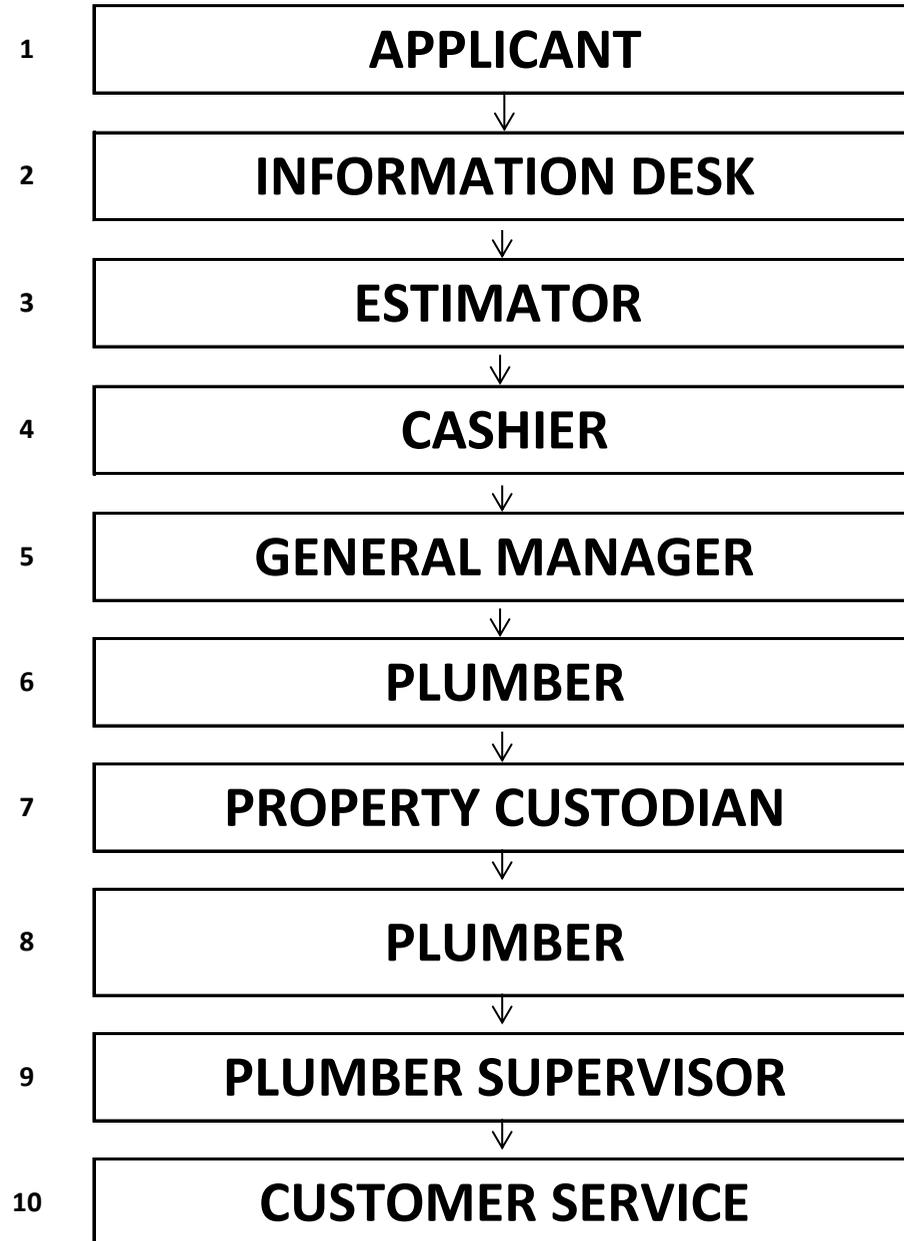


# NEW SERVICE CONNECTION FLOW CHART



1. Applicant must go to the office

2. The detailed Officer of the day at the information desk will inform the applicant to the procedure of application and its requirements

3. The Applicant after filling-up the application form, the Estimator will make some interview to the applicants then prepares the cost estimates.

4. When the cost estimates and computation of fees is completed, the applicant will pay it to the cashier.

5. The General Manager upon checking all the fees were paid, approves the Job Order of the tapping of the new service connections.

