2023

CAUAYAN CITY WATER DISTRICT CITIZEN'S CHARTER

5TH EDITION

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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.

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 conversation 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.

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 EXTERNAL SERVICES

1) Water Bills Payment
2) New Service Connection
    - Applying for New Service Connection
    - Inspection of Location
    - Payment for New Service Connection
    - Installation of New Service Connection
3) Applying for Service Reconnection
4) Request for Voluntary Service Disconnection
5) Request for Change of Ownership/ Change Name
6) Public Assistance and Complaints Desk
7) Request for Information – Freedom of Information
8) Request for Water Analysis (Bacteriological testing)
9) Meter Reading

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 – 7:30 am to 4:00 pm

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.

Office or Division:	Cauayan City Water District – Cash Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
Who may avail:	All concessionaires and/or their authorized representative			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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 or account number and address in a piece of paper		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	Search the account name to the system	None	1 minute	*Grace Ann G. Castillo* *Michelle U. Maximo* *Elvira E. Tomas* ***Bill Collector – Designate*** Cash Management Division
3. Pay Water Bill	Receive payment and issue official receipt	Fees Reflected in the water bill	5 Minutes	
4. Get Official Receipt and Count Change		None		
	TOTAL	Fees Reflected in the water bill	**7 minutes**	

**See Schedule of Approved Water Rates

SCHEDULE OF APPROVED WATER RATES

(per LWUA BOT Resolution No. 98 series of 2017)

Classification		Residential/Government	
Size of Meter	**Consumption**	**Rate per cubic meter**	**Formula**
1/2"	0-10	**Minimum - Php 150.00**	
	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	**Minimum - Php 240.00**	
	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	**Minimum - Php 480.00**	
	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	**Minimum - Php 1,200.00**	
	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]

SCHEDULE OF APPROVED WATER RATES

(per LWUA BOT Resolution No. 98 series of 2017)

Classification		Commercial A	
Size of Meter	**Consumption**	**Rate per cubic meter**	**Formula**
1/2"	0-10		**Minimum - Php 262.50**
	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		**Minimum - Php 420.00**
	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		**Minimum - Php 840.00**
	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		**Minimum - Php 2,100.00**
	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]

SCHEDULE OF APPROVED WATER RATES

(per LWUA BOT Resolution No. 98 series of 2017)

Classification		Commercial B	
Size of Meter	**Consumption**	**Rate per cubic meter**	**Formula**
1/2"	0-10		**Minimum - Php 225.00**
	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		**Minimum - Php 360.00**
	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) x rate per cubic meter]
	41 and up	36.65	1,206.50 + [(consumption - 40) x rate per cubic meter]
1"	0-10		**Minimum - Php 720.00**
	11-20	24.90	720.00 + [(consumption - 10) x rate per cubic meter]
	21-30	28.05	969.00 + [(consumption - 20) x rate per cubic meter]
	31-40	31.70	1,249.50 + [(consumption - 30) x rate per cubic meter]
	41 and up	36.65	1,566.50 + [(consumption - 40) x rate per cubic meter]
1 1/2"	0-10		**Minimum - Php 1,800.00**
	11-20	24.90	1,800.00 + [(consumption - 10) x rate per cubic meter]
	21-30	28.05	2,049.00 + [(consumption - 20) x rate per cubic meter]
	31-40	31.70	2,329.50 + [(consumption - 30) x rate per cubic meter]
	41 and up	36.65	2,646.50 + [(consumption - 40) x rate per cubic meter]

SCHEDULE OF APPROVED WATER RATES

(per LWUA BOT Resolution No. 98 series of 2017)

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

SCHEDULE OF APPROVED WATER RATES

(per LWUA BOT Resolution No. 98 series of 2017)

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

SCHEDULE OF APPROVED WATER RATES

(per LWUA BOT Resolution No. 98 series of 2017)

