



# CAUAYAN CITY WATER DISTRICT

## CITIZEN'S CHARTER

2020 (2<sup>nd</sup> Edition)



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- I. **Mandate:** The Water District's Mandate is contained in the Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973" declaring a national policy favoring local operation and control of water system; authorizing the formation of Local Water District and providing for the government and administration of such districts.

Section 5 of Title II of PD 198, the purpose of forming local water district include the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Proving, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

- II. **Vision:** The Cauayan City Water District cognizant of the life giving preciousness of water prides itself as the leader and spearhead in the efficient provision of water and its conservation as a valuable natural resources, and the lead entity entasked with sanitation and sewerage concerns serving as the shining exemplar of dedicated corporate entity and public utility and government service steward.

- III. **Mission:** To service the need of the community for potable, safe and premium quality water in sufficient quantity and to promote sanitation and sewerage services with the least minimum of operational downtime, manned by employees of high caliber and high degree of professionalism under a corporate structure that allows maximum effectiveness and efficiency and ensures customer satisfaction to the highest level possible.

- IV. **Service Pledge:** WE, THE God fearing, honest and dedicated officials and employees of the Cauayan City Water District (CCWD)

C – Committed to give the best water service.

C – Customer satisfaction is our concern.

W – Welfare of clients we serve is given utmost importance.

D – Deliver adequate safe and potable water to our concessionaires 24/7



## LIST OF SERVICES

<b>External Services</b>	<b>Page Number</b>
Water Bills Payment	4
New Service Connection	
Applying for New Service Connection	9
Inspection of Location	10
Payment for New Service Connection	11
Installation of New Service Connection	12
Applying for Service Connection	15-16
Request for Voluntary Service Disconnection	17-18
Request for Change of Ownership/ Change Name	18-19
Public Assistance and Complaints Desk	20-21
Request for Information – Freedom of Information	21-22
Request for Water Analysis (Bacteriological testing)	22-23



## 1. Water Bills Payment

Schedule of availability of service at CCWD Office:

Monday to Friday - 7:30 am to 4:30 pm (no noon break)

Saturday – 8:00 am to 12:00 noon

Schedule of availability of service at SM Bills Payment

Everyday including holidays from 10:00 am to 8:00 pm

Schedule of availability of service at Savemore Primark

Everyday including holidays from 8:00 am to 8:00 pm

*\*SM Bills Payment and Savemore Primark will accept water bills payment before and after due date.*

Service Information: Pay the water bill on or before the due date stated in the notice.

A 10% surcharge will be collected if payment is made after the due date.

<b>Office or Division:</b>	Cauayan City Water District – Commercial Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Water Bill; or		It is handed to the concessionaire after reading their water meter		
Account Name and Address		The concessionaire will write the account name and address to a piece of paper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get a number to the Guard on duty and wait for your number to be called		None	1 minute	Guard on duty or PACD officer of the day
2. Present Water Bill Notice or provide account information to the Teller	2. Search the account name to the system	None	1 minute	<i>Grace Ann G. Castillo Michelle U. Maximo Elvira E. Tomas Bill Collector – Designate</i>  Commercial Services Department
3. Pay Water Bill	3.1 Receive payment 3.2 Sign and issue official receipt	Amount on the water bill notice	5 Minutes	<i>Grace Ann G. Castillo Michelle U. Maximo Elvira E. Tomas</i>  <i>Grace Ann G. Castillo</i>



				Michelle U. Maximo Elvira E. Tomas Bill Collector – Designate  Commercial Services Department
4. Get Official Receipt and Count Change		None		

Classification		Residential/Government	
Size of Meter	Consumption	Rate per cubic meter	Formula
1/2"	0-10	<b>Minimum - Php 150.00</b>	
	11-20	16.60	150.00 + [(consumption - 10) x rate per cubic meter]
	21-30	18.70	316.00 + [(consumption - 20) x rate per cubic meter]
	31-40	21.15	503.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	24.45	714.50 + [(consumption - 40) x rate per cubic meter]
3/4"	0-10	<b>Minimum - Php 240.00</b>	
	11-20	16.60	240.00 + [(consumption - 10) x rate per cubic meter]
	21-30	18.70	406.00 + [(consumption - 20) x rate per cubic meter]
	31-40	21.15	593.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	24.45	804.00 + [(consumption - 40) x rate per cubic meter]
1"	0-10	<b>Minimum - Php 480.00</b>	
	11-20	16.60	480.00 + [(consumption - 10) x rate per cubic meter]
	21-30	18.70	646.00 + [(consumption - 20) x rate per cubic meter]
	31-40	21.15	833.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	24.45	1,044.50 + [(consumption - 40) x rate per cubic meter]
1 1/2"	0-10	<b>Minimum - Php 1,200.00</b>	
	11-20	16.60	1,200.00 + [(consumption - 10) x rate per cubic meter]
	21-30	18.70	1,366.00 + [(consumption - 20) x rate per cubic meter]
	31-40	21.15	1,553.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	24.45	1,764.50 + [(consumption - 40) x rate per cubic meter]



