




REPUBLIC OF THE PHILIPPINES
METROPOLITAN NAGA WATER DISTRICT
40 J. MIRANDA AVENUE, NAGA CITY

COMMERCIAL SERVICES DEPARTMENT

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

(CSDPW01) COLLECTION, RECONNECTION AND
DISCONNECTION PROCEDURES

	METROPOLITAN NAGA WATER DISTRICT	Document Code: CSDPW01	
	PROCEDURE	Revision No.:	0
	COLLECTION AND DISCONNECTION	Effectivity Date:	March 2017
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1. PURPOSE

1.1. This document describes the procedures for Collection and Disconnection processes as one of the support processes of the MNWD core process.

1.2. The objectives of the Collection and Disconnection process are:

- 1.2.1. To disconnect overdue accounts within the day;
- 1.2.2. To issue an Assignment Implementation Order (AIO) within the day for re-opening of disconnected/closed accounts fully paid within two working days;
- 1.2.3. Process AFR of disconnected water service connections within fifteen (15) minutes;
- 1.2.4. Process customer's request for disconnection of water service connection within five (5) minutes upon request;

2. SCOPE

This procedure will apply to the MNWD – quality management system in one support process which is collection and disconnection, focusing on:

- 2.1. Disconnection of water service connection with overdue accounts;
- 2.2. Issuance of Assignment Implementation Order (AIO) for re-opening of water service connection upon payment in full of arrearages was made within two working days upon disconnection;
- 2.3. Processing of AFR of disconnected water service connections disconnected for more than two working days;
- 2.4. Processing of customer's request for disconnection of water service connection;

3. DEFINITION OF TERMS


Refer to "[Annex A](#)" for definition of terms and acronyms.

4. RESPONSIBILITIES

4.1. COLLECTION AND DISCONNECTION SECTION

- 4.1.1. Responsible in disconnection of water service connections with overdue accounts;
- 4.1.2. Responsible in issuance of AIO's for re-opening of water service connections upon payment in full of arrearages was made within two working days upon disconnection;
- 4.1.3. Responsible in processing of AFR of water service connections disconnected for more than two working days;
- 4.1.4. Responsible in processing of AFD of water service connections per request of concessionaire;

5. PROCEDURES

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This section describes the procedures involved in one of the support process of the MNWD – Quality Management System which is the Collection and Disconnection process

5.1. Disconnection of water service connections with overdue accounts ([Figure 1](#))


- 5.1.1. Personnel-in-charge prints daily disconnection order of water service connections with arrears and subsequently evaluates accounts individually ensuring that only those accounts with two (2) or more months arrearages will reflect on the disconnection order for the day;
- 5.1.2. Personnel-in-charge endorsed the evaluated disconnection order for the day to the SUCSO for checking and distribution;
- 5.1.3. SUCSO distributes disconnection orders for the day to various disconnectors;
- 5.1.4. Disconnectors conduct disconnection of water service connections within the day (thru installation of seal on the angle valve with lock wing or thru recovery of the water meter);
- 5.1.5. Disconnectors submits Report of Disconnected Water Service Connection and Daily Accomplishment Report within the day;

5.2. Issuance of AIO's for reopening of water service connections upon payment in full of arrearages was made within two working days upon disconnection ([Figure 2](#))

- 5.2.1. Customer shall present original copy of OR to the personnel-in-charge of CDS;
- 5.2.2. Personnel-in-charge evaluates customer's account ledger in the Billing and Collection Program to validate payment;
- 5.2.3. Personnel-in-charge issues an AIO for reopening of meter within the day;
- 5.2.4. Personnel-in-charge endorse within the day the AIO to the WDRD personnel-in-charge for implementation;

5.3. Processing of Application for Reconnection of water service connections disconnected for more than two working days ([Figure 3](#))

- 5.3.1. Personnel-in-charge verifies the account of water service connections for unpaid arrears, if there is any, the customer shall pay the arrears to the cashier and present the original copy of OR to the personnel-in-charge of CDS, if the account is inactive for more than sixty (60) days;
 - The customer shall proceed to the personnel in charge of FS and request for a closed connection inspection prior to the processing of AFR;
 - Personnel-in-charge of FS shall provide the customer a follow-up slip indicating therein the date to follow-up but not later than three (3) working days for the processing of AFR;
- 5.3.2. Personnel-in-charge process the AFR in triplicate copy, sign, and forward the AFR to the CDS SUCSO for its approval within fifteen (15) minutes;

