

Type of Frontline Services :	NEW SERVICE CONNECTION
Walk-in	
Schedule of Activity of Service :	Monday to Friday 8:00 am to 5:00 pm without noon break
Who May Avail of the Services :	Residents of Tacurong, Isulan and Esperanza or any transacting public
What are the Requirements :	Xerox copy of any Proof of Ownership, Proof of Billing, or any valid ID
Duration :	4 days

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORM
1	Present requirements and fill-up New Service Connection Data Form (NSCDF)	Encodes and prints data presented	5 mins	Customer Service Assistant	none	New Service Data Form
2	Present NSCDF and pay Inspection Fee	Receives payment and issues Official Receipt (OR)	5 mins	Cashier	P15.00	Official Receipt
3	Present NSCDF and OR to the Commercial Office for estimate	Encodes data and prepares Maintenance Order (MO)	5 mins	Customer Service Assistant	none	Maintenance Order/Request For Inspection
4	Wait for actual inspection in the area	Conducts actual inspection Prepares Bill of Materials (BOM)	1 day 15 mins	Inspector Engineering & Commercial Assist.	none none	Inspection Form Bill of Materials
5	Secure copy of BOM and other necessary documents for payment	Provides copy of BOM to customer Prepares: Service Contract (SC) Labor Contract Agreement (LCA) Receipt of Water Meter (RWM)	5 mins 15 mins	CSA-A/New Connection Services	none none	Bill of Materials Service Contract (SC) Labor Contract Agreement (LCA) Receipt of Water Meter (RWM)
6	Presents and pays BOM	Receives payment and issues OR	10 mins	Cashier	Based on Estimated	Official Receipt BOM
7	Submits documents and attends orientation scheduled every 1:00pm	Receives the documents and conducts orientation	1 - 2 hrs	Customer Service Assistant	none	Signed NSCDF
8	Wait for actual installation	Schedules and conducts installation	within 7 days upon payment of inspection fee	Accredited Sub-contractor	none	none
9	Confirms the installed service connection	Inspects the installed service connection	25 mins	Inspector	none	Inspection Report

END OF TRANSACTION