

TYPE OF FRONTLINE SERVICES:		REQUEST FOR TRANSFER TAPPING/RELOCATION				
Walk-in						
Schedule of Activity of Service:		Monday to Sunday 8:00 am to 5:00 pm without noon break				
Who May Avail of the Services:		SKWD Concessionaires				
What are the Requirements:		Current Water Bill, Residence Certificate and any valid ID				
Duration:		3 days				
Step	Customer	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Form
1	Presents requirements to Customer Service Assistant (Commercial)	Validates submitted requirements and prepares Service Request	10 mins.	Customer Service Assistant	none	Service Request
2	Submits copies of validated requirements and Service Request to Engineering Office	Receives and prepares Maintenance Order	5 mins	Customer Service Assistant	none	Service Request
3	Wait for actual inspection of the area	Undertakes inspection Prepares Bill of Materials (BOM)	1 day 15 mins	Inspector Engg Assistant	none none	Inspection Form Bill of Materials
4	Secure copy of BOM and other necessary documents for payment	Provides copy of BOM to customer and prepares Labor Contract Agreement	15 mins	CSA-A/New Service Connection	none	Bill of Materials and Labor Contract Agreement (LCA)
5	Presents and pays BOM	Receives payment and issues OR	10 mins.	Cashier	Based on Estimated BOM	Official Receipt
6	Submits documents to CSA/ Commercial	Receives the documents	5 mins	CSA-A	none	Bill of Materials and Labor Contract Agreement (LCA)
	Wait for actual installation	Schedules and undertakes transfer tapping/relocation	within 3 days upon payment of BOM	Accredited Sub-contractors	none	none
	Confirms the transferred/relocated service connection	Inspects the transferred/relocated service connection	within the day	Inspector	none	Inspection Report
END OF TRANSACTION						