# PROCESSING OF APPLICATION FOR A RESIDENTIAL WATER SERVICE CONNECTION

#### **Schedule of Availability of Service:**

7:30am – 5:00pm, NO NOON BREAK, Monday to Friday, at the MCWD One-Stop Shop (OSS)

#### Who may avail of the service:

- Property owner or his/her authorized representative
- Any individual within MCWD service area who must at least be 21 years old

#### What are the requirements:

#### For Residential Water Service Connection

- Photocopy of Lot Title/ Lot Tax Declaration if owned by the applicant
- Photocopy of the building Tax Declaration/ Building permit if owned by the applicant
- Notarized Waiver (in lieu of the above)
- Photocopy of government issued Identification Card (ID)
- Duly filled out water service application form
- Duly signed Terms and Conditions
- Notarized Waiver (water supply) if applicable

**Duration:** 7 to 15 days (under normal circumstances)

### How to avail of the service:

## Processing of the Application for a Residential Water Service Connection

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Get a priority number for blue lane transaction in One- Stop Shop (OSS) from the Guard	Client gets priority number for blue lane transaction from the MCWD guard for the OSS	Less than a minute	MCWD Security guard-on-duty	none	Priority number
2.	Wait for number to be called		5-30 minutes			
3.	Apply for a residential service connection	Client requests for application form with attached list of requirements	5 minutes	OSS Customer Service Officer A	none	Water service application form
4.	Fill-out the application form. Comply with all the requirements return to OSS for submission		variable		none	Application form Valid ID Land title Tax declaration Notarized waiver for the property and for water supply (if applicable)
5.	Get a priority number for One- Stop Shop from the Guard	Client gets priority number from the MCWD guard for the OSS	Less than a minute	MCWD Security guard-on-duty	none	Priority number
6	Wait for your number to be called		5-30 minutes			

7. Submit the application form spelliptication form supplication form together with the requirements are complete  8. Encode the applicant's data and endorse the form to NSCD  9. Inspector assigned in the area will visit the site for preliminary inspection. If approved, advises the client to proceed to pipe layout is completed for final inspection.  10 Inform the inspector once pipe layout is completed for final inspection. If approved, advises the client to processing of payment  11 Conduct final inspection. If approved, advises the client to processing of payment  12 Get a priority number for One-Stop Shop from the Guard  13 Wait for your number to be called inform/verify with the South Sout	7	Coole perit the e	A constate of some one	40	000 0		Matan Camina
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16	Wait for the		7 working days			
	installation teamr		after payment			
17.		Prepare the SRS and JO for the materials/fittings for installation	20 minutes	NSCD Customer Assistant	none	SRS and Job Order
18.		Install the water meter, conduct flow test & disinfection	1 to 2 hours	NSCD Plumber (field)	none	Job order form
END OF TRANSACTION						