



TERESA
WATER DISTRICT
— *Kaagapay sa tubig na dalisay* —

CITIZEN'S CHARTER
2020 (2nd Edition)

I. **Mandate:**

On February 15, 1999, the Teresa Water District (TERWD) was organized through Sangguniang Bayan (SB) Resolution No. 21 series of 1999 pursuant to the provision of Sections 3, 27, and 45 of Titles I and II of Presidential Decree 198, as amended, otherwise known as the Provincial Water Utilities Act of 1973 signed by former President Ferdinand E. Marcos. LWUA later issued a Conditional Certificate of Conformance (CCC) No. 536 on February 20, 2002 to establish the water district.

A water district is a government-owned and -controlled corporation with original charter based on the Supreme Court decision on G.R. Nos. 95237-38, which was promulgated on September 13, 1991 in an en banc.

Section 5 of P.D. 198, as amended states that purpose of a water district are the following:

- a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,
- b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- c) conducting such other functions and operations incident to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. **Vision:**

TERWD firmly uphold the principles of development, partnership and self-reliance as a keystone towards achieving a reliable economically viable and sound water supply system.

III. Mission:

We share our commitment to the people of Teresa, Rizal to improve their quality of life through the efficient and effective provision of clean, safe and potable water for every home.

IV. Service Pledge:

We, the officials and employees of Teresa Water District commit to:

T - imely respond to concessionaires problems and need and vital in pursuing their productive endeavors in particular and in achieving effective management and operation in general.

E - nsure health and sanitation of the water users through the provision of clean, safe and potable drinking water at fair price.

R - esponsive and functional relationship shall be developed and maintained with government agencies; LGU's, NGO's, Water District Associations, clientele and other institutions to achieve our objective.

W - atershed protection and development shall be vigorously pursued to conserve water source and sustain and improve quality and quantity of water supply.

D - evelopment and enhancement of employee personal and professional growth and well-being to increase work productivity, to ensure effective delivery of water services.

LIST OF SERVICES

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1. New Service Connection Application and/or Transfer of Service Connection

Person(s) who want to avail the water service connection of Teresa Water District and/or existing customer who want to transfer their existing service connection due to demolition or loss of property.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | All residents of Teresa, Rizal except those living within private subdivisions, where they have their own water service providers. |
| What are the requirements? | <ol style="list-style-type: none"> 1) Provided by TERWD: <ol style="list-style-type: none"> a) Filled out and signed New Water Service Connection Application and/or Customer Information Sheet; b) Inspection and Cost Estimate Report (ICER); c) Waiver for New Water Service Connection Application; d) Notarized Water Service Contract between TERWD and concessionaire; e) Promissory Note, if any 2) Provided by Client/Applicant: <ol style="list-style-type: none"> a) Photocopy of any valid ID of applicant (owner) and his authorized representative with three specimen signatures; <ol style="list-style-type: none"> i) Special Power of Attorney (SPA), in case of absence of the principal (Notarized); b) Barangay Clearance - Present and/or Installation address; c) 2 pcs. recent 2x2 ID picture with white background; d) Photocopy of the Proof of Ownership; e) Certificate of Birth, Death or Marriage to determine authority of signatories; f) Affidavit of Undertaking, if no proof of ownership (Notarized) 3) Other documents as may be required/needed by TERWD such as but not limited to Grant of Right of Way, Excavation Permits, Authorization from the Property Owner to Apply for Water Service Connection, Waiver for Private Lines, etc. |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|-------------|--|--|------------------------|-----------------------------|---------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Go to Customer Service Assistant (CSA) Frontline and apply for New Service Connection (NSC). | Give basic information on the procedure for the application of new service connection and/or transfer of service connection. Provide the client/applicant with Customer Information Sheet (CIS). | No fee(s) required | 5 minutes | CSA |
| 3 | Fill up and submit Customer Information Sheet (CIS), | Review the CIS submitted and accomplish the Application for Water Service Connection (AWSC). Advise customer to wait for the Inspection and Cost Estimate Report (ICER) or call 0917-861-1706 for the result of the investigation. | No fee(s) required | 10 minutes | CSA |
| 4 | Wait for 1 day to inspect and survey the area for connection. | Conduct inspection and survey. | No fee(s) required | 1 day | Inspector/Surveyor |

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|---|--|---|--|-------------------------------|------------------------------|
| 5 | Submit complete requirements to the CSA. | Retrieve AWSC, review documents submitted, compute total estimate, prepare forms for signature (Service Contract, Waiver, Promissory Note, etc.). | No fee(s) required | 2 minutes | CSA 1 |
| 6 | New Service Applicant attends orientation. | Conduct Orientation | No fee(s) required | 30 minutes | CSA 2 |
| 7 | Proceed to the cashier for payment of service connection fee, guarantee deposit and materials and labor (as per ICER). | Process payment and issue Official Receipt (OR). Indicate in the AWSC the Payment Details. | <ol style="list-style-type: none"> 1. Service Connection Fee - ₱3,500.00 2. Guarantee Deposit - ₱500.00 3. Materials and Labor (as per ICER) - amount indicated 4. Arrearages, if there is any | 3 minutes | Cashier |
| 8 | Present OR to the CSA. Sign the AWSC, Water Service Contract, Waiver and other documents. | Final review of documents, check documents if properly signed and inform the applicant on the schedule of installation | No fee(s) required | 5 minutes | CSA |
| 9 | Wait within three (3) working days to install water service connection | Install the Service Connection | No fee(s) required | within three (3) working days | Plumbers (Construction Team) |

