



GUAGUA WATER DISTRICT

CITIZEN'S CHARTER

September 2019 (1st Edition)

1. Mandate:

Guagua Water District is a public utility engaged in the delivery of potable and sufficient water in the municipality of Guagua, at all times and at a reasonable cost.

2. Vision:

To be an excellent institution in the community recognized for its continuous delivery of quality water at reasonable cost and with the highest degree of service.

3. Mission

We commit to provide safe, affordable and sufficient water through appropriate technology and efficient service with a dynamic workforce that is responsive to attaining utmost customer satisfaction.

4. Service Pledge:

- Commitment to public service
- Development for personal and professional growth
- Excellence with Integrity

LIST OF SERVICES

Main Office and Field Office:

Frontline

External Services

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Existing Services adopted during State of Public Health Emergency

In line to health and safety minimum standards set by Department of Health and other governing agencies, we also provided a temporary basic procedure on our frontline services during the period of pandemic to help the community to mitigate the risk of contact with public and spread of virus.

As a response to this, we adopt an alternative way to accommodate and assist our clients during the State of Public Health Emergency by making our official page and hotlines available to accept simple transactions and various concerns related to our water services *(except bills of payments. No payment shall be made thru our official page or over the phone)*. Our assigned Customer Service Officer (CSO) will promptly responses to all queries during business hours only.

Official fb page/messenger : [PrimeWater Guagua](#)
 Hotlines : (045) 9001-1111 / 0999.228.7021

Office or Division:	Customer Services			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business; G2C – Government to Citizen			
Who may avail:	All citizen within jurisdiction of Municipality of Guagua			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Depends on what Service to avail		Customer Services System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message thru fb page or call office hotlines 1.1 Inform the CSO on the particular services/ concerns	1. Ask for client’s concerns. 1.1 Assess and validate the messages or calls. 1.2 Get the details.	None	2 minutes	Customer Services Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provide required personal information	2. Ask for the personal /basic information 2.1 Evaluate/verified obtained information		3 minutes	Customer Services Officer
3. Note what is being required by Customer Service Officer	3. Start the initial report or process. 3.1 Give a confirmation to particular request or concerns. 3.2 Inform Client for the next step of transaction.	None	5 minutes	Customer Services Officer
TOTAL		None	10 minutes	

I. APPLICATION FOR NEW CONNECTION

Tapping/installation of service connection from the distribution line to the requesting customer's service meter line. Availing of the service requires filling out of an application form, submission of required documents, and payment of fees and charges.

Office or Division:	COMMERCIAL SERVICES DIVISION
Classification:	Simple & Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All (citizen within the jurisdiction of Guagua)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Proof of ownership such as : Contract to Sell, Transfer Certificate of Title, Deed of Sale, Waiver of Rights, Barangay issued Certificate of Ownership (house, property, vacant lot) or any other equivalent documents. 2. Photocopy of any two (2) Valid IDs: Driver's License, Passport, Company ID, Voter's ID, GSIS Id, PRC ID and other government issued IDs, Barangay Certification (Residency)/Residence Certificate if only one (1) ID is submitted. 3. Lease of Contract, if rented. 4. Certificate of Indigency (for installment basis) 5. For Corporations/Business establishments: (Transfer Certificate of Title, if owned, Mayor's permit, SEC/DTI registration, Secretary Certificate for authorized representative, Notarized lease contract, if rented) 	Commercial Accounts and Services Records and Database.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents Note the additional requirements if there's any.	1. Review the submitted requirements; inform the client if there's any additional document to	None	5 minutes	Sr. Customer Service Officer
2. Fill-out and submit the application form	2. Accept the application form, verified and input of data. 2.1 Inform the client for the site investigation	None	5 minutes	Sr. Customer Service Officer
3. Wait the investigator to inspect location	3. Prepare the maintenance order (MO) and transfer to the investigator	None	5 minutes	Sr. Customer Service Officer
4. Receives investigator report after the inspection.	4. Investigator will make an on-site inspection and prepare the list of materials 4.1 Inform the client/ for payment settlement.	None	<i>Investigation will be done within 1-5 working days.</i> Actual inspection will last for 30 minutes	Investigator/ Customer Service Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Visit the office (Customer Service Section); submit the additional requirements if there's any	5. Print out the bill of materials	None	1 minute	Sr. Customer Service Officer
6. Present the bill of materials to the Teller/Cashier and pay the amount due.	6. Accept the payment and issue Official Receipt (OR)	Billing of materials + Meter Mtce: 800.00 + Registration: 250.00+ Service Charge: 250.00+ Restoration : (simple:350 or Complex:600.00)	1 minute	Teller/Cashier
7. Present the OR and wait for the contract.	7. Process the application, prepare the Water Service Connection contract and will then orient the client on GWD policies, terms and conditions.	None	5 minutes	Sr. Customer Service Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>8. Will sign the contract and will then receive a duplicate copy of contract.</p>	<p>8. Will prepare the Service Application and Construction Order</p> <p>8.1 Prepare the Maintenance Order and forward to the Construction & Maintenance Team.</p> <p>8.2 Inform the client the schedule of installation.</p>	<p>None</p>	<p>5 minutes</p>	<p>Sr. Customer Service Officer</p>
<p>9. Will wait the maintenance team on the day of the installation.</p> <p>9.1 sign the M.O. as an acknowledgement of performed installation</p>	<p>9. Construction and Maintenance team will perform the installation of service connection.</p>	<p>None</p>	<p>Installation will be done within 1-7 working days</p> <p>Actual installation may last 3 hours.</p>	<p>Construction and Maintenance team</p>
<p>TOTAL</p>		<p>Billing of materials + (1,650.00 to 1,900.00)</p>	<p>Transactions: 27 minutes Scheduling : 2-12 working days Actual execution : 3 hrs & 30 minutes</p>	

