



VILLASIS WATER DISTRICT – PRIMEWATER VILLASIS

CITIZEN'S CHARTER

2022 (3rd Edition)

I. MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Villasis Water District was formed and partnered with PrimeWater Infrastructure Corp. for the purpose of providing adequate, safe and viable waterworks system to the people of Villasis.

II. VISION

We envision Villasis Water District as the best provider of piped water services in the North, with God-loving, well-informed and healthy citizenry who live in a safe, globally competitive, diversified and environmental-friendly industry under a firm, responsive and transparent leadership.

III. MISSION

To provide safe and potable water supply daily at an affordable cost to the townspeople of Villasis as a responsive and dynamic institution of God-fearing, professional, technical and skilled personnel.

IV. SERVICE PLEDGE

The Villasis Water District (VWD) – PrimeWater Villasis (PWV) commits to:

1. Expand Water pipelines and putting up additional pumping stations in strategic areas and continue to improve the 24 hours potable water supply to various Barangays in Villasis.
2. To improve the delivery of efficient and fast services with integrity and demonstrate proper behaviour and professionalism.
3. Provide correct, adequate information to all concerns, immediate action to all complaints and provide consumers comfortable waiting place.
4. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.





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ADMINISTRATIVE/MAIN OFFICE

External Services





1. APPLICATION & INSTALLATION OF NEW SERVICE CONNECTION

Water service connection will be properly installed upon submission of required documents and payment of Tapping Fee & Water Meter Application, and materials to be used for installation, as indicated in the Estimate Form.

Office or Division:	Cash Management Section, Maintenance Section, Purchasing Section
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government
Who may avail:	Residents, government offices and business establishments in Villasis
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
(1) Government issued valid ID	Applicant
(1) Proof of billing address (Billing Statement <u>or</u> Certificate of Residency)	Applicant (Billing Statement); Barangay Hall (Certificate of Residency)
(1) Recent 2x2 Photo	Applicant
Additional Requirements, <i>as applicable</i> : a. Contract of Lease (for rental) b. Business Permit/DTI/SEC (for Commercial) c. Authorization Letter & representative's ID (for representative)	Applicant Municipal Hall / DTI / SEC Applicant & representative
Estimate Form	To be given by VWD - PWV Plumbers upon Estimation
Signed Service Connection Agreement * Name of consumer (Account Name) * Complete Address * Signature	VWD - PWV Cash Management Section
Official Receipt	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inquire and request for new connection, either thru email, Facebook, call/text, or at VWD - PWV PACD or Cash Management Section Email: primewater.villasis@gmail.com Facebook: www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis Contact Nos.: (075)505-1655 or 09178615250 Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Accommodate request, obtain necessary information from applicant: * Complete name * Complete address * Contact No. * Nearest house of active VWD - PWV consumer * Simple map sketch	None	2 min	<i>Public Assistance and Complaints Desk</i> or <i>Customer Service</i> Cash Management Section
	1.2 Creation and printing of job order	None	3 min	<i>Customer Service</i> Cash Management Section
	1.3 Transmit job order to Maintenance Section	None	1 min	<i>Customer Service</i> Cash Management Section
	1.4 Schedule estimation of needed materials for installation	None	1 min	<i>Engineering Assistant</i> Maintenance Section
2.1 Wait on site for the conduct of estimation of materials for new connection	2.1 Estimate of materials & give Estimate Form to applicant	None	1 day	<i>Water Maintenance Man</i> Maintenance Section
2.2 Receive Estimate Form	2.2 Inspection & verification of Estimate Form	None	30 min	<i>Engineering Assistant</i> Maintenance Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Apply for New Service Connection, present Estimate Form and required documents at the VWD - PWV Cash Management	3.1 Creation of job order for new connection	None	5 min	Customer Service Cash Management Section
	3.2 Validate requirements	None	5 min	Customer Service Cash Management Section
4. Orientation and sign Service Connection Agreement	4.1 Present and explain the terms and contents of Service Connection Agreement to the applicant, answer queries, <i>if any</i>	None	10 min	Customer Service Cash Management Section
5. Pay installation fee and materials indicated in Estimate Form at the VWD - PWV Cash Management Section	5.1 Accept payment from the applicant and issue Official Receipt 5.1.1 For ½" Water Meter 5.1.2 For 1" Water Meter	PhP 3,500 PhP 10,000 + Amount of materials indicated in Estimate Form +PhP 188 for water loss during drive	5 min	Teller Cash Management Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2 Return job order to VWD – PWV Cash Management Section and receive copy of job order	5.2 Transmit job order to Maintenance Section	None	2 min	<i>Customer Service</i> Cash Management Section
	5.3 Material reservation & schedule installation	None	3 min	<i>Customer Service</i> Cash Management Section
	5.3 Release materials for installation as listed in the job order	None	15 min	<i>Warehouseman or Purchasing Specialist</i> Purchasing Section
5.3 Wait on site for the installation of water service connection	5.4 Installation of water service connection	None		<i>Water Maintenance Man</i> Maintenance Section
	5.4.1 Regular/tee connection		1 day	
	5.4.2 At cross road connection (dirt road)		1 day	
	5.4.3 At cross road connection (concrete road)		2 days	
	5.5 Inspection of installed waterline	None	15 min	<i>Engineering Assistant</i> Maintenance Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>*New Service Connection under multi-stage processing.</i>				
	TOTAL:	For ½” Water Meter: PhP 3,500 + <i>amount of materials indicated in Estimate Form + PhP 188 (if during drive)</i> For 1” Water Meter: PhP 10,000 + <i>amount of materials indicated in Estimate Form + PhP 188 (if during drive)</i>	For regular/tee connection and cross road connection (dirt road): 2 days, 1 hr & 37 min For cross road connection (concrete road): 3 days, 1 hr & 37 min	





