



C A B A G A N W A T E R D I S T R I C T

C I T I Z E N ' S C H A R T E R



**C A B A G A N W A T E R D I S T R I C T**

**C I T I Z E N ' S C H A R T E R**

**2020 (1<sup>ST</sup> Edition)**

**I. M a n d a t e**

Cabagan Water District was formed in 1981 by virtue of Sangguniang Bayan Resolution and became a full-fledged water district in 1982 when the Local Water Utilities Administration (LWUA) issued a Certificate of Conditional Conformance (CCC 182) on February 04, 1982

**II. V i s i o n**

To ensure an efficient, sustainable, and financially viable water service provider, delivering the highest quality service to all its concessionaires and prudent steward of the environment.

**III. M i s s i o n**

Cabagan Water District commits to be economically viable utility firm that provides sufficient, safe and accessible water at the least possible cost while ensuring sustainability, reliability, protection of public health and preservation of the environment.

**IV . S e r v i c e P l e d g e**

We, the Board of Directors, General Manager and Employees of the Cabagan Water District commit to:

**W** – Welcome and serve you promptly and efficiently from Monday to Friday at 8:00 A.M. to 5:00 P.M.

**A** – Attend to your complaints about our services the soonest possible time and take correct measures

**T** – Take suggestions and comments with a smile

**E** – Ensure strict compliance with service standards and written explanation from any delay in frontline services.

**R** – Render the most efficient and effective service in delivering clean, safe and potable water.



## LIST OF SERVICES

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## 1. Application and Installation of Service Connection

A person, firm or corporation may avail of the services of Cabagan Water District. Cost of materials is based on the size of water meter. Installation schedule will depend on the date of payment and on a first come first serve basis.

|   |  |   |                        |   |
|---|--|---|------------------------|---|
| <b>Office or Division:</b>  | Cabagan Water District   |   |                        |   |
| <b>Classification:</b>  | Simple   |   |                        |   |
| <b>Type of Transaction:</b>   | Gov. to Citizen (G2C); Gov. to Business (G2B); Gov. to Government (G2G)  |   |                        |   |
| <b>Who may avail:</b>   | All Concessionaires of Cabagan Water District  |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>  |                        |   |
| Any Government issued Identification Card or Community Tax Certificate (1 copy)                                       |  | DFA, LTO, BIR, Post Office, SSS, GSIS, PSA, PRC, Municipal Hall & other concerned agencies. |                        |   |
| Authorization Letter (if applying as representative)  |  | Person being represented  |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Proceed to Customer Service & Complaint Desk (CSCD), present valid id & fill up application for service connection | Received application form  | None  | 15 minutes             | <i>Administration Service Assistant B Utilities/ Customer Service Officer B</i> |
|   | Site inspection & prepare cost estimate of materials, fees & other charges<br><br>Inform applicants on fees to be paid     | None  | 1 day                  |   |
| 2. Present customer copy of estimated materials to be paid.   | Accept payment and issue Official Receipt (OR)   | Registration fee and materials  | 15 minutes             | <i>Cashier B</i>  |
| 3. Proceed to CSCD for orientation of policies and signing of Service Contract Agreement                              | Explain CWD Utility Rules & Regulations and prepare Service Contract Agreement Approval of application form<br><br>Prepare | None  | 20 minutes             | <i>Administration Service Assistant B</i>                                       |
|   |  |   | 10 minutes             |   |



|         |  |      |                                     |                         |
|---------|--|------|-------------------------------------|-------------------------|
|         | Job Order and inform the applicants for the date of installation |      |                                     | <i>Assistant B</i>      |
| 4. None | Installation of Service Connection                               | None | 1-3 days under normal circumstances | <i>Utility Worker A</i> |
|         | TOTAL  |      | 4 days & 60 minutes                 |                         |

\* See schedule of fees and charges for New Service Connections.



**SCHEDULE OF FEES AND CHARGES FOR NEW SERVICE CONNECTION**

| <b>SADDLE CLAMP 1"</b>          |                 |                      |
|---------------------------------|-----------------|----------------------|
|                                 | <b>Regular</b>  | <b>Road Crossing</b> |
| Registration Fee                | 2,000.00        | 2,000.00             |
| Customers Deposit               | 408.00          | 408.00               |
| Materials                       | 1,930.00        | *1,930.00            |
| Excavation Cost - Road Crossing |                 | *750.00              |
| <b>Total</b>                    | <b>4,338.00</b> | <b>5,088.00</b>      |

