



CAUAYAN CITY WATER DISTRICT

Cauayan City, Isabela

3305

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GENERAL INFORMATION

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.

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.”

HISTORY

The Cauayan City Water District was established by virtue of PD 198 otherwise known and referred to as “The Provincial Water Utilities Act of 1973”. It originally started as two (2) Rural Waterworks and Sanitation Association (RWSA) namely the Turayong RWSA and San Fermin RWSA on July 1, 1988. These water systems were constructed courtesy of the United States Agency for International Development (USAID) funds thru the defunct Rural Water Development Council (RWDC) which was then the regulatory and supervisory agency of RWSA’s. Upon the suggestion of the late Governor Hon. Faustino N. Dy, these two water systems were later merged into one which gave rise to Metro Cauayan Water Districts (MCWD), duly registered with the Department of Trade and Industries. Later, Pres. Corazon C. Aquino issued an E.O. No. 24 Dated January 30, 1987 effectively abolishing the RWDC and transferred its functions to the Local Water Utilities Administration (LWUA) Subsequently, provincial water utilities had been declared as GOCC, by virtue of Supreme Court decision, with additional distinction as the only entity not receiving any subsidy from the government, but subject to the provisions of PD 198, as amended and not under the jurisdiction of any political subdivision. A member of the Philippine Association of Water Districts, Inc. (PAWD, Inc.) Cagayan Valley Association of Water Districts, Inc. (CAVAWAD, Inc.)

In line with the program “Unity for Development and Progress”, of then Mayor of Cauayan City Mayor Hon. Benjamin G. Dy, the Metro Cauayan Water District organized the Federation of Isabela Rural Water Works Sanitation Association (FIRWASA) with the objective – to have unity of purpose and action, and share training of RWSA employees of



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member water systems, to include RWSA Aurora, Gamu Jones, Naguilian , Minante 1, and Cauayan; thus the employees of MCWD trained by the Local Water Utilities Administration (LWUA) training staffs, shared and cascaded the same training to the other water systems under FIRWASA.

The Metro Cauayan Water District later evolved into what is now the Cauayan City Water District (CCWD) pursuant to Board of Directors Resolution No. 27 Series 1997 and Conditional Certificate of Conformance No. 183 issued by LWUA breathing into its corporate entity with the late Mr. Vicente D. Talosig as the Chairman and General Manager with a lean organization of 9 employees to service 1,000 or so connections from Five (5) Barangays. Succeeding him was Col. Maximo B. Asis, PA (Ret.) who served as General Manager from November, 1999 until July, 2001, during which time the CCWD received a Five Million Pesos (P5M) grant from Pres. Joseph E. Estrada's President Social Fund that was used for some 13.13 km. transmission lines and drilling of two exploratory production wells, namely the Danilla and Bala Pumping Stations.

From the start of operation of the District there was no single unit of standby Generating set for use in case of power outages. Then the crisis occurred when typhoon Goring devastated the then municipality of Cauayan in 1993, damaging power lines for almost Two (2) months that the Water District was rendered in-operational during those period, such that it behooved Management to borrow the standby Generating set of Former Mayor Caesar G. Dy, in order for the District to deliver water on time for its customers.

On August, 2001, Engr. Artemio A. Quintero was appointed as the new General Manager in concurrent capacity as Accounting Processor. With the tremendous challenge of serving a very fast growing community, the CCWD with only Six (6) production wells, a lean personnel wanting professional and skill/technical competence and suffering from dire financial constraints was waging an uphill battle for fulfilling its mandated vision/mission of supplying safe drinking water its clientele with the required efficiency, expertise and breakthrough competence.

With the benevolent gesture of the City Mayor, Hon. Caesar G. Dy, the water bill of the City Government that piled up in arrears were settled in one fell swoop and the money collected was used in the acquisition of the Two (2) units standby generating set thus assuring the concessionaires continuous supply of potable water ever during power outages. The great improvement in its service resulted in the restoration of public confidence in the water district in overwhelming proportion. Simultaneous with this development, the CCWD which was overstaying under Small Category Water District before was catapulted to Big Category Water District; vaulting over Medium and Average Categories and in 2007 garnered the Top Water District Performer Award (Big Category) presented by the Philippine Association of Water District, Inc. (PAWD, Inc.) at Water Front Hotel, Cebu City.



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To date, the water utility continues to grow and expand. From the original Six (6) production wells, an additional Seven (7) production wells were constructed to boost on the water requirements of the community to 13 pumping stations. One (1) production well was funded thru the CDF of the late Senator Robert Z. Barbers, Two (2) from the City Government of Cauayan, the two (2) from the Water District's own generated funds and two (2) from the newly turned-over Beverly Hills Subdivision. Despite its very low water tariff, which is second lowest in the entire Cagayan Valley Region, the CCWD still can focus on continuous improvement in meeting the needs of around 10,475 concessionaires with an estimated population of 50,000. Indeed, no dream is impossible if we all strive harder.

In the offing, is the realization of the other component of its dual mandate and *raison d'être*: sanitation. CCWD is poised to embark on projects in the near future that cater the sanitation needs of the City inhabitants, for sanitation is obverse side of its water provision mandate. We have high expectations for the success of this project, as we have the full support of our Board of Directors and our City Mayor, Hon. Bernard Faustino M. Dy is behind us and even conceptualized a Comprehensive Septage Management Project.

All these improvements done in such a short span of time was made possible thru the relentless effort of the CCWD Officers and Personnel headed by its dynamic and hard driving General Manager, Engr. Artemio A. Quintero together with the active participation of the members of the Board of Directors.

PERFORMANCE PLEDGE

WE, THE God fearing, honest and dedicated officials and employees of the Cauayan City Water District (CCWD) commit to:

- 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.

All these we pledge to serve you better.

SERVICE VALUE STATEMENTS

We are courteous

-  Attending to our concessionaires promptly with a smile.
-  Treating our concessionaires with respect.

We are honest

-  To ensure correctness and accuracy of records.
-  To issue billing notice and Official Receipts in all transactions.



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- We are responsible
- ✚ To assure of safe and potable water.
- ✚ To guarantee delivery of quality service.

