

LCWD  
Operational  
Manual  
2017



# LIGAO CITY WATER DISTRICT

Natera St. Dunao Ligao City

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## **INTRODUCTION**

The Operational Manual of the Ligao City Water District shall serve as guide for its officers and employees in carrying out their assigned tasks in their respective aspects of operations.

Embodied in this Manual are the General Information about the water district, including the organizational structure and responsibilities, and the standard operating procedures to be observed in the key areas of operations which are: water service facility management and water service distribution management.

One important consideration of this Manual is the attention given to initiatives that address climate change resiliency and water security goals of the Water District being the water service provider of the City. Climate change resiliency is given utmost importance as this as posed huge threats to the provision of a basic need, which is water. Water security, on the other hand, is closely related to climate change left unresolved. As such, the result of vulnerability assessment conducted plays an important role in framing the goals and the corresponding initiatives and action plans that compose this Business Plan. There are other threats that are not necessarily climate-related but contribute significantly to the vulnerability of the water supply system of LCWD. One of these is the high NRW level, which poses threats to inadequacy of supply at the distribution level and inefficiency in the delivery of water services. This is not climate-related, but can be aggravated by climate change effects and adversely impacts water services and security, in general. Both climate and non-climate factors contributing to the vulnerability of the system in general are addressed in the LCWD Manual.



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## DEFINITION OF TERMS

LCWD	-	Ligao City Water District
PD	-	Presidential Decree
Category C	-	The categorization is a two-stage process. The initial stage is categorization Based on the Number of Active Service Connections. For Category C a service Connections of at least 3,000. The second stage of categorization considers the Following factors: Gross Revenues, Total Assets, Net Income before Interest And Depreciation, and Staff Productivity Index.
SOA	-	Statement of Account
PPE	-	Property Plant and Equipment
PR	-	Purchase Requisition
HPC	-	Heterotrophic Plate Count
LWUA	-	Local Water Utilities Administration
PhilGEPS	-	Philippine Government Electronic Procurement System
FO	-	Field Operations
MO	-	Maintenance Order
SR	-	Service Request
DV	-	Disbursement Voucher
BUS	-	Budget Utilization Slip
JEV	-	Journal Entry Voucher
GL	-	General Ledger
RIS	-	Requisition and Issuance Slip
SDs	-	Supporting Documents, such as Sales Invoice, Purchase Order, Job Order,  Statement of Account



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## **GENERAL INFORMATION**

This section contains the company profile, such as the mandates and functions, its mission and vision, its short history, the list of water sources and the areas of operations.

## **OPERATIONAL CONTROL AND SUPERVISION**

The powers of authority are described in this part as well as the supervisory and operational Controls.

## **UTILITIES RULES AND REGULATIONS**

The rules and regulation that govern the Ligao City Water District operation and service.

## **OPERATING PROCEDURES**

Contains the step-by-step procedures and work instructions of Ligao City Water District. Activity flow charts are used to illustrate the different processes involved in daily operations.

## **MANDATES AND FUNCTIONS**

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



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## MISSION

A Government Owned and Controlled Corporation (GOCC's) performing public service and supplying public wants, the Ligao City Water District is envisioned of maintaining the needs of consuming public within the service areas of Ligao City, by way of providing an affordable safe potable drinking water service in accordance with the national standards for drinking water.

## VISION

To improve and maintain the health and welfare of the residents within the service areas of Ligao City by providing adequate and safe water supply services; To expand its water service facilities in some areas of Ligao which are not yet serviced by the water district; To improve marketing efforts by initiating massive marketing campaign to attain the projected number of connections; and to further improves the water district's financial position.