| <b>SADDLE CLAMP 2"</b>          |                 |                      |
|---------------------------------|-----------------|----------------------|
|                                 | <b>Regular</b>  | <b>Road Crossing</b> |
| Registration Fee                | 2,000.00        | 2,000.00             |
| Customers Deposit               | 408.00          | 408.00               |
| Materials                       | 2,040.00        | *2,040.00            |
| Excavation Cost - Road Crossing |                 | *750.00              |
| <b>Total</b>                    | <b>4,448.00</b> | <b>5,198.00</b>      |

| <b>SADDLE CLAMP 3"</b>          |                 |                      |
|---------------------------------|-----------------|----------------------|
|                                 | <b>Regular</b>  | <b>Road Crossing</b> |
| Registration Fee                | 2,000.00        | 2,000.00             |
| Customers Deposit               | 408.00          | 408.00               |
| Materials                       | 2,090.00        | *2,090.00            |
| Excavation Cost - Road Crossing |                 | *750.00              |
| <b>Total</b>                    | <b>4,498.00</b> | <b>5,248.00</b>      |

| <b>SADDLE CLAMP 4"</b>          |                |                      |
|---------------------------------|----------------|----------------------|
|                                 | <b>Regular</b> | <b>Road Crossing</b> |
| Registration Fee                | 2,000.00       | 2,000.00             |
| Customers Deposit               | 408.00         | 408.00               |
| Materials                       | 2,140.00       | *2,140.00            |
| Excavation Cost - Road Crossing |                | *750.00              |



|              |                 |                 |
|--------------|-----------------|-----------------|
| Crossing     |                 |                 |
| <b>Total</b> | <b>4,548.00</b> | <b>5,298.00</b> |

| <b>SADDLE CLAMP 6"</b>          |                 |                      |
|---------------------------------|-----------------|----------------------|
|                                 | <b>Regular</b>  | <b>Road Crossing</b> |
| Registration Fee                | 2,000.00        | 2,000.00             |
| Customers Deposit               | 408.00          | 408.00               |
| Materials                       | 2,340.00        | *2,340.00            |
| Excavation Cost - Road Crossing |                 | *750.00              |
| <b>Total</b>                    | <b>4,748.00</b> | <b>5,498.00</b>      |

\*Excavation cost depends on the size & length of service line with a minimum of 10 meters @ 75.00/meter.





## 2. Water bill payment and collection

The CWD established an online, office, & field collections. SM bills payment counter is also accepting payment services. A 10% surcharge for late payment and 5% discount for advance payment.

Non-payment of water bills for two (2) consecutive months will be ground for disconnection of water meter.

|   |   |                                  |                        |                                  |
|---|---|----------------------------------|------------------------|----------------------------------|
| <b>Office or Division:</b>                            | Cabagan Water District  |                                  |                        |                                  |
| <b>Classification:</b>                                | Simple  |                                  |                        |                                  |
| <b>Type of Transaction:</b>                           | Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)             |                                  |                        |                                  |
| <b>Who may avail:</b>                                 | All Concessionaires of Cabagan Water District                                     |                                  |                        |                                  |
| <b>CHECKLIST OF REQUIREMENTS</b>                      |   | <b>WHERE TO SECURE</b>           |                        |                                  |
| Notice of Billing                                     |   | Serve by CWD after meter reading |                        |                                  |
| <b>CLIENT STEPS</b>                                   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>        |
| 1. Bring notice of billing to the Cashier for payment | Verify & accept payment and issue Official Receipt (OR)                           | Total amount due                 | 5 minutes              | Cashiering Assistant             |
| 2. Field Collection                                   | Accept payment of water bills and issue official receipt during field collection. | Total amount due                 | 5 minutes              | Water/Sewerage Maintenance Man A |
|   | TOTAL   |                                  | 10 minutes             |                                  |



### 3. Procedures on Reconnection

Payment of reconnection fee, unpaid bills (if any) and materials to the CWD is necessary before reconnection of water meter.

|   |   |  |                        |   |
|---|---|--|------------------------|---|
| <b>Office or Division:</b>                      | Cabagan Water District  |  |                        |   |
| <b>Classification:</b>                          | Simple  |  |                        |   |
| <b>Type of Transaction:</b>                     | Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G) |  |                        |   |
| <b>Who may avail:</b>                           | All Concessionaires of Cabagan Water District                         |  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                |   | <b>WHERE TO SECURE</b>                           |                        |   |
| Notice of Billing                               |   | Serve by CWD after meter reading                 |                        |   |
| <b>CLIENT STEPS</b>                             | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>                           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                       |
| 1. Proceed to CSCD and request for reconnection | Verify unpaid bills and materials to be used if there is any.         | none   | 5 minutes              | <i>Administration &amp; Service Assistant B</i> |
| 2. None   | Provide computation to the customer of fees to be paid                | Reconnection Fee – P300.00 plus materials if any | 5 minutes              | <i>Administration &amp; Service Assistant B</i> |
| 3. Proceed to the Cashier                       | Accept payment of fees & charges                                      | Total amount due                                 | 5 minutes              | <i>Cashier B</i>                                |
| 4. Present official receipt to CSCD             | Prepare Job Order for approval of reconnection                        | None   | 5 minutes              | <i>General Manager</i>                          |
| 5. None   | Reconnection of water meter   | None   | 1 day                  | <i>Utility Worker</i>                           |
|   | <b>TOTAL</b>  |  | 1 day & 20 minutes     |   |



