



## DOCUMENT REVIEW REQUEST AND REGISTRATION FORM

DRRF Number	Document Number	Document Title	Date Received
011	OWD-WI-COML-003	REQUEST FOR DISCONNECTION OF WATER SERVICE CONNECTION	August 14, 2017
Old Revision	Old Document Number	Description of Changes	Origination Date
		INITIAL DOCUMENT	August 11, 2017
New Rev. No.	New Document Number		Released Date
			August 14, 2017

**Reason for Change:**

- Change in operational process
- Error Correction
- For Improvement
- Others, please specify

**Type of Document:**

- New
- Revision
- Complete
- Partial Number of Pages: \_\_\_\_\_

**Originating Department**

Dept./ Sec.	Prepared by:	Approved by:
COML	GINAIS PALOMO	BENIGNO P. ANDRES General Manager

**Purpose:**

Initial Review	QMR/Deputy QMR Remarks:	Signature

**Reviewing Division/ Section**

Division/ Sec.	Name of Approver	Comments/ Suggestions	Signature
OFFICE OF THE GENERAL MANAGER	BENIGNO P. ANDRES		
ADMINISTRATIVE AND FINANCE DEPARTMENT	CONRADO D. BUENAVENTURA JR.		
COMMERCIAL SERVICES DEPARTMENT			
ENGINEERING AND WATER RESOURCES DEPARTMENT	HERMINIGILDO S. CANLAS		
MANAGEMENT SERVICES DIVISION			
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:****REQUEST FOR DISCONNECTION  
OF WATER SERVICE  
CONNECTION**

Doc. Control No.

OWD-WI-COML-003

Rev. No.

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Effective Date

August 14, 2017

**1.0 PURPOSE**

- 1.1 This procedure is established to define the disconnection process either requested by client or due to two months arrears.

**2.0 SCOPE**

- 2.1 The scope of this procedure covers the disconnection process of water service connection either due to arrears or due to request.

**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 is responsible for the disconnection of water service due to request of client by pulling out meter.  
5.2 Disconnection Team is responsible for the disconnection of water service due to two months overdue using valve lock.  
5.3 Customer Service Officer  
5.3.1 Responsible for the generation of disconnection request form.  
5.3.2 Responsible for the generation of aging accounts (two months arrears).

**6.0 PROCEDURES****Disconnection by Client Request**

- 6.1 Open TUBS by viewing of ledger accounts of client.  
6.2 Fill up Disconnection Request Form (DRF) Indicating the name, signature, account number, contact number of client, reason for disconnection and requested date to be disconnected.  
6.3 Payment of current billing is requested from the client prior to disconnection process.  
6.4 Schedule for disconnection through TUBS (Maintenance Order).  
6.5 Disconnect the meter by Maintenance Team.  
6.6 Update TUBS indicating the deactivation of the account.

**Disconnection Due to Two Months Overdue (Arrears)**

- 6.7 Generation and printing of aging accounts (two months arrears) using TUBS.  
6.8 Distribution of printed aging accounts (two months arrears) to Disconnection Team per assigned area.  
6.9 Disconnection of water service connection.  
6.10 Update TUBS indicating the deactivation of the account.

**7.0 RECORDS**

- 7.1 TUBS Maintenance Order (MO)  
7.2 Aging of Accounts (two months arrears)  
7.3 Disconnection Request Form

Run Date : 7/14/2017  
Run Time : 2:04:39PM

**ORANI WATER DISTRICT**  
**MAINTENANCE ORDER**

No. : **41627**  
Account No : **086-12-30050**  
Name : **PALOMO, GINA SINGCA**  
Address : **GUECO**  
Old Meter : **KENT/4033/196/ 1/2**  
New Meter : **//0/**  
Remove Rdnng : **0**  
M.O. Date : **07/14/2017**

Maintenance Team : **Green Team**  
Team Leader : **RAMIL B. SANTOS**

<b>Code</b>	<b>DESCRIPTION</b>
<b>8</b>	<b>DISCONNECTION</b>

Remarks :  
**REQUEST**

Prepared By:

**Gina Palomo**

Verified By

**CONRADO D. BUENAVENTURA JR.**  
Admin. Div. Manager

Approved By:

**BENIGNO P. ANDRES**  
General Manager



# SERVICE REQUEST FORM (SRF)

RECONNECTION

WATER QUALITY TEST

DISCONNECTION

SERVICE LINE CHECK UP

RELOCATION OF METER/  
SERVICE LINE

OTHERS (SPECIFY)  
\_\_\_\_\_

**REASON:** \_\_\_\_\_

**Requested by:**

Name/Signature \_\_\_\_\_

Contact Number \_\_\_\_\_

Address \_\_\_\_\_

Acct No. \_\_\_\_\_

Date requested \_\_\_\_\_

**Prepared/Endorsed by:**  
\_\_\_\_\_

*Customer Service Assistant*

**Approved by:**

**CONRADO BUENAVENTURA JR.**

*Admin Division Manager*

**Customer Feedback:**

Satisfied

Observation

Date/Time Feedback given

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