2. BILL DISTRIBUTION AND WATER METER READING

Reading of water consumption is scheduled every first to eighth day of the month and are divided by zones. Statement of Accounts (SOA) are provided to consumers right after the actual reading of water meter. In case consumption is above or below average monthly consumption, SOA will be printed in the office and will be distributed 1 to 2 days after reading.

Failure to read the water consumption for the month, due, but not limited to, broken/defective water meter, water meter is installed inside the backyard but gate was closed or presence of obstruction that prevents the meter reader to read the water consumption reflected in the water meter, average consumption for the past five (5) months shall be billed.

Office or Division:	Commercial Management Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Downloading of data from the Customer Service System (CSS) to the Meter Reading Device	None	5 min	<i>Billing Team Leader</i> Billing Section
	1.2 Actual reading of Water Meter and printing of SOA	None	1 min	<i>Meter Reader</i> Billing Section
2. Receive Statement of Account	2. Give SOA to consumer at their residences	None		<i>Meter Reader</i> Billing Section
	2.1 Consumer within 30% above or below average monthly consumption		1 min	
	2.2 Consumer with high and low consumption (consumption		2 days	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	above or below 30% of average monthly consumption)			
	3. Uploading of data from Meter Reading Device to the CSS by the end of reading schedule per zone	None	15 min	<i>Billing Team Leader</i> Billing Section
	3.1 Proofread accounts with high and low consumption	None	10 min	<i>Billing Team Leader</i> Billing Section
	3.2 Approve proofread accounts	None	2 min	<i>Commercial Management Head</i> Commercial Management Department
	3.3 Reprint SOA of proofread accounts	None	30 min	<i>Meter Reader</i> Billing Section
	4. Posting of bill	None	10 min	<i>Billing Team Leader</i> Billing Section
TOTAL:				
Consumption within 30% above or below average monthly consumption		None	32 min	
Consumption above or below 30% of average monthly consumption		None	2 days, 1 hr & 13 min	





3. COLLECTION OF WATER BILL PAYMENT

Consumers can pay their water bill at the Villasis Water District – PrimeWater Villasis office. Consumers shall present the Statement of Account given by Meter Readers, or state their account name and/or account number to the water bill collector. A penalty of 10% shall be charged if water bill is paid beyond the due date.

A 5% discount is granted to an account registered in the name of a Senior Citizen (please refer to Service No. 08 to avail)

Office or Division:	Cash Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Statement of Account or state account name and/or account number to the VWD – PWV Cash Management Section Address: Poblacion Zone I, Villasis, Pangasinan	1. Verify account and amount to be paid	None	1 min	<i>Teller</i> Cash Management Section
2. Pay water bill	2. Accept payment, issue Official Receipt and give change, if any	<i>Water bill indicated in the SOA</i>	1 min	<i>Teller</i> Cash Management Section
TOTAL:		<i>Water bill indicated in the SOA (please see water rate schedule on the page Water Rate)</i>	2 min	





4. FILING OF COMPLAINTS ON SERVICES

Consumers can file their complaints at the Public Assistance and Complaints Desk (PACD) and/or Commercial Management Department in Villasis Water District - PrimeWater Villasis office, or can also send their complaints thru the VWD - PWV official email or Facebook as well as thru call/text. The PACD and/or Commercial Section shall then refer the concern to the responsible Division or Section for appropriate action.

