

APPLICATION PROCEDURE

What are the requirements needed?

- Filled up Customer Data Form
- 2 Valid Ids I Passport
- Sketch I Location Plan of the residence
- Certificate of Attendance to Orientation Seminar (Seminar is conducted every Wednesday at 2:00 pm.)
- Permit to Excavate from the Punong Barangay as provided by MIWD
- Permit from DPWH/ICDEO/MEO if needed (should be accomplished after assessment and before payment)
- Affidavit of Undertaking (for areas with no or insufficient water)
- Proof of Billing
- Any of the following:
 - lot Title I Deed of Sale I Deed of Donation I Tax Declaration I Lot Award I
 - Contract to Sell, if applicant owns the lot.
 - Contract of Lease, if applicant is the Lessee.
 - Secretary's Certificate as to the authorized signatory (if applicant is a corporation or company)
 - Special Power of Attorney (SPA) I Waiver of Rights
 - Affidavit of Undertaking and Certification from the Punong Barangay if the applicant dwells in a government I private lot.
 - Affidavit of Undertaking for applicant who is one of the heirs of the property.

What is the application procedure/process?

- Comply all needed requirements and submit them to the MIWD Marketing and Water Service Processing Section.
- Applicant will be issued an application form if the requirements submitted are complete.
- Submit application form.
- MIWD inspector will conduct the inspection. After the inspection, the application will be assessed based on the inspection report made by the inspector.
- In case a permit, either from the ICDEO, MEO, or DPWH, is needed, the applicant should secure the same prior to the payment of the water service connection charges.
- Full payment of the amount specified in the Inspector's Assessment Form at the MIWD Main Office.
- MIWD will install the water service connection (installation is done by the Engineering Department)
- Service Line will be installed from the tapping line to the water meter by the MIWD Personnel.
- Installation of pipeline after the water meter is the responsibility of the applicant.

How long will the application process take?

- Approximately 1month.
- Inspection - normally one week

- Installation 2 - 3 weeks depends on the number of application.

How much is the cost when applying for a new water service connection?

- There is no fixed amount and will depend on certain variables such as distance of the meter from the mainline, etc etc. Applicants are often advised to prepare an estimated amount ranging from P 4,000.00 to P 6,000.00.

When can MIWD disconnect the water service connection?

- An existing water service connection may be disconnected either by:
 - Request of the concessionaire
 - Through delinquency
 - Temporary closure {for areas identified that has no water}

REOPENING POLICES

What are the requirements?

- Filled-up Customer Data Form.
- 2 Valid Ids
- Proof of Ownership of property
- Proof of Billing
- Official Receipt of paid arrears

For temporary closed connection, the concessionaire can apply for a reconnection through a Maintenance Order and payment of the reopening fee amounting to P300.00.

How much is the reopening charges?

- The reopening charges depends on the inspection report made by the inspector. The breakdown is as follows:
 - Reopening Fee of Three Hundred Pesos {P300.00}
 - Meter Maintenance Fee {if not updated}
 - Material Cost {based on the inspection report}

What are the terms and conditions to be able to avail of the five percent (5%) senior citizen's discount?

The conditions are as follows:

- The account must be registered in the name of the senior citizen for a period of one year.
- The consumption for the month should not exceed 30 cubic meters.
- The senior citizen must be a resident of the household applying for a discount.
- The discount privilege has the validity of one (1) year and is subject to re- application/renewal.
- In case of death, discount privilege is discontinued.

Note: A senior citizen is allowed to apply for a senior citizen's discount for only one (1) account, regardless of the number of account he has with MIWD.

What are the documentary requirements available to senior citizen's discount?

- The following documents should be submitted at the Marketing and Water Services Processing Section:
 - Filled-up Application form. (Application form is available at the Marketing and Water Services Processing Section.)
 - Photocopy of the Senior Citizen's ID
 - Photocopy of MIWD Water Bill.
 - Barangay Certification.
 - Authorization letter, if applying through a representative.

TRANSFER OF OWNERSHIP

When can the concessionaire request for a transfer of ownership?

The transfer of ownership can be made if:

- The registered owner of the account is already deceased.
- The property with an existing account was sold to a new owner.
- The registered owner waives the connection to another person. What are the requirements when applying for a transfer of Ownership?

The following are the requirements:

- Death Certificate (if the registered owner is already deceased)
- Photocopy of Lot Title, Deed of Absolute Sale, or Contract to Sell
- Waiver of Rights
- Photocopy of two (2) Valid IDs
- Attendance to the Customer Orientation Seminar
- Updating of Meter Maintenance Fee

Note: Submit all the required documents at the Marketing and Water Service Processing Section to be able to get an application form.