



6. REQUEST FOR RECONNECTION OF SERVICE CONNECTION

Concessionaires / clients may request for the reconnection of their accounts if they wanted to avail again the services of San Juan Water District.

Office or Division:		Administrative, Commercial and Finance Division		
Classification:		Simple		
Type of transaction:		(G2C) Government to Citizens		
Who may avail:		Disconnected concessionaires of San Juan Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the reconnection of his / her account at San Juan Water District Customer Service Desk	1.1. Verify the account of the requesting concessionaire and encode the details in the system 1.2. Print the payment form	None	5 minutes	Customer Service Assistant
2. Give the payment and wait for the Official Receipt	2.1. Accept the payment 2.2. Forward the payment to the Cashier	1. Unpaid Bill 2. Reconnection fee (valid until January, 2020): 0-7 days: Php 100.00 8-14 days: Php 150.00 15-29 days: Php 200.00 30 days and more: Php 300.00 Reconnection fee (valid effective February, 2020): 0-30 cd: Php 200.00 31 cd & above: Php 300.00	10 minutes	Customer Service Assistant

3. Accept / and or acknowledge receipt of action	3. Print the Maintenance Order and give to the Maintenance Section for reconnection of the account	None	<p>1. If payment is made from 8:00 am to 12 nn reconnection will be from 1:00 pm to 5:00 pm of the same day</p> <p>2. If payment is made from 1:00 pm to 5:00 pm reconnection will be from 8:00 am to 12:00 nn of the following day</p>	Water Maintenance Man
TOTAL:		<p>1. Unpaid Bill</p> <p>2.</p> <p>Reconnection fee (valid effective February, 2020):</p> <p>0-30 cd: Php 200.00</p> <p>31 cd & above: Php 300.00</p>	15 minutes	