SERVICE STRATEGIES

- ✚ We promote marketing information to our clients.
- ✚ We apply the first-come first-serve policy.
- ✚ We provide an accessible and comfortable waiting area.
- ✚ We serve our concessionaires with a smile.

LIST OF WATER RESOURCES

As of December 2015

No.	Pumping Station	Location	Capacity (Liters per Second)
1	Turayong Pumping Station	Brgy. District 1, Cauayan City	7.18
2	San Fermin Pumping Station	Brgy. District 2, Cauayan City	10.2
3	Turayong Pumping Station	Brgy. District 1, Cauayan City	9.01
4	San Fermin Pumping Station	Brgy. District 2, Cauayan City	9
5	Danila Pumping Station	Brgy. San Fermin, Cauayan City	32.22
6	Bala Pumping Station	Brgy. San Fermin, Cauayan City	24.69
7	Tagaran Pumping Station	Brgy. Tagaran, Cauayan City	3.61
8	City Terminal Pumping Station	Brgy. Cabaruan, Cauayan City	6.46
9	Christine Pumping Station	Brgy. District 1, Cauayan City	19.45
10	Barbers Pumping Station	Brgy. San Fermin, Cauayan City	20.86
11	Prenza Pumping Station	Brgy. District 1, Cauayan City	19.28
12	Beverly Pumping Station	Beverly Hills Subd. Brgy. Cabaruan, Cauayan City	5.34
13	Beverly Pumping Station	Beverly Hills Subd. Brgy. Cabaruan, Cauayan City	4.8



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AREAS OF OPERATION

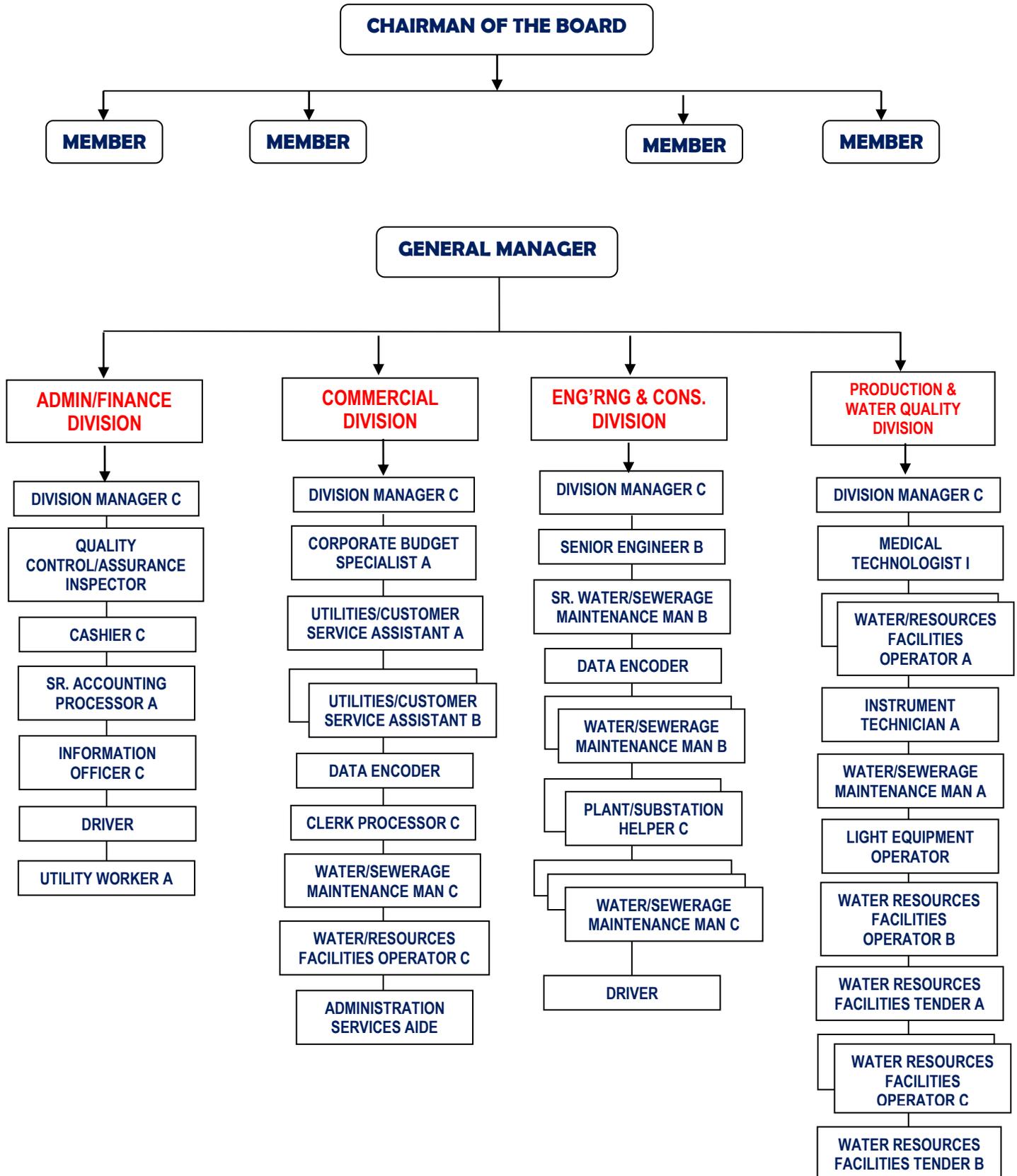
Barangays that are served by Cauayan City Water District as of December 31, 2015.

