNECT	ION OF WATER S	ERVICE	
CLIENT STEPS	AGENCY	ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
	Sign Ser permanent discon	vice Order for nection			1 day	Utilities/Customer Services Officer A (Customer Accounts Division)	
	Approve the Spermanently dispersion of the Spermanent dispersion of		Service Order - Permanent		1 day	General Manager (Office of the General Manager)	
	account.	motor and relies -	Disconnection	None		(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
	<ol><li>Recover water tapping to perma the account.</li></ol>			None	4 days	Construction Personnel (Construction and Maintenance Division)	
	4. Encode Service Permanent Discor		Service Order - Permanent		15 minutes	Customer Services Assistant (Customer Services	
			Disconnection .: (EXECUTION)	None	6 days	Division)	
		30B TOTAL			6 days 6 days and 40		
			TOTAL	None	minutes		
			END OF TRA	NSACTION			



5. Request for Reconnection of Water Service

SMWD concessionaires with temporarily disconnected accounts may request the reconnection of their service upon settlement of arrears and reconnection fee if they were disconnected due to

. ,	aires who requested	their account to be temporarily disconnected m	•	reconnection upon settlement of	f the reconnection	fee.
Office or Division:		Customer Services and Customer Accounts Div	isions			
Classification:		Simple G2C - Government to Client				
Type of Transaction:		G2B - Government to Client G2B - Government to Business				
		22G - Government to Government				
Who may avail:		SMWD concessionaires with temporarily discor	nected water serv	ice		
inio may avam		who wish to reactivate their water service.	modica water corv			
	CHECKLIST OF	REQUIREMENTS*		WHERE TO	O SECURE	
For Individ						
.Full payment of outstandi	ng balance of the a	count.				
2. Proof of Billing			Santa Maria Wat			
	ny valid Governme	nt issued ID of concessionaire (with photo and		TH, OSCA, DFA, POST OFFICE		
signature)	A 1 11/2 1 1/2 41		HALL, GSIS, PA	GIBIG, COMELEC, BIR, SSS, P	RC, NTC & FEO	
1 One (1) original signed		agh representative zation letter from the account holder	Account Holder			
		d ID of authorized representative (with photo &		TH, OSCA, DFA, POST OFFICE	- DADANCAVUA	LL COIC DACIDIC
signature)	y Government issue	a ib of authorized representative (with photo &		SSS, PRC, NTC & FEO	, DAKANGAT HA	LL, GSIS, PAGIDIG,
	ndation Coopera	ive, Joint Venture, Partnership or Single	COMPLETO, Birt,	000,1110,1110 0120		
For Corporation, Fou		etorship				
.Full payment of outstandi		•				
. Proof of Billing	ing palation of the a	ood it.	Santa Maria Wat	er District		
B. Proof of Authorization						
	y of Notarized Secr	etary's Certificate authorizing the Corporation,	Corporation(Lega	al Department) / Notary Public		
Foundation, Cooperative, J			1			
0 1		st present DTI permit as proof of ownership	DTI			
*Additional if processing		ative: uthorization letter from the owner and;	0			
		utnorization letter from the owner and; overnment issued ID (with photo & signature) of	Owner	TH, OSCA, DFA, POST OFFICE	RARANGAYHA	LL GSIS PAGIRIG
the authorized repres		overnment issued ib (with photo & signature) or		SSS, PRC, NTC & FEO	, DANANGATTIA	LL, GOIO, I AGIDIO,
Proof of Identification	0.110.1170		00	200,110,1110 0.1 20		
	valid government is	sued ID bearing the photo and signature of the	LTO, PHILHEAL	TH, OSCA, DFA, POST OFFICE	, BARANGAY HA	LL, GSIS, PAGIBIG,
		perative, Joint Venture, Partnership or Single	COMELEC, BIR, SSS, PRC, NTC & FEO			
Proprietorship and the duly						
4.5.11		ment Agency				
1.Full payment of outstandi 2. Proof of Billing	ng balance of the a	count.	Canta Maria Wat	- District		
3. Proof of Billing			Santa Maria Wat	er District		
	alid government iss	ued ID bearing the photo, and signature and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,			
		photo, signature, and designation at the	COMELEC, BIR, SSS, PRC, NTC & FEO			
agency/company	, 5	,, . 5	Head of the Agency/Company			
	Additional if thro	igh representative				
4. One (1) original, signed,	and printed Authori	zation letter with the agency's letter head issued	1 A			
by the head of the agency			Agency/Company			
5. One (1) photocopy of any	y Government issue	d ID of authorized representative (with photo &	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,			
signature)			COMELEC, BIR,	SSS, PRC, NTC & FEO		
*Applicable only for accour	ts with concession	aires request for temporary disconnection and/o	r for accounts with	more than 60 days temporary of	lisconnected due t	o non-payment. Otherwise, on
he proof of billing and full p	ayment of the acco	unt is needed to present/comply if requesting for	reconnection of w	ater service connection		
		PROCEDURE IN REQUESTING FOR	RECONNECTION	ON OF WATER SERVICE		
CLIENT STEPS		AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE PERSON
					TIME	
	1.1 Check and ver	ify account if	Complaints and		45	
Proceed to Customer	fully settled.	-	Requests Form		15 minutes	Customer Services Assistar
Services Area to request for reconnection			0.4	Reconnection fee -PHP		(Customer Services Division
or reconnection	1.2 Issue Order of	Payment	Order of Payment	100.00 plus outstanding water	5 minutes	
			rayınenı	bill balance and other charges		
2. Proceed to the Bills		ify the Order	Order of	if there are any .	5 minutes	Customer Services
Payment Area (Teller) with	of Payment		Payment		J minutes	Assistant - Teller
he Order of Payment	2.2 Accept payme	nt and issue	000000		5 min 1	(Customer Accounts Division
	Official Receipt		Official Receipt		5 minutes	
				Reconnection fee -PHP		
		SUB TOTAL: (FILING OF REQUEST)	AND PAYMENT)	100.00 plus outstanding	30 minutes	
		JOD TOTAL (FILING OF REQUEST)	DIAINENI)	water bill balance and other	oo minutes	
				charges if there are any .		