Office or Division:	Cash Management Section, Billing Section, Technical Management Department			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Consumer files a complaint either thru email, Facebook, call/text, or at VWD - PWV PACD or Cash Management Section	1.1 Accommodate and assess complaint/s, and refer to responsible Section or Division for appropriate action:	None	10 min	<i>Public Assistance and Complaints Desk</i> or <i>Customer Service</i> Cash Management Section
Email: primewater.villasis@gmail.com Facebook: www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis Contact Nos. (075)5051655 or 09178615250 Address: Poblacion Zone I, Villasis, Pangasinan	1.1.1 For water quality, investigate water distribution line and other environmental or physical factors that may affect water quality, conduct corrective action such as flushing of service line, and observe water quality	None	1 day	<i>Technical Management Head</i> Technical Management Department or <i>Pump Operator</i> Production and Water Quality Section
thru email, Facebook, call/text or personally to the VWD PACD or Cash Management Section at VWD – PWV Office.	1.1.2 For bill and collection, check the Consumer Account Ledger to validate and correct error, if any	None	15 min	<i>Customer Service</i> Cash Management Section or <i>Billing Team Leader</i> Billing Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Wait on site for the inspection and investigation of water service installation or repair complaint	1.1.3 For water service installation and repairs, conduct actual inspection and investigation, take corrective action, if any	None	1 day	<i>Water Maintenance Man or Engineering Assistant</i> Maintenance Section
	1.1.4 For meter reading, investigation and actual inspection of water meter, conduct meter testing, if necessary	None	30 min	<i>Meter Reader</i> Cash Management Section or <i>Water Maintenance Man</i> Maintenance Section
	1.2 Customer Service gives complainant feedback and result of the inspection or investigation, and give recommendation, if any	None	5 min	<i>Customer Service</i> Cash Management Section
<i>*Filing of Complaints under multi-stage processing</i>				
TOTAL:				
<i>For Water Quality</i>		<i>None</i>	<i>1 day & 15 min</i>	
<i>For Bill and Collection</i>		<i>None</i>	<i>30 min</i>	
<i>For Water Service Installation</i>		<i>None</i>	<i>1 day & 15 min</i>	
<i>For Meter Reading</i>		<i>None</i>	<i>45 min</i>	





5. LEAK INSPECTION AND REPAIR

Consumers can request for repair and report leaks on meter stand, gate valve, service and main lines.

Office or Division:	Cash Management Section, Maintenance Section, Purchasing Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Estimation Form (if applicable)		To be provided by VWD – PWV plumbers		
Official Receipt (if applicable)		VWD – PWV Cash Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report or file request for leak repair or inspection of pipeline for possible leak to the VWD – PWV PACD or Cash Management Section, or thru email, Facebook or text/call Email: primewater.villasis@gmail.com Facebook: www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis Contact Nos. (075)5051655 or 09178615250 Address: Poblacion Zone I, Villasis, Pangasinan thru email, Facebook, call/text or personally to the VWD - PWV PACD or Cash Management Section at VWD – PWV Office.	1.1 Accommodate request and get information of consumer	None	2 min	<i>Public Assistance and Complaints Desk</i> or <i>Customer Service</i> Cash Management Section
	1.2 Create, print and transmit job order to Maintenance Section	None	5 min	<i>Customer Service</i> Cash Management Section
	1.3 Schedule inspection of pipeline where leak is located	None	2 min	<i>Engineering Assistant</i> Maintenance Section
	1.4 Inspect, locate and assess leak, estimation of materials needed and give Estimate Form to consumer, if any	None	30 min	<i>Water Maintenance Man</i> Maintenance Section





CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 For leak on consumer's pipelines, pay materials to be used as per Estimate Form, <i>if any</i> , at VWD - PWV Cash Management Section 2.2 Wait on site for the repair of leak	2.1 Accept payment and issue Official Receipt	<i>As indicated in Job Order</i>	5 min	<i>Teller</i> Cash Management Section
	2.2 Transmit job order to Maintenance Section	None	2 min	<i>Customer Service</i> Cash Management Section
	2.3 Material reservation and schedule of repair	None	3 min	<i>Engineering Assistant</i> Maintenance Section
	2.4 Release materials to be used for repair to designated plumber/s	None	15 min	<i>Warehouseman or Purchasing Specialist</i> Purchasing Section
	2.5 Repair the leakage	None	4 hours	<i>Water Maintenance Man</i> Maintenance Section
<i>*Leak Inspection and Repair under multi-stage processing.</i>				
TOTAL:		<i>As indicated in the Job Order, if any</i>	<i>5 hours & 4 min</i>	





6. RECONNECTION OF DISCONNECTED WATERLINE

Consumers must settle their outstanding balance and pay the prescribed reconnection fee of PhP 200.00. Reconnection fee is free of charge if unpaid water bill/s are paid within two (2) days upon disconnection of waterline. For Residential accounts disconnected thru surrender for more than six (6) months, New Service Connection rate of PhP 3,500.00 shall apply. Waterline shall be reconnected within 24 hours.

