



CITY OF SAN FERNANDO  
WATER DISTRICT

## CITY OF SAN FERNANDO WATER DISTRICT

### Work Instruction

Title : New Service Application

Effective: December 31, 2016

Revision No. 0

## **NEW SERVICE APPLICATION**

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1. The CSA conducts an interview with the applicant, if viable the application form shall be duly filled up by the Applicant and shall be required to present/submit any two (2) of the following documents:
  - Valid ID
  - Brgy. Certificate
  - Community Tax Certificate (Cedula)
  - Proof of Billing
  - Business Permit
  - Deed of Sale
  - Contract and Agreement (for applications for purposes of Construction Project)
2. The CSA, shall review and evaluate the submitted documents to ensure completeness on all the data needed for the process particularly the contact details and the sketch of the location being applied. The details of the Application form and the requirements shall then be encoded in the BOSS.
3. The Senior Customer Service Officer A shall schedule the Application for Inspection through the BOSS. Print out of the said form shall then be forwarded to the Water Maintenance Man for inspection. The applicant shall be notified of the inspection date to ensure their presence during the conduct of the said inspection.
4. The Investigator determines the adequacy of water service system in the location and the lists of the materials needed for the connection. For cases that will require breaking, excavation, boring and jetting of pavements, necessary permits such as Barangay Permit, Home Owners Association Permit and/or Department of Public Works and Highways (DPWH) shall first be secured prior to implementation of the said application.

A copy of the assessment will be given to the Applicant and shall be notified of the orientation schedule and payment date.



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5. The Senior Customer Service Officer A encodes in the BOSS the result of the Inspected New Service Application including the materials and services it requires. Print out of the final assessment (Computerized Store Requisition Slip/Acknowledgement Receipt) will be forwarded to respective approving authorities.
6. All the Approving Authorities (SCSO-A, DM-A, and GM) shall sign and approve the Water Service Application/Contract together with the Computerized Store Requisition Slip/Acknowledgement Receipt, after which, all documents shall be returned to the Customer Services Division.
7. The applicant shall attend the orientation conducted by the Senior Customer Service Officer A. The orientation focuses on the following:
  - CSFWD Organization (Profile, Organizational Chart, Vision, Mission, Services, Branches etc.)
  - Water rates and other charges
  - Reading dates
  - Due dates
  - Disconnection and Reconnection policies
  - Penalties (e.i.Late payments, Illegal connections etc.)
  - Pilferages and other illegal activities
  - Rights and privileges of every concessionaires
8. The application fees and materials needed as stipulated in the Store Requisition Slip/Acknowledge Receipt shall be paid by the applicant to the CSA under the Customer Accounts Division. All documents submitted by the applicant shall be left at the CSA (Customer Accounts Division) shall be forwarded to the Customer Service Division before the end of the business day including the Transmittal for Paid New Service Application (summary of all paid application for new service connection including official receipt number.)
9. The CSA verifies the list of paid application for new service connection and prepares the Job Order in the BOSS. The Customer Service DM-A, shall approve the prepared Job Order for Implementation by the Pipelines and Maintenance Division.



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## GUIDE FOR ESTIMATING LABOR AND MATERIALS FOR NEW SERVICE CONNECTION

### OBJECTIVE:

1. To define the steps and activities involve in estimating charges of labor and materials for the installation of new service connection.
2. To outline the standards for estimating a typical water service connection

### STEPS:

1. Receive from the Customer Service Assistant the Water Service Application and Contract (Form No.1) form, Business One Stop Shop (BOSS) Inspection Form, and Manual Assessment Form (Form No. 2)
2. Verify applicant's location in the base map if it is covered by the water distribution system. Conducts an on-site verification.
3. Determine if the site has an old account, if what is its account name, and if it has unpaid arrears or other charges to be paid if any.
4. Determine appropriate location of water meter within the customer's compound. Water meter should be located nearest to the perimeter fence or not beyond the property line. Agree with the customer on the meter location prior to installation.
5. Verify also the right-of-way.
6. Determine the costs of materials required for the tapping of new service applications, plus all other charges that must be paid through the Manuel Assessment Form (Form No. 2)
7. Fill-up the BOSS Inspection Form, ensuring its completeness and accuracy. Give a copy the total amount of assessment to the New Service Applicant. Inform the Applicant that the actual Application shall then be forwarded to the Sr. Customer Service Officer for encoding in the BOSS System. Remind Applicant that they should attend the Water Service Orientation first before they can pay the Assessment.
8. Submit the completely filled-up BOSS Inspection Form, Manual Assessment Form (Form 2,) Water Service Application and Contract (Form 1) with Application Requirements, and Daily Accomplishment Report-Customer Service-Form 6 to the Sr. Customer Service Officer.



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#### **SCOPE:**

The work instruction defines the activities of the Water Maintenance Man (Field Inspector) in estimating charges of labor and materials for the installation of new service connection.