## HISTORY

The Ligao-Oas Water District was joined by virtue of the Sanguniang Panlalawigan of Albay Res. No. 93-A on July 23, 1979. It was formed mainly for the acquisition, installation, improvement, maintenance and operation of water supply and distribution system for domestic, industrial, municipal, agricultural uses of residents and lands within the boundaries of the district. It was granted conditional certificate of conformance (CCC no. 149) on April 13, 1981, by the Local Water Utilities Administration after it has complied of the legal requirements Presidential Decree No. 198. Categorized as "average category". In January 28, 2003 the Board of Trustees of the local Water Utilities Administration (LWUA) in its 687<sup>th</sup> regular meeting adopted Res. # 20 series of 2003. Said resolution treats on the annexation from the services area of Ligao- Oas Water District (LOWD). Pursuant to this resolution LOWD acquires a new name. Its Conditional Certificate of Conformance was amended to read Ligao City Water District. Appended to this resolution is a Memorandum of Agreement entered into by and between GM Mateum representing Ligao City Water District and the municipal mayor of Oas. The covenant which was duly approved by the Board of Trustees of LWUA include a sharing in the rate of 67% for Ligao and 33% for Oas .DE annexation was affected and share of Oas in the assets and liabilities were as of December 31, 2016 all powers expressly granted by PD 198 as amended by P.D 1479 and R.A 9286, necessary implied from an incidental to the powers and purpose above mentioned are exercised and performed by the Board of Directors. It is composed of Five (5) Members representing sectors for professional, civic, education, business and women. They are the policy making body of the agency.

March 2012, Ligao City Water district categorized as "C" Water District with total active service connection of 8172 households as of December 31, 2016. All active connection were metered, however not all metered connection were billed. LCWD is presently headed by Mrs. Consorcia P. Rañosa, as Acting General Manager after taking over the position from the late Manolito T. Mateum last quarter of 2009. LCWD has 49 plantilla positions approved by the Department of Budget and management.



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### DETAILS OF WATER SOURCE

As of June 2017

Source of Supply	Number	Rated Capacity (lps rating)	Rated capacity (cu-m)
Wells	3	20.35 lps	52,747.2 cu-m
Springs	4	98.2 lps	254,534.4 cu-m
TOTAL	7	118.55 lps	307,281.6 cu-m



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## **AREAS OF OPERATION**

Barangays that are served by Ligao City Water District as of December 2015

### **City of Ligao**

Herrera  
Tobgon  
Batang  
Pinit  
Layon  
Bay  
Tuburan  
Paulog  
Calzada  
Imperial  
Tinago  
Bagumbayan  
Guilid  
Binatagan  
Sta. Cruz  
Bonga  
Tomolin  
Tagpo  
Cavasi  
Tinampo  
Ranao- ranao  
Bobonsuran