Classification		Commercial A	
Size of Meter	Consumption	Rate per cubic meter	Formula
1/2"	0-10		<b>Minimum - Php 262.50</b>
	11-20	29.05	262.50 + [(consumption - 10) x rate per cubic meter]
	21-30	32.70	553.00 + [(consumption - 20) x rate per cubic meter]
	31-40	37.00	880.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	42.75	1,250.00 + [(consumption - 40) x rate per cubic meter]
3/4"	0-10		<b>Minimum - Php 420.00</b>
	11-20	29.05	420.00 + [(consumption - 10) x rate per cubic meter]
	21-30	32.70	710.50 + [(consumption - 20) x rate per cubic meter]
	31-40	37.00	1,037.50 + [(consumption - 30) x rate per cubic meter]
	41 and up	42.75	1,407.50 + [(consumption - 40) x rate per cubic meter]
1"	0-10		<b>Minimum - Php 840.00</b>
	11-20	29.05	840.00 + [(consumption - 10) x rate per cubic meter]
	21-30	32.70	1,130.50 + [(consumption - 20) x rate per cubic meter]
	31-40	37.00	1,457.50 + [(consumption - 30) x rate per cubic meter]
	41 and up	42.75	1,827.50 + [(consumption - 40) x rate per cubic meter]
1 1/2"	0-10		<b>Minimum - Php 2,100.00</b>
	11-20	29.05	2,100.00 + [(consumption - 10) x rate per cubic meter]
	21-30	32.70	2,390.50 + [(consumption - 20) x rate per cubic meter]
	31-40	37.00	2,717.50 + [(consumption - 30) x rate per cubic meter]
	41 and up	42.75	3,087.50 + [(consumption - 40) x rate per cubic meter]

Classification		Commercial B	
Size of Meter	Consumption	Rate per cubic meter	Formula
1/2"	0-10		<b>Minimum - Php 225.00</b>
	11-20	24.90	225.00 + [(consumption - 10) x rate per cubic meter]
	21-30	28.05	474.00 + [(consumption - 20) x rate per cubic meter]
	31-40	31.70	754.50 + [(consumption - 30) x rate per cubic meter]
	41 and up	36.65	1,071.50 + [(consumption - 40) x rate per cubic meter]
3/4"	0-10		<b>Minimum - Php 360.00</b>
	11-20	24.90	360.00 + [(consumption - 10) x rate per cubic meter]
	21-30	28.05	609.00 + [(consumption - 20) x rate per cubic meter]



	31-40	31.70	$889.50 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	36.65	$1,206.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1"</b>	0-10		<b>Minimum - Php 720.00</b>
	11-20	24.90	$720.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	28.05	$969.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	31.70	$1,249.50 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	36.65	$1,566.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1 1/2"</b>	0-10		<b>Minimum - Php 1,800.00</b>
	11-20	24.90	$1,800.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	28.05	$2,049.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	31.70	$2,329.50 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	36.65	$2,646.50 + [(consumption - 40) \times \text{rate per cubic meter}]$

Classification		Commercial C	
Size of Meter	Consumption	Rate per cubic meter	Formula
<b>1/2"</b>	0-10		<b>Minimum - Php 187.50</b>
	11-20	20.75	$187.50 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	23.35	$395.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	26.40	$628.50 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	30.55	$892.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>3/4"</b>	0-10		<b>Minimum - Php 300.00</b>
	11-20	20.75	$300.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	23.35	$507.50 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	26.40	$741.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	30.55	$1,005.00 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1"</b>	0-10		<b>Minimum - Php 600.00</b>
	11-20	20.75	$600.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	23.35	$807.50 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	26.40	$1,041.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	30.55	$1,305.00 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1 1/2"</b>	0-10		<b>Minimum - Php 1,500.00</b>
	11-20	20.75	$1,500.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	23.35	$1,707.50 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	26.40	$1,941.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	30.55	$2,205.00 + [(consumption - 40) \times \text{rate per cubic meter}]$





