

CAGAYAN DE ORO CITY WATER DISTRICT WORK INSTRUCTIONS	Document No. : WI-CML-01 Eff. Date : XX-XX-XXXX
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RECONNECTION	

Objectives - To ensure implementation of reconnection of cut-off water service connection according to COWD Service Standards.

The Cagayan de Oro City Water District (COWD) conducts reconnection of cut-off water service connection based on the following:

1. Duly approved Reconnection Order

Tools needed:

1. Pipe Wrench
2. Bar
3. Shovel
4. Hacksaw
5. Personal Protective Equipment

Materials needed (per inspection):

1. Water Meter
2. Fittings for reconnection as indicated in the Reconnection Order
3. Meter Stand Assembly

Procedure:

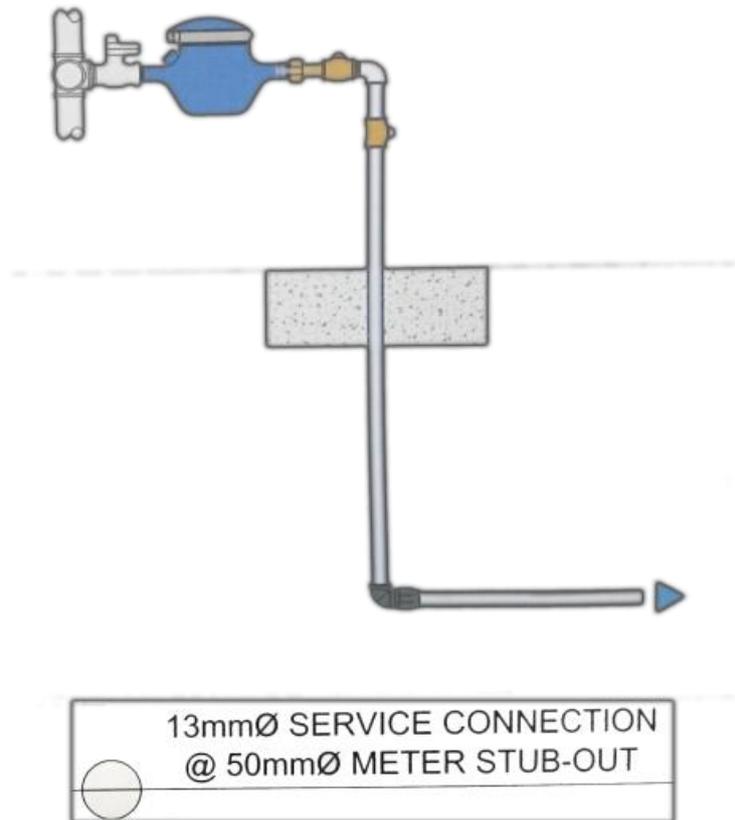
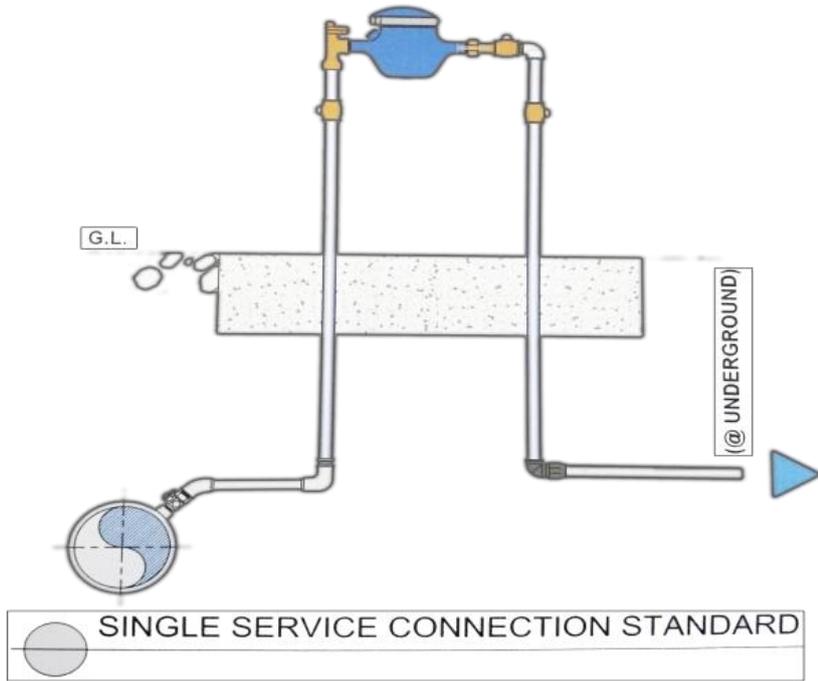
The Reconnection Team shall perform the following:

1. Withdraw materials at the Property Division Office upon receipt of the approved Requisition and Issue Slip (RIS) for materials needed as indicated in the Reconnection Order.
2. Withdraw Water Meter with Meter Receipt at Metering Section upon receipt of the approved Requisition Slip for Meters (RSM).
3. Locate the site of reconnection based on the sketch provided by the Customer.
4. Inform Customer of our intention to reconnect the water connection.
5. Take photo at the tapping line for documentation of status before reconnection.
6. Conduct reconnection of water connection according to COWD Service Standards (using available materials indicated in the approved Job Order).
7. After reconnection, conduct testing to assure that there are no leakages in the newly installed connection and that water is already available at the Applicant's house/residence.
8. Take photo of the implemented reconnection for documentation of status after reconnection.
9. Check the Water Meter Brand, Water Meter Serial Number, Water Meter Size and reading as to the correctness of data as indicated in the Meter Receipt.
10. Fill-up the following data in the Meter Receipt Form:

a. Address	d. Account Number
b. Name of Concessionaire	e. Reconnection Team
c. Date reconnected	f. Remarks (if any)
11. Concessionaire acknowledges the reconnection by signing the Meter Receipt Form.
12. Fill-up the following data in the Reconnection Order:

a. Meter Brand	e. Meter Receipt Number
b. Meter Serial Number	f. Reconnection Team
c. Meter Size	g. Date reconnected
d. Meter Initial Reading	h. Remarks (if any)
13. Turn-over of excess and/or retrieved materials, if any, at Property Division, COWD Shop, Kauswagan.
14. Submit the Accomplished Reconnection Order with attached Meter Receipt to Water Maintenance Man C for encoding purposes.

Prepared By: <div style="text-align: center; margin-top: 10px;"> Annie L. Jamero <hr style="width: 80%; margin: 0 auto;"/> Process Owner </div>	Approved By: <div style="text-align: center; margin-top: 10px;"> <hr style="width: 80%; margin: 0 auto;"/> Quality Management Representative </div>
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CAGAYAN DE ORO CITY WATER DISTRICT WORK INSTRUCTIONS	Document No. : WI-CML-02 Eff. Date : XX-XX-XXXX
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DISCONNECTION	

Objectives – To implement disconnection of water service connection of delinquent accounts of Three (3) Months and above according to COWD Service Standards.

The Cagayan de Oro City Water District (COWD) conducts disconnection of water service connection based on the following:

1. Delivered Notice of Disconnection/Control Stub
2. Job Order for Disconnection (on Overdue Promissory Note)
3. Complaint and Request Form (Disconnection Request)

Tools needed:

1. Pipe Wrench
2. Bar
3. Shovel
4. Hacksaw
5. Personal Protective Equipment

Materials (as needed):

1. GI Plug
2. Plastic End Cap
3. Improvised Stopper (Wooden Cork)

Procedure:

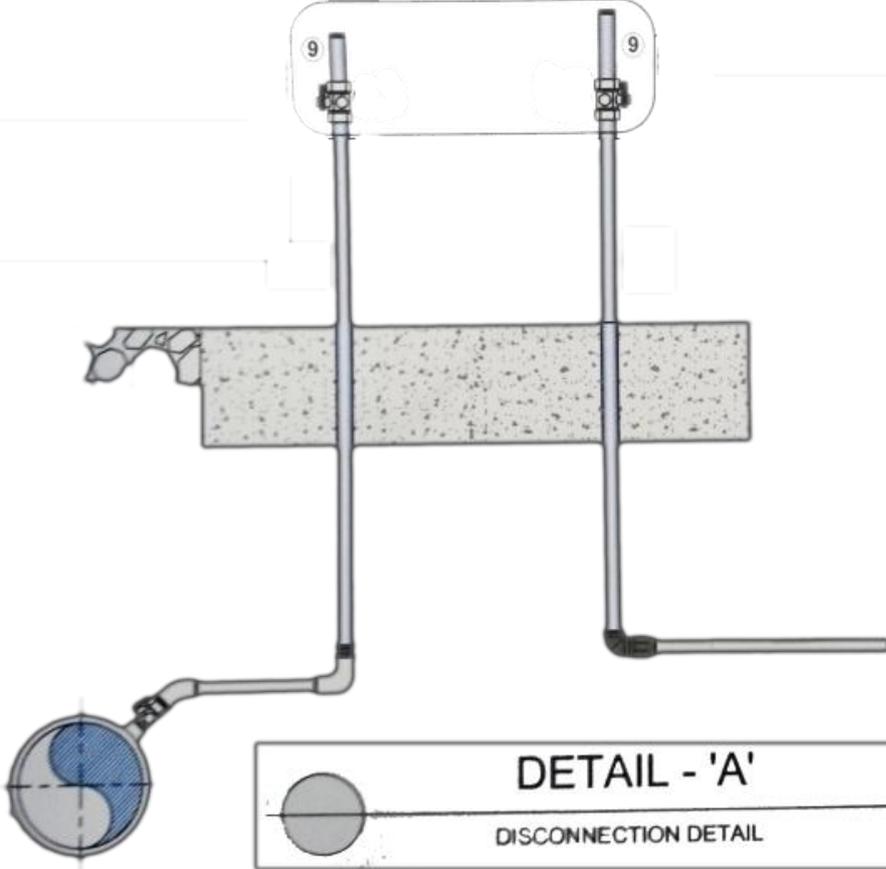
The Disconnection Team shall perform the following at the field:

1. Locate the site of disconnection to determine the water service line of the Customer.
2. If possible, inform the Customer of our intention to disconnect the water connection and allow the Customer to store water before proceeding to disconnection.
3. Check the Water Meter Serial Number as indicated in the Notice of Disconnection/Control Stub.
4. Take photo at the service connection line for documentation of status before disconnection.
5. Conduct disconnection of water connection according to COWD Standards and close the control valve.
6. Take photo for documentation of status after disconnection.
7. After disconnection, check water service line for possible leakages before leaving the area.
8. Fill-up in the Notice of Disconnection/Control Stub the following data:
 - a. Disconnection Team (who conducted the disconnection)
 - b. Date Disconnected
 - c. Cut-off Reading
 - d. Sketch of location of cut-off line at the back of the Notice of Disconnection/Control Stub.
9. Turn-over of pulled out meter every Tuesday at Metering Section, COWD Shop, Kauswagan.
10. Turn-over of retrieved fittings, if any, at Property Division, COWD Shop, Kauswagan.
11. Submit the accomplished Notice of Disconnection/Control Stub to Customer Service Officer A for computation of cut-off account.

Prepared By: <div style="text-align: center;">  Annie L. Jamero Process Owner </div>	Approved By: <div style="text-align: center;">  Quality Management Representative </div>
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TO BE REMOVED

LABEL NO.	ITEM DESCRIPTION
9	G.S. / G.I. NIPPLE SCHED. 40
10	RIGHT ANGLE VALVE
11	WATER METER W/ 1 TAIL PIECE
12	BRASS CHECK VALVE (SWING TYPE)
13	STREET ELBOW



DETAIL - 'A'
DISCONNECTION DETAIL