### **Municipality of Oas**

Calzada, Rizal and Bonguran



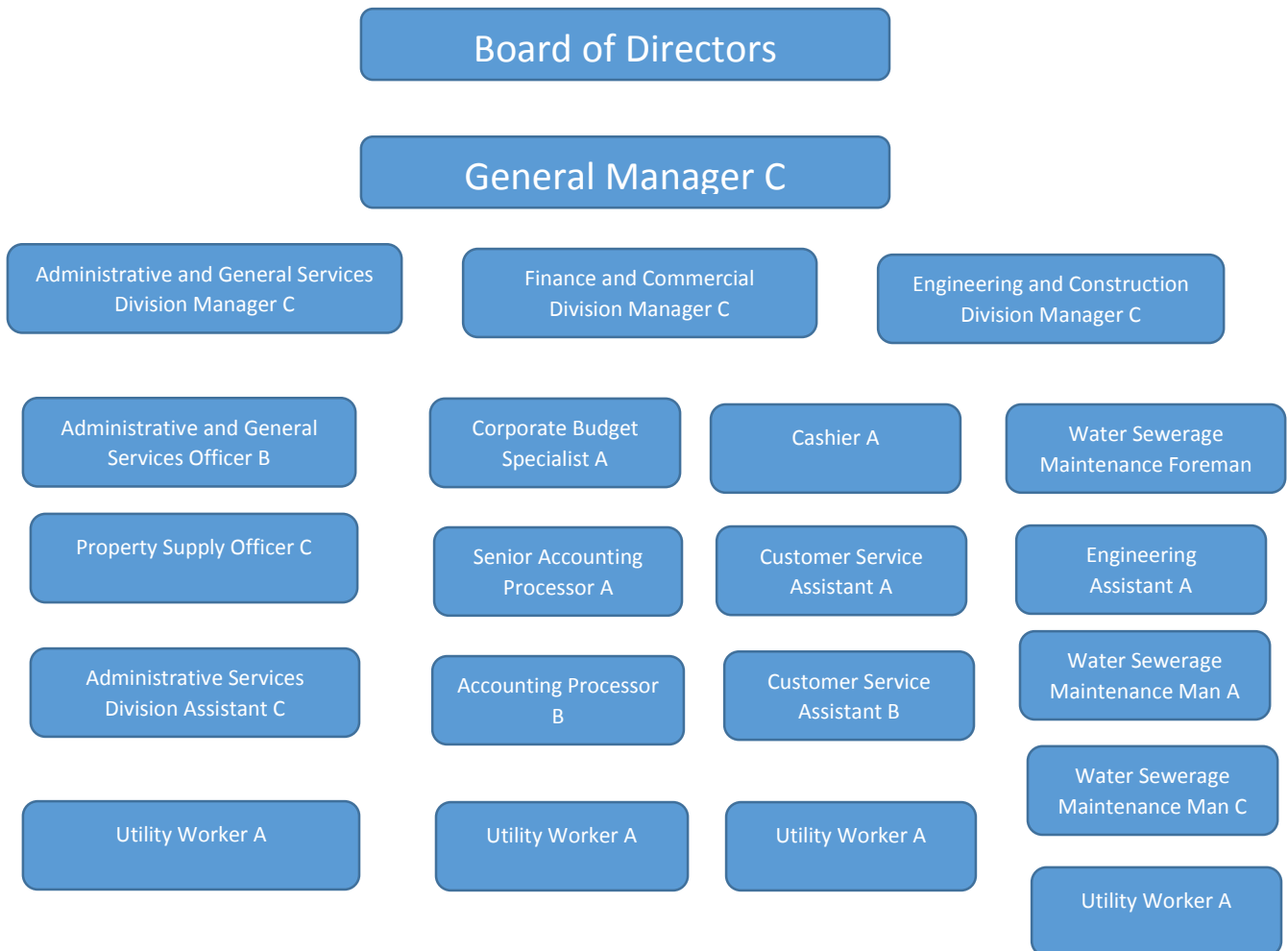


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## Organizational Structure





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## Financing Availability

Like all other Water Districts in the country, the LCWD prepares and implements budgets on an annual basis and is dependent on the revenues projected to be generated for the year. The primary source of the revenues come from the water sales and such is used to fund the requirements of the District for the year. These requirements include the operating maintenance expenses, debt service, capital expenditures, the reserve and contingency appropriations. Huge investments are usually amortized after contracting loans from either the Local Water Utilities Administration (LWUA) or the development banks of the Government like Development Bank of the Philippines (DBP) and Land Bank of the Philippines (LBP).

## Hazards and Risks

The following hazards and risks are of important considerations in framing the initiatives and prioritizing the same given the limited resources of the district.

- Inadequate water supply due to high Non Revenue Water (NRW)
- Inadequate revenue generation due to high Non Revenue Water (NRW)
- Intrusion of contaminants due to flooding
- Vandalism at sources due to absence of fence
- Intrusion of contaminants during low pressure due to deteriorated pipes submerged in canals and drainages
- Water quality issue due to tapping of service connection lines at raw water line
- Facility damaged upon underground movement due to landslide, flood and/or earthquake
- Contamination due to intrusion of contaminants during conduct of repair of motors, pumps and other appurtenances

## DUTIES AND RESPONSIBILITIES

### The Primary Functions

**Board of Directors** is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

**Acting General Manager** is responsible for full supervision and control of the maintenance and operation of water district facilities. Other duties shall be determined and specified from time to time by the Board.



