



PILI WATER DISTRICT

# **CUSTOMER HANDBOOK**

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## VISION

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A self-reliant and sustainable water utility providing safe, affordable and reliable water with unparalleled customer service, organizational excellence and environmental stewardship.

## MISSION

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To provide the best quality water and customer service in a cost effective, professional and environmentally sustainable manner.

## QUALITY POLICY

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A self-reliant and sustainable water utility providing safe, affordable and reliable water with unparalleled customer service, organizational excellence and environmental stewardship.

### CORE VALUES

#### **S**ERVICE

Listens, understands and delivers the desired outcome to our service concessionaires.

#### **I**NTEGRITY

Upholding highest ethical standard by ensuring that our actions follow our words.

#### **C**OMMITMENT

Dedication to highest standard of service.

#### **A**CCOUNTABILITY

Being responsible to the public that we serve and to each other.

#### **T**EAMWORK

Working together to achieve common goals while recognizing individual abilities and differences.



## **Foreword**

Geared towards the realization of our vision and mission to be the best water utility provider, Pili Water District is fully committed to continually improve our services to attain the highest customers' satisfaction.

The paradigm shift brought by the unforeseeable circumstances has challenged every individual and entity irrespective of how big or small on how they will adapt to changes. This paved to the idea of exploring various means to keep concessionaires well-informed of PIWAD rules and governing policies.

This Customer Handbook is one of the avenues of the District to inform our concessionaires of our policies and its core services. This is crafted to serve as a guide to our concessionaires in dealing with all matters that involve the District. Each chapter is an overview of the step-by-step details and procedures of each frontline service from the installation of service connection to the meter reading rules, disconnection policy and other customer service connection guidelines.

Our concessionaires are our top most priority, it is by our commitment to serve in accordance to existing statutory and regulatory requirements as we aim to achieve customer service excellence by maintaining 24/7 supply of safe and potable drinking water through our reliable and dedicated personnel.



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### Requirements for New Service Connection

#### A. Submission of Personal Requirements

##### **For Residential Applicants**

1. One (1) photocopy of valid Identification Card (government issued)
2. Photocopy of Proof of Ownership/Lease Contract where the water service connection shall be installed. The following shall be accepted as proof of ownership:
  - Land Title
  - Certificate of Residency
  - Deed of Sale/ Affidavit of Heirship
  - Home lot award
  - Lease Contract
3. Plumbing Lay-out Plan (for apartments)
4. Pay the required inspection fee

##### **For Commercial Applicants**

1. Mayor's Permit/Business Permit/Barangay Business Permit
2. One (1) photocopy of Identification Card of representative (company ID) and One (1) photocopy of valid Identification Card (government issued ID)
3. Authority to transact business, if representative
4. Photocopy of Proof of Ownership/Lease Contract where the water service connection shall be installed
5. Plumbing Layout Plan (for restaurants)
6. Pay the required inspection fee

#### ***Additional Requirement for all classification of applicants:***

##### **For Tapping:**

1. Submission of accomplished Authorization to Tap – a pro-forma duly signed by the owner of the registered account together with photocopy of identification card (government issued ID) if the District approved the request of the applicant that his water connection shall be tapped to an existing active water connection.

##### **For Temporary Connection**

1. Letter of Request duly conformed by the Owner
2. Contract Agreement between the contractor and the Owner of the establishment/infrastructure
3. Payment of deposit amounting to P10,000.00

## Steps on Application

STEP	DESCRIPTION
<b>1</b>	Proceed to the Public Assistance Counter, secure and fill-out the Service Application Form and Personal Information sheet.
<b>2</b>	Submit the accomplished forms together with other requirements for initial verification of submitted documents. Proceed to the payment counter and pay the Inspection fee of ₱100.00.
<b>3</b>	Assist PIWAD personnel during the on-site inspection (Maximum processing is three (3) working days after payment of Inspection fee) and acknowledge inspection result.
<b>4</b>	Attend the orientation/seminar for New Service Connection and receive a certificate of attendance.
<b>5</b>	Submit other requirements needed and pay for the installation charge and other materials.
<b>6</b>	Assist PIWAD personnel during installation and acknowledge completed work at the Service Order.
<b>7</b>	Give your feedback and suggestions by answering our Customer Satisfaction Survey.

