

NEW SERVICE CONNECTION

All individuals, households, offices and establishments within the area of the Local Water District of Murcia can avail of the said service.

Schedule of Availability of Service: Mondays to Fridays; 8:00 am to 12:00 nn & 1:00 pm to 5:00 pm

Requirements:

- ✚ Clearance from the Treasurer's Office (original copy)
- ✚ Barangay Clearance (original copy)
- ✚ Recent Community Tax Certificate (cedula, photocopy)
- ✚ Valid government issued ID (photocopy)
- ✚ Recent 2x2 ID picture

Forms:

- ✚ FM-COM-01 Service Application and Construction Order Form 1
- ✚ FM-COM-02 Memorandum Receipt
- ✚ FM-COM-03 Service Application and Construction Order Form 4
- ✚ FM-COM-04 Water Service Contract

STEP	APPLICANT	PROVIDER	DURATION	PERSON RESPONSIBLE	FEES
1	Inquiry	provides the list of requirements	5 min	Customer Service Assistant	None
2	Submission of requirements	receives the accomplished requirements	5 min	Customer Service Assistant	None
3	Orientation	conducts orientation regarding MWD water service rules and regulations	15 min	Customer Service Assistant	None
4	Contract Signing	assists customers in filling up and signing of service connection forms and contract	15 min	Customer Service Assistant	None
5		inspection/confirmation of sketch location	3 working days (max)	Inspection and Installation Team	None
6	Statement of Account	prepares the statement of account for the materials needed	10 min	Customer Service Assistant	None
7	Payment	issues acknowledgement receipt and OR for the notarial and application & installation fees	5 min	Collection Assistant	P1,850.00
8		installing of new water meter to the applicant's service area	4 working days (max)	Inspection and Installation Team	None

*Processing time for New Service Connection Application is composed of 3 days inspection and 4 days installation.