Classification		Commercial/Industrial	
Size of Meter	Consumption	Rate per cubic meter	Formula
<b>1/2"</b>	0-10		<b>Minimum - Php 300.00</b>
	11-20	33.20	$300.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	37.40	$632.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	42.30	$1,006.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	48.90	$1,477.90 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>3/4"</b>	0-10		<b>Minimum - Php 480.00</b>
	11-20	33.20	$480.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	37.40	$812.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	42.30	$1,186.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	48.90	$1,609.00 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1"</b>	0-10		<b>Minimum - Php 960.00</b>
	11-20	33.20	$960.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	37.40	$1,292.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	42.30	$1,666.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	48.90	$2,089.00 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1 1/2"</b>	0-10		<b>Minimum - Php 2,400.00</b>
	11-20	33.20	$2,400.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	37.40	$2,732 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	42.30	$3,106.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	48.90	$3,529.00 + [(consumption - 40) \times \text{rate per cubic meter}]$

Classification		Bulk/Wholesale	
Size of Meter	Consumption	Rate per cubic meter	FORMULA
<b>1/2"</b>	0-10		<b>Minimum - Php 450.00</b>
	11-20	49.80	$450.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	56.10	$948.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	63.45	$1,509.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	73.35	$2,143.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>3/4"</b>	0-10		<b>Minimum - Php 720.00</b>
	11-20	49.80	$720.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	56.10	$1,218.00 + [(consumption - 20) \times \text{rate per cubic meter}]$



	31-40	63.45	$1,779.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	73.35	$2,413.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1"</b>	0-10		<b>Minimum - Php 1,440.00</b>
	11-20	49.80	$1,440.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	56.10	$1,938.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	63.45	$2,499.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	73.35	$3,133.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>1 1/2"</b>	0-10		<b>Minimum - Php 3,600.00</b>
	11-20	49.80	$3,600.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	56.10	$4,098.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	63.45	$4,659.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	73.35	$5,293.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>2"</b>	0-10		<b>Minimum - Php 9,000.00</b>
	11-20	49.80	$9,000.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	56.10	$9,498.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	63.45	$10,059.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	73.35	$10,693.50 + [(consumption - 40) \times \text{rate per cubic meter}]$
<b>3"</b>	0-10		<b>Minimum - Php 16,200.00</b>
	11-20	49.80	$16,200.00 + [(consumption - 10) \times \text{rate per cubic meter}]$
	21-30	56.10	$16,698.00 + [(consumption - 20) \times \text{rate per cubic meter}]$
	31-40	63.45	$17,259.00 + [(consumption - 30) \times \text{rate per cubic meter}]$
	41 and up	73.35	$17,893.50 + [(consumption - 40) \times \text{rate per cubic meter}]$



## 2.1 Applying for New Service Connection

Schedule of availability of service at CCWD Office:

Monday to Friday - 8:00 am to 5:00 pm

<b>Office or Division:</b>	Cauayan City Water District – Commercial Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Cedula; or		Barangay where the client is residing		
If Senior Citizen – a photocopy of Senior Citizen's ID		OSCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements needed & fill-up Service Application and Construction Order (SACO) Form	1. Accepts and evaluates the documents submitted by the client and the SACO Form	None	5 minutes	<i>Jacqueline Ramona R. Dy</i> Customer Service Assistant – Designate  Commercial Services Department
	2. Orient the applicant on water service connection contract and schedule of location inspection	None	15 minutes	<i>Jacqueline Ramona R. Dy</i> Customer Service Assistant – Designate  Commercial Services Department
	Prepare Service Memo/ Service Request for New Service Connection	None		<i>Jacqueline Ramona R. Dy</i> Customer Service Assistant – Designate  Commercial Services Department



## 2.2 Inspection of Location

Schedule of availability of service at CCWD Office:

Monday to Friday - 8:00 am to 5:00 pm

<b>Office or Division:</b>	Cauayan City Water District – Commercial Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the directions to the inspector for the exact location. Personal appearance of the applicant is needed for the inspection	1. Inspect the Location where the mainline is located to assess the materials needed for the service connection	None	20 minutes	<i>Elmer G. Munar</i> <i>Jefferson F. Lacar</i> <i>Inspector</i>  Construction and Maintenance Division
	2. Sketch the Location of the proposed service line	None	15 minutes	<i>Elmer G. Munar</i> <i>Jefferson F. Lacar</i>  <i>Inspector</i>  Construction and Maintenance Division
	3. Notify the applicant the cost estimate of the materials needed and when to pay the amount	None	5 minutes	<i>Elmer G. Munar</i> <i>Jefferson F. Lacar</i>  <i>Inspector</i>  Construction and Maintenance Division



## 2.3 Payment for the New Service Connection

Schedule of availability of service at CCWD Office:

Monday to Friday - 8:00 am to 5:00 pm (No noon break)

<b>Office or Division:</b>	Cauayan City Water District – Cash Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify the Customer Service Assistant to pay the amount for the New Service Connection	1.1 Verify the name of the applicant, spouse's name, and name whom they shared the water with, (if any) if there are arrearages under their names 1.2 Sign on the designated area in the SACO Form	None	15 minutes	<i>Grace Ann G. Castillo</i> <i>Michelle U. Maximo</i> <i>Elvira E. Tomas</i>  <i>Bill Collector – Designate</i>  Commercial Services Department
	2.1 Give the filled-up SACO Form with estimated cost of materials and office charges to the applicant 2.2 Inform the applicant to pay the amount on the SACO Form to the Cashier	None		<i>Jacqueline Ramona R. Dy</i> <i>Customer Service Assistant</i>  Commercial Services Department
3. Bring the SACO Form with estimated cost of materials and office charges and pay the amount to the cashier	3.1 Accepts payment and issues Official Receipt 3.2 Give back the SACO Form to the applicant	Bill of estimated cost of materials and other office charges	5 minutes	<i>Teresita V. Bautista</i> <i>Annabelle T. Ordoñez</i>  <i>Cashier</i>  Cash Management Division
4. Get Official Receipt and Count Change	4. Give the SACO Form to the Customer Service Assistant	None	5 minutes	<i>Teresita V. Bautista</i> <i>Annabelle T. Ordoñez</i>  <i>Cashier</i>  Cash Management Division



## 2.4 Installation of New Service Connection

Schedule of availability of service at CCWD Office:

Monday to Friday - 8:00 am to 5:00 pm

<b>Office or Division:</b>	Cauayan City Water District – Construction and Maintenance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Accept the SOCA Form and schedule the installation	None	10 minutes	<i>Aristedes V. Duton</i> <i>Clerk Processor A</i>  General Services Division
	2. Prepare materials for the installation of New Service Connection	None	20 minutes	<i>Aristedes V. Duton</i> <i>Clerk Processor A</i>  General Services Division
	3. Installation of Service Connection	None	1-20 days upon payment	<i>Maintenance Men</i>  Construction and Maintenance Division
4. Acceptance of work done; signs in the Service memo/ service request form	4. Submit the signed Service Memo/Service Request to the Construction and Maintenance Division	None	5 minutes	<i>Maintenance Men</i>  Construction and Maintenance Division
	5. Record to the logbook the returned service memo/service request	None	10 minutes	<i>Service Memo/Service Request Records Assistant – Designate</i>  Construction and Maintenance Division



**Materials for 1/2" Connection**

**Price**

1 pc	Brass Water Meter 1/2"	P	1,150.00
1 pc	Brass St. Coupling 1/2"		156.00
1 pc	G.I. Elbow 1/2"		46.00
1 pc	G.I. St. Elbow 1/2"		70.00
1 pc	G.I. Nipple 1/2" x 6"		58.00
1 pc	G.I. Nipple 1/2" x 11"		73.00
1 pc	G.I. Bushing 3/4" x 1/2"		42.00
1 pc	G.I. Union Patente 3/4"		143.00
1 pc	G.I. Stand Pipe 1/2" x 20"		80.00
2 pcs	G.I. Elbow 3/4"		110.00
2 pcs	Brass St. Coupling 3/4"		454.00
3 mts	HDPE Pipe 3/4"		144.00
6 pcs	Teflon Tape		90.00
1 pc	Lockable Electromagnetic Brass Ball Valve 1/2"		400.00
			<b>3,016.00</b>