	SUBTOTAL: (FILING OF REQUEST A	water bill balance and other charges if there are any .	30 minutes		
		RANSACTION			
	PROCEDURE IN EXECUTION OF I	RECONNECTION	OF WATER SERVICE		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Issue Reconnection Order     Note: Payments received with reconnection fee through online payment after 5:00PM will be processed on the next working day.	Reconnection		30 minutes	Customer Services Assistant (Customer Services Division)
	2. Reconnect on Site.	Order	None	8 hours upon receipt of	Field Services Assistant
	3. Completion and uploading of reconnection order			Reconnection order	(Customer Services Division)
	SUB TOTAL	None	8 hours & 30 minutes		
		None	9 hours		
	END OF T	RANSACTION			
		-	_	-	•



6. Request for Change of Account Name
Concessionaires may update their records with SMWD through supersedure if there a change in ownership such as death of the account holder and acquiring of property.

and addaining or proporty.				
Office or Division:	Customer Services Divis	sion		
Classification:	Complex			
Type of Transaction:	G2C - Government to Cli	ent		
	G2B - Government to Bu	siness		
Who may avail:	Existing concessionaires	s of Santa Maria Water District		
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE		
1. One (1) Photocopy of any Government issued ID of previous and present lot owners) present lot owners (with photo and signature).		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO		
2. Proof of Lot Ownership (One (1) Clear or C Photocopy of any of the following documents):				
a. Land Title		Registry of Deeds		
b. Notarized Deed of Absolute Sale / Notarize	ed Contract to Sell	Notary Public		
3. Proof of Residency				
Original copy of Certificate of Residency indi of the property applying for water connection	cating the exact address	Barangay Hall		
Original copy of Affidavit of transfer of rights of the outgoing concessionaire		Notary Public		
Note:Sample affidavit will come from the Cus	tomer Services Division.			

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
of requirements and sign	1.1 Check the validity and completeness of requirements submitted and guide the concessionaire in filling up the new application form.	Service		8 minutes	Customer Services Assistant			
the application form.	1.2 Prepare the Order of Payment for the change of account name fee and other necessary charges.	Order of Payment Supersedure fee PHP 50.00 and other charges	I Sunareadura taa - I		(Customer Services Division)			
2. Proceed to the Teller	2.1 Check and verify the Order of Payment.			10 minutes	Customer Services Assistant- Teller			
Section with the order of payment to settle.	2.2 Accept payment and issue official receipt.	Official	ii there's arry.	To minutes	(Customer Accounts Division)			
Return to the Customer Services Area and present	3.1 Indicate the OR Number, amount and date of payment on the order of payment.	Receipt	Receipt			Customer Services		
the OR and order of payment.	3.2 Issue Service Order for General Manager's approval to effect the changes on the account.	Service Order		6 minutes	Assistant (Customer Services Division)			
SUBTOTAL: (R	EQUESTING FOR CHANGE OF ACCOU	Supersedure fee - PHP 50.00 and other charges if	24 minutes					
	END OF TE	ANGACTIO	there are any					

PROCEDURE IN APPROVAL OF CHANGE OF ACCOUNT NAME								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
	1. Sign Service Order for the change of account name for recommendation to approve the request for the change of account name.	Service Order		1 day	Utilities/Customer Services Officer A (Customer Services Division)			
	<ol><li>Sign Service Order for the change of account name for recommendation to approve the request for the change of account name.</li></ol>	Service Order	None	1 day	General Manager (Office of the General Manager)			
	Update and encode approved Service     Order for the change of account name.	Service Order		1 day	Customer Services Assistant (Customer Services Division)			
SUB TO	TAL: (APPROVAL AND COMPLETION O	None	3 days					
		TOTAL:	None	3 days and 24 minutes				
	END OF SECOND	VISIT TRAN	SACTION					