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**Administrative and General Service Division** is responsible for general service. It is in-charge of the procurement; assists in the implementation of special projects program, seminars and trainings. Also responsible for the recruitment and retention of highly qualified employees for the agency.

### **Finance and Commercial Division**

**Finance Division** is responsible for the collection, deposits and disbursements; it is also responsible in recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management; also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance.

**Commercial Division** provides customer services to the concessionaire/client. It is divided into two sections namely: Customer Accounts Section is responsible for meter reading, billing and posting of penalty, assists in the recording and posting of payments and monitoring of the customer service requests and complaints, for the marketing strategies/program implementation and public information and in inspection and investigation regarding water connection.

**Engineering and Construction Division** is responsible for the management of the water systems, maintenance operations. Maintenance Section is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service main lines.

**Production and Water Quality Division** is responsible for the pumping operations and water distributions. Monitors the water quality and pressure. In-charge for the pumping facilities maintenance, gathering and keeping data analysis.

## **OPERATIONAL CONTROL AND SUPERVISION**

The **Acting General Manager** shall exercise operational control and supervision over the following duties:

1. Implementation of agency's utility rules and regulation;
2. Plans and program of the Water District;
3. Conduct staff and committee meetings;
4. Prepare memoranda/letters;
5. Communications;
6. Preparation of agenda for board meeting.
7. Decision-making authority in all matters affecting the district's operations.



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## **Administrative and General Services Section:**

1. Recruitment, Selection and placement (Issuance of Appointment);
2. Leave Administration;
3. Trainings/Seminars/Workshop/Orientation/Sessions;
4. General Services Report;
5. Procurement Services;
6. Keep and Maintain of Employees files and records such as 201 files, service records;
7. Employees Payroll;
8. Process Employee's information and certifications.
9. Supervise employee's performance; compliance on submissions;
10. Maintaining the current employees through coaching and counseling.

## **Finance Section:**

1. Preparation of Financial Statement;
2. Preparation of Annual Budget;
3. Trial Balance;
4. Preparation of Disbursement Voucher, Budget Utilization Slip and Journal Entry Voucher;
5. Statement of Bank Reconciliation;
6. Preparation and submission of Alphalist of withholding taxes, annual registration fee, Franchise Tax and Income Tax Return;
7. Preparation of contribution and payment of BIR, GSIS, HDMF, Philhealth and Dues;
8. Liquidation of Cash Advances;
9. Preparation and releasing of Checks and Registry;
10. Cash Management (Collection, Deposits and Petty cash Fund);
11. Maintain Property History Card;
12. Monthly Depreciation schedule;
13. Materials and Supplies Inventory;
14. Payroll and Benefits administration
15. Issuance of Official Receipts for water bills payment.

## **Commercial Section:**

1. Processing of Application for: New water service connections, change name and senior citizen discount;
2. Monthly Meter Reading and Billing;
3. Posting of Penalty;
4. Preparation and posting of Billing Adjustment Memo;
5. Disconnection of concessionaire's services with delinquent account;
6. Reconnection of water services
7. Investigation;



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8. Repair and checking of water services;
9. Schedule of Accounts Receivable;
10. Preparation and submission of reports.

### Engineering and Construction Section:

1. Installation of New Water Service Connections;
2. Mainline Reconnection;
3. Repair of Leaking Pipes, Broken pipes and broken meters;
4. Relocation of Meter and Change meter;
5. Disconnection of Mainline;
6. Restoration;
7. Repair/ Calibration of water meter;
8. Flushing of Hydrants;

### Production Section:

1. Operation of water disinfection (chlorination)
2. Potability and chemical Test;
3. Ensuring of 24/7 availability of water;
4. Monitoring and maintenance of pump and pump equipment;
5. Monthly Production Report
6. Operation and maintenance of Generators;
7. Facility Maintenance.