Size	Clamp Price/ Piece	Price/ Set w/ excavation, service and registration fees
50mm x 3/4	390.00	3,806.00
63mm x 3/4	390.00	3,806.00
75mm x 3/4	400.00	3,816.00
90mm x 3/4	513.00	3,929.00
110mm x 3/4	650.00	4,066.00
160mm x 3/4	988.00	4,404.00
200mm x 3/4	1,313.00	4,729.00

**Materials for 3/4" Connection**

**Price**

1 pc	Water Meter 3/4"	P	1,800.00
3pcs	Brass St. Coupling 3/4"		681.00
3mts	HDPE Pipe Iso Sr 11,3/4"		144.00
1pc	G.I. Stand Pipe 3/4"x 20"		120.00
1pc	G.I. Elbow Reducer 1" x 3/4"		92.00
1pc	G.I. St. Elbow 1"		92.00
1pc	G.I. Union Patente 1"		173.00
1pc	G.I. Bushing 1" X 3/4"		52.00
1pc	G.I. Nipple 3/4" x 6"		64.00
1pc	G.I. Nipple 3/4" x 15"		100.00
1pc	Brass Ball Valve w/ lockhead 3/4"		494.00
2pcs	G.I. Elbow 3/4"		110.00
6pcs	Teflon Tape		90.00
			<b>4,012.00</b>



Size	Clamp Price/ Piece	Price/ Set w/ excavation, service and registration fees
50mm x 3/4	390.00	4,802.00
63mm x 3/4	390.00	4,802.00
75mm x 3/4	400.00	4,812.00
90mm x 3/4	513.00	4,925.00
110mm x 3/4	650.00	5,062.00
160mm x 3/4	988.00	5,400.00
200mm x 3/4	1,313.00	5,725.00

Materials for 1" Connection		Price
1 pc	Brass Water Meter 1"	P 3,350.00
3pcs	Brass St. Coupling 1"	840.00
3mts	HDPE Pipe Iso Sdr 11, 1"	258.00
1pc	G.I. Stand Pipe 1"x 20"	120.00
1pc	G.I. Elbow Reducer 1 1/4" x 1"	80.00
1pc	G.I. St. Elbow 1 1/4"	169.00
1pc	G.I. Union Patente 1 1/4"	140.00
1pc	G.I. Bushing 1 1/4" x 1"	71.00
1pc	G.I. Nipple 1" x 6"	64.00
1pc	G.I. Nipple 1" x 15"	100.00
1pc	Brass Ball Valve w/ lockwing 1"	630.00
2pcs	G.I. Elbow 1"	156.00
6pcs	Teflon Tape	90.00
		<b><u>6,068.00</u></b>

Size	Clamp Price/ Piece	Price/ Set w/ excavation, service and registration fees
50mm x 1"	436.00	6,904.00
63mm x 1"	436.00	6,904.00
75mm x 1"	455.00	6,923.00
90mm x 1"	676.00	7,144.00
110mm x 1"	741.00	7,209.00
160mm x 1"	1,073.00	7,541.00
200mm x 1"	1,352.00	7,820.00





## OTHER FEES

Registration Fee	P	50.00
Service Fee		100.00
Excavation Fee		250.00
Reconnection Fee		100.00
Reconnection Fee ( with excavation )		300.00
Transfer Fee		100.00
Relocation Fee		50.00
Change Registration / Name		50.00

## OPTIONAL MATERIALS

1 pc	Brass Faucet Hose Bibb 1/2"	P	165.00
1 pc	G.I. Coupling 1/2"		27.00
1 pc	G.I. Tee 1/2"		46.00
1 pc	G.I. St. Elbow 1/2"		43.00
1 pc	G.I. Plug 1/2"		30.00
1 pc	G.I. Union Patente 1/2"		110.00
1 pc	Meter Glass		50.00
1 pc	Brass Check Valve 1/2"		210.00
1 mtr	HDPE Pipe 1/2"		36.00



### 3. Applying for Service Reconnection

Schedule of availability of service at CCWD Office:

Monday to Friday – 7:30 am to 4:30 pm

Service Information: Inactive CCWD concessionaires may apply for service reconnection upon payment of arrears, reconnection fee and other materials needed.