# 7. Request for Waiver

New service applicants who wish to avail the services of another local water district who's water services to deemed nearer to his place may request for waiver to allow them.

stace may request for warver to allow them.						
Office or Division:	Custome	Customer Services and Engineering Divisions				
Classification:	Complex	(				
Type of Transaction:	G2C - G	overnment to Client				
	G2B - Government to Business					
	G2G - Government to Government					
Who may avail:	Resident of Santa Maria who wants to avail the services of another water district.					
CHECKLIST OF REQUIREMENTS	1	WHERE TO SECURE				
1. One (1) Photocopy of any Government issue	ed ID of	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY				
(with photo and signature)		HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO				
2. Proof of Lot Ownership (One(1) Clear or Colored						
Photocopy of any of the following documents):		Registry of Deeds				
a. Land Title						

PROCEDURE IN REQUESTING FOR WAIVER								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
Proceed to customer services area to request for waiver and sign the	1.1 Check the validity and completeness of requirements submitted. Issue the request form and pre-inspection report form.	Complaints and Requests Form		10 minutes	Customer Services Assistant (Customer Services			
request form.	1.2 Prepare the Order of Payment .	Order of Payment			Division)			
Proceed to the Teller     Section with the order of	2.1 Check and verify the Order of Payment.	Order of Payment	Waiver Fee - PHP 50.00	10 minutes	Customer Services Assistant-Teller			
payment to settle.	2.2 Accept payment and issue official receipt.				(Customer Accounts Division)			
Return to the Customer Services Area and present the OR and order of payment.	3.1 Indicate the OR Number, amount and date of payment on the order of payment.	Official Receipt		5 minute	Customer Services Assistant (Customer Services Division)			
SUB	SUBTOTAL: (REQUESTING FOR WAIVER) PHP 50.00 25 minutes							

005	ODDITAL (REQUESTINGT ON WAIVER) 1111 00:00 20 minutes								
END OF TRANSACTION									
PF	ROCEDURE IN PRE-INSPI	ECTION, APPR	<b>ROVAL AND ISSUAN</b>	CE OF WAIVER					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON				
	Visit the site and inspect if other water district's water service is nearer to the place of the requesting applicant.	Pre- Installation Inspection Report	None	3 days	Materials and Supplies Inspector (Engineering Division)				
	Issue letter of waiver signed by the General Manager.	Letter of Waiver	None	3 days	Customer Services Assistant (Customer Services Division)				
SUBTOTAL (PRE-INSPECTION, APPROVAL AND ISSUANCE OF WAIVER) None 6 days									
		None	6 days and 25 minutes						
	E	ND OF TRANS	SACTION						



8. Request for Transfer of Water Meter
Existing concessionaires may request for transfer meter and tapping to different location or different baranggay if he wishes to use the same water meter or any other reason subject to SMWD management approval.