## Fees and Charges

PARTICULARS	GOVERNMENT RESIDENTIAL/	COMMERCIAL
<b>Registration Fee</b> - Overhead expenses of the District upon the processing of the Application.	₱ 250.00	₱ 850.00
<b>Water Meter Maintenance Fee</b> - One-time payment for the District's maintenance of the water meter. 1/2 "Ø 1" Ø 2" Ø <i>Prices may vary without prior notice</i>		₱ 1,900.00 ₱ 6,600.00 ₱ 21,000.00
<b>Installation Fee</b> - Labor charge for the installation on main distribution line/tapping point. <ul style="list-style-type: none"> <li>Distribution Main</li> <li>Stub-out <ul style="list-style-type: none"> <li>National Highway</li> <li>Barangay Road</li> </ul> </li> <li>Tap to existing Service Connection</li> </ul>		₱ 1,200.00 ₱ 2,100.00 ₱ 1,500.00 ₱ 500.00
Additional Fees: Materials	(Based on pre-inspection)	

<b>Boring Fee</b> - Applicable if PIWAD main distribution line is across the road to the location of the water service connection.	Barangay Road - ₱ 1,700.00 National Road - ₱ 2,100.00
<b>Concrete Breaking</b> -Payment of breaking and cutting of concrete pavements.	Barangay Road - ₱ 400.00 National Road - ₱ 600.00
<b>Concrete Restoration</b> -Payment for the restoration of concrete pavements.	Barangay Road - ₱ 700.00 National Road - ₱ 2,900.00
<b>Asphalt Overlay</b> -	₱ 4,700.00
<b>Pipe laying</b> - Payment for the laying of pipe line from the distribution main line up to the water meter.	₱ 15.00/lm  <i>(Excavation &amp; back-filling shall be done by the applicant at a standard depth of 12 inches)</i>