#### 4. Procedures on Disconnection

Non-payment of water bills for two (2) consecutive months will be subject for disconnection

|  |   |                                   |  |  |
|--|---|-----------------------------------|--|--|
| <b>Office or Division:</b>                           | Cabagan Water District  |                                   |  |  |
| <b>Classification:</b>                               | Simple  |                                   |  |  |
| <b>Type of Transaction:</b>                          | Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G) |                                   |  |  |
| <b>Who may avail:</b>                                | All Concessionaires of Cabagan Water District                         |                                   |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                     |   | <b>WHERE TO SECURE</b>            |  |  |
| Disconnection Notice                                 |   | Issued during notice distribution |  |  |
| <b>CLIENT STEPS</b>                                  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>            | <b>PROCESSING TIME</b>                 | <b>PERSON RESPONSIBLE</b>                                    |
| 1. Non-payment of water bills for two (2) months     | Prepare aging of accounts for the list of consumers with arrears      | None                              | 30 minutes                             | <i>Cashier B</i>   |
| 2. Customer failed to pay their outstanding balance. | Disconnection of water meter  | None                              | 1 to 2 hours per customer with arrears | <i>Utility Worker &amp; Water/Sewerage Maintenance Man A</i> |
|  | TOTAL   | None                              | 2 hours & 30 minutes                   |  |



## 5. Procedures on Meter Transfer/Relocation

Payment of transfer fee and materials if there is any must be paid to the CWD before relocation process is to be done.

|   |   |  |                        |   |
|---|---|--|------------------------|---|
| <b>Office or Division:</b>                            | Cabagan Water District  |  |                        |   |
| <b>Classification:</b>                                | Simple  |  |                        |   |
| <b>Type of Transaction:</b>                           | Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)         |  |                        |   |
| <b>Who may avail:</b>                                 | All Concessionaires of Cabagan Water District                                 |  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                      |   | <b>WHERE TO SECURE</b>                 |                        |   |
| Notice of Billing                                     |   | Serve by CWD after meter reading       |                        |   |
| <b>CLIENT STEPS</b>                                   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>                 | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                       |
| 1. Proceed to CSCD and request for meter transfer     | Prepare Job Order for site inspection & estimate cost of materials to be used | None                                   | 5 minutes              | <i>Administration &amp; Service Assistant B</i> |
| 2. Secure estimated cost materials to be paid at CSCD | Accept payment of materials   | Transfer Fee – P 100.00 plus materials | 5 minutes              | <i>Cashier B</i>                                |
| 3. Present official receipt to CSCD                   | Prepare Job Order for approval of relocation                                  | None                                   | 5 minutes              | <i>General Manager</i>                          |
| 4. None   | Relocation of water meter   | None                                   | 1 to 2 days            | <i>Utility Worker</i>                           |
|   | TOTAL   |  | 2 days & 15 minutes    |   |



## 6. Procedures on Service Repair and Complaint

No labor charge for the repair of service connection lines except for the cost of materials needed in the said repair.

|  |   |                                  |                        |                                      |
|--|---|----------------------------------|------------------------|--------------------------------------|
| <b>Office or Division:</b>   | Cabagan Water District  |                                  |                        |                                      |
| <b>Classification:</b>   | Simple  |                                  |                        |                                      |
| <b>Type of Transaction:</b>  | Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)       |                                  |                        |                                      |
| <b>Who may avail:</b>  | All Concessionaires of Cabagan Water District                               |                                  |                        |                                      |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>           |                        |                                      |
| Notice of Billing  |   | Serve by CWD after meter reading |                        |                                      |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>            |
| 1. Proceed to CSCD, call Telephone No. 078-396-0065, CP No. 09972366550, FB page - Cabagan Water District and email add at dcabaganwater@yahoo.com | Prepare Job Order for site inspection & estimate cost of materials (if any) | None                             | 5 minutes              | Administration & Service Assistant B |
| 2. Secure estimated cost materials to be paid at CSCD (if there is any)  | Accept payment of materials   | Total amount due                 | 5 minutes              | Cashier B                            |
| 3. Present official receipt to CSCD  | Prepare Job Order for the repair  | None                             | 5 minutes              | General Manager                      |
| 4. None  | Repair service line   | None                             | 1 day                  | Utility Worker                       |
|  | TOTAL   |                                  | 1 day & 15 minutes     |                                      |