SMWD management approval.						
Office or Division:	Customer Services, Engineering and Constructi	on and Maintenance Divisions				
Classification:	Highly Technical					
Type of Transaction:	G2C - Government to Client					
	G2B - Government to Business					
Mile a man angile	G2G - Government to Government	District with cation account				
Who may avail:	Existing concessionaires of Santa Maria Water FREQUIREMENTS	District with active account  WHERE TO SECURE				
For Individual	NEQUINEMENTO	WILKE TO SECONE				
One (1) photocopy of any valid Government of concessionaire (with photo and signature)	t issued ID of	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO				
Proof of Lot Ownership on the exact proper	rty applying for transfer of water meter	, ,				
One (1) clear or colored photocopy of all page						
a. Land Title		Registry of Deeds				
b. Notarized Deed of Absolute Sale / Notarize	ed Contract to Sell	Notary Public				
3. Proof of Residency						
., .	ency indicating the exact address of the property	Barangay Hall				
applying for transfer of water meter						
4. One (1) original, signed, and printed author	ough representative	Account Holder				
5. One (1) photocopy of any valid Government		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAYHALL, GSIS, PAGIBIG,				
signature)	troduct is or representative (marphote a	COMELEC, BIR, SSS, PRC, NTC & FEO				
	I requirement					
a. Notarized affidavit of consent	·	Notary Public				
Note:Sample affidavit will come from the C	Customer Services Division.					
b. One (1) photocopy of any valid Government	t issued ID of lot owner/s (with photo & signature)	Lot Owner				
**Death Certificate, Birth Certificate, Marr	iage Certificate, Authorization to pass private					
property, and/or Excavation Permit should be	submitted if required	Lot Owner, Baranggay Hall				
	ative, Joint Venture, Partnership or Single					
	ietorship					
Proof of Authorization     One (1) Clear photocopy of Notarized Sec.	retary's Certificate authorizing the Corporation,	Corporation(Legal Department) / Notary Public				
Foundation, Cooperative, Joint Venture or Pa		Corporation(Eugar Dopartmonty) (Total) ( abito				
B. For Single Proprietorship, the requestor m		ІТО				
*Additional if processing through represen						
a. One (1) original, signed, and printed a		Owner LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
the authorized representative	Oovernment issued in (with photo & signature) or	COMELEC, BIR, SSS, PRC, NTC & FEO				
2. Proof of Identification						
One (1) clear photocopy of any valid governm	nent issued ID bearing the photo and signature of	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
	ooperative, Joint Venture, Partnership or Single	COMELEC, BIR, SSS, PRC, NTC & FEO				
Proprietorship and the duly authorized repres	entative					
3. Proof of Lot Ownership One (1) clear or colored photocopy						
of any of the following documents:		Registry of Deeds				
a. Land Title		Notary Public				
b. Notarized Deed of Absolute Sale / Notarize		Notary Public				
c.Notarized Contract of Lease / Lease Cooperative, Joint Venture, Partnership or Si	Agreement if the Corporation, Foundation,	1, 10001111				
5. Proof of Residency	rigie Proprietorship is not the lot owner					
	ency indicating the exact address of the property	ty  Barangay Hall				
applying for transfer of water meter	3					
Situationa	l requirement					
a. Notarized affidavit of consent						
Note: Sample affidavit will come from the Cus	stomer Services Division.	Notary Public				
b. One (1) photocopy of any valid Government	t issued ID of lot owner/s (with photo & signature)	Lot Owner				
	iage Certificate, Authorization to pass private					
property, and/or Excavation Permit should be		Lot Owner, Baranggay Hall				
1 7	<u> </u>					
	nment Agency					
1. Proof of Identification One (1) Photocopy of any valid government is	sued ID bearing the photo, and signature and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
One (1) Photocopy of company ID bearing the		COMELEC, BIR, SSS, PRC, NTC & FEO				
agency/company		Head of the Agency/Company				
2. Proof of Lot Ownership						
One (1) clear or colored photocopy of any of t	he following documents:	Registry of Deeds				
a. Land Title	and Contract to Sall / Notorized Dood of Doorffee	Notary Public				
Notarized Deed of Absolute Sale / Notarize     Proof of Availability of Funds	ed Contract to Sell / Notarized Deed of Donation					
One (1) Original copy issued by the Head of the	he Agency	Government Agency				
	ough representative					
4. One (1) original, signed, and printed author	rization letter with the agency's letter head issued	A consul Componi				
by the head of the agency		Agency/Company				
	ued ID of authorized representative (with photo &	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
signature)	I ma musima ma ma	COMELEC, BIR, SSS, PRC, NTC & FEO				
Situationa	I requirement	Land Transportation Office (LTO)				
		Land Transportation Office (LTO) Barangay Hall for Barangay Road				
One (1) Original copy of Excavation Permit ar	na/or Authorization to pass private property	Provincial Engineering Office (PEO) for Provincial Road				
		Department of Public Works and Highways (DPWH) for National Road				



