

1. Application for New Water Service Connection

Those in the service area of Wao Water District without existing water service connection, at least 18 years old, and of good moral character can apply for the said service.

Office/ Division :	Commercial Section			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	At least 18 years old; With good moral character; Without existing water service connection;			
Checklist of Requirements		Where to Secure		
Fully accomplished application form for Service Connection		Commercial Section- PACD Officer		
Barangay Clearance (1 original, 1 photocopy)		Designated Barangay Hall		
Valid Identification Card (1 photocopy)		TIN /Voter's/Driver's/Postal		
For Senior Citizen: Senior Citizen's I.D. (1 photocopy)		Senior Citizen's ID		
Attended the orientation (Every Tuesday: 9:00 am - 9:30 am)		WWD Orientation Hall		
Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Ask the Public Assistance and Complaints Desk officer for an application form in the office lobby	1. Give the Service Connection Application Form to the client	None	1 minute	Water Resources Facilities Tender A Commercial Section
2. Fill-up the application form and affix your signature	2. Instruct the client on how/ what to write in the said form	None	2 minutes	Applicant
3. Submit the fully accomplished application form together with the original and photocopied requirements to the PACD officer	3. Check & verify the authenticity of the requirements	None	2 minutes	Water Resources Facilities Tender A Commercial Section
4. Attend orientation at the Orientation Hall of WWD	4. Conducts the orientation	None	30 minutes	Water Resources Facilities Tender A Commercial Section & the Applicant

*Make sure to be on time (on or before 9:00 am)				
5. Wait for the advice from the commercial and technical personnel *The client will be informed thru text/call	5. Proceed to the site for evaluation and inspection	None	Maximum of 1 hour	<i>Engineering Aide B</i> Engineering Section
6. Passed the Site Inspection: Pay Installation/Registration & Maintenance fee to the teller upon advised by the PACD officer *Payment can be done on the day the application was filed or the next day 6.1 Did Not Pass Inspection: Will be informed by the PACD about the result of the inspection.	6. Process payment and issue Collector's Official Receipt; Start processing the request 6.1 Explain thoroughly the situation to the client & advise them on what to do	Installation/Registration & Maintenance Fee - PHP 3,500.00 (Full Payment) or PHP 1,500.00 (Minimum down payment) None	5 minutes	<i>Accounting Processor A</i> Finance Section <i>Water Resources Facilities Tender A</i> Commercial Section <i>Water Resources Facilities Tender A</i> Commercial Section
TOTAL:		Installation/Registration & Maintenance Fee For Full Payment: PHP 3,500.00 For Minimum Down Payment: PHP 1,500.00	1 hour & 40 minutes	

(Application for New Water Service Connection) is covered under R.A. 11032

*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2