

<b>Office or Division:</b>	Commercial Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G - Government to Government
<b>Who may avail:</b>	All

**A. CLOSED CONNECTION 3 MONTHS AND BELOW**

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Payment of water bills (arrears/PYA, if any) and Reconnection Fee (ReF)		Valencia City Water District Teller/Cashier		
2. Authorization Letter if the requestor is not the owner		Citizen or customer being represented		
3. Government Issued Identification Card with 3 signatures (1 Photocopy)		PRC, LTO, Company, SSS, GSIS, PAG-IBIG, DFA, Postal, BIR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask Customer Service Section (CSS) Personnel about reconnection process and charges	Inform customer about reconnection process and charges	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
2. Secure Customer Accounts Section (CAS) Clearance	Issue clearance after verification and settlement of all accounts associated with the customer: the connection being reopened, or other connections whether past, present, within the same area, or in a different area	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Accounts Section)
3. Pay water bills and other accounts (if there are any), and Reconnection Fee (ReF)	Prepare "Custom Bill" in preparation for payment	Water bill, and all unpaid accounts	3 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
	Receive payment and issue Official Receipt (OR)	PHP 300.00 – Reconnect-ion Fee (ReF)	5 Minutes	Corporate Budget Specialist A
4. Present OR and CAS Clearance at CSS and sign	Prepare Reconnection (Rec) job order	None	5 Minutes	Senior Utilities/Customer Service Officer

Reconnection (Rec)				(Customer Services Section)
5. Witness the reconnection and sign Reconnection service order	Conduct reconnection of water service and have Rec signed	None	30 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
<b>TOTAL:</b>		<b>Water bill, and all unpaid accounts</b>  • <b>PHP 300.00</b> – <b>Reconnection Fee (ReF)</b>	<b>53 Minutes</b>	

**B. CLOSED CONNECTION ABOVE 3 MONTHS**

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Payment of water bills (arrears/PYA, if any) and Reconnection Fee (ReF)		Valencia City Water District Teller/Cashier		
2. Authorization Letter if the requestor is not the owner		Citizen or customer being represented		
3. Completion of in-house plumbing, duly inspected by CSS Inspector		Customer Services Section		
4. Government Issued Identification Card with 3 signatures (1 Photocopy)		PRC, LTO, Company, SSS, GSIS, PAG-IBIG, DFA, Postal, BIR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask Customer Service Section (CSS) Personnel about reconnection process and charges	Inform about reconnection process and charges	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
2. Secure Customer Accounts Section (CAS) Clearance	Issue clearance after verification and settlement of all accounts associated with the customer: the connection being reopened, or other connections whether past, present, within the same area, or in a different area	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Accounts Section)

3. Sign Inspection for Re-open Form	Prepare Job Order (JO) for Inspection Re-Open	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
4. Witness the inspection of in-house plumbing. If ready, proceed to Step 5. If not, follow Step 7.	Conduct inspection for in-house rehabilitation/installation completion	None	15 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
5. Pay water bill and other accounts (if there are any), and Reconnection Fee (ReF)	Prepare "Custom Bill" in preparation for payment	Water bill, and all unpaid accounts	3 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
	Receive payment and issue Official Receipt (OR)	PHP 300.00 – Reconnection Fee (ReF)	5 Minutes	Corporate Budget Specialist A
6. Present OR and CAS Clearance at CSS and sign Reconnection (Rec) and proceed to Step 8.	Prepare Reconnection (Rec)	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
7. Complete the in-house installation/rehabilitation and inform the CSS. If ready, proceed to Step 5.	Wait for advisory from customer on completion of in-house plumbing installation/rehabilitation, for inspection		Depends on customer readiness	
8. Witness the reconnection and sign Rec	Reconnect water service and have Rec signed	None	30 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)

<b>TOTAL:</b>	<b>Water bill, and all unpaid accounts</b>	<b>1 Hour, 13 Minutes</b>	
	<b>PHP 300.00 – Reconnection Fee (ReF)</b>		

**C. RECONNECTION-TRANSFER/REROUTE**

**Classification:** Complex

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Payment of water bills (arrears/PYA, if any), Reconnection Fee (ReF) , and Transfer Fee (TF)	Valencia City Water District Teller/Cashier
2. Authorization Letter if the requestor is not the owner	Citizen or customer being represented
3. Completion of in-house plumbing, duly inspected by CSS Inspector	Valencia City Water District Customer Services Section
4. Government Issued Identification Card with 3 signatures (1 Photocopy)	PRC, LTO, Company, SSS, GSIS, PAG-IBIG, DFA, Postal, BIR

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask Customer Service Section (CSS) Personnel about reconnection-transfer/reroute process and charges	Inform about reconnection-transfer/reroute process and charges	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Services Section)
2. Secure Customer Accounts Section (CAS) Clearance	Issue clearance after verification and settlement of all accounts associated with the customer: the connection being reopened, or other connections whether past, present, within the same area, or in a different area	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer Accounts Section)
3. Sign Inspection for reconnection-transfer/reroute	Prepare J.O for Inspection reconnection-transfer/reroute	None	5 Minutes	Senior Utilities/Customer Service Officer (Customer

				Services Section)
4. A.) Witness the inspection on tapping point and placement of meter in the area	Actual inspection for tapping point and placement of meter	None	30 Minutes	Senior Utilities/Custom er Service Officer (Customer Services Section)
B.) Witness the inspection of in-house plumbing. If ready, proceed to Step 5. If not, follow Step 7.	Inspection for in-house rehabilitation/ installation completion	None	15 Minutes	Senior Utilities/Custom er Service Officer (Customer Services Section)
5. Pay Water bills and other accounts ( if any), Reconnection Fee (ReF), and Transfer fee (TF)	Prepare “Custom Bill” in preparation for payment	Water bill, and all unpaid accounts	3 Minutes	Senior Utilities/Custom er Service Officer (Customer Services Section)
	Receive payment and issue Official Receipt (OR)	PHP 300.00 – Reconnect-ion Fee (ReF) PHP 100.00 - Transfer Fee (TF)	5 Minutes	Corporate Budget Specialist A
6. Present OR and CAS Clearance to CSS Personnel and sign Reconnection-Transfer (RT) job orders Proceed to Step 8.	Prepare job order for: reconnection/ transfer	None	5 Minutes	Senior Utilities/Custom er Service Officer (Customer Services Section)
7. Comply in-house plumbing installation and inform CSS of completion for inspection. If ready, proceed to Step 5	Wait for advisory from customer on connection of in-house, plumbing installation for inspection		Depends on customer readiness	
8. Witness the reconnection	Reconnection-transfer of water	None	30 Minutes	Senior Utilities/Custom

and sign RT form	service at the new address and RT be signed			er Service Officer (Customer Services Section)
<b>TOTAL:</b>		<b>Water bill, and all unpaid accounts</b> <ul style="list-style-type: none"> <li>• <b>PHP 300.00 – Reconnection Fee (ReF)</b></li> <li>• <b>PHP 100.00 - Transfer Fee (TF)</b></li> </ul>	<b>1 Hour, 43 Minutes</b>	