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- 5.3.3. Personnel-in-charge endorsed the AFR to the Internal Auditor of OGM for necessary audit procedure;
- 5.3.4. Personnel-in-charge endorse the AFR to the personnel-in-charge of IIS subject for verification of possible illegal connection report, if there is any;
 - The customer shall settle the fine and other charges or may execute promissory note conforming to the MNWD existing policy on promissory notes of accounts with illegal connections;
 - The personnel-in-charge of IIS shall acknowledge the AFR indicating therein the date of transaction, findings and status of illegal connection, if any;
- 5.3.5. Customer shall present the AFR to the DMA for approval;
- 5.3.6. Customer proceed to the cashier and tender the Reconnection Fee of ₱500.00;
- 5.3.7. The cashier issues original copy of OR and provide customer's copy of AFR;

5.4. Processing of customer's Request/Application for Disconnection of water service connection ([Figure 4](#))

- 5.4.1. Personnel-in-charge verify the account of water service connection for unpaid arrears, if there is any;
 - The personnel-in-charge shall issue a statement of account, indicating the customer's total unpaid bill and other charges;
 - The customer shall proceed to the cashier and pay the arrears and an OR shall be issued;
- 5.4.2. Personnel-in-charge process the AFD in two (2) copies within five (5) minutes and give it to the customer for SUCSO's approval;
- 5.4.3. SUCSO approve the AFD and return it to the customer subject for DMA's final approval;
- 5.4.4. Customer present the AFD to the DMA for approval and once approved the customer shall provide the office copy of AFD to the personnel-in-charge of CDS;
- 5.4.5. Personnel-in-charge endorsed the AFD to the assigned disconnecter;
- 5.4.6. Disconnecter implement the disconnection of water service connection within the day;
- 5.4.7. Disconnecter shall submit a daily summary of disconnected account within the day;


6. RELATED FORMS AND TEMPLATES

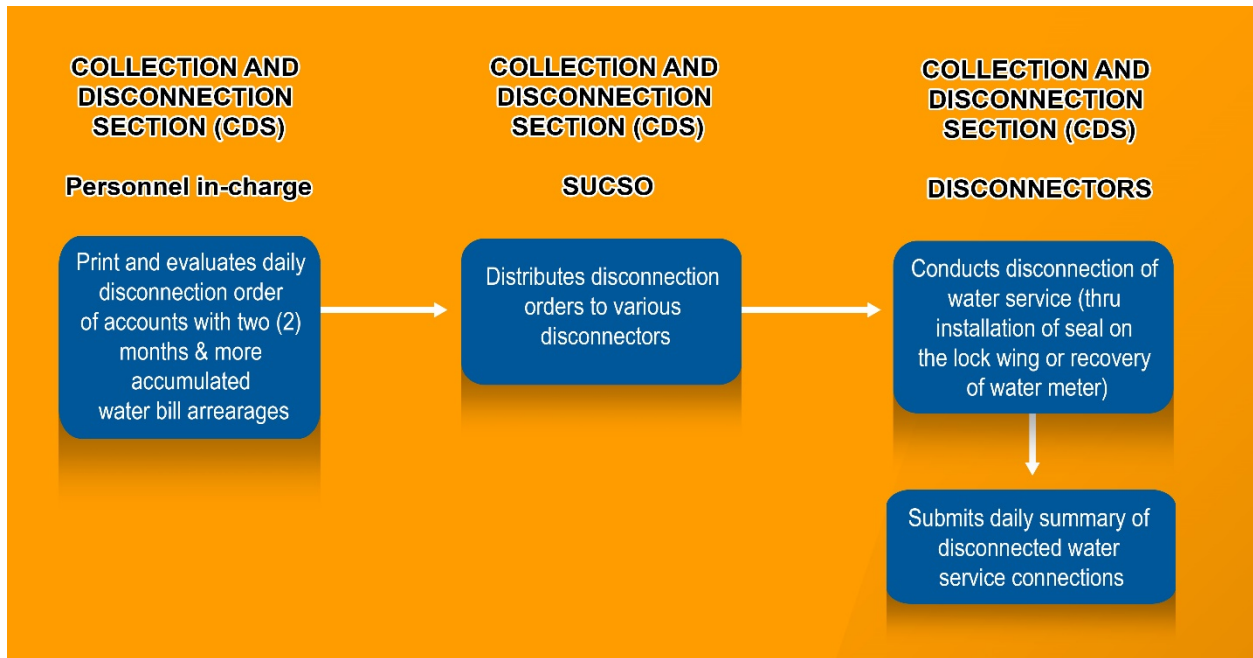
- 6.1. Assignment Implementation Order (AIO) – ("[CSDF01](#)")
- 6.2. Report of Disconnected Water Service Connection – ("[CSDF15](#)")
- 6.3. Daily Accomplishment Report – ("[CSDF02](#)")
- 6.4. Application for Reconnection – ("[CSDF16](#)")
- 6.5. Application for Disconnection (Request) – ("[CSDF17](#)")