<b>Office or Division:</b>		Cauayan City Water District – Commercial Services Department / Cash Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)		
<b>Who may avail:</b>		All concessionaires and/or their authorized representative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Water Bill; or		It is given to the concessionaires right after reading their water meter		
Account Name and Address		The concessionaire will write the account name and address to a piece of paper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Teller and request for service reconnection	1. Verify the account for arrears, the year disconnected and type of disconnection (Padlock, pull-out, excavated)	None	15 minutes	<i>Grace Ann G. Castillo</i> <i>Michelle U. Maximo</i> <i>Elvira E. Tomas</i> <i>Bill Collector – Designate</i>  Commercial Services Department
2. Pay Arrearages (if any)	2. After Verification of record, issue service memo/service request for reconnection. If with arrearages, issue Official Receipt	Actual Arrearages	5 minutes	<i>Grace Ann G. Castillo</i> <i>Michelle U. Maximo</i> <i>Elvira E. Tomas</i> <i>Bill Collector – Designate</i>  Commercial Services Department
3. Pay reconnection fee	3. Accepts payment and issues Official Receipt	Padlock: Php 100.00  Pull-out: Php 100.00  Excavated: Php 300.00	5 minutes	<i>Teresita V. Bautista</i> <i>Annabelle T. Ordoñez</i> <i>Cashier</i>  Cash Management Division



		Destroyed Padlock: Php 300.00		
	5. Reconnect Service Connection	None	Within 48 hours	<i>Reconnection/ Disconnection Team</i>  Commercial Services Department
6. Acceptance of work done; signs in the Service memo/ service request form	6. Submit the signed Service Memo/Service Request to the Construction and Maintenance Division	None	5 minutes	<i>Reconnection/ Disconnection Team</i>  Commercial Services Department
	7. Record to the logbook the returned service memo/service request	None	3 minutes	<i>Service Memo/Service Request Records Assistant – Designate</i>  Commercial Services Department

#### 4. Request for Voluntary Service Disconnection

Schedule of availability of service at CCWD Office:  
Monday to Friday – 7:30 am to 4:30 pm

Service Information: Inactive CCWD concessionaires may request for voluntary service disconnection upon payment of arrears, if any

<b>Office or Division:</b>	Cauayan City Water District – Commercial Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Water Bill; or		It is given to the concessionaires right after reading their water meter		
Account Name and Address		The concessionaire will write the account name and address to a piece of paper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to the Teller and request for voluntary service disconnection	1. Verify the account for arrears	None	2 minutes	<p><i>Grace Ann G. Castillo</i>  <i>Michelle U. Maximo</i>  <i>Elvira E. Tomas</i></p> <p><i>Bill Collector – Designate</i></p> <p>Commercial Services Department</p>
2. Pay Arrearages (if any)	<p>2. After Verification of record, prepare service memo/service request for voluntary disconnection. (If no arrearages)</p> <p>Issue Official receipt and prepare service memo/service request for voluntary disconnection</p>	Actual Arrearages	5 minutes	<p><i>Grace Ann G. Castillo</i>  <i>Michelle U. Maximo</i>  <i>Elvira E. Tomas</i></p> <p><i>Bill Collector – Designate</i></p> <p>Commercial Services Department</p>
	3. Forward the Service Memo/ Service Request to the Reconnection/ Disconnection Team			<p><i>Grace Ann G. Castillo</i>  <i>Michelle U. Maximo</i>  <i>Elvira E. Tomas</i></p> <p><i>Bill Collector – Designate</i></p> <p>Commercial Services Department</p>
	4. Implementation of service disconnection		30 minutes	<p><i>Reconnection/ Disconnection Team</i></p> <p>Commercial Services Department</p>
5. Acceptance of work done; signs in the Service memo/ service request form	5. Submit the signed Service Memo/Service Request to the Construction and Maintenance Division	None	5 minutes	<p><i>Reconnection/ Disconnection Team</i></p> <p>Commercial Services Department</p>



	6. Record to the logbook the returned service memo/service request	None	3 minutes	Service Memo/Service Request Records Assistant – Designate  Commercial Services Department
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## 5. Request for Change of Ownership/ Change Name

Schedule of availability of service at CCWD Office:  
Monday to Friday – 8:00 am to 5:00 pm

Service Information: Ownership of service connection may be transferred and the account name registered with CCWD may be changed.