Classification		Bulk/Wholesale	
Size of Meter	**Consumption**	**Rate per cubic meter**	**FORMULA**
1/2"	0-10		**Minimum - Php 450.00**
	11-20	49.80	450.00 + [(consumption - 10) x rate per cubic meter]
	21-30	56.10	948.00 + [(consumption - 20) x rate per cubic meter]
	31-40	63.45	1,509.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	73.35	2,143.50 + [(consumption - 40) x rate per cubic meter]
3/4"	0-10		**Minimum - Php 720.00**
	11-20	49.80	720.00 + [(consumption - 10) x rate per cubic meter]
	21-30	56.10	1,218.00 + [(consumption - 20) x rate per cubic meter]
	31-40	63.45	1,779.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	73.35	2,413.50 + [(consumption - 40) x rate per cubic meter]
1"	0-10		**Minimum - Php 1,440.00**
	11-20	49.80	1,440.00 + [(consumption - 10) x rate per cubic meter]
	21-30	56.10	1,938.00 + [(consumption - 20) x rate per cubic meter]
	31-40	63.45	2,499.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	73.35	3,133.50 + [(consumption - 40) x rate per cubic meter]
1 1/2"	0-10		**Minimum - Php 3,600.00**
	11-20	49.80	3,600.00 + [(consumption - 10) x rate per cubic meter]
	21-30	56.10	4,098.00 + [(consumption - 20) x rate per cubic meter]
	31-40	63.45	4,659.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	73.35	5,293.50 + [(consumption - 40) x rate per cubic meter]
2"	0-10		**Minimum - Php 9,000.00**
	11-20	49.80	9,000.00 + [(consumption - 10) x rate per cubic meter]
	21-30	56.10	9,498.00 + [(consumption - 20) x rate per cubic meter]
	31-40	63.45	10,059.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	73.35	10,693.50 + [(consumption - 40) x rate per cubic meter]
3"	0-10		**Minimum - Php 16,200.00**
	11-20	49.80	16,200.00 + [(consumption - 10) x rate per cubic meter]
	21-30	56.10	16,698.00 + [(consumption - 20) x rate per cubic meter]
	31-40	63.45	17,259.00 + [(consumption - 30) x rate per cubic meter]
	41 and up	73.35	17,893.50 + [(consumption - 40) x rate per cubic meter]

Application of New Service Connection

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

Office or Division:	Cauayan City Water District – Commercial Services Department
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G)
Who may avail:	General Public of Cauayan City within the service areas of CCWD

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of any of the following: -Deed of Sale -Original Certificate of Title or Transfer Certificate of Title -Tax Declaration -Certificate of Mortgage & Latest Statement of Account -Barangay Residency Certification Community Tax Certificate (Cedula)	Registry of Deeds Local Government Unit – Assessor's Office National Housing Authority or another agency concern Barangay where the client is residing National Housing Authority or another agency concern Barangay where the client is residing
If Senior Citizen – a photocopy of Senior Citizen's ID	OSCA
*If the Applicant is not the owner of the property where the water service connection is to be installed, the following documents shall be submitted:	
Photocopy of Community Tax Certificate (Cedula)	Barangay where the client is residing
Photocopy of lease of contract	Property Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements needed & fill out Service Application and Construction Order (SACO) Form	1. Receive and Review the completeness of the requirements from the customer (proof of ownership/ authorization from the owner) and the Service Application and Construction Order (SACO) Form	None	5 minutes	*Jacqueline Ramona R. Dy*
	2. Schedule Orientation for New Service Connection	None	1 minute	*Jacqueline Ramona R. Dy*
2. Pay the Inspection Fee	3. Accept payment and pay at the cashier	Php 100.00	1 minute	*Jacqueline Ramona R. Dy*
	4. Receive the payment and Issue Official Receipt		5 minutes	*Annabelle T. Ordoñez*

3. Get an Official Receipt and Count Change	5. Give the Official receipt and change (if any) to the customer	None	1 minute	
	TOTAL	**Php 100**	**13 minutes**	

Orientation for New Service Connection

Schedule of availability of service at CCWD Office:
Thursday - 9:00 am to 11:00 am