2. Reconnection of Disconnected Service Connection

Reconnection of accounts disconnected for 90 days or less due to arrears or Temporary Disconnected Accounts.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | Disconnected Concessionaires |
| What are the requirements? | Water Bill/Water identification Number (WIN) |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|---|--|------------------------|----------------------|--------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to Cashier and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Proceed to the cashier for payment of water bill arrearages and corresponding reconnection fee. | Process payment and issue OR. | ₱100.00 and arrearages | 1 minute | Cashier |
| 3 | Present OR to the CSA for the scheduling of reconnection of service connection. | Print Service Request (SR) for reconnection and submit to dispatching section. | No fee(s) required | 5 minutes | CSA |
| 4 | Wait within five (5) hours for the reconnection. | Reconnect the service connection. | No fee(s) required | 5 hours | Plumber (Servicing Team) |

3. Request for Temporary Disconnection of Water Meter

Customer whose properties are vacant and has no water user for more than one month are advised to have their service connection temporarily disconnected to avoid monthly minimum billing.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | TERWD Concessionaires |
| What are the requirements? | 1. Voluntary Disconnection Form (VDF); 2. Photocopy of any valid ID of applicant (owner) and his authorized representative with three specimen signatures. |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|--|---|---|----------------------|-------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to the CSA and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Present required documents for review. | Verify and review the documents presented and advise customer for payment of the required fees. | No fee(s) required | 5 minutes | CSA |
| 3 | Proceed to the cashier for payment of outstanding water bill and corresponding voluntary disconnection fee | Process payment and issue OR. | ₱100.00 and outstanding water bills and charges | 1 minute | Cashier |

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|---|---|--|--------------------|-----------------------------|--------------------------|
| 4 | Present OR to the CSA for the scheduling of voluntary disconnection of service connection | Prepare Service Request (SR) for voluntary disconnection and submit to dispatching section | No fee(s) required | 5 minutes | CSA |
| 5 | Wait within two (2) days for the disconnection. | Disconnect the service connection. | No fee(s) required | within two (2) working days | Plumber (Servicing Team) |

4. Request for Change in Account Data and Information

Customer may request change in account data and information.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | TERWD Concessionaires |
| What are the requirements? | <ol style="list-style-type: none"> 1) Change of Account Name Request Form (COARF); 2) Photocopy of any valid ID of applicant and his authorized representative with three specimen signatures; <ol style="list-style-type: none"> i) Special Power of Attorney (SPA), in case of absence of the principal (Notarized); 3) Proof of Ownership (Photocopy of any of the following) <ol style="list-style-type: none"> a) Land Title b) Deed of Sale c) Waiver of Rights d) Birth, Marriage, or Death Certificate |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|---|---|--------------------|----------------------|-------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to the CSA and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Present required documents for review. | Verify and review the documents presented and advise customer for payment of the required fees. | No fee(s) required | 10 minutes | CSA |
| 3 | Proceed to the cashier for the payment of corresponding change name fee. | Process payment and issue OR. | ₱300.00 | 1 minute | Cashier |

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|---|---|---|--------------------|------------|-------|
| 4 | Present OR to the CSA. | Prepare forms for signature (Water Service Contract, Waiver and other documents). | No fee(s) required | 10 minutes | CSA 1 |
| 5 | Attend orientation if you do not have active service connection. | Conduct Orientation | No fee(s) required | 30 minutes | CSA 2 |
| 6 | Review and sign the Water Service Contract, Waiver and other documents. | Update the records of the customer | No fee(s) required | 5 minutes | CSA |

5. Verification of Water Bill - High Consumption and/or Erroneous Reading

Customer may request for inspection of water service connection if the water billed resulted to an abrupt increase in water consumption. This is to determine the possible causes of high consumption or erroneous reading.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | TERWD Concessionaires |
| What are the requirements? | Water Bill/Water identification Number (WIN) |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|---|---|--------------------|-------------------------------|------------------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to the CSA and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Provide additional data/information to frontline staff. | Conduct preliminary evaluation; review consumption history and prepare Service Request (SR), if needed. | No fee(s) required | 10 minutes | CSA |
| 3 | Wait within three days for the inspection. | Conduct inspection and advise customer on the findings. | No fee(s) required | within three (3) working days | Plumber/Inspector (Servicing Team) |

