



## DOCUMENT REVIEW REQUEST AND REGISTRATION FORM



<b>DRRF Number</b>	<b>Document Number</b>	<b>Document Title</b>	<b>Date Received</b>
010	OWD-WI-COML-002	APPLICATION FOR RECONNECTION	August 14, 2017
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 Others, please specify

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			Approved by: BENIGNO P. ANDRES General Manager
		<b>Purpose:</b>	

<b>Initial Review</b>	<b>QMR/Deputy QMR Remarks:</b>	<b>Signature</b>

Reviewing Division/ Section			
Division/ Sec.	Name of Approver	Comments/ Suggestions	Signature
OFFICE OF THE GENERAL MANAGER	BENIGNO P. ANDRES		
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ADMINISTRATIVE/HUMAN RESOURCES DIVISION			
FINANCE DIVISION			
CUSTOMER ACCOUNTS DIVISION			
CUSTOMER SERVICES DIVISION			
ENGINEERING DIVISION			
WATER RESOURCES DIVISION			

DOCUMENT REGISTRATION APPROVAL			
DCC Checking Status	DCC Received	DCC Remarks	QMR Approval



**TITLE:**  
**APPLICATION FOR  
 RECONNECTION**

Doc. Control No.  
 Rev. No.  
 Effective Date

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 August 14, 2017

**Document History**


Rev. No.	DRRF No.	Description of Change	Revision Date	Originator	Date Originated
	010	Initial Release		Gina S. Palomo	August 11, 2017

**DISTRIBUTION:**

**ALL DEPARTMENT**

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**1.0 PURPOSE**

1.1 This procedure is established to define the process of reconnection of water service.

**2.0 SCOPE**

2.1 The scope of this procedure is the reconnection process.

**3.0 ASSOCIATED DOCUMENTS**

- 3.1 ORANI Water District Operations Manual
- 3.2 TUBS
- 3.3 Civil Service Citizen's Charter

**4.0 DEFINITION OF TERMS**

- 4.1 Quality Service - a system of satisfactorily providing for wants, need and desires of customer.
- 4.2 Customer Service - is the organization's responsiveness to the needs of clients.

**5.0 RESPONSIBILITIES**

- 5.1 Maintenance Team will undertake the re-installation of service connection (If meter is to be installed).
- 5.2 Disconnection Team will undertake the re-installation of service connection (pulling out of lock from the meter).

**6.0 PROCEDURES**

- 6.1 Open TUBS for viewing of records/ accounts of disconnected client.
- 6.2 Fill up Service Payment Assessment Form (SPAF) for client's water bill arrears, reconnection fee, valve lock fee, materials/ cutting/ restoration (if needed).
- 6.3 Payment of necessary charges.
- 6.4 Reconnect the meter by Disconnection Team (pull out lock) and Maintenance Team if meter installation.

**7.0 RECORDS**

- 7.1 TUBS- Maintenance Order
- 7.2 Service Payment Assessment Form (SPAF)
- 7.3 Memorandum of Water Meter (if meter is to be installed)
- 7.4 Cutting Permit Form (if needed)

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**SERVICE PAYMENT ASSESSMENT FORM  
 (SPAF)**

Name \_\_\_\_\_ Acct No. \_\_\_\_\_  
 Address \_\_\_\_\_ Date \_\_\_\_\_

- |                          |                                      |                          |                        |
|--------------------------|--------------------------------------|--------------------------|------------------------|
| <input type="checkbox"/> | RECONNECTION                         | <input type="checkbox"/> | WATER QUALITY TEST     |
| <input type="checkbox"/> | DISCONNECTION                        | <input type="checkbox"/> | SERVICE LINE CHECK UP  |
| <input type="checkbox"/> | RELOCATION OF METER/<br>SERVICE LINE | <input type="checkbox"/> | OTHERS (SPECIFY) _____ |

RECONNECTION	AMOUNT	REMARKS
Arrears	_____	_____
Reco Fee	_____	_____
Valve Lock	_____	_____
Materials	_____	_____
<b>SALE OF MATERIALS</b>	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
<b>OTHERS:</b>	_____	_____
Cutting	_____	_____
Restoration	_____	_____
MTC	_____	_____
Water Quality Test Fee	_____	_____
Rental of Equipment	_____	_____
<b>TOTAL</b>	<b>P</b> _____	_____

Endorsed by:

**GINA S. PALOMO**  
 Customer Service assistant

Payment Received by:

**JANICE S. REGULACION**  
 Cashiering Assistant

OR NO. \_\_\_\_\_  
 Date \_\_\_\_\_

Reviewed and Approved by:

**CONRADO BUENAVENTURA JR.**  
 Admin Division Manager