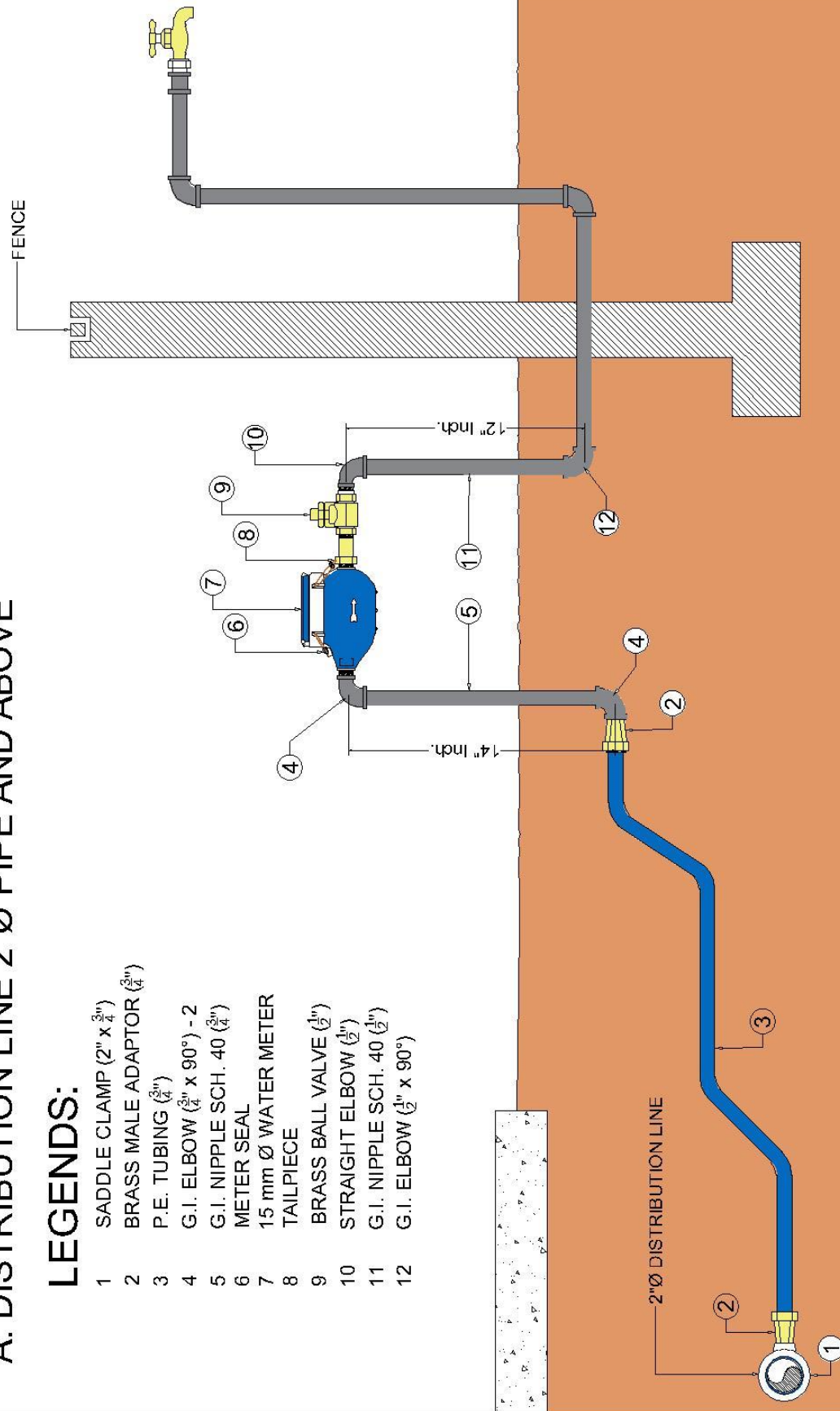
**After meter connection:**

- To be installed by a personal plumber.
- After meter materials are not included on the assessment.

## A. DISTRIBUTION LINE 2"Ø PIPE AND ABOVE

### LEGENDS:

- 1 SADDLE CLAMP (2" x  $\frac{3}{4}$ ")
- 2 BRASS MALE ADAPTOR ( $\frac{3}{4}$ ")
- 3 P.E. TUBING ( $\frac{3}{4}$ ")
- 4 G.I. ELBOW ( $\frac{3}{4}$ " x 90°) - 2
- 5 G.I. NIPPLE SCH. 40 ( $\frac{3}{4}$ ")
- 6 METER SEAL
- 7 15 mm Ø WATER METER
- 8 TAILPIECE
- 9 BRASS BALL VALVE ( $\frac{1}{2}$ ")
- 10 STRAIGHT ELBOW ( $\frac{1}{2}$ ")
- 11 G.I. NIPPLE SCH. 40 ( $\frac{1}{2}$ ")
- 12 G.I. ELBOW ( $\frac{1}{2}$ " x 90°)



### Salient Conditions

1. That upon the application for New Water Service Connection, I shall pay the necessary fees and charges to cause the installation of from distribution main or tapping point as approved by PIWAD.
  - Installation of water service connection from main distribution line/tapping point up to water meter shall be made after full payment of fees and charges as indicated in the application form.
2. That the installation of pipes after the meter stand, as well as the maintenance and repairs shall be my sole responsibility and shall held PIWAD free from liability for any contamination caused or occasioned by my failure to comply with the provisions on pipe and fixture maintenance including the increase of my monthly water usage.
  - In-house installation after the Water Meter will be done by a personal plumber as preferred by the Concessionaire. This shall be installed according to the standard specifications prescribed by the District.
3. And all other policies stipulated herein in relevance with the water billing and connection shall apply.
4. That on my **failure** to settle my account's arrearages, PIWAD shall have the right to disconnect my water service connection without further notice and demand, and I agree that my monetary obligation shall be deducted on the deposit I made upon filing of application for water service connection.
  - The monthly water bill issued during the reading date shall serve as the Notice of Disconnection.

5. That I assume full responsibility for the water meter and all the water that passes through the connection, Corollary to this, I shall be held liable for the damages from main distribution line to the water meter and report to PIWAD in case of damage for whatever cause.
- Only the District personnel are authorized to perform repairs from the Distribution Line up to the Water Meter, however it is the obligation of the concessionaires to report damages on the pipelines.
  - Damaged pipelines on concessionaires' service connection from tapping point to water meter shall be charged of the corresponding labor and materials used during the repair.
6. That I fully undertake all responsibilities on any problems that might arise on the location where I am applying my water connection.
- The owner of the account is accountable to any problem which may arise to the location of the water service connection.