Office or Division:	Cash Management Section, Billing Section, Maintenance Section, Purchasing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G – Government to Government			
Who may avail:	Consumers with inactive accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of water bill payment (if applicable)		VWD – PWV Cash Management Section		
Official Receipt of reconnection fee (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Request for reconnection of disconnected waterline at VWD – PWV PACD or Cash Management Section Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Accept request for reconnection and get information of consumer *Account Name or Account No.	None	2 min	<i>Public Assistance and Complaints Desk</i> or <i>Customer Service</i> Cash Management Section
	1.2 Verify Consumer Account Ledger to check outstanding balance and determine reconnection charge	None	3 min	<i>Customer Service</i> Cash Management Section or <i>Billing Team Leader</i> Billing Section
	1.3 Create job order for reconnection	None	3 min	
2. Pay outstanding balance and reconnection fee (if applicable)	5.1 Accept payment and issue Official Receipt	As indicated in job order	5 min	<i>Teller</i> Cash Management Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Transmit job order to Maintenance Section	None	2 min	Customer Service Cash Management Section
	2.3 Material reservation, if applicable, and schedule of reconnection	None	3 min	Engineering Assistant Maintenance Section
	2.4 Release of water meter	None	5 min	Warehouseman or Purchasing Specialist Purchasing Section
	2.5 Reconnection of water service connection	None	1 day	Water Maintenance Man Maintenance Division or Meter Reader Billing Section
*Reconnection under multi-stage processing.				
TOTAL:				
For disconnected waterlines for more than 2 days		outstanding balance + PhP 200.00	1 day & 23 min	
For surrendered waterlines for more than 6 months		outstanding balance + PhP 3,500.00		





7. REQUEST FOR CHANGE OF ACCOUNT NAME

The Change of Account Name can be applied to the Cash Management Section by consumers who wish to change their account name or transfer their account to another consumer or person.

Office or Division:	Commercial Management Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	Consumers, residents, government offices, and business establishments in Villasis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Change Name Form * Account Number * Date of application * Name of current account holder * Name of new account holder * Reason/s for the change of account name * Signature over printed name of requestor		VWD – PWV Cash Management Section		
Authorization letter from current account holder		Current account holder		
(1) Government issued valid ID of current account holder				
(1) Government issued valid ID of new account holder		New account holder		
Additional documents that may be required to process the request depending on the reason such as but not limited to: a. Death Certificate (death of current account holder) b. Lot Title or Deed of Sale (transfer/acquisition of property) c. Business Permit / DTI Certificate (for business establishments)		Philippine Statistics Office or Municipal Registrar Assessor's Office Municipal Business and Licensing Unit/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for change of account name to the VWD – PWV Cash Management Section Address: Poblacion Zone I, Villasis, Pangasinan	1. Provide Change Name Form and list of requirements to the applicant	None	3 min	<i>Customer Service</i> Cash Management Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Submit accomplished Change Name Form and required documents to the VWD - PWV Cash Management Section	2. Accept accomplished Change Name Form and validate submitted requirements	None	5 min	<i>Customer Service</i> Cash Management Section
2.2 Sign the Service Connection Agreement	2.1 Present and explain the terms and contents of Service Connection Agreement to the applicant	None	10 min	<i>Customer Service</i> Cash Management Section
	2.2 Approve Change Name request	None	15 min	<i>Commercial Management Head</i> Commercial Management Department
	2.3 Update Account Name	None	3 min	<i>Billing Team Leader</i> Billing Section
TOTAL:		None	36 min	





8. SENIOR CITIZEN DISCOUNT

Account holders who are Senior Citizens residing in the household where the water service is connected with at least one (1) year of service connection, can avail five percent (5%) Senior Citizen discount (SCD). The discount shall be deducted for water consumption not exceeding 30 cubic meters for the month. The Senior Citizen discount should be renewed yearly.

It is important for the consumer to provide a contact number so the VWD – PWV Cash Management Section can send a reminder if the SCD is about to expire.

Office or Division:	Commercial Management Department	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Account holders who are Senior Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Application		
Duly accomplished Senior Citizen Discount Application Form	VWD – PWV Cash Management Section	
* Account Name		
* Account Number		
* Contact Number		
* Date of Birth		
* Complete Address		
* Date of Application		
* Applicant signature over printed name		
Senior Citizen ID or Birth Certificate with picture attached	Office of the Senior Citizen Affairs or NSO	
Water bill payment Official Receipt / Statement of Account or Consumer Account Ledger	Applicant or VWD – PWV Cash Management Section	
Certificate of Residency or Community Tax Certificate	Barangay Hall or Municipal Hall	
For Renewal		
Duly accomplished Senior Citizen Discount Application Form	VWD – PWV Cash Management Section	
Senior Citizen ID	Office of the Senior Citizen Affairs	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Senior Citizen discount at the VWD – PWV Cash Management Section Address: Poblacion Zone I, Villasias, Pangasinan	1. Accommodate and provide Senior Citizen Discount Form	None	3 min	<i>Customer Service</i> Cash Management Section
2. Submit accomplished Senior Citizen Discount Form and required documents	2.1 Validate requirements and check accomplished Senior Citizen Discount Form	None	5 min	<i>Customer Service</i> Cash Management Section
	2.2 Orient applicant the terms for the Senior Citizen discount, inform the applicant and record the Date of Expiry for reference	None	5 min	<i>Customer Service</i> Cash Management Section
	2.3 Approve of Senior Citizen Discount application	None	15 min	<i>Commercial Management Head</i> Commercial Management Department
	2.4 Update consumer profile and billing	None	3 min	<i>Billing Team Leader</i> Billing Section
Senior Citizen Discount is covered under R.A. No. 9994 (Expanded Senior Citizens Act of 2010)				
TOTAL:		None	31 min	





9. SURRENDER OF WATER METER

Consumers can voluntarily request to disconnect their water services and surrender their water meter. Consumer should expect to receive Statement of Account (SOA) for the following month for the unbilled water consumed before the disconnection date.