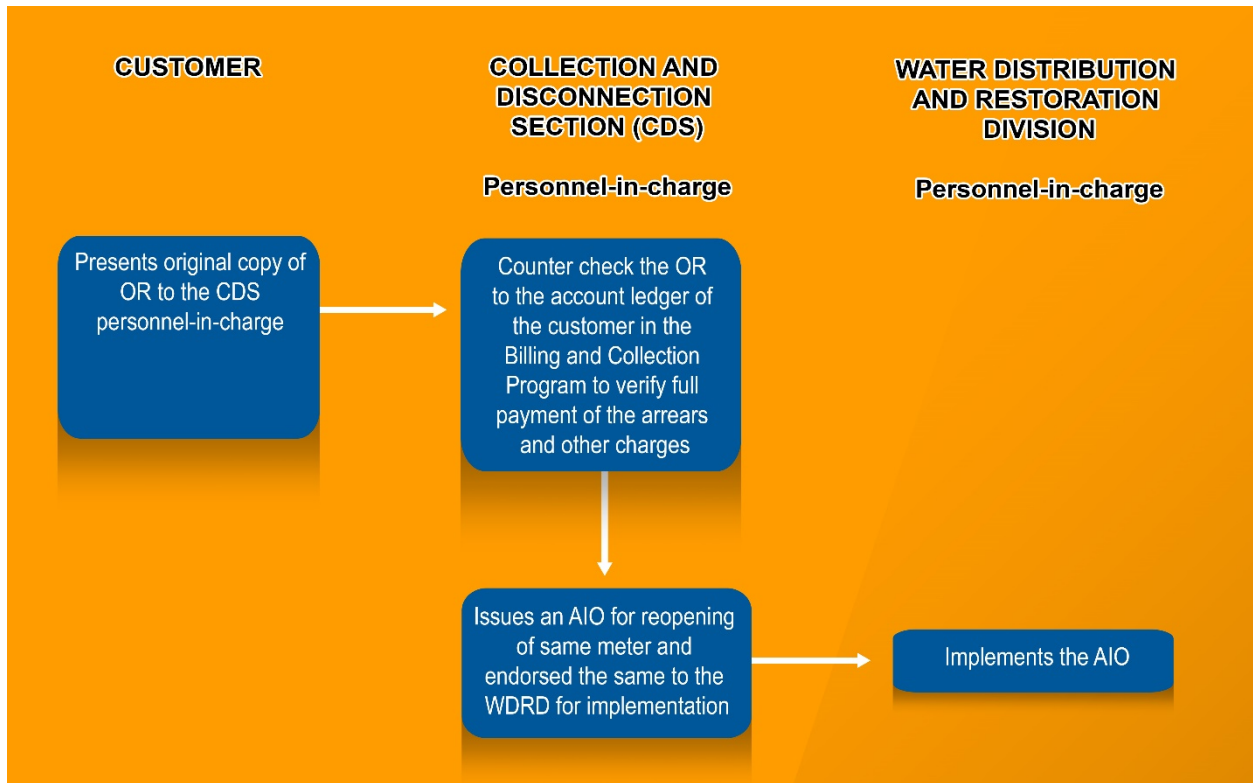
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	ANNEX A	
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GLOSSARY OF TERMS		Page No.: Page 1 of 1


TERMS	DEFINITION
AIO	Assignment Implementation Order
NWSCA	New water Service Connection Application
FUS	Follow-up Slip
RS	Route Slip
IIS	Inspection and Investigation Section
WDRD	Water Distribution and Restoration Division
CS Program	Customer Service Program
DMA	Division Manager A
DBSR	Daily Billing Summary of Report
BAM	Billing Adjustment Memo
NAB	Notice of Adjusted Billing
DAILY METER READING REPORT	Refers to the report generated by the meter reading device indicating the list of all water service connection accounts read and billed within the day in the assigned area
CDS	Collection and Disconnection Section
CSS	Customer Service Section
AFR	Application for Reconnection
AFD	Application for Disconnection
DISCONNECTION	refers to the cutting of water service connection thru installation of seal on the angle valve with lock wing ore thru recovery of the water meter of concessionaire
RECONNECTION	refers to the restoration of water service connection thru full payment of arrears and reconnection fee
REOPENING	refers to the reinstallation of meter / dismantling of lock wing seal of water service connections closed/disconnected within forty-eight (48) hours upon full payment of arrears
OR	Official Receipt
OGM	Office of the General Manager