	PROCEDURE IN REQUESTIN				
	FIRST VISIT OF CONCESSION	AIRE: FILING OF	REQUEST		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
. Proceed to customer services area to request	1.1 Check the validity of request and status of account.	Complaints and Requests form		20 minutes	Customer Services
or transfer of Tapping and Vater Meter, sign the equest form, and submit equirements.		Pre-Installation Inspection Report	None	20 minutes	Assistant (Customer Services Division)
	1.3 Scanning and uploading of requirements.	(0.05.050//505)	.,	40 1 1	
	SUB TOTAL: (FILIN END OF FIRST VIS	,	None	40 minutes	
	PROCEDURE IN PRE-INSPECTION A		OF DOCUMENTS		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.1 Lay the service line based on the recommendation of SMWD Materials inspector.	Inspect possible location of transfer meter and recommend approval.	Pre-Installation	None	2 days	Materials and Supplies Inspector (Engineering Division)
1.2 Sign inspection form.	Verification of customer's account and submitted documents.  **For submission of situational requirements if necessary.	Inspection Report	Note: Accounts with verified arrears will be requested to settle the arrears	2 days	Customer Services Assistant - Billing (Customer Accounts Division)
SUB TOTAL	(PRE-INSPECTION OF SERVICE LINE AND VERIFICATION C	OF DOCUMENTS)	Accounts with verified arrears will be requested to settle the arrears	4 days	Bindidij
	END OF TRA	NSACTION			
	PROCEDURE IN PAYMENT OF APPROVED				
	SECOND VISIT OF CONCESSIONAIRE: PAYMENT OF	TRANSFER OF W	ATER METER FEE A		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Advise concessionaire to pay necessary fees for requested transfer tapping and water meter.	None		10 minutes	Customer Services Assistat (Customer Services Division
1. Settle the necessary rees for the request for	Encoding of fittings to be billed.     Prepare the Order of Payment.	Order of Payment	Transfer Meter Fee - PHP 350.00; plus the cost of fittings approved by the inspector	20 minutes	Customer Services Assista (Customer Services Division
ransfer of tapping and water meter.	Accept payment and issue official receipt.	Official Receipt		5 minutes	Customer Services Assistar Teller (Customer Accounts Division
	Issue Service Order for the transfer of Tapping and Water Meter based on approved pre-inspection form.	Pre-Installation Inspection Report and Service Order		10 minutes	Customer Services Assistar (Customer Services Division
su	B TOTAL: (PAYMENT OF TRANSFER OF WATER METER FEE	E AND FITTINGS)	Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector	45 minutes	
	END OF SECOND VI				
	PROCEDURE IN EXECUTION OF			PROCESSING	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	TIME	RESPONSIBLE PERSON
	Sign Service Order for the transfer of Tapping and Water Meter for recommendation to approve the request for transfer of tapping and water meter.	Service Order		1 day	Utilities/Customer Services Officer A (Customer Services Division
	Sign Service Order for the transfer of Tapping and Water Meter to approve the request for transfer of tapping and water meter.	Service Order		1 day	General Manager (Office of the General Manag
	3. Prepare the Transmittal of the Service Order for the transfer of tapping and water meter.	Transmittal	None	1 day	Customer Services Assista (Customer Services Division
	4. Prepare the Request and Issue Slip (RIS) for fittings needed for the transfer of tapping and water meter.	Request and Issue Slip (RIS)		1 day	Financial and Planning Analyst (Finance Division)
	5. Prepare and issue materials based on RIS to assigned personnel for the transfer of tapping and water meter.	Service Order with		1 day	Storekeeper (General Services Division Construction Personnel
	6. Execute service order to install water meter and meter stand.	attached RIS		10 days	(Construction and Maintenance Division)
		V /EVECT:	.,	4	
	SUBTOTA	AL: (EXECUTION)	None	15 days 19 days, 1 hour	



# 9. Application for Senior Citizen Discount

SMWD provides Senior Citizen Discount if the water meter is registered under the name of the applicant residing therein for atleast one (1) year. The privilege is granted per household, regardless of the number of Senior Citizen residing therein, and the monthly water consumption does not exceed thirty (30) cubic meters. Five 5% Discount will only be applied for the first 30 cubic meters.

The privilege is granted pe exceed thirty (30) cubic me					in, and the monthly w	ater consumption does not
Office or Division:		Customer Serv				
Classification:		Simple				
Type of Transaction:		G2C - Governn	nent to Client			
Who may avail:		All qualified se	nior citizen con	cessionaires of Santa	Maria Water District	
CHECKLIST (	F REQUIREMEN	TS		WHE	RE TO SECURE	
1. Billing Notice or Official F	Receipt		Santa Maria W	/ater District		
Proof of Identification     One (1) clear photocopy of photo, signature, and birthd		sued ID with		ALTH, OSCA, DFA, P MELEC, BIR, SSS, PF		NGAYHALL, GSIS,
Additional if the	rough representa	itive				
3. One (1) original, signed, from the account holder	and printed authori	zation letter	Account holder	r		
4. One (1) photocopy of any authorized representative (			· ·	ALTH, OSCA, DFA, P MELEC, BIR, SSS, PF		NGAY HALL, GSIS,
PROCE	<b>DURE IN APPLIC</b>	ATION AND V	ERIFICATION	FOR SENIOR CITIZE	N DISCOUNT AVAI	LMENT
CLIENT STEPS	AGENCY	ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Proceed to Customer Service Area to apply for Senior Citizen Discount		billing notice or Check if with	Complaints and Request Form		10 minutes	
Fill out Senior Citizen     Discount Availment form	2.1 Issue Senior C Discount availmer 2.2 Sign Senior C availment form 2.3 Forward to as Services Assistar	nt form itizen Discount signed Field	Senior Citizen Discount Availment form	None	15 minutes	Utilities/Customer Services Assistant (Customer Services Division)
		AL: (FILING O	F REQUEST)	None	25 minutes	
			ND OF TRANS			
PROCEDUR	RE IN VERIFICATI			RIFIED SENIOR CITI	ZEN DISCOUNT AP	PLICATION
CLIENT STEPS	AGENCY		FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. Visit the site applicant for the Discount availment water senior continue.	Senior Citizen nt is the user of			1 day	Utilities/Customer Services Assistant (Customer Services

