

**CITIZEN'S CHARTER:**

**In Compliance with Republic Act 9485 on the Anti-Red Tape Act of 2007**

<b>STEPS IN REQUESTING FOR NEW WATER SERVICE CONNECTION</b>			
<p><b>Requirement:</b></p> <ul style="list-style-type: none"> <li>➤ Transfer Certificate Title (TCT)/duly executed and notarized Contract to Sell as proof of ownership of the house/property.</li> <li>➤ Clearance from RSBS and/or its owner/developer to occupy property.</li> <li>➤ Certificate of membership with the Homeowner's Association of the service area.</li> <li>➤ Special Power of Attorney (SPA) and photocopy of owner's ID should a representative act on behalf of the owner.</li> </ul>			
How to Avail of the Service	Fees	Duration	Person/s In-charge
1. Proceed to the Customer Service Staff and request for a serialized application form.	No Fee	10mins	Julius/Edgar
2. Submits the application form and photocopies of all documentary requirements to the Operations Supervisor for evaluation and approval of the Resident Manager.	-	15mins	Susan
3.If approved, proceed to the Cashier for payment of New Connection fee and receive the serialized official receipt.	P5,000.00 (amount subject to change at anytime)	2mins.	Pewee
4. Water connection may be scheduled on a specified date mutually agreed upon by SUMSI and the applicant.	-	-	-
5.SUMSI assigns, by automation, the meter number from the inventory of new water meter.	No fee	-	-
6.The newly-installed water meter shall be read one month after its installation date for the initial billing and monthly thereafter.	-	-	-
<b>End of Transaction</b>			