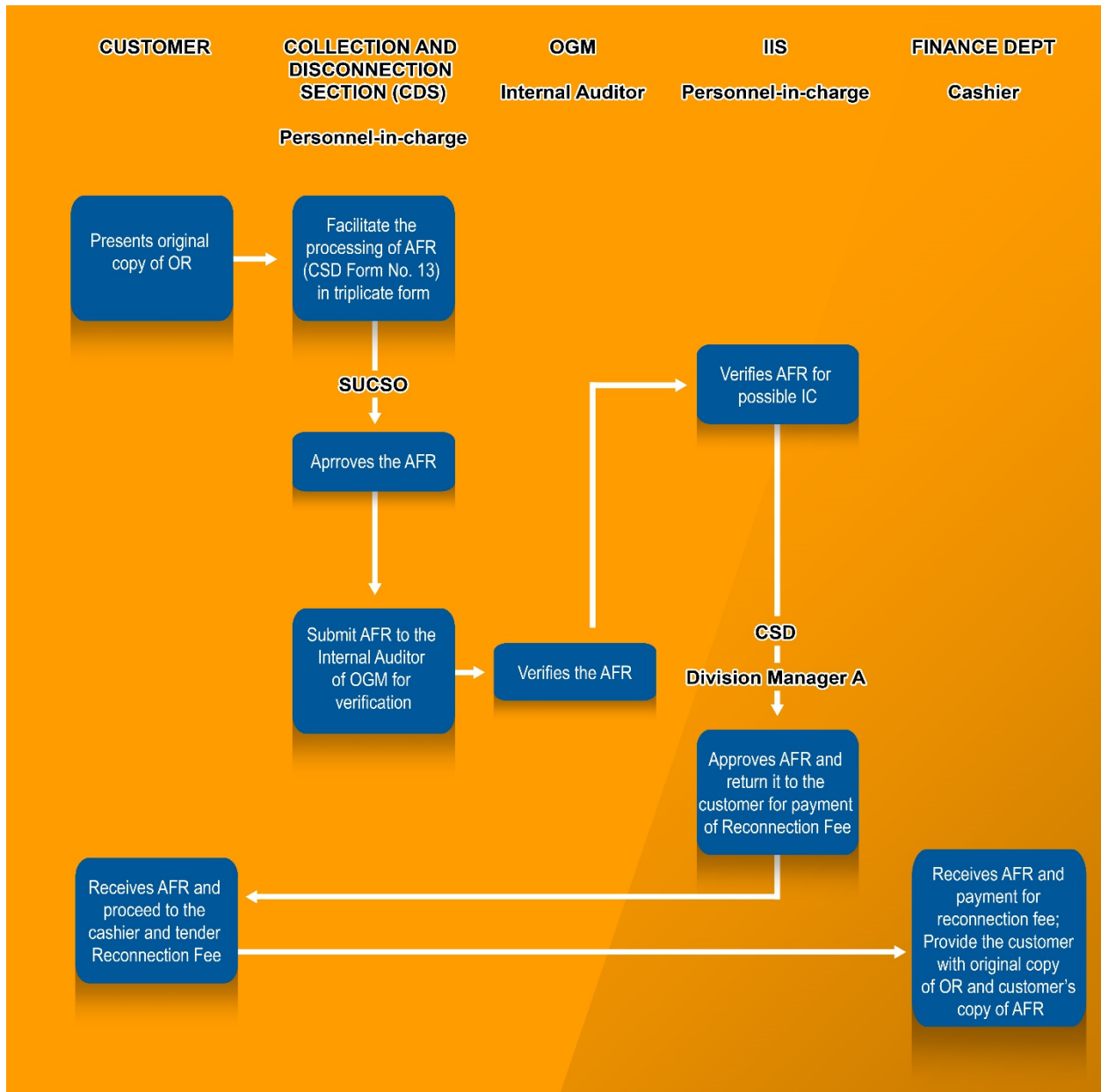
	METROPOLITAN NAGA WATER DISTRICT		Document Code:
	FLOWCHART		Revision No.: 0
	DISCONNECTION OF WATER SERVICE (2 MOS ARREARS & MORE) (FIGURE 1)		Effectivity Date: March 2017
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	METROPOLITAN NAGA WATER DISTRICT		Document Code:
	FLOWCHART		Revision No.: 0
	ISSUANCE OF AIO FOR WATER SERVICE CONNECTION ACCOUNTS DISCONNECTED WITHIN 48 HOURS (FIGURE 2)		Effectivity Date: March 2017
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	FLOWCHART		Revision No.:	0
	PROCESSING OF AFR MORE THAN FORTY-EIGHT (48) HOURS BUT NOT LATER THAN SIXTY (60) DAYS (FIGURE 3)		Effectivity Date:	March 2017
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	PROCESSING OF AFD OF WATER SERVICE CONNECTION (FIGURE 4)		Effectivity Date:	March 2017
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