Office or Division:	Cauayan City Water District – Commercial Services Department			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
Who may avail:	General Public of Cauayan City within the service areas of CCWD			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Attend the scheduled orientation for New Service Connection	Orient the applicant on the water service connection contract	None	3 hours	*Marketing & Orientation Team led by Engr. Manolito B. Supnet – Department Manager of Commercial Services Department*
	TOTAL	**PHP100.00**	**3 hours**	

Inspection of Location

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

Office or Division:	Cauayan City Water District – Commercial Services Department			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
Who may avail:	Customers who applied for the New Service connection and paid Php 100.00 inspection fee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Give the directions to the inspector for the exact location. The	1. Inspect the Location where the mainline is located	None	20 minutes	*Elmer G. Munar*

personal appearance of the applicant/ his or her authorized representative is needed for the inspection	to assess the materials needed for the service connection			
	2. Sketch the Location of the proposed service line	None	15 minutes	
	3. Notify the applicant of the cost estimate of the materials needed	None	5 minutes	
	TOTAL	**None**	**40 minutes**	

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)

Office or Division:	Cauayan City Water District – Commercial Services Department
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)
Who may avail:	Customers who applied for the New Service Connection paid Php 100.00 inspection fee and the location was inspected

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Notify the Customer Service Representative to pay the amount for the New Service Connection	1. Look for and endorse the application form of the customer for account verification	None	5 minutes	Jacqueline Ramona R. Dy
	2. Verify the name of the applicant, spouse's name, and name of whom they shared the water with, (if any) if there is an existing account and arrearages under their names	None	15 minutes	Zenaida S. Maranan Darwin D. Viloria Airome Rodente R. Agustin Marlo A. Foronda Severino S. Magpantay, Jr.

	3. Notify the customer of the total amount reflected in the SACO form and/or the arrearages found during verification	None		*Jacqueline Ramona R. Dy*
2. Give the payment to the Customer Service Representative	3. Accept the payment and pay at the cashier	Fees reflected in the SACO Form	1 minute	*Jacqueline Ramona R. Dy*
	4. Receive payment and the filled-out SOCA form and issue an official receipt. Give back the SACO Form to the customer service representative	Fees reflected in the SACO Form	4 minutes	*Annabelle T. Ordoñez*
3.Get an Official Receipt and count change	5.1 Give the Official receipt and change (if any) to the customer	None	5 minutes	*Jacqueline Ramona R. Dy*
	5.2 Notify the customer that the installation of the new service connection is within 15 days upon payment	None	5 minutes	
	6. Schedule Installation of New Service Connection	None	5 minutes	*Elmer G. Munar*
	TOTAL	**Fees reflected in the SACO form**	**40 minutes**	

Installation of New Service Connection

Schedule of availability of service at CCWD Office:
Monday to Saturday - 8:00 am to 5:00 pm

Office or Division:	Cauayan City Water District – Commercial Services Department
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)
Who may avail:	Customers who already paid the amount reflected in the SACO form

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Accept the SOCA Form	None	5 minutes	*Aristedes V. Duton*
	2. Prepare materials for the installation of the New Service Connection	None	25 minutes	
	3. Installation of Service Connection	None	4 hours	*Ronnie T. Arciaga* *Vicente R. Pastor*
1. 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	
	5. Record to the logbook the returned service memo/service request	None	10 minutes	*Service Memo/Service Request Records Assistant – Designate* Construction and Maintenance Division
	TOTAL	**None**	**4 hours and 45 minutes**	

Materials for 1/2" Connection		Price	
1 pc	Brass Water Meter 1/2"	P	1,519.00
1 pc	Brass St. Coupling 1/2"		189.00
1 pc	G.I. Elbow 1/2"		38.00
2 pcs	G.I. St. Elbow 3/4"		62.00
1 pc	G.I. Nipple ½" x 3"		98.00
1 pc	G.I. Nipple ½" x 5"		55.00
1 pc	G.I. Stand Pipe 3/4" x 16"		104.00
1 pc	G.I. Bushing 3/4" x 1/2"		37.00
1 pc	G.I. Union Patente 3/4"		143.00
2 pcs	G.I. Elbow 3/4"		108.00
2 pcs	Brass St. Coupling 3/4"		550.00
3 mts	HDPE Pipe 3/4"		177.00
6 pcs	Teflon Tape 12mm x .070mm x 10mts		96.00
1 pc	Brass Magnetic Ball Valve ½"		513.00
1 pc	Brass Ball Valve with Handle ½"		269.00
			3,958.00