II. RECONNECTION

Reconnection of water service involves the restoration of water supply service of consumers whose service connections have been previously disconnected.

A. RECONNECTION OF DISCONNECTED SERVICE LINE/MAINLINE (BRASS REPLACEMENT PIECE)

Office or Division:	Commercial Services ; Construction & Maintenance Division			
Classification:	Simple & Complex			
Type of Transaction:	G2C- Government to Client ; G2B – Government to Business Entity			
Who may avail:	All (Registered concessionaires who have disconnected water service connections)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Account owner's one (1) valid ID 2. Pertinent account details 3. Payments: <ol style="list-style-type: none"> a. Reconnection fee b. Other outstanding balances on water bill, if any. 		Commercial Accounts and Services Records and Database.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Inform the Customer Service Officer on request of reconnection 1.1 Present valid ID and pertinent account details 	<ol style="list-style-type: none"> 1. Will verify details and inform the amount to be paid including the arrears, if any. 	None	5 minutes	Customer Service Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the amount due (if any)	2. Accept the payment and will then issue an official receipt (OR)	Rec. fee 600.00 + (arrears if any)	1 minute	Teller/Cashier
3. Present the OR to the customer service officer	3. Prepare the Maintenance Order for investigation and will then submit to the investigator	None	5 minutes	Customer Service Officer
4. Wait investigator's report If reconnection will not cost materials; proceed step 8 or else continue to next step.	4. Perform an on-site investigation 4.1 If reconnection will cost of materials inform the client to pay the billing ; 4.2 Report the list of materials to the Customer Service Otherwise proceed to step 8	None	Investigation schedule will be done within 1-5 working days Actual inspection will last for 30 minutes	Investigator
5. Visit the office ask for billing of materials at Customer Service section	5. Determine list of materials and print out billing for payment.	None	1 minute	Customer Service Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Pay the amount of bill.	6. Accepts payment and issue OR	Cost of Materials	1 minute	Teller/Cashier
7. Present OR to the Customer Service	7. Prepare Maintenance Order of Reconnection.	None	1 minute	Customer Service Officer
8. Wait on the schedule of reconnection 8.1 Sign the Maintenance Order of reconnection once completed.	8. Reconnection takes place. 8.1 Let the client sign the M.O. after reconnection completed.	None	Simple = 3 hrs. Complex = 6 hrs.	Construction and Maintenance Team
TOTAL		Reconnection fee: 600.00 + (arrears if any) + (Cost of Materials, if any)	Transaction: 13 minutes Investigators team to arrive: (1-5 working days) Actual : 30 minutes Completion of Reconnection : 3-6 hrs.	

