**I. SERVICE CONNECTION**

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| **Client/Applicant** | **Service Provider** | **Duration of the Activity** | **Person/s In-Charge** | **Fees** | **Form** |
| 1. Applicant fill up application Form | Receives accomplished application form | 3 min. | J. Malabad  A. Laggui |  | Application form |
|  | Inspects Location and estimates Cost of materials needed | At least one(1)hour | Antonio Paguigan/ Technical Group |  |  |
| 2. Pay estimated cost of materials, application fee and other fees | Accept payments | 12 min. | Doris Malayao/ Office Collectors | 1. Estimated cost of materials  2. Registration Fee  and other fees |  |
|  | Approves Service Connection | 5 sec. | General Manager |  |  |
| 3. Sign Service Contract | Signs Service  Contract | 1 min. | Registered Consumers and the General Manager |  | Contract Form |
|  | Installs service connection | 1 day or more | Plumbers |  |  |
| 4. Billing | Billing of payment is available after 15 days after the date of installation | 1 day or more | Edwin P. Bautista / Commercial Section group |  | Statement of Account |
| END OF TRANSACTION | | | | | |