## CHAPTER IV: METER READING & BILL DISTRIBUTION

### **Meter Reading**

Meter Reading is conducted regularly each month, regardless of Saturdays, Sundays, legal holidays or declared non-working day except during calamities, state of emergencies and disasters.

### **Due Date**

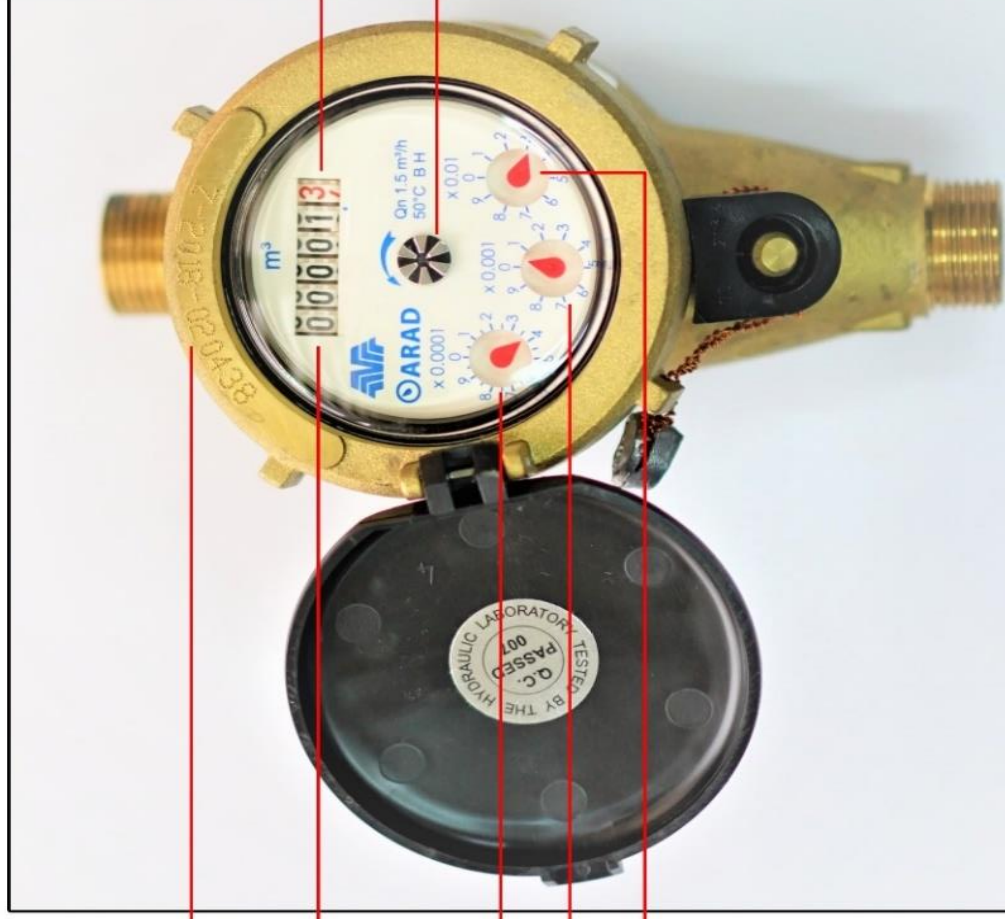
The Due date shall be after ten (10) calendar days from issuance of the Statement of Account. If due dates fall on a Sunday, Legal holidays or Declared Non-Working day, due dates shall be scheduled on the next working day.

### **Disconnection Date**

The Disconnection Date will be five (5) days after the Due Date. If the disconnection date falls on a Saturday, Sunday or Holiday, it shall be scheduled on the next working day.

- If the scheduled disconnection date falls on a declared non-working day, disconnection date will be moved on the next working day

## PARTS OF WATER METER



**Serial Number**

**Cubic Metres**

**Litres x 100**

**10ths of Litres**

**Litres**

**Litres x 10**

**Spinner**

(revolves fast when water is being used but may move slowly if you have a small leak, a dripping tap or a ball valve is in the process of closing)

## CHAPTER V: WATER BILL AND WATER RATES

### Your Water Bill

Look for the first three (3) digit of your route number indicated in your water bill to identify your zone (area) code.