1. Barangay District 1, Cauayan City
2. Barangay District 2, Cauayan City
3. Barangay District 3, Cauayan City
4. Barangay San Fermin, Cauayan City
5. Barangay Cabaruan, Cauayan City
6. Barangay Turayong, Cauayan City
7. Barangay Tagaran, Cauayan City
8. Barangay Alicaocao, Cauayan City



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BOARD OF DIRECTORS



EDGAR A. GALAPON, Ph. D.
CHAIRMAN



CYNTHIA U. BALAYAN
VICE CHAIRMAN



BONIFACIA A. CAYABA
SECRETARY



JOSE T. SALIENTES
MEMBER



VIRGILIO M. MABAGOS
MEMBER



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MANAGEMENT ANG STAFF

OFFICE OF THE GENERAL MANAGER

ENGR. ARTEMIO A. QUINTERO - General Manager

ADMINISTRATIVE/FINANCE DIVISION

TERESITA V. BAUTISTA - OIC – Admin/Finance Division
MARIE PAZ C. VALDEZ - Quality Control/Assurance Inspector
TERESITA V. BAUTISTA - Cashier C
ANNABELLE T. ORDOÑEZ - Sr. Accounting Processor A
JOANA MARIE O. GARRIDO - Information Officer C
RONALD A. DELMENDO - Driver
JAQUELINE RAMONA R. DY - Utility Worker A

COMMERCIAL DIVISION

CARMELO B. DACANAY - Division Manager C
ZENAIDA S. MAGPANTAY - Corporate Budget Specialist A
ELVIRA E. TOMAS - Utilities/Customer Service Assistant A
RONALD PANUNCIO - Utilities/Customer Service Assistant B
JOSE B. TALOSIG - Utilities/Customer Service Assistant B
MICHELLE U. MAXIMO - Data Encoder
JULIE G. TUCAY - Clerk Processor C
ALBERT L. MALLILLIN - Administration Services Aide
AIROME RODENTE R. AGUSTIN - Water Resources/Maintenance Man C
DARWIN D. VILORIA - Water Resources Operator C



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ENGINEERING AND CONSTRUCTION DIVISION

ENGR. JAYCIBETH G. TUNAC	-	OIC – Engineering and Cons. Division
ENGR. JAYCIBETH G. TUNAC	-	Senior Engineer B
ROMEO U. LAUGAN	-	Sr. Water Sewerage Maintenance Man B
ANNABELLE G. MEER	-	Data Encoder
JAY E. DELMENDO	-	Water Sewerage Maintenance Man B
TOMAS REGINALDO S. BAQUIRAN	-	Water Sewerage Maintenance Man B
VICENTE R. PASTOR	-	Plant/Substation Helper C
RONNIE T. ARCIAGA	-	Plant/Substation Helper C
RICHEL C. CIPRIANO	-	Water Sewerage Maintenance Man C
EDUARDO B. GABONI JR.	-	Water Sewerage Maintenance Man C
JOSEPH T. ANDRES	-	Water Sewerage Maintenance Man C
ARISTEDES V. DUTON	-	Driver

PRODUCTION AND WATER QUALITY DIVISION

ENGR. FREDDIE A. AQUINO	-	Division Manager C
KAREN I. RAMIREZ, RMT	-	Medical Technologist I
NARCISO C. RAMOS	-	Water Resources Facilities Operator A
ELMER G. MUNAR	-	Water Resources Facilities Operator A
LEWYN C. BALA	-	Instrument Technician A
VIRGILIO G. JAVIER	-	Water Sewerage Maintenance Man A
ROBERTO R. BALIGOD	-	Light Equipment Operator
JEFFERSON F. LACAR	-	Water Resources Facilities Operator B
ANGELITO B. GARCIA	-	Water Resources Facilities Tender A
SEVERINO S. MAGPANTAY JR.	-	Water Resources Facilities Tender B
JOEY L. AGUSTIN	-	Water Resources Facilities Tender B
JEFFREY V. ANDRES	-	Water Resources Facilities Operator C
LORETO M. NATIVIDAD	-	Water Resources Facilities Operator C



DUTIES AND RESPONSIBILITIES

BOARD OF DIRECTORS

Policy making body, who jointly oversees the activities of the agency. Governing the organization by establishing broad policies and objectives; selecting, appointing, supporting and reviewing the performance of the General Manager; ensuring the availability of adequate financial resources; and approving annual budgets.

GENERAL MANAGER

Decision-making authority in all matters affecting the agency's operations. Implements rules and regulation; conduct staff committee meetings; Close supervision and proper monitoring of water production to sustain sufficient safe and potable water supply 24/7. Monitor activities and work programs of Administrative/Finance Division, Commercial Division, Engineering and Construction Division and Production and Water Quality Division.

ADMINISTRATIVE/FINANCE DIVISION

Provides the core of Agency's operational service requirements covering human resource management, budgetary allocations, accounting and audit procedure, record-keeping functions, and general services, and is tasked to effectively provide the critical support system for the aforementioned operational, financial and administrative requirements.

- ✚ Prepares/certifies application on leave privileges respectively.
- ✚ Certifies/approves appointment papers with complete attachments.
- ✚ Certifies personnel service record.
- ✚ Evaluate/tabulate SPMS
- ✚ Receives/acts on personnel complaints
- ✚ Acknowledges and takes action on written complaints.
- ✚ Monitor the District Policy Directed.
- ✚ Supervise Direct Control Department Personnel
- ✚ Disseminates new issuance of administrative matters/CSC Circulars
- ✚ Supervises maintain & monitor the distribution of accountable and non-accountable forms supplies
- ✚ Prepare collections for deposits.



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- ✚ Prepare financial reports.

COMMERCIAL DIVISION

Responsible for the Commercial Operations of the Agency; Ensuring compliance to Office Policies; Monitors and implement programs and activities in increasing number of water connection and prompt delivery of services to customers in relation to billing and water-related complaints/problems.

COLLECTION SECTION

Responsible for all printed collection reports as to actual cash turn-over of all cashiers; printed collection reports as to actual cash remittances of all collection centers; Monitors and validates all payments made directly to the bayad centers; Handles all collection related complaints.

METER READING SECTION

Responsible for the conduct of monthly water meter reading and delivery of bills; directive for bill handlers and assists concessionaire needs pertaining to billing matters.

BILLING SECTION

Responsible for ensuring that concessionaires are regularly billed; Reviews and analyzes the accuracy of the reading especially when there is abrupt increase or decrease in consumption; prepares statement of accounts of government agencies; and submits reports monthly on water meter related problems.

