

2. Reconnection of Disconnected Water Service Connection

Clients with inactive or disconnected service connections can avail 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:	With inactive or disconnected service connections whether by temporary or pulled- out meter;			
Checklist of Requirements		Where to Secure		
Full payment of Water Bill and Installation/ Registration balance plus the Reconnection Fee: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
Service Request Form		Commercial Section- PACD Officer		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Settle delinquent water bill to the teller and pay the reconnection fee	1. Check/ verify the total amount of water bill; Process and accept payment; then issue Collector's Official Receipt	Total Amount Due of the Client + PHP 200.00 (Residential) or PHP 300.00 (Commercial)	5 minutes	Accounting Processor A Finance Section
2. Proceed to the PACD area in the lobby	2. Prepare Service Request Form & record the Official Receipt number; then affix signature	None	5 minutes	Water Resources Facilities Tender A Commercial Section
3. Can go home and wait for the commercial staff to reconnect your water service connection	3. Schedule and conduct reconnection of service connection	None	30 minutes	Water Resources Facilities Tender A Commercial Section
TOTAL :		Reconnection Fee: Total Amount Due of the client +	40 minutes	

	<p style="text-align: center;"> PH P 200.00 (Residential) or PH P 300.00 (Commercial) </p>		
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(Reconnection of Disconnected 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