6. The Plumber will show the paid prepared MSI to the Property Custodian for the release of materials needed for the tapping

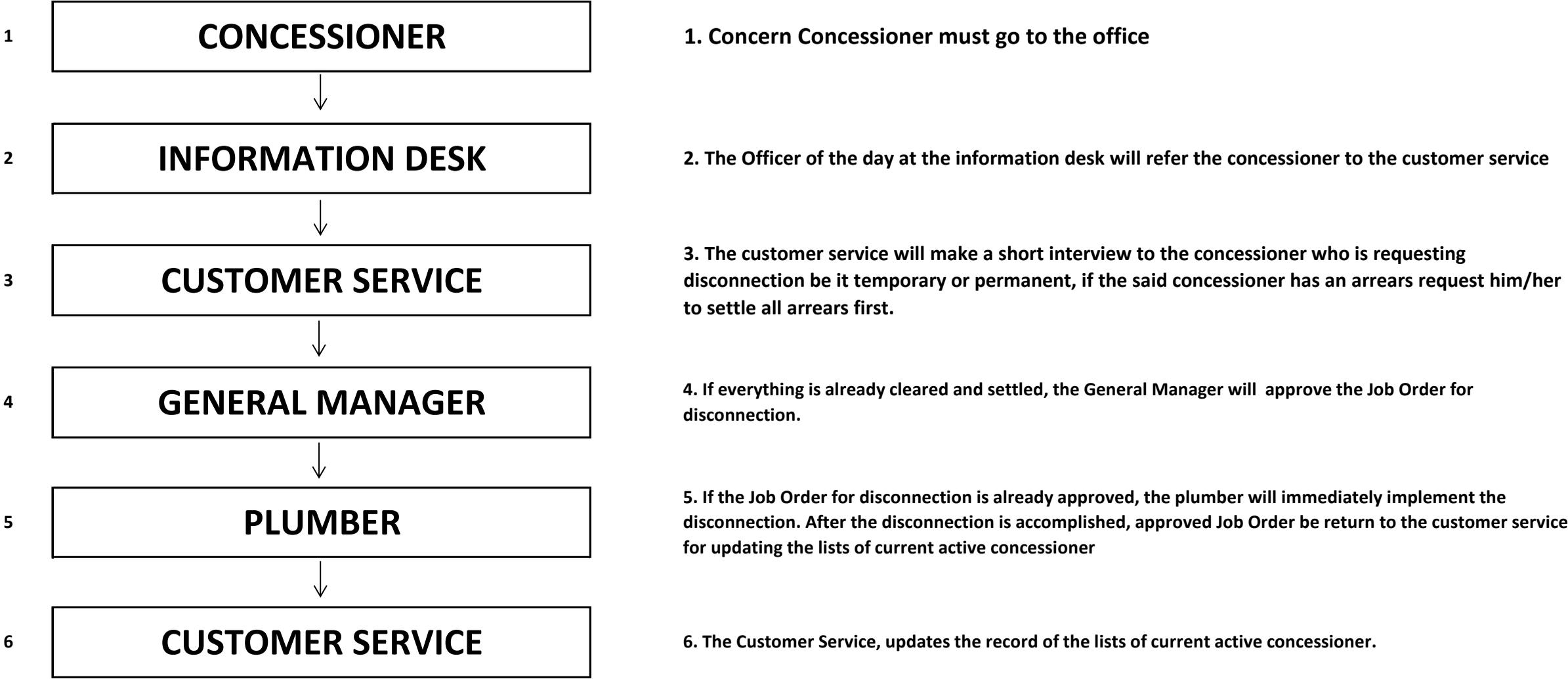
7. When the Property Custodian finds everything is OK he/she will release the materials to the assigned plumbers for implementation of the tapping of the new service connection.

8. Upon the accomplishment of the tapping of the new service connection, the approved application form together with computed materials in the MSI be return to the customer service for updating the list of new concessioners.

9. The Plumber's Supervisor will conduct an inspection of the accomplished service connection if all the materials issued are properly installed.

10. The Customer Service will update the lists of current concessioners

# FLOW CHART FOR DIS-CONNECTION



**Note :** Concessioner with two months arrears are candidate for disconnection with out any further notice

# FLOW CHART FOR RE-CONNECTION