Size	Clamp Price/ Piece	Price/ Set w/ excavation, service and registration fees
50mm x 3/4	463.00	4,871.00
63mm x 3/4	463.00	4,871.00
75mm x 3/4	482.00	4,890.00
90mm x 3/4	519.00	4,927.00
110mm x 3/4	732.00	5,140.00
160mm x 3/4	1,150.00	5,558.00
200mm x 3/4	1,757.00	6,165.00

OTHER FEES

Inspection Fee	Php	100.00
Guarantee Deposit Residential Commercial		 900.00 1,800.00
Registration Fee		100.00
Service Fee		100.00
Excavation Fee		250.00
Transfer Fee		300.00
Relocation Fee		200.00
Change Registration / Name		100.00

Applying for Service Reconnection

Schedule of availability of service at CCWD Office:
Monday to Friday – 1:00 pm to 5:00 pm
Saturday - 8:00 am to 5:00 pm

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

Office or Division:	Cauayan City Water District – Commercial Services Department			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
Who may avail:	All concessionaires and/or their authorized representative with disconnected service lines			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESS ING TIME**	**PERSON RESPONSIBLE**
1.Proceed to the Customer Account Representative and request for reconnection of the service line	1. Verify the account for arrears, the year disconnected, and type of disconnection (Padlock, pull-out, excavated)	None	15 minutes	*Jacqueline Ramona R. Dy*
2. Pay Arrearages (if any)	2. After the Verification of the record, issue a service memo/service request for reconnection. If with arrearages, issue Official Receipt	Actual Arrearages	5 minutes	*Grace Ann G. Castillo* *Michelle U. Maximo* *Elvira E. Tomas* *Bill Collector – Designate*
3. Pay the reconnection fee	3. Accepts payment and issues Official Receipt	**100.00** (availed within the day) **300.00** (availed one (1) day – two (2) months after disconnection)	5 minutes	*Annabelle T. Ordoñez*

		500.00 (availed after two (2) months up to six (6) months **1,000.00** (availed after six (6) months) *additional fees: **200.00** (pull-out water meter) + materials **300.00** (destroyed padlock) + penalty **463.00** (destroyed magnetic ball valve) + penalty **Penalty** 1st Offense 2,000.00 2nd Offense 4,000.00 3rd Offense 6,000.00		
	5. Advise the concessionaire that the reconnection of service will be done between 1:00 pm to 5:00 pm	None	3 minutes	*Jacqueline Ramona R. Dy*
	TOTAL	**Fees reflected in the Service Memo and other fees**	**28 minutes**	

Request for Voluntary Service Disconnection

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

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

Office or Division:	Cauayan City Water District – Commercial Services Department
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G)
Who may avail:	All concessionaires and/or their authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 on a piece of paper

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Customer Account Representative and request for disconnection of the service line	1. Verify the account for arrears and prepare a service memo	None	5 minutes	*Jacqueline Ramona R. Dy*
2. Pay Arrearages (if any) and	2. After Verification of the record, (**with arrearages)** Issue Official receipt	Actual Arrearages	2 minutes	*Grace Ann G. Castillo* *Michelle U. Maximo* *Elvira E. Tomas*
	3. Forward the Service Memo/ Service Request to the Reconnection/ Disconnection Team		2 minutes	*Jacqueline Ramona R. Dy*
	4. Advise the concessionaire that the reconnection of service will be done within the day		3 minutes	*Jacqueline Ramona R. Dy*
	TOTAL	**Actual Arrearages**	**12 minutes**	

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 the service connection may be transferred and the account name registered with CCWD may be changed.

