



PROCEDURE 13
PROCEDURE FOR
RECONNECTION AND
DISCONNECTION

Date prepared : December 27, 2016
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Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro -BOD Chairman

1.0 OBJECTIVES

- 1.1 Establish guidelines in the Disconnection and Re-connection of water meter for delinquent accounts.

2.0 SCOPE

This procedure defines the responsibilities and authorities for all delinquent accounts.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 7.4, 7.4.1, 7.4.2, 7.4.3
3.2 Procedure for Finance Division
3.3 Procedure for Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

Commercial Division Manager, Customer Service Officer, Customer Service Assistant, Water Maintenance Foreman, Water Maintenance Man, Data Encoder

5.0 PROCESS

5.1 DISCONNECTION POLICY

- 5.1.1 Disconnection of Water Service with Arrearages and Disconnection due to Violation of Anti-Water Pilferage Policy



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5.1.1.1 2 months overdue accounts will be disconnected day after the due date onwards.

5.1.1.2 Water Maintenance Man or Personnel in-charge of disconnections are not allowed to receive payment from concessionaires. Settlement of accounts due for disconnection shall only be entertained in the office.

5.1.1.3 The Commercial Division shall monitor disconnected accounts. Any outstanding water bill of a disconnected account shall be properly updated in the database as “DISCONNECTED” and will only be reconnected upon full settlement of the outstanding account.

5.1.1.4 Concessionaires found guilty of tampering, illegal connections and other violations shall be governed by the District’s Anti-Water Pilferage and the Penalty Charges on Violators and Rewards to Tipsters Policy.

5.1.2 Temporary Disconnection(voluntary)

5.1.2.1 Any concessionaire or his duly authorized representative appearing in the application form may voluntarily request for temporary disconnection of his service connection.

5.1.2.2 Any individual other than the concessionaire or representative may request for temporary disconnection provided the following requirements shall be submitted:



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- a. Written authorization from the concessionaire specifically authorizing the requesting party to request for temporary disconnection;
- b. Valid I.D. of the concessionaire;
- c. Valid I.D. of the authorized representative

5.2 PULL OUT OF WATER METER

5.2.1 For service connection that has been disconnected for six (6) months or more, the water meter may be pulled out upon the initiative of the district or at the request of the concessionaire or his duly authorized representative appearing in the signature card.

5.2.2 Any individual other than the concessionaire or representative may request from the district to pull out the assigned meter provided the following requirements shall be submitted:

- a. Written authorization from the concessionaire specifically authorizing the requesting party to request for pull out of water meter;
- b. Valid I.D. of the concessionaire;
- c. Valid I.D. of the authorized representative.