PROCEDU	PROCEDURE IN VERIFICATION AND APPROVAL OF VERIFIED SENIOR CITIZEN DISCOUNT APPLICATION								
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON				
	Visit the site to check if the applicant for the Senior Citizen Discount availment is the user of water service connection.			1 day	Utilities/Customer Services Assistant (Customer Services Division)				
	2. Complete verification details				Division)				
	3.1 Check completeness of Verified Senior Citizen Discount Availment Form  3.2 Submit Senior Citizen Discount Availment Form for recommendation of Approval	Senior Citizen Discount Availment	None	1 hour	Utilities/Customer Services Assistant (Customer Services Division)				
	4. Sign recommended and verified Senior Citizen Discount Availment Form and submit for Approval	Availment form			form	form		1 hour	Utilities/Customer Services Officer (Customer Services Division)
	5. Approve recommended Senior Citizen Discount Availment Form								1 day
	6. Encode Approved Senior Citizen Discount Availment Form			15 minutes	Utilities/Customer Services Assistant (Customer Services Division)				
su	BTOTAL: (VERIFICATION AND	APPROVAL)	None	2 days, 2 hours, & 15 minutes					
	TOTAL None 2 days, 2 hours, & 40 minutes								
	E	ND OF TRANS	SACTION						



# 10. Check the Accuracy of Water Meter

SMWD conducts accuracy testing of water meter to check and test the precision of the water meter. It is conducted for accounts with complaints on water meter, if the account is due for reconnection and is disconnected for more than 6 months, and/or with company initiated requests.

initiated requests.									
Office or Division:			r Services Divisior	1					
Classification:		Simple							
Type of Transaction:	G2C - Government to Client								
	G2B - Government to Business								
			overnment to Gove						
Who may avail:		Existing	concessionaires of	Santa Maria Wate					
CHECKLIST OF I	REQUIREMENTS				TO SECURE				
Details of account	DOCEDURE IN D	FOLIFO	Santa Maria Wate		TED METED				
Ρ	ROCEDURE IN R	EQUES	ING FOR THE AC						
CLIENT STEPS	AGENCY ACT	ΓΙΟΝ	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
1. Proceed to Customer	account.	alidity of atus of	Complaints and Request Form	News	10 minutes	Utilities/Customer Services Assistant (Customer Services Division)			
Service Area to request for accuracy test	Issue Maintenar     Inspection Order	nce and	Maintenance and Inspection Order	None	10 minutes	Utilities/Customer Services Assistant (Customer Services Division)			
	SUB TOT	AL: (FILIN	IG OF REQUEST)	None	20 minutes				
		E	ND OF TRANSACT	ION					
	PROCEDURE IN	EXECU	TION OF WATER	METER ACCURA					
CLIENT STEPS	AGENCY ACT	ΓΙΟΝ	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
	<ol> <li>Pull out of water on site</li> </ol>	meter	Maintenance and Inspection Order		3 hours				
	2. Set up of Water Meter in Calibration Center		Maintenance and Inspection Order	None	10 minutes	Senior Engineer (Engineering Division)			
	3. Accuracy Testing		Maintenance and Inspection Order		40 minutes				
	4. Encoding of Result		Maintenance and Inspection Order		10 minutes				
	<ol><li>Installing back o meter on site</li></ol>	f water	Maintenance and Inspection Order		4 hours				
	SU		L:(EXECUTION)	None	8 hours				
			ND OF TRANSAC						
	PROCEI	OURE IN	COMPLETION OF	ACCURACY TE		DEODO: IOID : T			
CLIENT STEPS	AGENCY ACT	ΓΙΟΝ	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
	1. Encoding of Re	sult.	Maintenance and Inspection Order	100.00 (To be	10 minutes	Utilities/Customer Services Assistant (Customer Services Division)			
	2. Inform concession the result.	onaire	Complaints and Request Form	billed)	10 minutes	Utilities/Customer Services Assistant (Customer Services Division)			
	TOTAL: (CC	OMPLET	ION OF ORDER)	100.00 (To be billed)	20 minutes				
	TOTAL								
		END OF TRANSACTION							



# 11. Request for Production Inspection Order

SMWD Concessionaires with complaints on water quality and/or water supply may request for Production Inspection Order to verify and address water quality or quantity concern