Reconnection for Residential accounts disconnected thru surrender for more than six (6) months, New Service Connection rate of PhP 3,500.00 shall apply (*Under VWD Policy No. 02-052417*).

Office or Division:	Cash Management Section, Billing Section, Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for the full payment of water bill (if applicable)		VWD – PWV Cash Management Section		
Consumer Account Ledger reflecting no outstanding balance, as of date of request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for surrender of water meter and disconnection of water service at VWD – PWV Cash Management Section	1. Accommodate request, check Consumer Account Ledger to verify existing water bill to be collected, if any	None	2 min	<i>Public Assistance and Complaints Desk or Customer Service Cash Management Section</i>
Address: Poblacion Zone I, Villasis, Pangasinan	1.2 Creation of job order	None	2 min	<i>Customer Service Cash Management Section or Billing Team Leader Billing Section</i>
2.1 Pay existing water bill	2.1 Accept payment and issue Official Receipt	<i>Full payment of unpaid water bill indicated in the Consumer Account</i>	2 min	<i>Teller Cash Management Section</i>





CLIENT STEPS	AGENCY ACTIONS	<i>Ledger or SOA</i> FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2 Wait on site for the disconnection of water meter	2.2 Transmit job order to Maintenance Section	None	2 min	<i>Customer Service Assistant</i> Commercial Section
	2.3 Schedule of disconnection of water meter	None	2 min	<i>Engineering Assistant</i> Maintenance Section
	2.4 Disconnection of water meter	None	1 day	<i>Water Maintenance Man</i> Maintenance Section or <i>Meter Reader</i> Billing Section
TOTAL:		<i>Full payment of unpaid water bill indicated in the Consumer Account Ledger or SOA</i>	<i>1 day 10 min</i>	





10. TRANSFER OF WATER METER

Consumers can request to transfer their water meter to a new location or different address within the service area of Villasis Water District – PrimeWater Villasis.

Office or Division:	Cash Management Section, Maintenance Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Transfer Meter Form * Account Number * Date of application * Current address or location of water meter * New address or location where water meter will be transferred * Reason/s * Signature over printed name of the applicant		VWD – PWV Cash Management Section		
Estimate Form (if applicable)		To be given by VWD – PWV plumbers upon estimation		
(1) Government issued valid ID		Applicant		
(1) Proof of billing address of the current account				
Certificate of Residency (where the water meter will be transferred)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Apply for transfer of water meter at VWD – PWV Cash Management Section Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Accommodate request, get consumer information and provide consumer list of requirements	None	3 min	<i>Public Assistance and Complaints Desk or Customer Service Cash Management Section</i>
	1.2 Create and transmit job order to Maintenance Section	None	3 min	<i>Customer Service Cash Management Section</i>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Wait on site for the estimation of materials needed	1.2 Schedule estimation of materials needed for the transfer of water meter, if any	None	3 min	<i>Engineering Assistant</i> Maintenance Section
1.3 Accept Estimate Form	1.3 Inspection and estimation of materials	None	1 day	<i>Water Maintenance Man</i> Maintenance Section
	1.4 Inspection and verification of Estimate Form	None	30 min	<i>Engineering Assistant</i> Maintenance Section
2. Submit required documents and Estimate Form (if any)	2.1 Accept and validate requirements	None	5 min	<i>Customer Service</i> Cash Management Section
	2.2 Create job order of purchase materials for transfer meter	None	5 min	<i>Customer Service</i> Cash Management Section
3.1 Pay materials indicated in the Estimate Form	3.1 Accept payment and issue Official Receipt	<i>Total amount of materials as indicated in Job Order</i>	5 min	<i>Teller</i> Cash Management Section
	3.2 Transmit job order to Maintenance Section	None	2 min	<i>Customer Service</i> Cash Management Section
	3.2 Wait on site for the transfer of water meter	3.2 Material reservation and schedule transfer of water meter	None	<i>Engineering Assistant</i> Maintenance Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Release materials needed	None	15 min	<i>Warehouseman or Purchasing Specialist Purchasing Section</i>
	3.3 Transfer of water meter	None	1 day	<i>Water Maintenance Man Maintenance Section</i>
<i>*Transfer of Water Meter under multi-stage processing.</i>				
	TOTAL:	<i>Total amount of materials as indicated in the Estimate Form</i>	2 days, 1 hr & 14 min	





11. WATER BILL ADJUSTMENT

Consumers can request for water bill adjustment if their water meter is defective or once a year when there is a leak in their pipelines not visibly seen in the surface due, but not limited to, old pipes or pipes struck by roots of trees. Defective water meter should be replaced or leak should be repaired before a consumer can apply for water bill adjustment. The adjusted water bill must be paid upon adjustment.