## UTILITY RULES AND REGULATIONS

The Board of Directors of the Ligao City Water District, pursuant to policy-making power vested by law under the pertinent provisions of Presidential Decree 198 as amended, hereby ordains this Utility Rules and Regulations as follows:

**SECTION 1. TITLE AND COVERAGE** – This document shall be known as the “Utility Rules and Regulations (URR) Governing the Operations of Ligao City Water District’. This URR shall govern the operations of LCWD and be made to apply to all its concessionaires and those who will avail of the services provided herein.

**SECTION 2. DEFINITION OF TERMS** – For purposes of this URR, all words herein used in the present tense shall include the future tense; all words in the plural number shall include the singular number; all words



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in the singular number shall include the plural numbers, all words in the masculine gender, shall include the feminine gender.

Whenever the following words and phrases set forth in this section are used, they shall, for the purposes of these regulations have the meanings, respectively prescribe to them in this section.

- a. **Board of Directors** – the policy making body of LCWD.
- b. **Management** – the Acting General Manager and other executive staff in charge of the day-to-day operations of the LCWD.
- c. **Water District/LCWD** – The Ligao City Water District, its Acting General Manager and other appointed officers and any other persons or body vested with the responsibility and jurisdiction in matters pertinent to the Water District.
- d. **Service Connection** – the tapping from the main distribution line to the curb line and the setting of the water meter and the necessary meter protective device.
- e. **Water Meter** – a device used in measuring the volume of water consumption.
- f. **Cost** – Labor, material, transportation expenses, supervision engineering and all other necessary overhead expenses.

## SECTION 3. GENERAL POLICIES ON WATER SERVICE

**3. a. Metering Policy** – It is a declared policy of the LCWD that all water service connections are to be metered. The water meter shall be installed outside the premises of the concessionaire or not more five meters (5m) away from the tapping point.

The furnishing of free water to the general public at public faucets is a function of the local government unit and the latter may apply for the installation of such service to the District. All water consumed through public faucets shall be charged as government class.

The jurisdiction and responsibility of LCWD shall end at the water meter. The District is in no case liable for damages after the water meter. In case LCWD filed suit for collection of pilferage, theft, or other violations, litigation costs shall be at the expense of the defendant.



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No water is to be delivered without charge except for fire fighting purposes only.

**3. b. Exemption from Governmental Fees** – LCWD is not covered by the requirement of securing permits and fees from the municipal, provincial and national government, in the excavation and pipe laying in connection with District's expansion and improvement projects. LCWD is authorized to construct, excavate, any works along, under or across and road or street, watercourse, or conduit or any manner, which will afford security for life and property.

**3. c. Individual Service Line** – Every edifice, building, house or dwelling unit must be provided with a separate service line and meter. No sub connection of service line shall be allowed except when there is no available mainline, in such case, the following procedures shall be followed:

1. The applicant shall secure a written authorization from the owner of the existing service line.
2. The Sub connection shall be relocated once a mainline is constructed.
3. In some other cases wherein there is an available mainline but needs to be sub connected, the Acting General Manager may allow sub connection of service line, on special cases and for justifiable reason.

**3. d. Anti-Pilferage** – No person—whether natural or—shall tap, make or cause to be made any connection with water lines without prior authority or consent from the LCWD. It is also declared unlawful for anyone to tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other devices to steal water or interfere with accurate registry or metering of water usage, or otherwise results in its diversion in a manner whereby water is stolen or wasted. Anyone caught doing any of these acts shall be charged Six Thousand Pesos (6,000.00).

Based on existing laws, it is declared unlawful for any person to:

1. Destroy, damage or interfere with canal, dam, service reservoir, water mains, water distribution, pipes or water works, appliance, machinery buildings, or property of the LCWD.
2. Do any malicious act which shall injuriously affect the quantity or quality of water delivered by the LCWD or the supply conveyance, measurement, or regulation thereof, including the prevention of, or interference with LCWD personnel engaged in the discharge of duties connected therewith;
3. Prevent, obstruct and interfere with the survey, works and construction of access road and water mains and distribution network and any related works of the LCWD.
4. Tap, make or cause to be made any connection with water lines without prior authority or consent from the LCWD.
5. Tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other device to steal water or interfere with accurate registry or metering of water usage, or otherwise result in its diversion in a manner whereby water is stolen or wasted;



