

TYPE OF FRONTLINE SERVICES:	RE-OPENING OF DISCONNECTED SERVICE CONNECTION
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Schedule of Activity of Service	:	Monday to Sunday 8:00 am to 5:00 pm without noon break
Who May Avail of the Services	:	Disconnected SKWD Concessionaires
What are the Requirements	:	Water Bill
Duration	:	1 day

Step	Customer	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Form
1	Secure Priority Number	Gives priority number	1 min.	Guard on Duty	None	Priority Number
2	Presents water bills or Statement of Accounts	Receives payment of water bill and Re-opening fee and issues Water Bill Receipt	2 mins. (actual payment duration)	Customer Service Assistant	Based on unpaid water bill and material accounts + Re-opening fee of P75.00	Official Receipt
3	Receives Water Bill Receipt and presents to Customer Service Assistant	Prepares Re-opening Order	5 mins.	Customer Service Assistant	none	Re-opening Order
4	Wait for actual re-opening of service connection	Undertakes re-opening of service connection	within 1 day from payment of fees	Plumber	none	Re-opening Order

END OF TRANSACTION