Office or Division:	Cauayan City Water District – Commercial Services Department / Cash Management Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G)
Who may avail:	All concessionaires and/or their authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of any of the following: -Deed of Sale -Original Certificate of Title or Transfer Certificate of Title -Tax Declaration -Certificate of Mortgage & Latest Statement of Account -Barangay Residency Certification -a copy of the Death Certificate if the owner is deceased and a copy of the birth certificate to check the relationship between the owner and the requester	Registry of Deeds Local Government Unit – Assessor's Office National Housing Authority or another agency concern Barangay where the client is residing PSA/City Registrar
A copy of the Valid Identification Card of the Owner	
Certificate of Attendance to the Orientation	Cauayan City Water District

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Customer Service Assistant and request for change of ownership	1. Receive the form and check for the completeness of the documents	None	5 minutes	*Jacqueline Ramona R. Dy*
	2. Verify the account for arrears		15 minutes	*Zenaida S. Maranan*
2. Owner of the Service Connection- Fill up Waiver for Water Connection Rights and submit it together with the deed of sale/deed	3. Review the completeness and reliability of the documents	None	5 minutes	*Jacqueline Ramona R. Dy* *Customer Service Assistant*

of donation and photocopy of any valid ID If the owner is deceased, Death Certificate is required *Note: Requesting for change of 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*				
4. Pay the Change Registration Name Fee	4. Issues Official Receipt	Php 100.00	5 minutes	*Annabelle T. Ordoñez Cashier*
	5. Change the account name on the database/system	None	5 minutes	*Avelino A. Bermudez Kimberly D. Manuel*
	TOTAL	**PHP 100.00 and Actual arrearages**	**35 minutes**	

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

Office or Division:	Cauayan City Water District – Construction and Maintenance Division			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G)			
Who may avail:	All concessionaires and/or their authorized representative			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed Public Assistance and Complaints Desk and give complete details of the incident/ complaint	1. Prepare service memo/ service request and Encode to the system the service request/ service memo	None	15 minutes	*Annabelle G. Meer Utilities/Customer Service Officer B*
	2. Forward the service memo/ service request to the maintenance division	None	2 minutes	*Annabelle G. Meer Utilities/Customer Service Officer B*
	3. Implementation of service memo/ service request	None	2 days	*Maintenance Men* Construction and Maintenance Division
2. 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	*Maintenance Men* Construction and Maintenance Division
	5. Record to the logbook the returned service memo/service request	None	3 minutes	*Service Memo/Service Request Records Assistant – Designate*
	TOTAL	**None**	**2 days and 25 minutes**	

Request for Information (Freedom of Information – Walk-in)

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

Office or Division:	Cauayan City Water District – Administrative & Human Resource Department			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G)			
Who may avail:	All concessionaires and/or their authorized representative			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Photocopy of any valid ID				
Authorization letter (if applicable)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the FOI Receiving Officer and give details regarding the request	1. Give a request for information form to the requesting party	None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officers*
2. Fill out the request for information form and submit it to the FOI receiving officer together with the photocopy of any valid ID and authorization letter (if applicable)	2. Review the completeness of the form and Issue an acknowledgment letter	None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officers*
	3. Issues approval letter	None	5 Minutes	*Concerned Division Head*
3. Wait for the name to be called	4. Forward the documents to the division concerned	None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officers*
4.1 Pay for the reproduction cost if the client requested for Statement of Account/ Customer Ledger	5.1 Give the requested documents to the requesting party and receive payment for the document.	Php 2.00 for each page	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officers*
4.2 Pay for the certification fee if the client requested Certification and/or reproduction of the result of the Bacteriological Test	5.2 Give the requested documents to the requesting party and receive payment for the document, and issues Official Receipt	Php 100.00	5 minutes	Annabelle T. Ordoñez *Cashier*
	TOTAL	Reproduction Cost Php	**30 minutes**	

		2.00 for each page Certification Fee: Pho 100.00		

*Certification fee

Request for Information (Freedom of Information - Online)

Schedule of availability of service at CCWD Statement of Account Request Google Form:

Monday to Friday – 8:00 am to 5:00 pm

Office or Division:	Cauayan City Water District – Administrative & Human Resource Department
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)
Who may avail:	All concessionaires and/or their authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PDF/JPEG format of ID	Water Bill for the account number and Meter number.
Account number /Account name	
Email Address	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the link of FOI online request form available at our Facebook Page		None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officer*
2. Fill-out the FOI online request form.	1. Receive details of the requesting party provided through the FOI Request form online.	None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officer*
	3. Review the completeness of details provided.	None	5 Minutes	*Concerned Division Head*
4. Wait for the email confirmation of the approval of request.	4. Forward the documents to the division concerned	None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio* *FOI Receiving Officer*

	5.1 Email the requested documents	None	5 minutes	*Joana Marie G. Daging* *Lorence M. Gonio*
5. Send an email confirmation upon receipt of the document/s requested		None	5 minutes	
	TOTAL	**None**	**30 minutes**	

Request for Water Analysis (Bacteriological Testing)

Schedule of availability of service at CCWD Water Laboratory:
Monday to Wednesday – 8:00 am to 3:00 pm
Thursday to Friday – 8:00 am to 5:00 pm (Releasing of Results)

Office or Division:	Cauayan City Water District – Water Resources Division (Water Laboratory)			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
Who may avail:	All concessionaires and/or their authorized representative			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Water sample contained in 500 ml Sterilized bottle		Water Bottle- CCWD Laboratory		
Official receipt of bacteriological test		CCWD Cashier		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the CCWD Water Laboratory and request water analysis	1. Issues Service Memo/ Service Request	None	5 minutes	*Karen I. Ramirez* *Niña P. Delmendo* *Medical Technologist* 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 500.00 Water Bottle: Php 200.00	5 minutes	*Annabelle T. Ordoñez* *Cashier* 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 database	None	5 minutes	*Karen I. Ramirez* *Niña P. Delmendo* *Medical Technologist* Water Resources Division (Water Laboratory)

4. Bacteriological Testing	Process the sample based on PNSDW-DOH accredited test procedure for Bacteriological Tests.	None	5 working days	*Karen I. Ramirez* *Niña P. Delmendo* *Medical Technologist*
5. Claim the Result	4. Verification of the OR, retrieval, and release of laboratory results.	None	15 minutes	*Karen I. Ramirez* *Niña P. Delmendo* *Medical Technologist* Water Resources Division (Water Laboratory)
	TOTAL	**PHP 700.00**	**5 working days and 30 minutes**	

Meter Reading

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

Service Information: Meter Reading is done every first 10 working of the month

Office or Division:	Cauayan City Water District – Commercial Services Department			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
Who may avail:	All concessionaires and/or their authorized representative			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Safekeep the Notice of the water bill and ensure updated payment	Input the data of water usage of the concessionaire to the device and print the water bill notice and issue the copy to the concessionaire	None	5 minutes	Darwin D. Viloria Airome Rodente R. Agustin Marlo A. Foronda Severino S. Magpantay, Jr.
	TOTAL	**None**	**5 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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); Send complaints/ feedback through the electronic mail at ccwd_88@yahoo.com.ph Send us private message through the CCWD Official Facebook Page at **Cauayan City Water District**
How feedbacks are processed	All feedback will be reported to the top management through Management Review.
How to file a complaint	Accomplish our Feedback Form provided at the entrance of CCWD bills payment office or Public Assistance and Complaints Desk (PACD) then drop to the box Send complaints/ feedback through the electronic mail at ccwd_88@yahoo.com.ph Send us private message through the CCWD Official Facebook Page at **Cauayan City Water District** 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/ (078) 325-3991 Cellphone No. 09551803318

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

Contact Information

Department	Address	Contact Information
Administrative & Human Resource Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 325-3991 09171353145
Warehouse	Bala Street, San Fermin, Cauayan City, Isabela	(078) 652-5227 09171354539
Finance Services Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 652-1622 (078) 652-2196 09171353402
Commercial Services Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 652-0644 09171353640
Engineering & Maintenance Department	Africano corner Burgos Streets, District II, Cauayan City, Isabela	(078) 652-0644 09171353984
CCWD Water Laboratory	Nisperos Street, Cabaruan, Cauayan City	(078) 652-5237 09533129543