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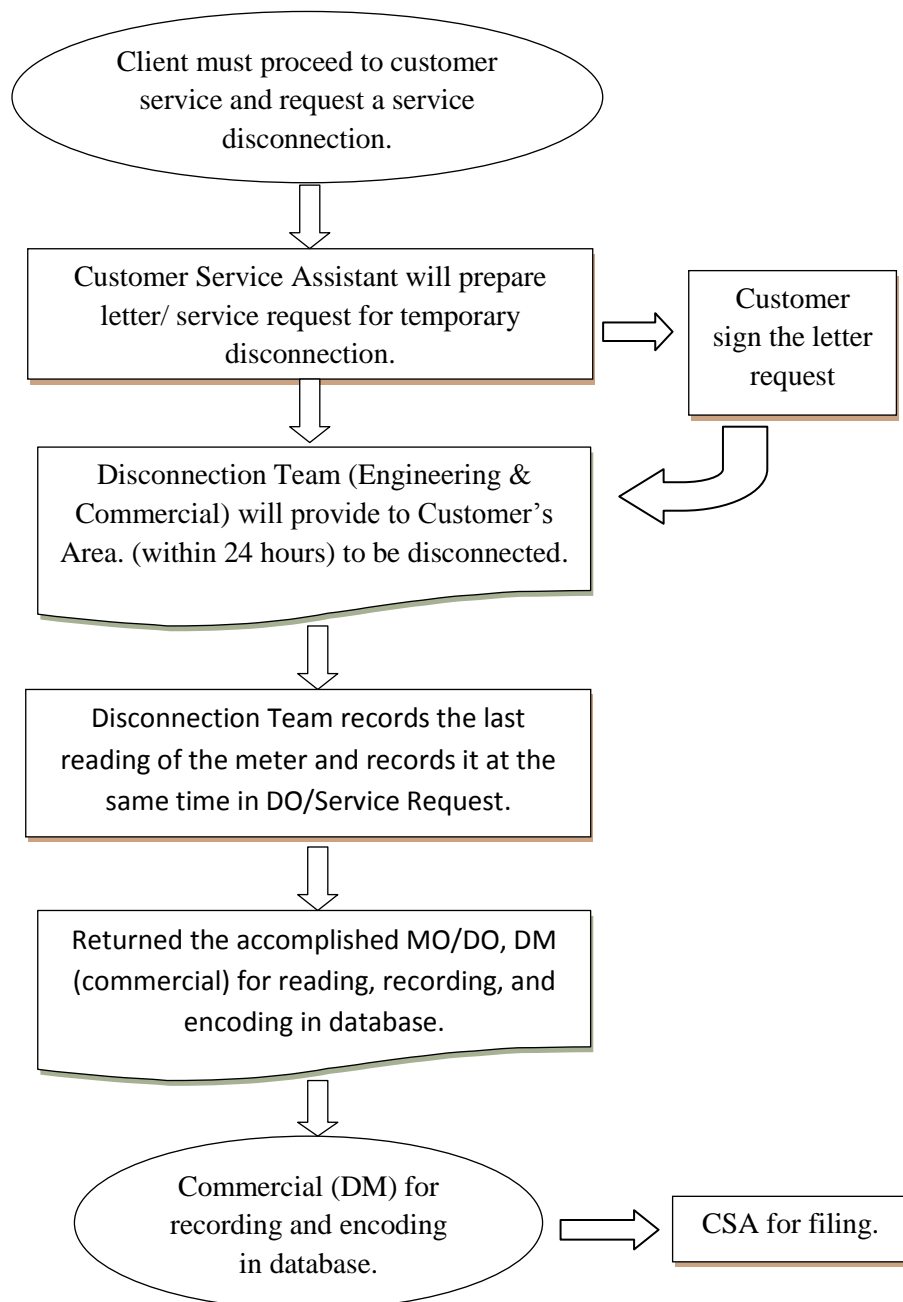
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5.3 See Process Flow Chart for Disconnection of Water Meter

SERVICE DISCONNECTION (Voluntary)





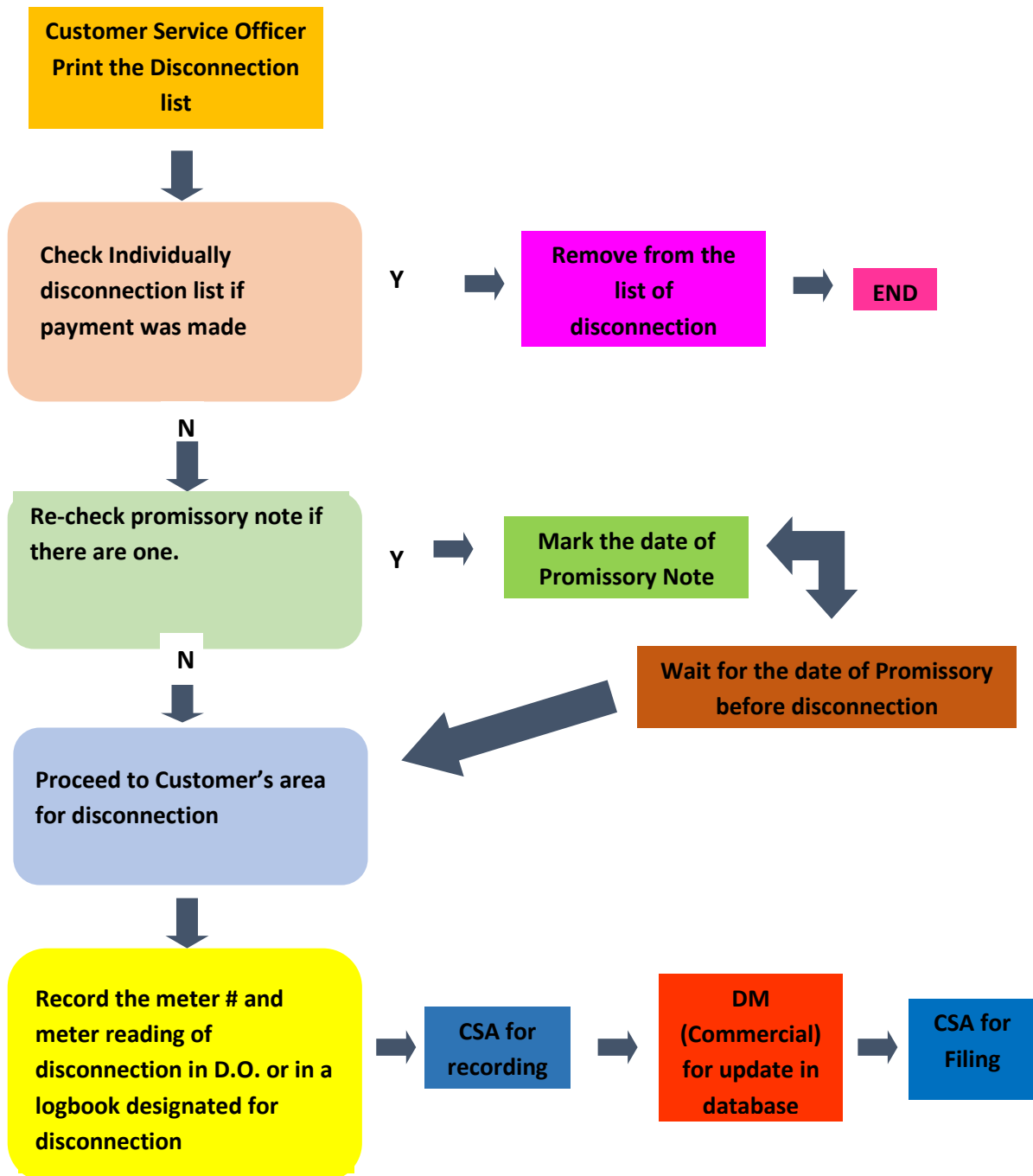
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SERVICE DISCONNECTION (with Arrears)