<b>Office or Division:</b>	Cauayan City Water District – Commercial Services Department / Cash Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of Deed of Absolute Sale or Deed of Donation or a copy of Death Certificate if the owner is deceased				
A copy of Valid Identification Card of the Owner				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Assistant and request for change of ownership	1. Verify the account for arrears	None	15 minutes	Grace Ann G. Castillo Michelle U. Maximo Elvira E. Tomas  Bill Collector – Designate  Commercial Services Department
2. Pay Arrearages (if any)	2. Issue Official Receipt	Actual Arrearages	5 minutes	Grace Ann G. Castillo Michelle U. Maximo Elvira E. Tomas



				<i>Bill Collector – Designate</i>  Commercial Services Department
3. Owner of the Service Connection- Fill-up Waiver for Water Connection Rights and submit it together with the deed of sale/deed of donation and photocopy of any valid ID If the owner is deceased, Death Certificate is required  <i>Note: Requesting for change name, the owner and the requesting party should be personally present when requesting. If the original owner is deceased, the nearest keen should be the representative of the deceased</i>	3. Review the completeness and reliability of the documents	None	5 minutes	<i>Jacqueline Ramona R. Dy</i> <i>Customer Service Assistant</i>  Commercial Services Department
4. Pay the Change Registration Name Fee	4. Issues Official Receipt	Php 50.00	5 minutes	<i>Teresita V. Bautsita</i> <i>Annabelle T. Ordoñez</i> <i>Cashier</i>  Cash Management Division
	5. Change the account name on the data base/system	None	5 minutes	<i>Jacqueline Ramona R. Dy</i> <i>Customer Service Assistant</i>  Commercial Services Department



## 6. Public Assistance and Complaints Desk (PACD)

Schedule of availability of service at CCWD Office:

Monday to Friday – 8:00 am to 5:00 pm

Service Information: Concessionaires or concerned citizens may report any leakages they may encounter whether mainline, service line or meter stand. They may also report no water, dirty water, low pressure, discoloration, odorous water, high consumption

<b>Office or Division:</b>	Cauayan City Water District – Commercial Services Department / Construction and Maintenance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed Public Assistance and Complaints Desk and give complete details of incident/ complaint	1. Prepare service memo/ service request	None	5 minutes	<i>Annabelle G. Meer Utilities/Customer Service Officer B</i>  Commercial Services Department
	2. Encode to the system the service request/ service memo	None	2 minutes	<i>Annabelle G. Meer Utilities/Customer Service Officer B</i>  Commercial Services Department
	3. Forward the service memo/ service request to the maintenance division	None	2 minutes	<i>Annabelle G. Meer Utilities/Customer Service Officer B</i>  Commercial Services Department



	4. Implementation of service memo/ service request	None	Within 48 hours	<i>Maintenance Men</i> Construction and Maintenance Division
6. Acceptance of work done; signs in the Service memo/ service request form	6. Submit the signed Service Memo/Service Request to the Construction and Maintenance Division	None	5 minutes	<i>Maintenance Men</i> Construction and Maintenance Division
	7. Record to the logbook the returned service memo/service request	None	3 minutes	<i>Service Memo/Service Request Records Assistant – Designate</i>  Commercial Services Department

## 7. Request for Information (Freedom of Information)

Schedule of availability of service at CCWD Office:  
Monday to Friday – 8:00 am to 5:00 pm

<b>Office or Division:</b>	Cauayan City Water District – Administrative & Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of any valid ID				
Authorization letter (if applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the FOI receiving Officer and give details regarding the request	1. Give request for information form to the requesting party	None	5 minutes	<i>Karen Joyce B. Callanga</i> <i>FOI Receiving Officer</i>  Finance Services Department
2. Fill-up the request for information form and submit it to the FOI	2. Review the completeness of the form	None	5 minutes	<i>Karen Joyce B. Callanga</i> <i>FOI Receiving Officer</i>





receiving officer together with the photocopy of any valid ID and authorization letter (if applicable)				Finance Services Department
	3. Issues acknowledgement letter	None	5 minutes	<i>Karen Joyce B. Callanga</i> <i>FOI Receiving Officer</i>  Finance Services Department
	4. Issues approval letter	None	5 Minutes	<i>Concerned Division Head</i>
4. Wait for the name to be called	4. Forward the documents to the division concerned	None	5 minutes	<i>Karen Joyce B. Callanga</i> <i>FOI Receiving Officer</i>  Finance Services Department
5. Pay for the reproduction cost	5. Give the requested documents to the requesting party	Php 2.00 each page	5 minutes	<i>Karen Joyce B. Callanga</i> <i>FOI Receiving Officer</i>  Finance Services Department
Pay for the certification fee (if applicable)	Issues Official Receipt	Php 100.00		Teresita V. Bautista Annabelle T. Ordoñez <i>Cashier</i>  Cash Management Division



