

RECONNECTION OF SERVICE CONNECTION

All registered concessionaires with disconnected service connection for less than a year 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:

✚ None

Forms:

✚ FM-COM-05 Service Request Form
 ✚ FM-COM-06 Reconnection Order

STEP	APPLICANT	PROVIDER	DURATION	PERSON RESPONSIBLE	FEES
1	Inquiry	receives request for reconnection of service	5 min	Customer Service Assistant	None
2	Payment	Issue OR for the total amount of unpaid bills and reconnection charge	10 min	Collection Assistant	P200.00*
3	Present OR to the CSA	prepares service request and reconnection order for reopening	5 min	Customer Service Assistant	None
4		reconnects service connection	as scheduled	Customer Service Assistant	None

*The P200.00 reconnection fee is subject for disconnected accounts unsettled after 24 hours.