## 7. Procedures in availing Senior Citizen Discount


To avail of the 5% senior citizen discount, he/she must be the registered owner of the water meter for one (1) year and consumption must not exceed 30 cubic meters.

|   |   |                                      |                        |   |
|---|---|--------------------------------------|------------------------|---|
| <b>Office or Division:</b>  | Cabagan Water District  |                                      |                        |   |
| <b>Classification:</b>  | Simple  |                                      |                        |   |
| <b>Type of Transaction:</b>   | Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G) |                                      |                        |   |
| <b>Who may avail:</b>   | All Concessionaires of Cabagan Water District                         |                                      |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>               |                        |   |
| Photocopy of Senior Citizen ID  |   | Office of the Senior Citizen Affairs |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>               | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                       |
| 1. Proceed to CSCD, fill up application for Senior Citizen Discount & present | Accept application form and conduct orientation.                      | None                                 | 5 minutes              | <i>Administration &amp; Service Assistant B</i> |
| 2. None   | Approval of Senior Citizen Discount application                       | None                                 | 5 minutes              | <i>Utilities/ Customer Service Officer B</i>    |
| 3. None   | Updating of records in the Collection & Billing System                | None                                 | 20 minutes             | <i>Cashiering Assistant</i>                     |
|   | <b>TOTAL</b>  | None                                 | 30 minutes             |   |



| FEEDBACK AND COMPLAINTS MECHANISM |  |
|-----------------------------------|--|
| How to send feedback              | <p>Answer the client feedback form and drop it at the designated drop box in front of the Cashier.</p> <p>Contact Info : 078-396-0065<br/>0997-236-6550<br/><a href="mailto:dcabaganwater@yahoo.com">dcabaganwater@yahoo.com</a><br/>  Cabagan Water District</p>   |
| How feedbacks are processed       | <p>Every Friday, the Customer and Complaint desk officer opens the drop box then compiles and records all feedbacks dropped.</p> <p>Feedback requiring answers are forwarded to the proper authority and they are required to answer within seven (7) days from receipt.</p> <p>The answer of the office is then relayed to the concessionaire.</p> <p>For inquiries and follow-ups, concessionaires may contact the following:</p> <p style="text-align: center;">078-396-0065<br/>0997-236-6550<br/><a href="mailto:dcabaganwater@yahoo.com">dcabaganwater@yahoo.com</a><br/>  Cabagan Water District</p> |
| How to file a complaint           | <p>Sign in the log book at the Customers Complaint Desk.</p> <p>The Officer of the day will entertain the concessionaire then forward it to the proper authority or if he/she can resolve it immediately, will make a Job Order.</p> <p>Complaints can also be filed via telephone or Facebook Page of the Cabagan Water District.</p> <p>Make sure to provide the following</p>   |




|  |  |
|--|--|
|  | <p>information :</p> <p>□ Name of person being complained</p>  |
| <p>How complaints are processed</p>          | <p>The Officer of the day/the person in charge of the Facebook page or telephone will forward the complaint to the General Manager.</p> <p>The General Manager will forward the incident to proper authority/the person being complained.</p> <p>The answer will then be relayed to the citizen.</p> <p>For inquiries and follow-ups, concessionaires may contact the following:</p> <p style="text-align: center;">078-396-0065<br/>0997-236-6550<br/><a href="mailto:dcabaganwater@yahoo.com">dcabaganwater@yahoo.com</a><br/> Cabagan Water District</p> |
| <p>Contact Information of CCB, PCC, ARTA</p> | <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br/>1-ARTA (2782)<br/>PCC: 8888<br/>CCB: 0908-881-6565 (SMS)</p>   |





Our office will be open from Monday to Friday from 8:00 A.M. to 5:00 P.M. and without noon break.

| Office                 | Address                  | Contact Information  |
|------------------------|--------------------------|--|
| Cabagan Water District | Centro, Cabagan, Isabela | Telefax 078-3960065, CP No. 0997-2366550, Email Add: <a href="mailto:dcabaganwater@yahoo.com">dcabaganwater@yahoo.com</a><br> Cabagan Water District<br>Website: <a href="http://www.cabaganwaterdistrict.gov.ph">www.cabaganwaterdistrict.gov.ph</a> |

Prepared/Reviewed by:

**ANGEL BOYD. CABAUTAN**  
Corporate Budget Assistant

Approved by:

**DORIS M. MALAYAO**  
General Manager