



Republic of the Philippines  
**NORALA**  
**WATER DISTRICT**  
 NORALA, SOUTH COTABATO

## LIST OF FRONTLINE SERVICES

Type of Frontline Service	Fees*	Forms	Processing Time	In-charge
1. Inquiry for Service Connections	None	Checklist of Requirements	10 min.	Water Resources Facilities Operator B.
2. Processing of New Service Application	P2,600.00 (a)	1. Service Application and Construction Order.	30 min.	Water Resources Facilities Operator B.
		2. Application and Agreement for Water Service Connection.		
		3. Survey Form.		
3. Processing of Reconnection Application	P 575.00 (b)	1. Service Application and Construction Order.	15 min.	Water Resources Facilities Operator B.
	P1,500.00 (c)	2. Application and Agreement for Water Service Connection.		
4. Processing of Relocation Application	P1,000.00 (d)	1. Service Application and Construction Order	10 min.	Water Resources Facilities Operator B.
	P1,575.00 (e)			
5. Orientation	None	Utility Rules and Regulations (URR)	30 min.	Administrative Services Officer B
6. Tendering of Water Bills	None		3 min.	Utility/Designated Bill Tender
7. Collection of Payments	See Water Bill and Bill of Materials	None	5 min.	Customer Service Assistant B/ Desig. Cashier
8. Bulk Sales	Rate = Residential Rate x 3	Agreement	10 min.	Water Resources Facilities Operator Man C
9. Complaints, Requests and Other Inquiries	None	1. Service Request	10 min.	Water Resources Facilities Operator Man C
		2. Maintenance Order		

**LEGEND:**

- \* Fees are subject to change with prior notice
- a) Three (3) meters from mainline up to water meter only
- b) For disconnection below five (5) years
- c) For disconnection above five (5) years
- d) For active connections
- e) For inactive connections to be reconnected.