address water quality or qua	antity concern					
Office or Division: Customer Services Division						
Classification:	Highly Te	echnical				
Type of Transaction:	G2C - G	overnment to CI	ernment to Client			
	G2B - G	overnment to Bu	usiness			
	G2G - G	overnment to Go	overnment			
Who may avail:		concessionaire	s of Santa Maria Wat			
	REQUIREMENTS			RE TO SECURE		
Details of account		Santa Maria W				
	PROCEDURE IN REQUES					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE	
	1.1 Check the validity of	Complaints				
	request	and Request		30 minutes		
1. Proceed to Customer	and status of account	Form			Utilities/Customer	
Service Area to request	1.2 Issue Production and		None		Services Assistant	
for checking of	Inspection Order	Production	None		(Customer Services	
quality/supply	Inopositori Grasi	and		10 minutes	Division)	
	1.3 Forward to Water	Inspection		To minutes	,	
	Resource Division	Order				
	SUB TOTAL: (FILING O	F REQUEST)	None	40 minutes		
		END OF TRA				
PROCEI	OURE IN EXECUTION ANI			N AND INSPECTION OF	RDER	
CLIENT STEPS	ACENCY ACTION	EODMS	EEES TO BE BAID	PROCESSING TIME	RESPONSIBLE	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	PERSON	
	4 Dressed to someowed				Water Resources	
	Proceed to concerned water meter.      Inspect and verify the validity of complaint.			1 day	Facilities Operator A	
				-	(Water Resource	
					Division)	
				40 minutes	Water Resources	
					Facilities Operator A	
					(Water Resource	
					Division)	
	3. Verify and record					
	accomplished order and				Senior Engineer A	
	make necessary	Production		13 days	(Water Resource	
	adjustment base on the	and			Division)	
	findings.	Inspection	None			
	4. Inform the owner or	Order			Water Resources	
	authorized representative			10 minutes	Facilities Operator A	
	of the findings and action				(Water Resource	
	done.				Division)	
					Administrative	
	5. Record accomplished			20 minutes	Assistant	
	order.			2011111000	(Water Resource	
					Division)	
	0 5				Utilities/Customer	
	6. Encode completed			40	Services Assistant	
	Production and Inspection Order			10 minutes	(Customer Services	
	Oluei				Division)	
SUBTOTAL (FXFC)	SUB TOTAL:(EXECUTION AND COMPLETION OF ORDE			14 days, 1 hour & 20		
	200000000000000000000000000000000000000	TOTAL:	None	minutes		
		END OF TRA	None	15 days, 2 hour		
		END OF IRA	ANSACTION			



## 12. Request for Maintenance and Inspection Order

SMWD Concessionaires and all concerned citizens with reports on leaks (Main Line, Supply Line, Service Line, Meter Stand) may request for Maintenance and Inspection Order.

Inspection Order.					
Office or Division:	Customer Services Division	on			
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Clie				
	iness				
	ernment				
Who may avail:	All concerned citizens / SN	//WD Concession	aires		
CHECKL	IST OF REQUIREMENTS		WHI	ERE TO SECURE	
1. Details of account		Santa Maria Wat	er District		
2. Location of Leak					
	PROCEDURE IN REQUESTING	G FOR MAINTEN	ANCE AND INSPEC	TION ORDER	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Proceed to Customer	1.1 Check the validity of request and status of account	Complaints and Request Form		20 minutes	
	<ul><li>1.2 Issue Maintenance and Inspection Order</li><li>1.3 Forward to Construction and Maintenance Division</li></ul>	Maintenance and Inspection Order	None	10 minutes	Utilities/Customer Services Assistant (Customer Services Division)
	CUR TOTAL: /FILING	OF BEOLIEST)	Nama	20 minutes	
	SUB TOTAL: (FILING	,	None	30 minutes	
	PROCEDURE IN EXECUTION	NO OF TRANSAC		ON ORDER	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. Proceed to the location of reported leak.  2.1 Check and verify the validity of complaint, actual field condition and the reported leak.  2.2 Assessment on exact manifestation of reported leak (main line, supply line, meter stand, service line)  2.2.a If unseen before the water meter suspected leakages, coordination with Water Resource Division is necessary for checking thru conduction of valve isolations and chlorine residual test  2.2.b If damaged by contractors or other entity, immediate action will be taken, emergency repair will be done.  2.2.c If the leak is situated underneath the concrete pavement, coordination to respective Barangay offices or to DPWH will be done. Leak will be arrested on emergency or scheduled manner depending on the site situations and volume of leakages.  3. Once verified, locate and inform the	Maintenance and Inspection Order	None	30 minutes 40 minutes	Water/Sewerage Maintenance Man A (Construction and Maintenance Division)
	owner or authorized representative prior to the conduction of leak repair.  4. Conduct leak repair with concrete breaking, excavation and back filling.  *All materials and fittings shall be in accordance with the SMWD's standards and approved by the Engineer  5. Inform the owner or authorized representative of the repair done and the materials that may be billed to the account.		Cost of materials/fittings will be billed, should there be any	7 hours 10 minutes	
	6. Encode completed Maintenance and Inspection Order.			10 minutes	Utilities/Customer Services Assistant (Customer Services Division)
SU	B TOTAL: (EXECUTION AND COMPLETION	ON OF ORDER)	None	9 hours & 10 minutes	
		TOTAL	None	9 hours &	
	EN	ID OF TRANSAC	CTION		