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6. Use or receive the direct benefit of water service with knowledge that diversion, tampering, or illegal connection existed at the time of that use, or that the use or receipt was otherwise without authorization of LCWD.
7. Steal or pilfer water meters, main lines, pipes and related or ancillary facilities of the LCWD.
8. Steal water for profit or resale;
9. Knowingly possess stolen or tampered water meters and;
10. Knowingly or willfully allow the occurrence of any of the above (pursuant to Water Crisis Act, as amended).
11. Removing any parts of the service connection (before the meter) without the authorization of LCWD.
12. Extending water service connection to others outside the premises as temporary or permanent water service, without the authorization of LCWD.

**3.e. Pressure Condition** – All applicants for service connections or water services shall be required to accept such condition of pressure and service as provided by the distributing system at the location of the proposed connection and shall agree to hold the District blameless for any damage arising out of law or high pressure conditions interruptions of service.

**3.f. Maintenance of Water Pressure and Shutting Down for Emergency Repair** – In case of emergency repair, the LCWD may shut off its water supply or reduce water pressure when necessary, in which case LCWD shall not be held liable for any damages that may be incurred by the concessionaire as a result thereof. It reserves the right to discontinue service while making emergency repairs or for causes, which in the discretion of the district necessitates such discontinuance. Concessionaires who are dependent on a continuous supply of water should provide their own storage. The LCWD shall make prior announcement of any scheduled water interruption to the affected concessionaires.

**3.g. Maintenance of Water Pressure and Shutting Down for Emergency Repairs** – In cases of emergency repairs, the LCWD may shut off its water supply or reduce water pressure when necessary, in which case LCWD shall not be held liable for any damages that may be incurred by the concessionaire as a result thereof. It reserves the right to discontinue service while making emergency repairs or for causes, which in the discretion of the District necessitates such discontinuance. Concessionaires who are dependent on a continuous supply of water should provide their own storage. The LCWD shall make prior announcement of any scheduled water interruption to the affected concessionaires.

**SECTION 4. APPLICATION FOR SERVICE CONNECTION; WHO MAY APPLY**- Any natural or juridical person may avail of the services of the District provided that the following requirements are complied with, to wit:

1. For individual applicants:
  - a. Photocopy of valid ID with picture
2. For juridical entity such as business firm or corporation:





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- a. Photocopy of all pertinent business registration/documents

Notarized lease agreement or a written authority from the lessor shall be required from lessee applying for water service connection. Once the application is approved and upon payment of the required fees and submission of necessary documents, the applicant shall be required to sign the service application and a contract for water services. The concessionaire shall be oriented by the authorized LCWD representative of the terms and conditions of the SACO as well as the existing policies of the District.

**SECTION 5. APPLICATION ON INSTALLMENT BASIS-** Any applicant who wishes to apply for a new connection but is found unable to pay the corresponding charges and fees may be allowed the opportunity by paying only the registration, service charge and meter maintenance fee, provided, he/she must provide a certificate of indigence from the Barangay office.

However, the cost of materials shall be paid within three months from date of actual use of service connection to be equitably added in the succeeding monthly water bill of the subject concessionaire.

**SECTION 6. INSTALLATION OF WATER SERVICE CONNECTION-** The service connection or laterals from the LCWD distribution line shall be installed by its authorized representative only after the requirements stated under Section 4 and the payment of the required fees are complied with including all other conditions as may be imposed by LCWD.

**Connection6.a. Size and Location of Service** - LCWD reserves the right to determine the size of service connection and its location with respect to the boundaries of the premises to be served.

**6.b. Required Service Connection Fittings-** For every service connection, the District shall determine the necessary fittings to be used and shall be equipped with a gate valve on the inlet side of the meter for the exclusive use of the District in controlling the water supply through the service lateral.