#### Billing type:

- **Metered Reading**  
-Actual meter reading.
- **Average Reading**  
-Based on the previous three (3) months' average consumption.

#### Cumm. Used

-Consumption for the billing period. The difference of the Present and Previous Reading.

#### Current Bill

-Billed amount for the consumption.

#### Arrears

-Unpaid bill from the previous month/ months.

#### Other Charges

-Charge for the labor and materials incurred during the repairs on the service connection.

•**As Stated on Section 11 of the Utility Rules and Regulations of the District**, a **two percent (2%) discount** shall be given to water bills paid before the scheduled due date.

•**Section 13 of the Utility Rules and Regulations** of the District states that a **ten percent (10%) Liability charge** shall be imposed on an unpaid water bill after the due date lapses.

PILI WATER DISTRICT Sta. Rita Agro-Industrial Park San Jose, Pili, Cam. Sur Contact No: 0919-066-4617 TIN: 002-456-761 Non-Vat		
PIWAD WAREHOUSE Z-1, SAN JOSE-2, PILI Acct Code : 101709 Route No : 222-22-4860		
Meter Brand : ARAD Meter No : 2021171 Classification : GOVERNMENT		
BILLING NOTICE FEBRUARY 2023		
Billing Type: METERED    Ave. Usage: 23		
	Date	Reading
Present	02/07/2023	384
Previous	01/08/2023	363
Cumm. Used :		21
Current Bill :		499.55
Bill Before Due Date :		489.55
Bill On Due Date :		499.55
Bill After Due Date :		549.50
Due Date :		02/17/2023
Disconnection Date :		02/23/2023
Pay your bills on time to avoid disconnection of your water service		
Thank you for your prompt payment.		
READER: RODRIGO D. MINOR DATE&TIME: 02/07/2023 06:20:17		

## Schedule of approved Water Rates

The Local Water Utilities Administration (LWUA), per Board Resolution No. 67, series 2004 has approved the new water rates of the **PILI WATER DISTRICT** effective June 2006, as follows:

CLASSIFICATION	SIZE	MINIMUM CHARGE	COMMODITY CHARGES			
		0 – 10 cum	11–20 cum	21–30 cum	31–40 cum	41 cum & up
(1) Residential/ (2) Government/ (6)Public Faucet ( x 1)	½	229.00	24.40	26.55	29.70	33.80
	¾	366.40	24.40	26.55	29.70	33.80
	1	732.80	24.40	26.55	29.70	33.80
	2	4,580.00	24.40	26.55	29.70	33.80
	3	8244.00	24.40	26.55	29.70	33.80
	4	16,488.00	24.40	26.55	29.70	33.80
(3)Full Commercial/ Industrial (x 2)	½	458.00	48.80	53.10	59.40	67.60
	¾	732.80	48.80	53.10	59.40	67.60
	1	1,465.60	48.80	53.10	59.40	67.60
	2	9,160.00	48.80	53.10	59.40	67.60
	3	16,488.00	48.80	53.10	59.40	67.60
(4)Commercial A (x 1.75)	½	400.75	42.70	46.45	51.95	59.15
	¾	641.20	42.70	46.45	51.95	59.15
	1	1,282.40	42.70	46.45	51.95	59.15
	2	8,015.00	42.70	46.45	51.95	59.15
	3	14,427.00	42.70	46.45	51.95	59.15
(5)Commercial B (x 1.50)	½	343.50	36.60	39.80	44.55	50.70
	¾	549.60	36.60	39.80	44.55	50.70
	1	1,099.20	36.60	39.80	44.55	50.70
	2	6,870.00	36.60	39.80	44.55	50.70
	3	12,366.00	36.60	39.80	44.55	50.70

# Water Bill Computation (Residential)

## Sample Computation:

CLASSIFICATION	SIZE	MINIMUM CHARGE	COMMODITY CHARGES			
		0 – 10 cum	11–20 cum	21–30 cum	31–40 cum	41 cum & up
	½	229.00	24.40	26.55	29.70	33.80

Usage: 22 cubic meter

0 - 10 cuM		= P 229.00
11- 20 cuM	(@ 24.40)	= P 244.00
2 cuM	(@ 26.55)	= P 53.10
		<b>P 526.10</b>

## CHAPTER VI: PAYMENT

### Payment Centers



#### TRUEMONEY AGENTS

Depending on Store  
Operating Hours



#### USSC BRANCHES

Depending on store  
operating hours



#### LANDBANK - PILI BRANCH

MONDAY – FRIDAY  
8:00 A.M. - 2:00 P.M.