- ✚ Verifies and report condition of water meter and perform maintenance of meter with the help of a plumber.
- ✚ Reads all water meter, compute and record consumption.
- ✚ Deliver water bills to accessories.
- ✚ Updates customer records and issues investigation order.
- ✚ Calculates and prepare water bills maintain customer ledgers.
- ✚ Acknowledges/takes action of concessionaires' complaints.
- ✚ Directs the operation of determining customer service.
- ✚ Supervises the maintenance of customer record.



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OPERATION AND MAINTENANCE DIVISION

ENGINEERING AND CONSTRUCTION DIVISION

Responsible for the installation of new water service connections, mainline reconnections, repair of leaking pipes, broken pipes and broken meter stand, relocation and calibration of water meters. Responsible to maintain and balance the water pressure in the system, Mainline / Distribution line monitoring, preventive maintenance and leak repair, Valves, Blow offs, air releases, pressure reducing valves, hydrants and stand pipes, Rehabilitation of Clusters and conduct valve exercises.

PRODUCTION AND WATER QUALITY DIVISION

Responsible for the over-all supervision of the following: rehabilitation and replacement of dilapidated pipeline and its appurtenances; installation/expansion of new water system;

Responsible for the Maintenance of Water System from Production to water service connection, None-Revenue Water (NRW) data collection and management, Operation of Sewerage system from customer first clean out to Sewerage Treatment Plan (STP) Conduct other related services

Responsible to maintain and balance the water pressure in the system, Mainline / Distribution line monitoring, preventive maintenance and leak repair, Valves, Blowoffs, air releases, pressure reducing valves, hydrants and stand pipes, Rehabilitation of Clusters and conduct valve exercises.

- ✚ Registration of new applicants
- ✚ Materials estimation for new service connection, re-open, transfer connection and restoration.
- ✚ Installation of new service connection, re-open, transfer connection and restoration.
- ✚ Repair of minor leaks (main line) and restoration.
- ✚ Repair of minor leaks (service connection) and restoration.
- ✚ Maintenance of water meter.
- ✚ On the spot inspection of illegal connection and water pilferage.
- ✚ Flushing of Blow-off valve/fire hydrants.
- ✚ Bacteriological testing



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- ✚ Start and shutting off of pumps pressure and supply monitoring
- ✚ Chlorination
- ✚ Maintenance of generation sets and control panel switchboard
- ✚ Maintenance pumps
- ✚ Accomplished and submission of production reports.



Billing and Collection Policy

EXISTING POLICIES:

- A. All consumers are given bills every month. The due date of a bill falls on the 15th day from the date of reading.
- B. A five percent (5%) discount is given to consumers paying their total billings on or before the due date specified on the face of the bill. The discount is computed on the current month's billing only, which is the peso equivalent of the current month's consumption.
- C. A penalty of ten percent (10%) is imposed on delinquent accounts. The penalty is computed monthly basing on the total unpaid billings. Penalty is automatically computed on the day after the due date.
- D. Credit and Collection
 1. **A consumer is given a grace period of five (5) days from the due date.** Disconnection will be immediately done if no payment is received during the grace period. No other notice or warning shall be issued.
 2. **Water service can only be restored after payment of all charges imposed by CCWD.**
 3. Only checks payable to CCWD are acceptable. **Second endorsements will not be accepted.**
 4. Request for temporary and permanent disconnection from **a non-delinquent consumer shall be acted upon favorably.**
 5. Reopening
 - a. PhP 100.00 - If the accounts are paid on the following day from the date of disconnection.
 - b. No reopening fee shall be charged to a consumer who pays his arrears in full on the same date as disconnection date.
 - c. Reopening and reinstallation fees will be set up and adjusted by the Board of Directors if deemed necessary.
 - d. A re-connection fee of PhP 300.00 - for excavated service line.



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- e. A PhP 200.00 charge for those disconnected service connections whose padlocks were destroyed.
 - f. Disconnected water meter not reopened after three (3) months or ninety (90) calendar days should be pulled out.
 - g. An investigation report is necessary for the reopening (15-89 days after disconnection date) and for reinstallation (after 90 days). This report will support the assessment to be prepared by Customer Accounts Section.
 - h. The assessment will be prepared by the billing posting clerk, checked by the Head, Customer Account Section and approved by Manager, Commercial Division. With regards to the manner of payment and other arrangements, the Head, Credit and Collection Section will take charge of this. The Collector receives the payment for the unpaid water bills and the reconnection fee is paid to the Cashier.
6. List of disconnected water service not reopened after 15 days shall be forwarded to the Apprehension Team for routing check-up on illegal reopening.
 7. Demand letter will be sent to all consumers with inactivate accounts.
 8. Inactive accounts refer to disconnected water service not reopened for over three (3) months to one year from disconnection date.

PROPOSED ADDITIONS TO THE COMPREHENSIVE BILLING AND COLLECTION POLICY:

CUSTOMER ACCOUNTS SECTION

1. As a general rule, only the Board of Directors can write off compromise fees and accumulated penalty charges on active or inactive accounts. The request for write-off must be properly endorsed by management. Write-off of compromise fees and penalty charges may be granted, but not limited to, the following cases:
 - ✚ “Honest Mistakes”, when it can be proven beyond reasonable doubt, that the consumer is innocent of an alleged illegal act. However, the customer is always liable for the acts of the members of his family which includes that of the house helps.
 - ✚ Purchased Property. When the owner of the building was not aware of the accounts of the previous owner.
 - ✚ Fault of the Water District. When due to negligence of our personnel, a certain connection was illegally connected. Example, when a disconnected meter was accidentally and erroneously attached to a newly activated distribution line by our personnel.



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- ✦ Management can write-off penalty charges only if the consumer is entitled to billing adjustment which reduces his water billings and if the office is at fault.
- ✦ Extension of the due dates or payment period is hereby granted to government offices under the following conditions:
 - ✦ The extension will be on a per bill per month basis.
 - ✦ A formal written request is received from the Regional Head or his equivalent.
 - ✦ When it is confirmed that the funds and or releases of payments of the requesting agency is centralized or controlled by a national office located outside of Isabela.
 - ✦ Donors of property or right of way are entitled to free water, the volume of which shall be determined by a resolution passed by CCWD Board of Directors. Free water shall only be granted for residential purposes and not for industrial or commercial purposes.