Office or Division:	Commercial Management Department, Technical Management Department, Office of the Branch Manager			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for water bill adjustment addressed to the Branch Manager, stating the reason for such request		Applicant		
Documentation of leakage before and after repair				
Water Bill Adjustment Application Form		VWD - PWV Cash Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request for water bill adjustment at VWD – PWV PACD or Cash Management Section	1.1 Accommodate request and give consumer list of required documents	None	10 min	<i>Public Assistance and Complaints Desk or Customer Service Cash Management Section</i>
Address: Poblacion Zone I, Villasis, Pangasinan	1.2 Receive required documents and create job order for leak inspection validation	None	5 min	<i>Customer Service Cash Management Section</i>
1.2 Submit required documents	1.3 Transmit job order to Maintenance Section	None	2 min	<i>Customer Service Cash Management Section</i>
	1.4 Schedule inspection	None	2 min	<i>Engineering Assistant Maintenance Section</i>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Inspection of leakage or defective meter	None	30 min	<i>Water Maintenance Man</i> Maintenance Section
	1.6 Prepare Water Bill Adjustment Application Form	None	10 min	<i>Billing Team Leader</i> Billing Section
	1.6.1 Account information and computation of water bill	None	10 min	<i>Engineering Assistant</i> Maintenance Section
	1.6.2 Details of inspection and assessment	None	10 min	<i>Commercial Management Head</i> Commercial Management Department and <i>Technical Management Head</i> Technical Management Department
	1.7 Initial Assessment/Endorsement of request			
	1.8 Approve request for water bill adjustment	None	30 min	<i>Branch Manager</i> Office of the Branch Manager
	1.9 Adjustment of water bill	None	5 min	<i>Billing Team Leader</i> Billing Section
2. Receive Account Ledger	2. Printing of Account Ledger	None	2 min	<i>Billing Team Leader</i> Billing Section
TOTAL:		None	1 hr & 56 min	





12. VWD COMSUMER ACCOUNT LEDGER REQUEST

The District can provide a printed copy of Consumer Account Ledger upon request.

Office or Division:	Cash Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current or old Statement of Account or Official Receipt		Statement of Account: given to consumers by meter readers during reading period Official Receipt: VWD – PWV Cash Management Section upon payment of water bill		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request for the printing of VWD – PWV Account Ledger at VWD Cash Management Section or thru email, Facebook, call/text	1.1 Accommodate request and verify account	None	3 min	<i>Customer Service</i> Cash Management Section
	1.2 Print requested ledger	None	5 min	<i>Customer Service</i> Cash Management Section
Email: primewater.villasis@gmail.com Facebook: www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis Contact Nos. (075)5051655 or 09178615250 Address: Poblacion Zone I, Villasis, Pangasinan	1.3 Release VWD - PWV Consumer Account Ledger to the requesting consumer	None	2 min	<i>Customer Service</i> Cash Management Section
1.2 Receive VWD – PWV Consumer Account Ledger				
TOTAL:		None	10 min	





13. VWD - PWV WATER SERVICE CONNECTION CERTIFICATION

Consumers can request for a Certification as proof of their water services connection to the VWD – PWV Office. This is usually requested by operators of water refilling stations or food establishments, as requirement for the Business Permit application or permits from other regulatory government agencies in relation to the nature of their business.

The account name should be registered under the name of the establishment or its owner/manager.

Office or Division:	Commercial Management Department, Office of the Branch Manager			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2B - Government to Business / G2G - Government to Government			
Who may avail:	All consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consumer Account Ledger		VWD – PWV Cash Management Section		
Additional Requirement for Businesses:				
Old Business/Mayor's Permit or DTI Certificate of Registration or proof of proprietorship		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request for VWD – PWV Water Service Connection Certification at VWD – PWV Cash Management Section or thru email, Facebook, call/text Email: primewater.villasis@gmail.com Facebook: www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis Contact Nos.: (075)5051655 or 09178615250 Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Accommodate request and give consumer list of required documents	None	3 min	<i>Customer Service</i> Cash Management Section





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Submit required documents to the VWD – PWV Cash Management Section	2.1 Receive and validate required documents submitted by the consumer	None	5 min	<i>Customer Service</i> Cash Management Section
	2.3 Print requested Certification	None	5 min	<i>Commercial Management Head</i> Commercial Management Department
	2.4 Sign the Certification	None	15 min	<i>Branch Manager</i> Office of the Branch Manager
2.2 Receive VWD – PWV Water Service Connection Certification from VWD – PWV Cash Management Section	2.5 Release VWD – PWV Water Service Connection Certification to consumer	None	2 min	<i>Customer Service</i> Cash Management Section
TOTAL:		None	27 min	





ADMINISTRATIVE/MAIN OFFICE

Internal Services





1. ISSUANCE OF ACCOUNTABLE FORMS

Accountable Forms are Official Receipts (ORs) used in the collection of various payment or remittance to the VWD such as Official Receipt (Form 51-C) and ORs for payment of water bill and remittance of water bill payment collection to the Senior Cashier. For better control, each kind of Official Receipt has control number and is released in order/sequence.