#### SM BILLS PAYMENT, SAVEMORE & HYPERMARKET COUNTERS IN BICOL

Depending on store operating  
hours



#### LCC SUPERMARKET-PILI

MONDAY – SATURDAY  
7: 00 A.M. - 3:30 P.M.



#### PIWAD OFFICE

MONDAY – FRIDAY  
7:30 A.M. - 5:00 P.M.  
SATURDAY  
8: 00 A.M. - 5:00 P.M.

## **CHAPTER VIII: DISCONNECTION AND RECONNECTION OF SERVICE CONNECTION**

### **1. Disconnection of Service Connection**

- Water service shall be disconnected in any of the following cases:

#### **A. Default payment of one (1) month**

#### **B. Upon the request of the concessionaire**

- **Temporary Disconnection** - Interim disconnection of water service.
- **Close Account** - Permanent closure of water service connection.

#### **B. Repair of the water system**

#### **C. Fraudulent use of water and violations of the terms and conditions stipulated in the contract of water services.**

- Disconnection from the tapping point shall follow 10 days after the first disconnection (WM).

### **2. Reconnection of Service Connection**

- Water services can be reactivated after full payment of the concessionaire's account arrearages and the reconnection charges.

**A. Grace Period** – No reconnection fee will be imposed to customers who settled their arrearages within the 24 hours period after the disconnection.

#### **B. Reconnection of Water Meter after Grace Period**

*Surcharge:*

Residential - ₱ 350.00

Commercial - ₱ 500.00

#### **C. Reconnection – Distribution Main**

*Surcharge:*

Residential - ₱ 900.00

Commercial - ₱ 1,200.00

## CHAPTER IX: OTHER SERVICE CONNECTION POLICIES

### 1. Repair and Maintenance of Water Service Connection

#### A. Leakages

##### i. **Leak before meter**

- Only materials during repair will be charged to concessionaires' account.
- Repair must be done by PIWAD personnel.

##### ii. **Leak after meter** - repair must be done by an outside plumber.

#### B. Replacement of Water Meter

Replacement Fee: ₱ 300.00

- Water meter shall be subjected to meter testing before its replacement.

##### **Reasons for replacement:**

- Defective/ Stuck up - Water meter registers no consumption though water is being used.
- Over registration - accuracy is above 102%
- Under registration - accuracy is below 98%
- Damaged due to calamity

#### C. Water Loss (After meter leak)

- Concessionaire can avail of 20% discount on water loss provided the leakage is reported upon knowledge or 10 days upon receipt of Statement of Account.
- Abrupt increase in water usage due to leakage caused by typhoon can be adjusted to average billing provided the concessionaire makes a formal complaint and/or request upon awareness or ten (10) days upon receipt of Statement of Account.

### 2. Re-Tapping/Relocation/Transfer of Water Service Connection

##### i. **Re-tapping** - Re-installation from the distribution line.

##### ii. **Relocation** - Transfer of water meter within the same premises.

- iii. **Transfer of Service Connection** – Transfer of water service connection from one location to another.

**Requirements:**

1. Photocopy of Proof of Ownership/Lease Contract where the water service connection shall be installed
- Concessionaire must request for inspection and shall be conducted by authorized personnel of the District.
  - Repair works for the Water Meter shall be done by an authorized PIWAD personnel

**3. Senior Citizen Discount**

- Article 12 Section 1 of Republic Act No.9994 otherwise known as the Expanded Senior Citizens Act of 2010 provides for the grant of a 5% discount on monthly water consumption provided it does not exceed 30 cum.