CREDIT AND COLLECTION

1. Consumers with arrears maybe allowed to issue promissory notes or maybe allowed a restructuring of accounts if approved by the following authorized persons:

Frequency	Authorized Person
1	Manager, Commercial Division
2	General Manager

2. Consumers are not allowed to change promissory or to restructure arrears for more than two (2) times.
3. Partial payments before execution of promissory is fifty (50%) percent of total arrears. This 50% is also the acceptable partial payment from all accounts.
4. Only the General Manager, by his discretion can accept payment below the required 50% but not less than Twenty Five Percent (25%) and for as long as the interest of the District is fully protected.
5. Maximum Terms of Payment of Arrears; (This is applicable to accumulated arrears of more than 6 months billing, high billings due to leakages and billing adjustments imposed by District resulting from investigators findings and errors in reading and computation)



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Less than PhP 1,000.00	- 3 months
Php 1,001.00- Php 2,000.00	- 4 months
Php 2,001.00- Php 3,000.00	- 6 months
Php 3,001.00- Php 5,000.00	- 8 months
Php 5,001.00- Php 10,000.00	- 12 months
Php 10,000.00-	- 24 months

6. Authority to settle or negotiate for unpaid billings

Less than 6 months	-	Division Manager
Six to nine months	-	General Manager
Nine months up	-	Board of Directors

Management is liable for the negligence in collecting from such consumers unless there are valid reasons beyond its control (of management). Example is when the paying consumer has died and his bereaved family took some time to pay their bills.

7. For consumers whose payments is checks are returned by the bank due to “Drawn Against Insufficient Funds (DAIF)” or “Closed Account”, the following rules will be applied:

- ✚ The water meter will be disconnected immediately.
- ✚ The consumer should redeem check by replacing it with cash plus reopening Fee
- ✚ If for the second time, a consumer issued a bouncing check for payment of water bills, then such consumer will never be allowed to pay his succeeding Bills check.

8. Postdated checks (PDCs) can be received as mode of payment to support promissory or to simply assure payment in full of remaining accounts.

9. Acceptance of PDCs must be approved by Manager, Commercial Division upon recommendation of Credit and Collection Chief.

10. In case the PDC is returned by bank due to “DAIF”, the meter will also be disconnected; the first check and all other remaining PDCs shall not be honored and should be replaced with cash.



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11. Bouncing checks not redeemed shall be returned over to the legal counsel **as basis for legal action.**
12. Waiver of right over a disconnection meter
 - ✦ A consumer can have a right over the inactive or active connections upon purchase of a property. A deed of sale must be submitted for the change name and ownership and the consumer must pay the necessary fees imposed by the office.
 - ✦ A consumer who is interested to assume the disconnected meter of his neighbor (living in an adjacent property) can ask for the waiver of rights from the latter. The owner of the water meter is responsible for all accountabilities of the previous owner upon execution of waiver of rights.
13. The Commercial Division, specifically the Credit and Collection Section, is responsible of informing the owner or the lessor of the unpaid bills of tenants or occupants. A formal notice must be sent to the owner upon failure of the tenant to pay two months billings.

CUSTOMER SERVICE SECTION

1. As embodied in the new service contract which is signed by the consumer prior to the installation of meter, in case of commercial and/or residential building lease and/or occupied by the persons, both the owner of the building, and the occupant thereof shall be signatories of the contract for water service and shall be joint and severally liable for the bills and for the damage in case of breach thereof.
2. Service connection is hereby limited to one house, or building or premises. If the consumer is not the owner of the house or premises where connection is desired, the application and the contract for water service must likewise be signed by the owner of the property who shall guarantee the payment of all sums to be given due for a water service pursuant to the application and contract in case of default of the consumer.

EXCEPTIONS:

1. **COMMERCIAL BUILDING-**
Each tenant can apply new connection under the owner's name c/o tenant.
2. **APARTMENT/DUPLEX/RENTED, RESIDENTIAL HOUSES, with complete facilities, separate T & B and kitchen.**
Owner may apply for separate new connections c/o the tenant of each rented facility.
3. **RESIDENTIAL HOUSE BUT WITH BUSINESS ESTABLISHMENT ATTACHED-**
Owner can apply for 2 (2) separate connections, one residential and one commercial.



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The contract should be in the name of the owner. The door number of the building or apartment space must be specified. The name of the tenant maybe specified after the owner's name to enable easy identification, but it should be the owner who will apply and sign the contract.

3. Guidelines of granting of adjustments-

Basis of adjustment: Average of the (3) months normal but highest consumption on record within the preceding 12 months period.

Meter Reading result : no reading, same reading

For case of : Defective, inverted, and or unreadable meters

Basis : Preceding three months average consumption

Meter Reading Result : High Consumption

Case 1 : Leak at the tailpiece of the water meter or excessive air pressure

Basis : Average of three (3) months normal and highest consumption during a maximum twelve (12) months period prior to the month during which the high and abnormal consumption was incurred.

Case 2 : Leakages after the meter (not at the tailpiece)

Basis : NO ADJUSTMENT

Case 3 : Undetermined cause (even after all necessary investigations, test, calibration, etc. have been exhausted, no leakages was found, number of occupants is minimal, the high consumption cannot be attributed to negligence by the consumer)

Basis : Discretionary adjustment computed as:

Highest Consumption on Record (HCOR) for the past 12 months PLUS (+)

50% of excess consumption (consumption for the month –HCOR)

The 50% is regarded as consumer's share

A discretionary adjustment can only be given once to a particular consumer.



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4. Meter calibration which is a test to determine whether a meter is functioning or not maybe done on-site or at the motorpool. If the results of the calibration is “over-registering” or “under-registering” and is over the normal accuracy limit of -2%, +5%, then the meter is defective.

Base on adjustment : Average of the three (3) months normal but highest consumption on record within the preceding 12 months period.