B. RECONNECTION – Disconnected Water Meter Line (Angle Valve Lock/Pulled Out Meter)

Office or Division:	Commercial Services Division			
Classification:	Simple & Complex			
Type of Transaction:	G2B- Government to Business Entity, G2C-Government to Citizen			
Who may avail:	All (Registered concessionaires who have disconnected water service connections)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Account owner's one (1) valid ID 2. Pertinent account details 3. Payments: <ol style="list-style-type: none"> a. Reconnection fee b. Other outstanding balances on water bill, if any. 		Commercial Accounts and Services Records and Database.		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Inform the Customer Service Officer on request of reconnection 1.1 Present valid ID and pertinent account details 	<ol style="list-style-type: none"> 1. Will verify details and inform the amount to be paid including the arrears, if any. 	None	5 minutes	Customer Service Officer
<ol style="list-style-type: none"> 2. Pay the amount due 	<ol style="list-style-type: none"> 2. Accept the payment and will then issue an official receipt (OR) 	Rec. fee 150.00 + (arrears if any)	1 minute	Teller/Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the OR to the customer service officer	3. Prepare the Maintenance Order for reconnection and will then inform the CSA	None	5 minutes	Customer Service Officer
4. Wait the schedule of reconnection 4.1 Sign the maintenance order of reconnection	5. Reconnection will takes place. 4.1 Inform client and let the client sign the maintenance order of reconnection	None	Schedule: Within the day AVL: Simple = 10 minutes Complex = 30 minutes Pulled Out Meter: Simple = 30 minutes Complex = 1 hour	Customer Service Assistant
TOTAL		Reconnection fee 150.00 + arrears(if any)	Transaction: 11 minutes Schedule: within the day Completion of Reconnection : 10 minutes to 1 hr	

III. Voluntary Disconnection

Voluntary disconnection of service connection connotes cutting-off water supply voluntarily. Full settlement of any outstanding shall be required to avail of the requested disconnection of service.

Office or Division:	Commercial Services			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity, G2C- Government to Citizen			
Who may avail:	All (Existing clients who voluntarily requested for a disconnection of service)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Account owner's one (1) valid ID 2. Payments: <ol style="list-style-type: none"> a. Outstanding balances on water bill, if any. 		Commercial Accounts and Services Records and Database.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Inform the Customer Service Officer for voluntary disconnection request <ol style="list-style-type: none"> 1.1 Present valid ID and account name details 	<ol style="list-style-type: none"> 1. Verify the account and determine outstanding balance/ arrears, if any, 	None	2 minutes	Customer Service Officer
<ol style="list-style-type: none"> 2. Pay the amount dues, if any 	<ol style="list-style-type: none"> 2. Accept the payment and will then issue an official receipt (OR) 	Amount Due	1 minute	Teller/Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the OR at the Customer Service.	3. Prepare the Maintenance Order 3.1 Submit to the Disconnection Team	None	5 minutes	Customer Service Officer
4. Sign the Maintenance Order of disconnection.	4. Perform the Disconnection request 4.1 let the client sign the M.O. of disconnection.	None	Within the day Actual: 10 minutes	Customer Service Assistant
TOTAL		Amount Due	Transaction:8 minutes Schedule: Within the day Actual :10 minutes	

IV. PAYMENT OF BILLS

Accept payments of monthly water bills and other amount dues.

Office or Division:	Finance Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client ; G2B – Government to Business Entity			
Who may avail:	All – (Concessionaires who has incurred monthly water bills and dues)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA) 2. Payments: Cash or dated cheques		FINANCE SERVICES TELLER/CASHIERS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a queuing number at the security guard and wait for the number to be called 1.1 Present SOA and Pay the amount Due (cash or dated cheques) 1.2 Receives change and check correctness	1. Verify the SOA and accept the payment 1.1 Give change if any, and will then Issue the Official Receipt	Amount due	2-5 minutes	Teller/Cashier
TOTAL		Amount Due	2-5 minutes	

Payments are also accepted thru accredited payment centers. Procedures may vary according to the set rules of establishment.

List of Accredited Payment Centers:

- CIS Bayad Center
- CEBUANA Lhuiller
- LBC
- ECPAY
- Western Union
- 7-Eleven (kiosk)
- Tambunting Pawnshop
- Villarica Pawnshop
- Robinsons Malls
- USSC Service Store
- RD Pawnshop
- Gaisano Malls
- Bancnet
- Savemore
- Guagua Rural Bank
- True Money
- ExpressPay

V. VARIOUS MAINTENANCE ORDERS

Various maintenance orders/services are provided to assure the water quality and sufficient supply to its clients.