Office or Division:	Collection Section and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	VWD Collection Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previously issued Official Receipt in which almost or all sheets are used		Employee		
Requisition and Issuance Slip (RIS) * Section/Division * RIS No. * Date * Stock No., unit, description, quantity, control no. (under Remarks) of requested Accountable Form * Signature and name of Requestor, approved by, issued by & received by, and date signed		Property/Supply Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 State requested Accountable Form to the Property/Supply Custodian and present previously issued Accountable Form at the VWD Administrative Division Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Check previously issued Accountable Form and availability of requested form	None	2 mins.	<i>Property/Supply Custodian Administrative Division</i>
1.2 Sign RIS	1.2 Print RIS	None	3 mins.	<i>Property/Supply Custodian Administrative Division</i>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Approve RIS, record request in the Accountable Form Ledger	None	3 mins.	<i>Division Manager C</i> Administrative Division
2. Accept requested Accountable Form, sign receipt in the RIS and Ledger	2. Issue requested Accountable Form, sign RIS, record release in the Stock Cards, file RIS	None	10 mins.	<i>Property/Supply Custodian</i> Administrative Division
TOTAL:		None	18 mins.	





2. ISSUANCE OF NON-ACCOUNTABLE FORMS AND OFFICE SUPPLIES

Non-Accountable Forms, which are used for internal control and monitoring of services, and basic office supplies are available in stock for office use and can be requested from and issued by the Property/Supply Custodian.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of Villasis Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issuance Slip (RIS) * Section/Division * RIS No. * Date * Stock No., unit, description, quantity, remarks (if any) * Signature and name of Requestor, approved by, issued by & received by, and date signed		Property/Supply Custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 State or submit a list of requested supplies to the Property/Supply Custodian at the VWD Administrative Division Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Check availability of requested supplies, encode and print RIS	None	10 mins.	<i>Property/Supply Custodian</i> Administrative Division
1.2 Sign RIS	1.2 Approve RIS	None	3 mins.	<i>Division Manager C</i> Administrative Division





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accept requested supplies, sign receipt and accept copy of RIS	2. Issue requested supplies, sign RIS, record release in the Stock Cards, file RIS, give copy to requestor	None	10 mins.	<i>Property/Supply Custodian</i> Administrative Division
TOTAL:		None	23 mins.	





3. ISSUANCE OF SERVICE CONNECTION AND MAINTENANCE MATERIALS

Service connection and maintenance materials are available in stock and can be requested from and issued by the Storekeeper. Consumers can also purchase water connection materials from VWD.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All consumers and employees of Villasis Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issuance Slip (RIS) * Division * Official Receipt No. and Date * Stock No., unit, description, quantity, remarks (if any) * Purpose * Signature, name, designation of Requestor, approved by, issued by & received by, and date signed		Storekeeper		
Additional Requirement for VWD Employees				
Official Receipt (Photocopy) or Service Request		Official Receipt: VWD Collection Section Service Request for Defective Water Meter: VWD Commercial Section Service Request for repair of pipelines: Engineering Division		
Additional Requirement for consumers				
Official Receipt (Original)		VWD Collection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present Official Receipt or Service Request to the Storekeeper at VWD Warehouse Address: Pump Station II, San Nicolas, Villasis, Pangasinan	1.1 Write in the RIS the listed materials in Official Receipt or Service Request presented	None	3 mins.	<i>Storekeeper</i> Administrative Division





CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Sign RIS	1.2 Approve RIS	None	2 mins.	<i>Water/Sewerage Maintenance Foreman</i> Administrative Division
2. Accept requested supplies and sign receipt in the RIS	2.1 Issue requested materials and sign RIS	None	10 mins.	<i>Property/Supply Custodian</i> Administrative Division
	2.2 Record release in the Stock Cards and file RIS	None	5 mins.	<i>Storekeeper</i> Administrative Division
TOTAL:		None	20 mins.	





4. REQUEST AND ISSUANCE OF CERTIFICATION, PAYROLL REGISTER AND SERVICE RECORD

Previous and current employees of Villasis Water District can request copies of Payroll Register, Service Record or other Certifications in relation to their employment in the District.