5. Authority of responsible persons. (basing on total billing adjustment to be given to a single consumer)
 - Below Php 2,000.00 - Head, Customer Service Section or Head, Customer Accounts
 - Php 2,001.00 to Php 4,000.00 - Manager, Commercial Division
 - Php 4,001.00 to Php 10,000.00 - General Manager or OIC
 - Php 10,001.00 and up - Board of Directors
6. A summary of adjustment approved by the above responsible persons shall be prepared and submitted monthly to the Board of Directors.
7. Illegal Offenses -
 - a. The Customer Service Section is in-charge of preparing assessments of consumers' charges with illegal offenses.
 - b. The policy on Apprehended Cases governs the fees to be imposed on illegal offenses. The assessment is signed by the Manager, Commercial Division and by the General Manager.
 - c. Compromise Charges imposed on illegal connection are automatically added to the monthly bill.
8. New Service Applicants -
 - a. The consumer pays an Investigation Fee after filling up the application form.
 - b. After the application is cleared, i.e., the applicant is not include in the master list and has no pending accounts for disconnected service, the consumer will pay for the full installation charges. The application will then be schedule for installation.
 - c. Installation charges cover the investigation fees, installation fees, water meter deposit and guaranty deposit for future water consumption. The last two charges are refundable deposits and shall therefore be returned to the consumer upon request for permanent disconnection of water service.



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- d. Consumer requesting refund of deposits shall submit or present a proof of payment of new service connection fees (original or accomplished application form).
- e. Requests for transfer of water meter, change of registered consumer name, change of meter size shall be filed at the Customer Service Sections. Such request will be properly assessed by the Customer Service upon submission of all supporting documents or letter request as required
- f. Water District employees are not allowed to follow-up application nor pay new service connection fees for consumers.

METER READING AND BILL TENDERING

1. Reasons for non-reading or same reading of water meter should be explained or noted by each meter reader in the meter reading card.
2. If the water bill was not received by the consumer because there was no one to receive the bill or the residence cannot be located at the time of tendering, or because of the reasons certified as valid by the Head, Meter Reading Section, the penalty interest will be written off and the due date will be extended ten (10) days after the receipt of the bill.
3. Office copies of the water bills tendered should bear the complete name and signature of the consumer representative who received the bill to certify/signify acceptance.

ADDITIONAL INTERNAL MANAGEMENT GUIDELINES:

A. Disconnection can be waived on the following instances:

(Enclosed in the parenthesis is the extension time to be given to consumer)

1. Management has informed Credit and Collection Section that the area where disconnection will be implemented has no water or has low water pressure. (30 days).
2. Bad weather. (1 to 3 days)
3. Breakdown of vehicle used by disconnection team. (1 to 3 days)
4. Absence of Disconnection Team members and when the workforce is reduced to three persons only. (1 to 3 days)
5. Erroneous meter number, and incomplete addresses (1 day)
6. Lose control valves (3 days)
7. Flooded, buried meters and like (3 days)
8. When only the face of the meter can be seen and everything around it is cemented.(3 days)
9. When the Disconnection Team Leader during the actual disconnection has confirmed that:



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A.1. There is a wake for a dead person in the house of the consumer

A.2. There is a bedridden or sick person or a woman, who has just

Given birth.

(Extension – 15 days)

B. A special order of disconnection shall be issued by Credit and Collection Section immediately on the day after the lapse of extension period.

C. The Disconnection Team Leader can give a one half day allowance to consumers who are ready to pay. Payment shall be confirmed over the radio. The leader has this prerogative for accounts less than PhP 1,000.00 only.

D. For those consumers with PhP 1,000.00 and up arrears, clearance from the Credit and Collection Section shall be sought.



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FRONTLINE SERVICES

NEW SERVICE CONNECTION



- ✚ Interview and orientation of applicants and filling up of application form.
- ✚ Assess, verify evaluation filled up service application form, prepares cost estimate form then prepares and issue service request.
- ✚ Takes action on the given service conduct ocular inspection for possible location and estimate cost of materials for new connections.
- ✚ Verifies and recomputed estimated cost of materials and check the availability of stocks and material preparation

- ✚ Issues official receipt.

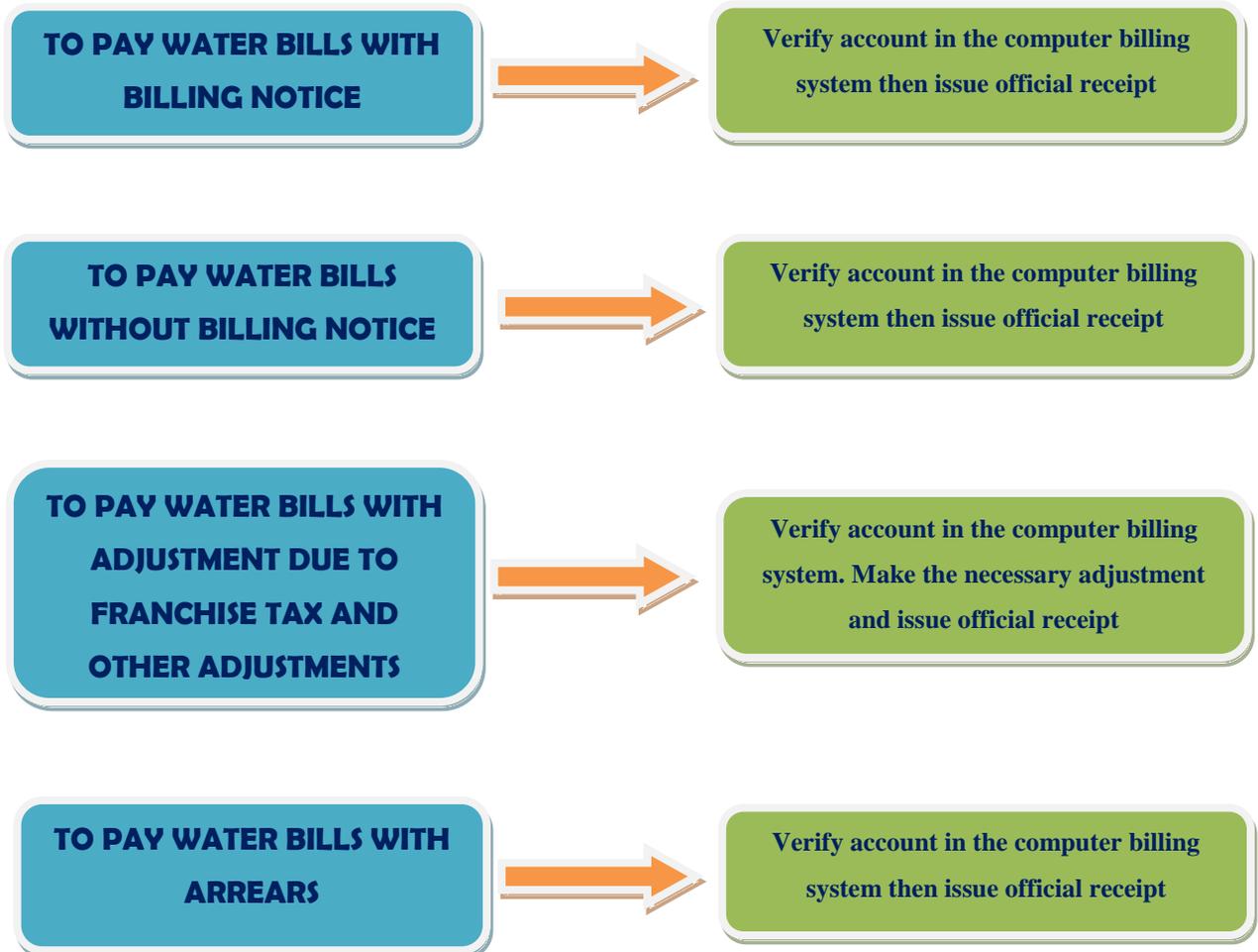
- ✚ Takes action for the installation of new service connection and schedule of installation.