**Requirements:**

1. Application Form
2. OSCA ID
3. 2x2 Picture

**If applying thru a representative:**

- Authorization Letter
- Picture of Senior Citizen holding latest newspaper
- Valid ID of Representative

**Rules and Regulations:**

- Shall be applied and renewed every year thereafter.
- Discount shall apply to residential accounts only and shall be granted per household regardless of the number of senior citizens residing therein.
- In case the senior citizen has multiple accounts, only the account where he/she resides shall be entitled to the discount.

**4.Change of Registration**

- Transferring the ownership of water service connection to another user.

**Requirements:**

- Change Registration Form

- Proof for the change of registration

Examples:

1. Copy of Deed of Sale
  2. Death Certificated
  3. Lease Contract
- Attendance to Orientation/Seminar
  - Fee: P 200.00

## 5. Water Pilferages

- Any act of water stealing or unauthorized use of water. Violator shall be prosecuted pursuant to Section 31 (d) of Presidential Decree (PD) 198 otherwise known as the Provincial Water Utilities Act of 1973, as amended, and section 11 of the National Water Crisis Act of 1995 (RA 8041).

### Penalties:

- **First Offense**

Penalty + Computation of Estimated Water Loss

Unlawful Act	Penalty
Illegal Tapping/By-Pass Tapping	P25,000.00
Illegal Vending	
Illegal Sub-Connection	
Unauthorized use of Booster Pump	
Illegal Re-Opening	P10,000.00
Water Meter Tampering	
Illegal Change of Pipeline	
Unauthorized Transfer/Relocation	

- **Second Offense**

Automatic filing of criminal cas

## CHAPTER X: PIWAD TEXT BILL & ADVISORY SERVICE

- **PIWAD TEXT BILL & ADVISORY SERVICE**

Check your water bill anytime and receive water service advisories, updates, monthly billing and payment notification thru SMS.

### How to Enroll?

- **Register Online**

Sign-up at our Customer Contact Information Form thru this link: **<https://bit.ly/PIWADContactEnrollmentForm>**

- **Walk-in Registration**

You may also register thru our Customer Kiosk available at the Customer Lobby.

- **BILL INQUIRY**

To inquire your bill via text, just type the following:

PIWADBILL<space>ACCOUNTCODE<space>ACCOUNT NUMBER

Example:

PIWADBILL 123456 111-11-111 and send to **0918 928 1789**

## **CHAPTER XI: FEEDBACK AND COMPLAINTS**

1. Fill-up the Customer's Feed Back Form available at the Customer Area and drop the same in the suggestion box.

**Form 1** (Pink) – Commendation

**Form 3** (White) - Complaint

**Form 2** (Blue) - Request for Assistance

**Form 4** (Yellow) - Recommendation

2. Talk to the Public Assistance Counter personnel on duty.  
Send thru:

Email address - piliwd@hotmail.com

Website - [www.piliwaterdistrict.gov.ph](http://www.piliwaterdistrict.gov.ph)

Facebook Page - [www.facebook.com/PiliWater](http://www.facebook.com/PiliWater)

Mail - Pili Water District  
Sta. Rita Agro-Industrial Park  
San Jose, Pili, Camarines Sur, 4418

3. Call at PIWAD's Customer Service Number 0919-066-4617 or you may write your concerns through a letter addressed to:

**ANNAFE COLLAO-PATO**

General Manager

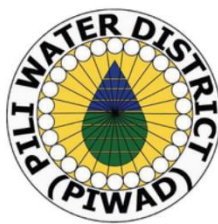
Pili Water District

Sta. Rita Agro-industrial Park,  
San Jose, Pili, Camarines Sur

## **DATA PRIVACY NOTICE**

PILI WATER DISTRICT respects your rights to privacy. We collect, acquire or generate your personal information, including but not limited to name, address, contact numbers, email address, mother's maiden, spouse's name, organization or business you are representing which you provide upon submission of application for new service connections and of requests to avail of other services that the District offers.

The District shall only use your personal information to fulfill the purpose in providing our services and shall not be used to any purpose in providing our services and shall not be used to any purpose that is contrary to law or in any manner which you were not notified of.



# PILI WATER DISTRICT

STA. RITA AGRO-INDUSTRIAL PARK,  
SAN JOSE, PILI CAMARINES SUR