## 8. Request for Water Analysis (Bacteriological Testing)

Schedule of availability of service at CCWD Water Laboratory:

Monday to Friday – 8:00 am to 5:00 pm

<b>Office or Division:</b>	Cauayan City Water District – Water Resources Division (Water Laboratory)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Sample				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the CCWD Water Laboratory and request for water analysis	1. Issues Service Memo/ Service Request	None	5 minutes	<i>Karen I. Ramirez</i> <i>Niña P. Delmendo</i> <i>Medical Technologist</i>  Water Resources Division (Water Laboratory)
2. Proceed to the Cashier for the Payment of Water Analysis and Water Bottle	2. Issues Official Receipt	Water Analysis: Php 450.00  Water Bottle: Php 200.00	5 minutes	<i>Teresita V. Bautista</i> <i>Annabelle T. Ordoñez</i> <i>Cashier</i>  Cash Management Division
3. Submission of Water Sample to the Water Laboratory	3. Receive the water sample and encode the name of the client to the data base	None	5 minutes	<i>Karen I. Ramirez</i> <i>Niña P. Delmendo</i> <i>Medical Technologist</i>  Water Resources Division (Water Laboratory)
4. Claim the Result	4. Release of water analysis result	None	5-7 Days	<i>Karen I. Ramirez</i> <i>Niña P. Delmendo</i> <i>Medical Technologist</i>  Water Resources Division (Water Laboratory)



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Accomplish our Feedback Form provided at the entrance of Cash Management Division or Public Assistance and Complaints Desk (PACD) then drop the accomplished feedback form to the box located at the entrance of the Cash Management Division (CMD);</p> <p>Send complaints/ feedback through the electronic mail at <a href="mailto:ccwd_88@yahoo.com.ph">ccwd_88@yahoo.com.ph</a></p> <p>Send us private message through the CCWD Official Facebook Page at Cauayan City Water District</p>
How feedbacks are processed	<p>All feedback will be reported to the top management through Management Review.</p>
How to file a complaint	<p>Accomplish our Feedback Form provided at the entrance of Commercial Services Department or Public Assistance and Complaints Desk (PACD) then drop to the box located at the entrance of the Commercial Services Department;</p> <p>Send complaints/ feedback through the electronic mail at <a href="mailto:ccwd_88@yahoo.com.ph">ccwd_88@yahoo.com.ph</a></p> <p>Send us private message through the CCWD Official Facebook Page at Cauayan City Water District</p> <p>Talk to the Public Assistance and Complaints Officer for assistance either by personal visit to the office or by phone call (078) 652-0644/ (078) 652-2196 Cellphone No. 09533129544</p>



<p>How complaints are processed</p>	<p>Receive / intake the complaint and assure the complainant for further action by the management to the complaint</p> <p>-If the complaint subject is Department's personnel, it will be directed to the Grievance Committee</p> <p>-If it is about the program of service, it will be directed to the in-charge personnel</p> <p>-if facility, it will be directed to the top management (Note: All complaints/ feedback will be reported to the top management through Management Review)</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB – Text at 0908-8816565 or Call 1-6565 or log-on at <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p> <p>ARTA – 478-5091/ 478-5099  <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC – <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>          Telefax – (02)87368621          Telephone – (02) 8736-8645, (02) 8736-8603, (02) 8736-8629, (02) 8736-8621</p>



Department	Address	Contact Information
Administrative & Human Resource Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 652-1622
Warehouse	Bala Street, San Fermin, Cauayan City, Isabela	(078) 652-5227
Finance Services Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 652-2196
Commercial Services Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 652-0644
Engineering & Maintenance Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 325-3991 (078) 652-3673
CCWD Water Laboratory	Nisperos Street, Cabaruan, Cauayan City	(078) 652-5237