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PAYING YOUR WATER BILLS

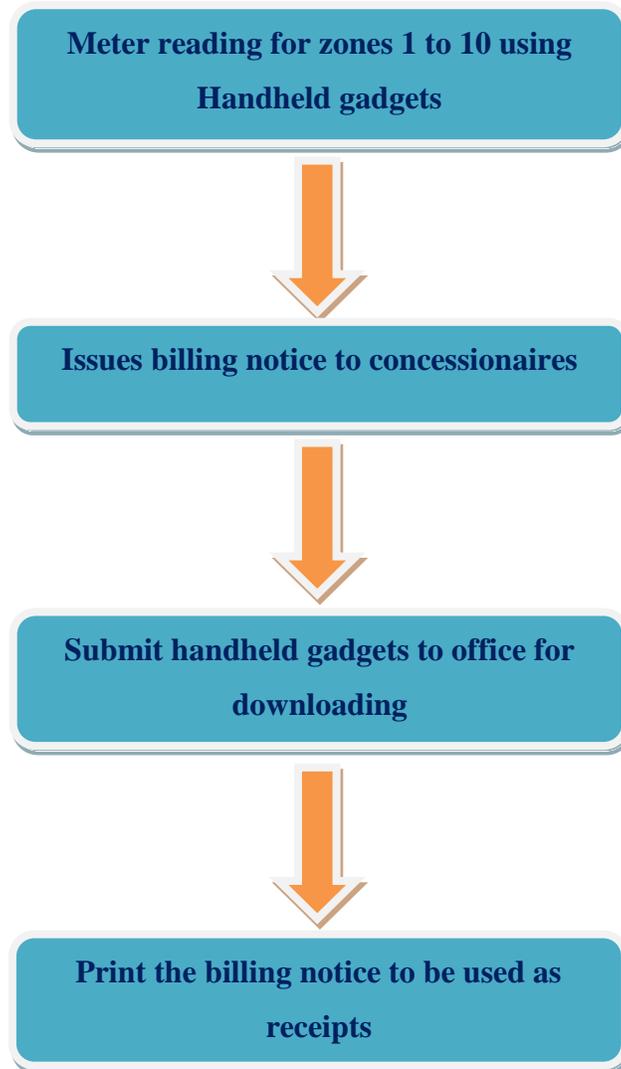




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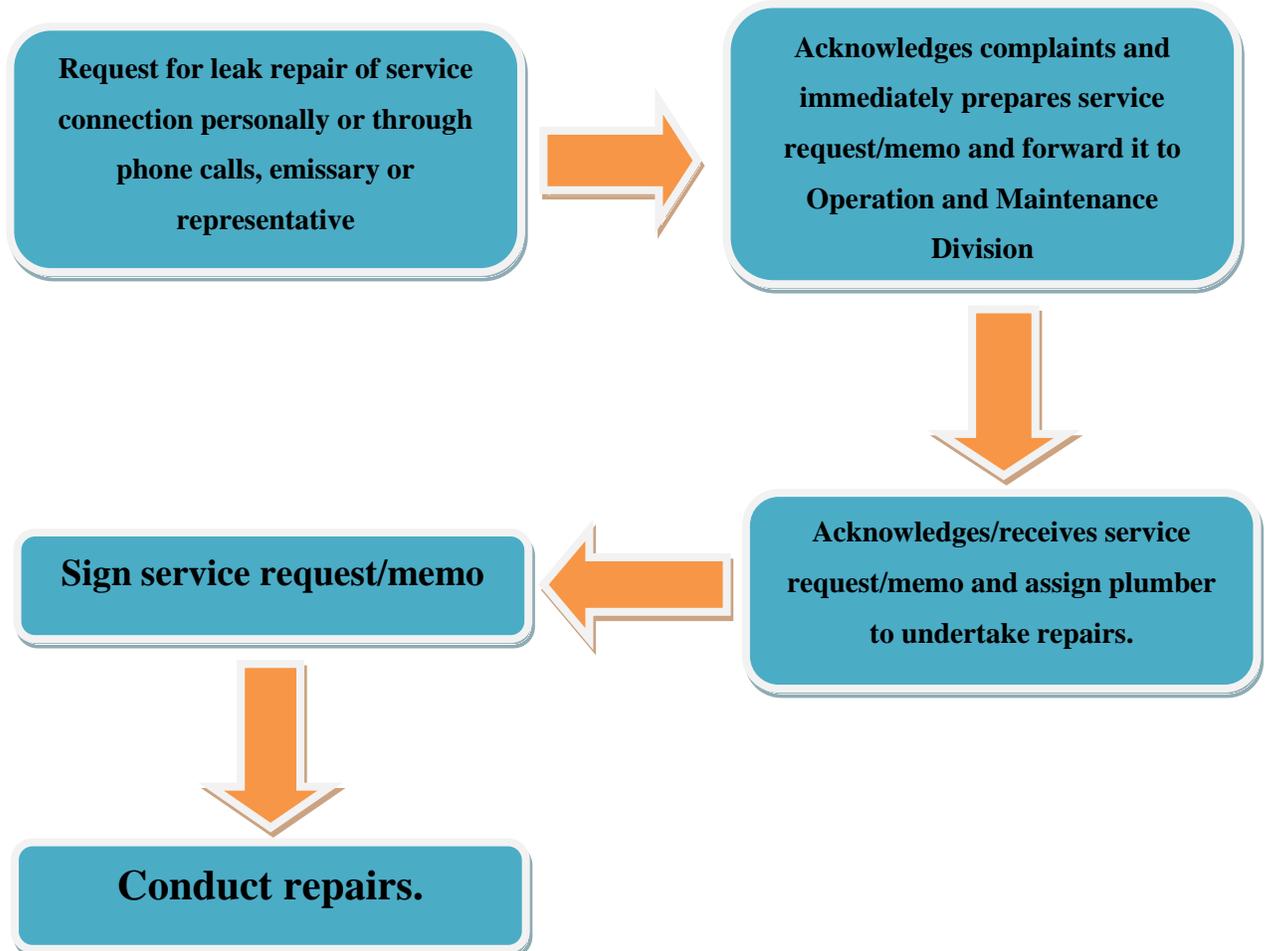