6. Request for Meter Testing

Customer may avail of this service to check the efficiency of his water meter because of abnormal water consumption. If the water meter was in good working condition and passes all the standards set, the customer may be charged of ₱300.00 for meter testing fee to be added to his next month's water bill.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | TERWD Concessionaires |
| What are the requirements? | Water Bill/Water identification Number (WIN) |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|---|--|--------------------|-------------------------------|--------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to the CSA and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Provide additional data/information to the CSA. | Conduct preliminary evaluation; review consumption history and prepare Service Request (SR), if needed | No fee(s) required | 10 minutes | CSA |
| 3 | Wait within three days for meter pullout | Pull-out meter for testing. | No fee(s) required | within three (3) working days | Plumber (Servicing Team) |

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|---|---|--|--|---------|--------------------------|
| 4 | Witness the meter testing conducted | Conduct meter testing. If the water meter was in good working condition and passes all the standards set, the customer may be charged of ₱300.00 for meter testing fee to be added to his next month's water bill. | ₱300.00, may be charged to his next month's water bill | 1 hour | Instrument Technician |
| 5 | Acknowledge the result of meter testing by signing on the SR/Certificate. | Reinstall or replace water meter. | No fee(s) required | 2 hours | Plumber (Servicing Team) |

7. Processing of Service Requests

Customer requests for change of water meter, inspection for water quality and flow of water supply.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | TERWD Concessionaires |
| What are the requirements? | Water Bill/Water identification Number (WIN) |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|--|--|-----------------------------------|-------------------------------|--------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to the CSA and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| | For Service Requests accepted through phone: Give complete details as to the type of service requests | Ask the customer's information to address his service request. Prepare Service Request (SR). | No fee(s) required | 10 minutes | CSA |
| 2 | Give complete details as to the type of service requests | | | | |
| 3 | Wait within three days for the inspection. | Inform the customer on the result of the inspection and the recommended action. | No fee(s) required | within three (3) working days | Plumber (Servicing Team) |
| 4 | Proceed to the cashier for payment of corresponding fees. | Process payment and issue OR. | Cost of Water Meter (Lost/Stolen) | 1 minute | Cashier |

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| | | | Costs of Fittings to be Replaced | | |
| | | | Leak Repairs - NONE | | |
| | | | Change Water Meter (Stuck/Defective) - NONE | | |
| 5 | Wait within three days for the installation of water meter and/or repairs | Prepare the Maintenance Order (MO) and forward to the dispatching team | No fee(s) required | Within three (3) working days | Plumber (Construction Team) Plumber (Pipelines and Appurtenances Maintenance Team) |

8. Issuance of Official Receipt for Payment of Water Bill

Customers paying their water bills and other charges.

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| Schedule of Availability of Service | Monday to Friday – 08:00am to 05:00pm (No Noon Break) |
| Who may avail the service? | TERWD Concessionaires |
| What are the requirements? | Water Bill/Water Identification Number (WIN) |

| Step | Client/Applicant | Service Provider | Fees to be Paid | Duration of Activity | Person Responsible |
|------|---|--|--------------------|----------------------|-------------------------|
| 1 | Go to Public Assistance and Complaints Desk (PACD) Officer-of-the-Day for assistance. | Ask customer's concern and give priority number. Direct customer to the CSA and wait for turn. | No fee(s) required | 1 minute | PACD Officer-of-the-Day |
| 2 | Proceed to the cashier for payment of water bill, | Process payment and issue OR. | Total Amount due | 5 minutes | Cashier |

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback | <ul style="list-style-type: none"> Accomplish our Feedback Form and put it in the drop box at the Public Assistance and Complaints Desk (PACD). Through email at terwd@yahoo.com . Call (02)7502-3624 or 0917-861-1706. Talk to our Officer-of-the-day. |
| How feedbacks are processed | <p>Weekly, every Monday, PADO or assigned Commercial Division personnel opens the drop box and consolidates all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the Office of the General Manager, who are required to answer within three (3) days from receipt of feedback.</p> <p>Answers to feedback are relayed to the citizen.</p> <p>For inquiries and follow ups, clients may contact (02) 7502-3624 or 0917-861-1706.</p> |
| How to file a complaint | <ul style="list-style-type: none"> Accomplish our Feedback Form and put it in the drop box at the Public Assistance and Complaints Desk (PACD). Through email at terwd@yahoo.com . Call (02)7502-3624 or 0917-861-1706. Talk to our Officer-of-the-day. |
| How complaints are processed | <p>Weekly, every Monday, PADO or assigned Commercial Division personnel opens the drop box and consolidates all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the Office of the General Manager, who are required to answer within three (3) days from receipt of feedback.</p> <p>Answers to feedback are relayed to the citizen.</p> <p>For inquiries and follow ups, clients may contact (02) 7502-3624 or 0917-861-1706.</p> |

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| Contact Information of TERESA WATER DISTRICT (TERWD) | 24-hour hotline: (02) 7502-3624 or 0917-861-1706 |
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| Office | Address | Contact Information |
|-----------------------|---|---------------------------------|
| TERESA WATER DISTRICT | Omega Subd., Brgy. San Gabriel, Teresa, Rizal | (02) 7502-3624 or 0917-861-1706 |

For strict compliance:



MARNELLE D. MAALA-REYES
General Manager