



REENGINEERING PLAN
 As of December 2023

NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE				SUBSTANTIVE COMPLIANCE COST (3.3)		TURN AROUND TIME (4)		CONCERNED UNIT/DIVISION (5)	TARGET CLIENTS (6)	
			FEES PAID (3.1)		OTHER TRANSACTION FEES (3.2)		CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME			
	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME							CURRENT STATUS
FINANCE AND COMMERCIAL DIVISION (CUSTOMER SERVICE SECTION)													
External Services													
1	Application for New Water Service Connection (First Visit - Customer in-office Transaction)	3	No changes	None	No changes	0	No changes	0	No changes	26 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All legal age residents in the existing service area of the Manaoag Water District.
2	Application for New Water Service Connection (Second Visit - Customer in-office Transaction)	4	No changes	₱6,010.00 <i>Note: Fees may vary depending on the need of the service installations and are subject to change.</i>	No changes	0	No changes	0	No changes	20 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All senior citizen customers in the existing service area of the Manaoag Water District registered for at least one (1) year.
3	Application for Senior Citizen Discount Availment	3	No changes	₱660.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	16 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer
4	Arrangement/ Elevation of Water Meter	3	No changes	None	No changes	0	No changes	0	No changes	10 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer
5	Billing Details and other Billing Concerns	4	No changes	None	No changes	0	No changes	0	No changes	20 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer
6	Billing of Water Consumption	2	No changes	None	No changes	0	No changes	0	No changes	2 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer

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			FEES PAID (3.1)		OTHER TRANSACTION FEES (3.2)		CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME			
	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME							CURRENT STATUS
7	Payment of Water Bill and Other Fees	3	No changes	Stated amount in the billing notice/SOA.	No changes	0	No changes	0	No changes	6 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
8	Request for Change of Account Name/Transfer of Ownership	4	No changes	₱710.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	22 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
9	Request for Reconnection of Water Service Line	4	No changes	₱1,045.98 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	18 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
10	Request for Reconnection (Re-application) of Water Service Line (First Visit - Customer in-office Transaction)	5	No changes	₱1,080.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	19 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
11	Request for Reconnection (Re-application) of Water Service Line (Second Visit - Customer in-office Transaction)	3	No changes	₱15.98 <i>Note: Fees may vary depending on the need of the service installations and are subject to change.</i>	No changes	0	No changes	0	No changes	8 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.