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METER READING



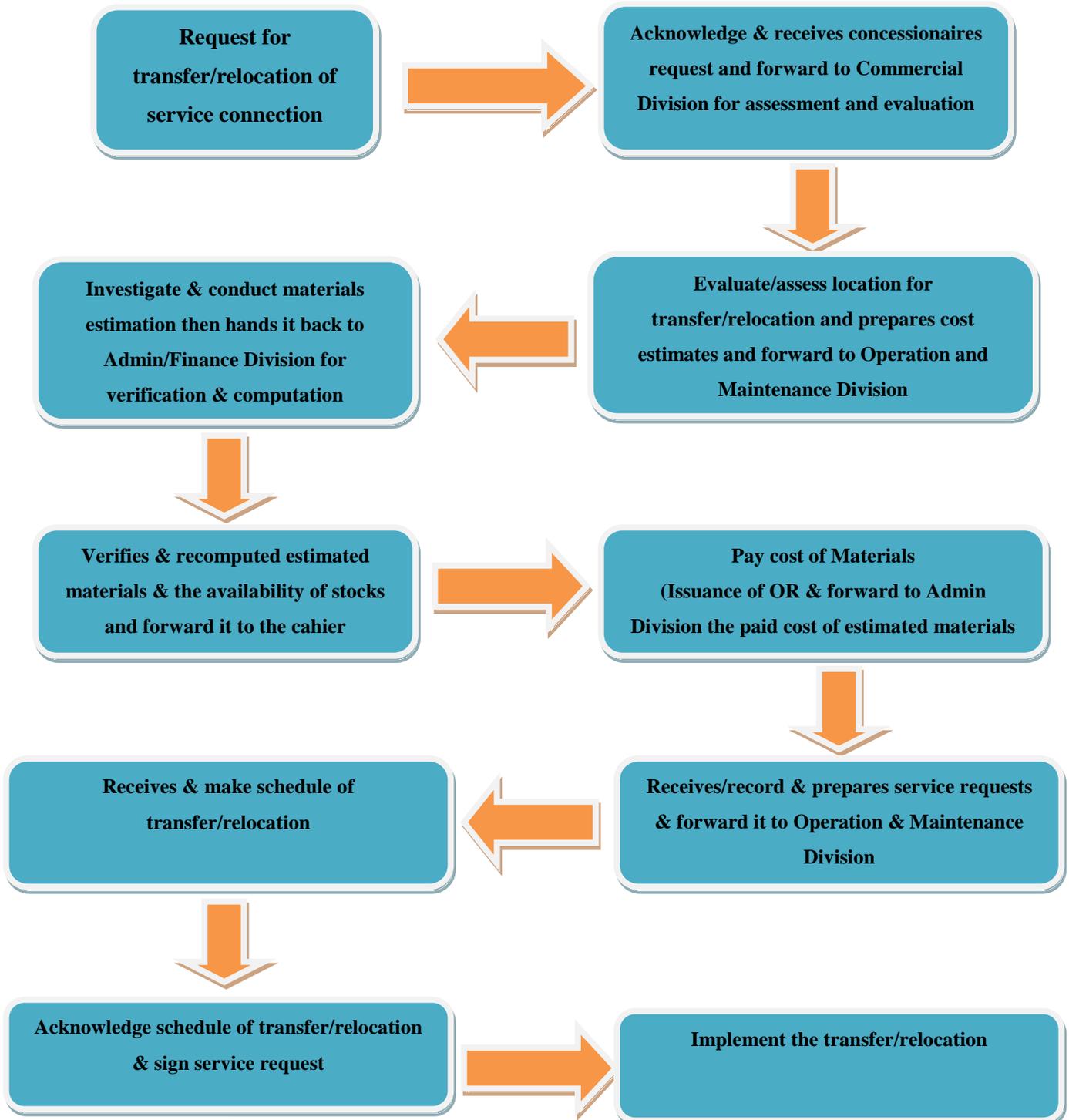


SERVICE CONNECTION LEAK REPAIR





TRANSFER/RELOCATION OF SERVICE CONNECTION





RECONNECTION OF SERVICE CONNECTION