		FEEDBACK AND COMPLAINTS MECHANISM		
	•	through FB Page https://www.facebook.com/santamariawaterdistrict		
	Send e-mail through smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph     Write letter addressed to CCM and will be andersed to Record Assistant or CCM's Secretary for respiret.			
How to send feedback	<ul> <li>Write letter addressed to OGM and will be endorsed to Record Assistant or OGM's Secretary for receipt</li> <li>Fill-up Feedback Form available Public Assistance and Complaints Desk; put the accomplished form inside the drop box</li> </ul>			
	located at PACD	· · · · · · · · · · · · · · · · · · ·		
	<ul> <li>Contact our Off</li> <li>3363</li> </ul>	icial Hotlines: 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-		
	Through Official FB Page: Dedicated CSA checks and answers all FB messages before the day ends and will be endorsed to			
	the Management or to the concerned Division.			
How feedbacks are processed	_	I: CSA will collate feedbacks and will be forwarded to the Records Assistant's e-mail for documentation. The nt will endorse the e-mail to OGM.		
processed		back Form: Feedback forms are reviewed by the OGM. Necessary improvements are communicated to		
	concerned Division for implementation. Commendations are communicated to respective employees and division.			
	-	through FB Page https://www.facebook.com/santamariawaterdistrict		
	<ul> <li>Send e-mail through smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph</li> <li>Walk-in concessionaires may file complaint personally to the Customer Service Assistant who will document the</li> </ul>			
Llourto filo o oceanloint	concessionaire's statement. CSA will then print and let the concessionaire sign the Customer Assistance Report.			
How to file a complaint	• Submit written complaints to CSA addressed to the General Manager, Engr. Carlos N. Santos Jr. which will be endorsed to the			
	Records Assistant or Secretary of the OGM.  • Verbal complaint through our official hotlines; 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and			
	landline (044)815-3363			
	1. Through FB Pa			
	• Customer Service Assistant checks all FB messages of the district every working day, and endorses the complaint to the concerned Division or Section.			
	The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint.			
	• The CSA will then update/respond to the complaint of the concessionaire.			
	2. Though E-mail:			
	<ul> <li>Records Assistant daily checks the email and endorses the complaint to the OGM</li> <li>GM endorses the complaint to Commercial Department Manager or to the concerned division to conduct investigation and</li> </ul>			
	provide resolution and/or appropriate response to the OGM.			
	The GM sends response thru Commercial Department Manager or through Records Assistant's email.			
	3. Walk-in Complaints:			
		the Customer Assistance Form (CAR) which will be forwarded to the concerned Division or Section.  Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be		
How complaints are		CSA. The CSA will then provide a response or relay the findings to the complainant.		
processed	4. Written Complaint/Letter:			
	<ul> <li>Written complaints will be received directly by the Records Assistant or the Secretary of OGM. CSA will create Customer Assistance Report to document the submission of the complaint.</li> </ul>			
	• Letter/Complaint will be endorsed to the Department Manager of the concerned Division or Section. Investigation will be			
	conducted, and provide the answer to the complaint. Findings will be forwarded to the Department Manager.			
	<ul> <li>Department Manager will forward the findings of the complaint to OGM for approval.</li> <li>OGM will send the response through the Commercial Department Manager.</li> </ul>			
	5. Verbal Complaint through our Official Hotlines:			
	CSA will document the statement of the concessionaire accurately thru Customer Assistance Report.			
	<ul> <li>Complaint will be forwarded to the concerned Division/Section.</li> <li>The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be</li> </ul>			
	forwarded to the CSA.			
	The CSA will then provide a response or relay the findings to the complainant.			
	Para sa mga rekl			
	Kotong/Suhol/Red Tape     Pakikipagsabwatan sa fixer			
	Tigil Serbisyo tuwing lunch break			
	Walang tao sa Public Assistance & Complaints Desk (PACD)     Walang Citizen's Charter ang Ahensya			
	Dagdag bayarin o requirements na wala sa Citizen's Charter			
	Hindi magalang sa kliyente     Walang special lane para sa senior citizen, buntis o may kapansanan			
	At iba pang sagabal sa mahusay na serbisyo			
	Maaring dumulog			
	Mag-text sa 0	ng Bayan (CCB) 908-881-6565		
	Tumawag sa 1	-6565*		
Contact information of	Mula 8am to 5pm, Lunes hanggang Biyernes			
CCB, PCC, ARTA	Maari ring dumulog sa mga sumusunod na ahensya:			
		mplaints Center (PCC)		
		ılat sa pamamagitan ng: cc@malacanang.gov.ph		
	Postal office P	CC Offical address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila		
		)2)-8736-8621 )2)-8736-8645		
	(0	02)-8736-8603		
		)2)-8736-8629 )2)-8736-8621		
	8	888		
		Authority (ARTA)		
		)2)-8478-5091 )2)-8478-5003		
		)2)-8478-5093 )2)-8478-5099		
	1.5			



Office	Address	Contact Information
	#302 J.P. Rizal St., Poblacion, Santa Maria, Bulacan	(044) 815-3238 (PLDT)
Central/Head Office		(044) 815-3363 (PLDT)
		0917-883-7693 (Globe)