It shall be explicitly agreed if the gate valve is damaged through the fault or negligence of concessionaire to the extent requiring replacement, such replacement shall be made at the concessionaires' expense.

**6.c. Maintenance of Service Connections** – The District shall maintain the service laterals extending from the service mainline up to meter including the meter. Provisions and maintenance of all pipes and fixtures extending after the water meter towards the concessionaire's premises shall be shouldered by the concessionaire.

**SECTION 7. DISTRICT RATES AND CHARGES** – All water rates and charges shall be set by a formal resolution of the Board of Directors of the Ligao City Water District and the Board of Trustees of the Local Water Utilities Administration shall confirm the approved water rates. The District shall adopt the



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Approved Water Rates as per LWUA Board Resolution No. \_\_ Series of 20 \_\_. (See attached schedule of approved water rates).

**7.a. Meter Maintenance Fee** - The Ligao City Water District shall supply the water meter of the concessionaires to be installed conspicuously outside the premises to provide easy access to Meter Readers and Service Crews and to minimize the possibility of meter tampering. Said concessionaire shall protect the meter from any damage and shall pay the total cost of the meter if damaged or stolen.

**7.b. Materials for New Connection-** All materials to be used for new service connections from the mainline to the water will be directly purchased at the Ligao City Water District office to make it convenient for the applicant and to safeguard the interest of the District as far as the use of good quality materials is concerned.

**SECTION 8. OBLIGATIONS OF THE CONCESSIONAIRE-** The Concessionaire is bound to abide by the rules and regulations of the District as stipulated in the Service Application and Construction Order, as well as applicable provisions of the URR. Moreover, the concessionaire shall:

1. Pay promptly and regularly the water bill and other miscellaneous charges.
2. Protect the water meter from physical damage and loss. Concessionaire shall provide of water meter whether the water meter is installed within or outside the premises. The grill box or any protective device should not be a cause for inconvenience in conducting meter reading and routinary investigations.
3. Check all the materials and fittings paid for the applied service connection. Any fittings paid for by the concessionaire but not installed should be reported to the office for immediate investigation.
4. Report immediately to the District any leakage or damage in any portion of his service connection. In case of failure to report the same, the concessionaire may be held liable for the resulting damage due to his failure.

**SECTION 9. FIRE AND PROTECTIVE SERVICE CONNECTION-** This service shall be used only for water consumed in the extinguishing of fires. Upon the completion of the installation the valve governing the same will be closed and shall remain so until a written order is received from the owner of the premises served by the reason of the installation, maintenance, use, fluctuation, or pressure or interruption of supply.



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If water is used through fire connection for any other purpose than the extinguishing of fires, the Board shall have the right to place the meter on the fire connection at the owner's expense to shut off the entire water supply of the premises. Upon the installation of such meter, the water rates as adopted by resolution under the provided provisions of Section 7 herein apply.

The Board shall have the right to take a domestic, commercial or industrial service from the fire connection at the curb to supply the same premises as those to which the fire service connection belongs. The Board shall have the right to determine the proportion of the installation cost properly chargeable to each connection, if such segregation of costs shall become necessary.

The Board reserves the right to install on all fire connections a check valve of a type approved by the Board of underwriters and to equip the same by passmeter; such installation shall be at the expense of the owner of the property and the regular domestic water meters as set forth by resolution hereof shall apply for all water used through such service except for fire protection purposes only.

**SECTION 10. SUPPLY FOR FLUSHING HYDRANT-** An applicant for temporary use of water from a Flushing hydrant must secure a permit thereupon from LCWD and pay the regular fee charged for the installation and removal of a meter to be installed on said hydrant, or in the case of the un-metered installation, for the permits required for such usage.

Each applicant shall provide himself with a hydrant wrench necessary to operate such hydrant and install a separate shutoff with restricting orifice to minimize the damage by the consumers used to an extent requiring repair or replacement such repair or replacement shall be made at the consumer's expense.