Office or Division:	Office of the General Manager, Finance Section and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Previous and current employees of Villasis Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Government Issued Valid ID of requestor		Requestor		
Additional Requirement for Authorized Representative				
Authorization Letter		Requestor		
(1) Government Issued Valid ID of representative		Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request for copies of Payroll Register, Service Record or Certification at VWD Administrative/Main Office or VWD Finance Section Address: Poblacion Zone I, Villasis, Pangasinan	1.1 Accommodate request, verify requirements and print requested document 1.1.1 Payroll Register	None	10 mins.	<i>Senior Accounting Processor B</i> Finance Section
	1.1.2 Service Record	None	30 mins.	<i>Human Resource Management Officer Designate</i> Administrative Division
	1.1.3 Employment-related Certifications	None	30 mins.	<i>Executive Assistant C or Secretary A</i> Office of the General Manager





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive requested document	2.1 Release requested document 2.1.1 Payroll Register	None	2 mins.	<i>Senior Accounting Processor B</i> Finance Section
	2.1.2 Service Record	None	2 mins.	<i>Human Resource Management Officer Designate</i> Administrative Division
	2.1.3 Employment-related Certifications	None	2 mins.	<i>Executive Assistant C or Secretary A</i> Office of the General Manager
TOTAL:		None	For Payroll Register: 12 mins. For Service Record and other employment-related Certifications: 32 mins.	





VI. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the Consumer Feedback Form and drop it at the designated drop box in the Public Assistance and Complaints Desk (PACD)</p> <p>Mailing Address: VILLASIS WATER DISTRICT – PRIMEWATER VILLASIS Poblacion Zone I, Villasis, Pangasinan, 2427</p> <p>Contact Details Email Address: primewater.villasis@gmail.com Landline: (075) 505-1655 Mobile: 09178615250 Facebook Page: www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis</p>
How feedback is process?	<p>The PACD officer opens the drop box every Friday and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the report of PACD officer.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, please contact the following numbers: (075) 505-1655, 09178615250, or email at primewater.villasis@gmail.com, or send a message thru VWD - PWV Official Facebook Page at www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis</p>





FEEDBACK AND COMPLAINTS MECHANISM	
How to file complaints?	<p>Answer the Consumer Feedback Form and drop it at the designated drop box in the Public Assistance and Complaints Desk (PACD)</p> <p>Complaints can also be filed via telephone or mobile phone. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of person being complained• Incident• Evidence <p>For inquiries and follow-ups, please contact the following numbers: (075) 505-1655, 09178615250, or email at primewater.villasis@gmail.com, or send a message thru VWD - PWV Official Facebook Page at www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis</p>
How complaints are processed?	<p>The Complaints Officer opens Complaints drop box on a daily basis and forward it to the relevant offices.</p> <p>The Complaints Officer evaluates, starts the investigation and forward complaint to the employee or office concerned for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit the same to the Head of the Agency for appropriate action.</p> <p>The complaints officer shall give the feedback to the client.</p> <p>For inquiries and follow-ups, please contact the following numbers: (075) 505-1655, 09178615250, or email at primewater.villasis@gmail.com, or send a message thru VWD – PWV Official Facebook Page at www.facebook.com/VillasisWaterDistrict.PrimeWaterVillasis</p>
Contact information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph, 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



VII. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Villasis Water District – PrimeWater Villasis Administrative/Main Office	Poblacion Zone I, Villasis, Pangasinan	(075) 505-1655 09178615250 primewater.villasis@gmail.com www.facebook.com/VillasisWater District.PrimeWaterVillasis



WATER RATE, FEES, PENALTIES AND CHARGES





WATER RATE

(Effective Rates since 2007)

½"	Residential	Commercial A	Commercial B	Commercial C	Commercial D
0 - 10	188.00	376.00	329.00	282.00	235.00
11 - 20	20.30	40.60	35.50	30.45	25.35
21 - 30	22.10	44.20	38.65	33.15	27.60
31 - 40	24.25	48.50	42.40	36.35	30.30
41 & UP	26.80	53.60	46.90	40.20	33.50

PENALTY ON ILLEGAL CONNECTION

(Under VWD Policy No. 01-081816)

	PENALTY
First Offense	PhP 5,000.00
Second Offense	PhP 10,000.00
Third Offense	PhP 15,000.00 & total disconnection of water connection

Water services will only be restored after the consumer pays the penalty, corresponding charges and have signed an undertaking duly notarized and provided one (1) government issued valid ID.





PENALTY ON USAGE OF BOOSTER PUMP

(Under VWD Policy No. 01-041217)

	PENALTY
First Offense	Reprimand
Second Offense	PhP 5,000.00
Third Offense	PhP 10,000.00 & total disconnection of water connection
<i>Water services will only be restored after the consumer pays the penalty and have signed an undertaking duly notarized and provided one (1) government issued valid ID.</i>	

OTHER CHARGES

	AMOUNT
Water Loss (during drive for the installation of new service connection)	PhP 188.00

sgd.
SUSAN Q. SISON, RN, DPA
General Manager C

