

## **PROCEDURE 11**

### **PROCEDURE FOR APPLICATION OF SERVICE CONNECTION**

Date prepared : December 27, 2016  
Date approved : December 29, 2016  
Effectivity Date : January 3, 2017  
Revision No. : 00  
Revision Date :  
Control Number : *PM11-01*

Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro-BOD Chairperson

### **1.0 OBJECTIVES**

- 1.1 Establish guidelines in the Commercial division on the Installation or Service Connection of water utilities.

### **2.0 SCOPE**

#### **3.0**

This procedure defines the responsibilities and authorities for the installation of water meter.

### **4.0 REFERENCES**

- 4.1 ISO 9001:2015 Section 8-8.2.4  
4.2 Procedure for Finance Division  
4.3 Procedure for Documented Information

### **5.0 RESPONSIBILITIES AND AUTHORITIES**

General Manager, Engineering Division, Maintenance Division, Water Maintenance Foreman, Water Maintenance Man, Customer Service Assistant

### **6.0 PROCESS**

#### **6.1 General**

- 6.1.1 Only the registered bonafide resident of Bocaue are qualified to apply for service connection
- 6.1.2 Residents from other nearby municipalities are qualified to apply for service connection provided that they should secure waiver from the existing water district within their municipality.
- 6.1.3 All applicants must provide the following requirements:
- Residence Certificate (Cedula) for the current year (photocopy)
  - Barangay Excavation Permit
  - Proof of Ownership of the house and/or Lot where the service connection will be installed (Title photocopy, tax declaration, Meralco bill)



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- Valid Issued ID (photocopy)
- Seminar (1:30 pm every Thursday and holidays)
- Application Fee of P250.00

#### *For Heirs of a deceased property owner*

- Land Title or Tax Declaration
- Birth Certificate showing the relationship of the applicant to the deceased property owner

#### *For Relative/s or Administrator of the property owner*

- Land Title or Tax Declaration
- Authorization from the property owner to apply for water service connection
- Valid ID to owner (photocopy)

#### *For Renters or Lessees*

- Authorization from the property owner and valid issued ID to apply for water service connection



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- 6.2 In some instances and at the discretion of the District, the water service application may be approved in the name of the applicant other than the property owner provided the following requirements are submitted:
- 6.2.1 Written authorization from the owner ( authorization must be specific as to the extent of the authority given)
  - 6.2.2 Any of the following proof of ownership/residency of the concessionaire:
    - 6.2.3 Valid Issued I.D. of Property Owner
    - 6.2.4 Government I.D. of Authorized representative, and
    - 6.2.5 Community Tax Certificate of the Authorized Representative
    - 6.2.6 Barangay excavations permit.
    - 6.2.7 Application Fee 250 php.
- 6.3 See Service Connection Flowchart

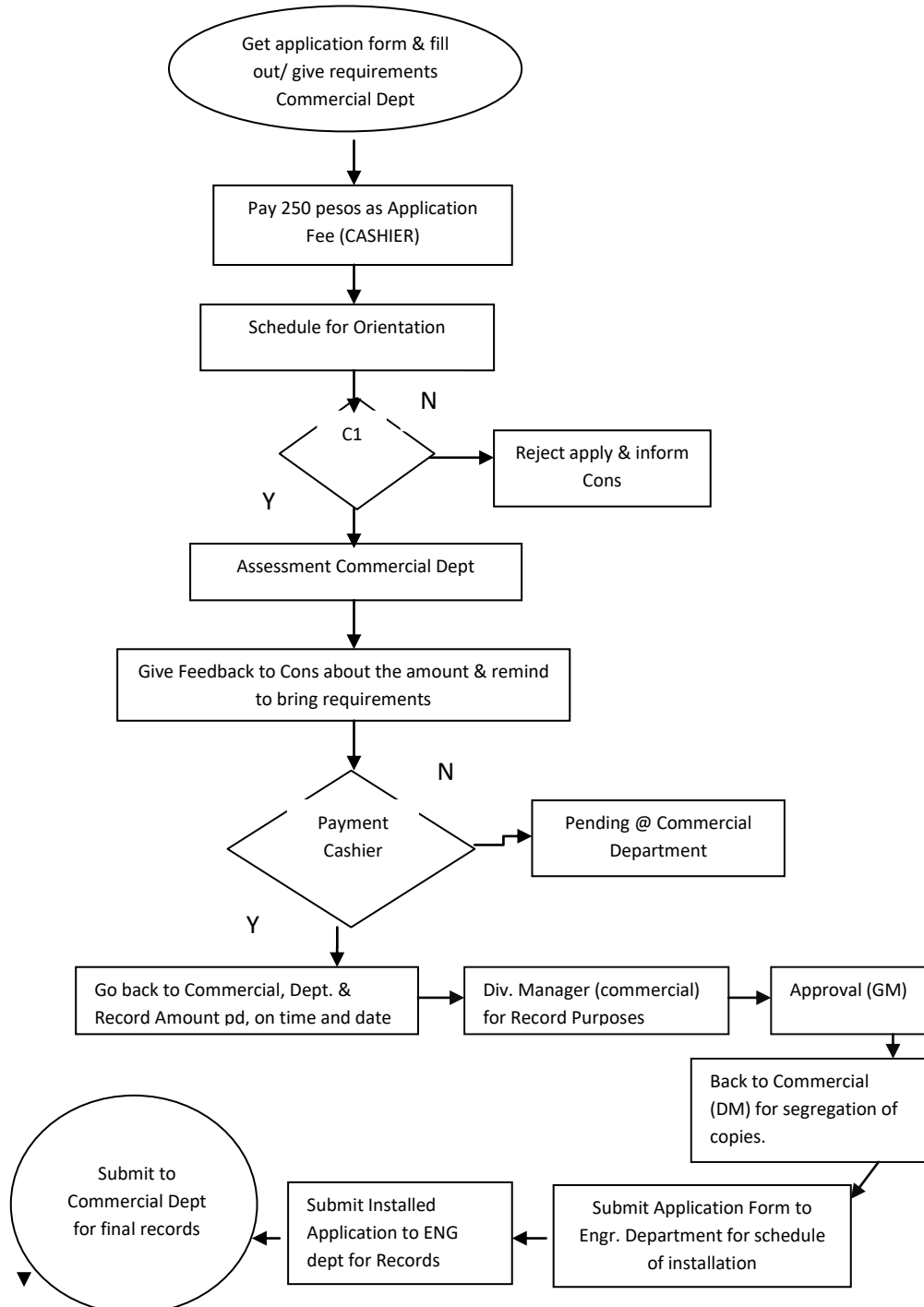


**PROCEDURE 11**  
**PROCEDURE FOR NEW SERVICE CONNECTION**

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## 7.0 RECORDS

- 6.1 Application Form
- 6.2 Service Connection Application Contract
- 6.3 Pre – Installation Report (for records)
- 6.4 Post Installation Inspection Report (record purposes)