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5.4 RECONNECTION POLICY

5.4.1 Request for Reconnection of Temporary Disconnected Service (Voluntary)

5.4.1 The concessionaire or his duly authorized representative may request for reconnection of service connection (**payment of reconnection P200 for residential and P500 for commercial**) Any individual other than the concessionaire or his representative may request for reconnection provided the following requirements should be submitted:

- a. Written authorization from the concessionaire specifically authorizing the requesting party to request for reconnection,
- b. Valid I.D. of the concessionaire, and
- c. Valid I.D. of the authorized representative

5.4.2 Request for Reconnection of Disconnected Service with Arrearages

5.4.2.1 If water service is disconnected for a period of six (6) months or less due to non- payment of arrears, the water service will be reconnected upon full payment of the outstanding water bills plus the reconnection fee.



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5.4.2.2 If water service has been disconnected for more than six (6) months due to non-payment of arrears, the water service will be reconnected upon the request of the concessionaire or his duly authorized representative appearing in the application form after full payment of the outstanding water bill plus reconnection fee. Any individual other than the concessionaire or his representative may request for reconnection provided the following requirements should be submitted:

- a. Written authorization from the concessionaire specifically authorizing the requesting party to request for reconnection
- b. Valid I.D. of the concessionaire, and
- c. Valid I.D. of the authorized representative

5.4.3 Request for Reconnection of Disconnected Service Due to Violation of Anti-Water Pilferage Policy

5.4.3.1 If water service has been disconnected due to illegal use of water as per BWD policy on Anti-water Pilferage, the concessionaire or his duly authorized representative appearing in the application form after full payment of the penalty charges. The requesting party other than the concessionaire may request for reconnection provided the following requirements shall be submitted:



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- a. Written authorization from the concessionaire specifically authorizing the requesting party to request for reconnection
- b. Valid I.D. of the concessionaire, and
- c. Valid I.D. of the authorized representative

5.4.4 Reconnection Fee

5.4.1 For disconnected water service with arrearages where water meter is not pulled-out, requesting party shall pay his outstanding water bill plus reconnection fee of 200.00php. for residential and 500.00 php for commercial (length of temporary disconnection up to six months)

5.4.2 For disconnected water service with arrearages where water meter is not pulled-out, requesting party shall pay his outstanding water bill plus reconnection fee of 200.00 php for residential and 500.00 php for commercial (length of temporary disconnection more than six months).

5.4.3 For disconnected water service where water meter has been pulled-out, requesting party shall pay his outstanding water bill plus reconnection fee of 200.00php for residential and 500.00php for commercial.

5.4.4 For disconnected water service due to illegal use of water, payment of penalty charges in accordance with the existing Policy on penalties due to illegal connection are required in addition to outstanding water bill.

6.0 RECORDS

- 6.1 Water Bill receipt
- 6.2 Maintenance Order
- 6.3 Service Request Form
- 6.4 Disconnection List