Available Services:

- Main line leak
- Service line leak
- Tail piece leak
- Ball Valve leak
- Meter leak
- No water
- Low pressure
- Water Quality concerns
- Meter Testing concerns
- Meter Transfer concerns
- Replacement of water meter
- Installation of higher meter stand

There are some cases that request of relocation or replacement of meter and service line will be charged to the client for the cost of materials determine by the Customer Service Officer after the inspection.

Office or Division:	Commercial Services Division; Construction & Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client ; G2B – Government to Business Entity			
Who may avail:	All – (Clients of Guagua Water District with existing accounts)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NOT APPLICABLE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and give the information of pertinent request visit the office or thru phone call. <i>(Numbers provided in the information section)</i>	1. Verify the request/ complaint 1.1 Prepare the Maintenance Order, 1.2 Forward M.O. to the investigator	NONE	5 minutes	Customer Service Officer
2. Wait to be inform by the investigator 2.1 If maintenance services will not cost materials; proceed step 6 or else continue to next step.	2. Investigation takes place 2.1 If reconnection will cost of materials inform the client to pay the billing ; 2.2 Report list of materials to Customer Service Officer Otherwise proceed to step 6	NONE	Within the day	Investigator / Maintenance Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Visit or call the customer service for the billing of materials	3. Determine and print out the billing of materials.	None	1 minute	Customer Service Officer
4. Pays the amount.	4. Receives the payment and issue an Official Receipt	billing of materials	1 minute	Teller/Cashier
5. Present the OR to the Customer Service Section	5. Prepare the Maintenance Order 5.1 Forward the MO to the Construction and Maintenance Team	None	3 minutes	Customer Service Officer
6. Wait the schedule of work. 6.1 Sign the Maintenance Order once work completed.	6. Execute the requested service 6.1 let the client sign the Maintenance Order.	None	Simple: 1- 2 working days Complex: 3-10 working days	Maintenance and Construction team
TOTAL		billing of materials.	Transaction:10 minutes Inspection/investigation: Within the day Execution of request: (Simple) 1-2 working days (Complex) 3-10 working days	

VI. APPLICATION/RENEWAL OF SENIOR CITIZEN'S DISCOUNT

Provision in granting the Senior Citizens Utility Discount pursuant to Article 12, Section of the implementing Rules of the R.A. 9994, also known as the Expanded Senior Citizens Act of 2010.

- The grant of five percent (5%) discount relative to the monthly utilization of water households with senior citizens.
- The individual water service connection is registered in the name of the senior citizen residing therein.
- The monthly consumption does not exceed thirty cubic meters (30m³).
- The privilege is granted per household regardless of the number of senior citizens residing therein.
- There shall be annual renewal of application.

Office or Division:	Commercial Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Senior Citizens Only (Residential connection registered under the name of a senior citizen residing therein)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proof of age and citizenship: Office of the Senior Citizens Affairs – OSCA ID 2. Proof of Billing: Applicant's Registered Name 3. Proof of residence: Barangay Certificate 		Customer Service Accounts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the requirements 1.1 Fill-out Sr. Citizen Utility Discount application form 	<ol style="list-style-type: none"> 1. Verify the assess the requirements 1.1 verified client's information 	NONE	5 minutes	Customer Service Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign the accomplished application	2. Process the application	NONE	1 minute	Customer Service Officer
TOTAL		NONE	6 minutes	

VII. REQUEST FOR CHANGE OF ACCOUNT NAME

Update or change the existing registered account name/ownership to new account name.

Office or Division:	Commercial Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client ; G2B – Government to Business Entity			
Who may avail:	All – (concessionaires with registered existing account name)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proof of ownership: Deed of sale/land and tax declaration 2. Authorization letter and one (1) valid government issued ID from the account owner 3. For deceased account owners, a death certificate should be presented 4. One (1) valid government issued ID of the new account owner 5. Payment of registration fee 		Customer Service Accounts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements upon request	1. Verified the requirements	None	5 minutes	Customer Service Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Once requirements verified, proceed at the teller/cashier's window and inform the request made. 2.1 Pay the amount due	2. State the amount to be paid. 2.1 Accept the payment and issue Official Receipt	Residential 100.00 Semi-Commercial 200.00 Commercial Industrial 300.00	1 minute	Teller/Cashier
3. Present the OR	3. Process / update registered account. 3.1 Print out Water Service Connection Contract	None	5 minutes	Customer Service Officer
4. Sign the Water Service Connection Contract. 4.1 Receives a copy of contract.	4. Keep record	None	1 minute	Customer Service Officer
TOTAL		100.00 to 300.00	12 minutes	