**SECTION 11. WATER BILLS-** Water bills are payable at the LCWD office on the date the notices or statement of accounts are delivered to the concessionaire or his/her agent as designated in the application and shall be delinquent fifteen (15) days thereafter. A penalty charge of ten percent (10%) is added to all water bills not paid after due date. Service may be discontinued without further notice if payment of such bills is not made prior to disconnection date.

Failure to receive Statement of Account does not relieve a concessionaire from liability. Any amount due shall be deemed a debt to the LCWD and any person, firm, or corporation failing, neglecting or refusing to pay said indebtedness shall be liable to a civil action in the name of the District in any court of competent jurisdiction for the amount hereof.

**SECTION 12. METER READING AND BILL TENDING SCHEDULE-** The meter reader will read the water consumption on a monthly basis, and tender the statement of account to the concessionaire which



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contains the corresponding amount of consumption (present and previous), billing due date, disconnection date, arrears if any, among others.

After the lapse of fifteen (15) days from the reading date, the account shall be due for payment.

**SECTION 13. GUIDELINES FOR METER READING-** If the water meter is 100% accurate, present reading of figures indicated therein at the time of reading less previous reading shall be the total consumption in cubic meter.

1. If the water meter is not 100% accurate due to:
  - a. Stuck-up meter- the basis will be the average consumption for the preceding three (3) months.
  - b. Unreadable meter- (i.e. buried or partially buried meter, dirty meter, moisture of the glass, closed gate) it will be charged the minimum consumption. When actual reading reflects a higher consumption from the previous billing, the difference will be charged on the next billing period.
2. In case of stuck-up , dirty and moisture meter replacement of water meter will be made, and in the case meter has been enclosed by gate or construction done by the concessionaire, meter site transfer will be made by the representative of LCWD.
3. If the water meter is stolen, the basis will be the average consumption for the preceding three (3) months.

**SECTION 14. DISPUTED BILLS-** In the event a concessionaire makes a complaint that his/her water bill is excessive, re-read shall be made on the meter and an investigation shall be done to determine the cause. In the event that the Service Investigator found no reason, said water meter shall be pulled out for recalibration. Should there be no reason to adjust said bill and the consumer continues to contest this, it shall be referred to the Acting General Manager for final ruling, subject to the rights of the concessionaire to appeal said ruling.

**SECTION 15. REFUNDS AND ADJUSTMENTS-** If for any reason, a concessionaire becomes entitled to a refund as for over payment or other just cause, a demand shall be made by the concessionaire to the District to refund such over payment and subject to the approval of the Acting General Manager or his delegated representative. The amount overpaid shall be credited to the concessionaire's account.

**SECTION 16. WATER METER; OWNERSHIP, LOCATION AND PROTECTION-** All water meters shall remain the absolute property of the District. The LCWD has the right to set and maintain a water meter on any connection. In case of disconnection, the water meter shall be turned over to the LCWD. All water meters



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should be installed at a place to be determined by the district which is convenient for the meter readers, plumbers and personnel of LCWD to read, maintain and disconnect. If requested, the water meter may be installed inside the concessionaire's premises, provided, the concessionaire can guarantee the accessibility of water meter at any given time. In addition, he must sign a waiver not to make complaint in the billing on ground that the meter is not properly read due to its location.

The concessionaire shall be held liable for any damage or loss to the meter due to his fault or negligence. However, in case of damage to water meter, due to ordinary wear and tear that rendered it unserviceable, the replacement shall be borne by the district. In case of lost water meter due to theft robbery, the concessionaire shall be held liable for the replacement of the water meter. The concessionaire shall pay for the cost of water meter and its installation. However, the district shall install a meter protector as a protective maintenance for free.

**SECTION 17. METER TESTING AND CALIBRATION** – when the accuracy of water meter is questioned, LCWD upon request will cause an official test to be made at its own expense. The concessionaire shall be dully notified of the time and date of such test so that the concessionaire will be present before such test will be made in the LCWD office. The meter will be tested on various rates of delivery and if the average registration is more than two percent (2%) in excess of the actual quantity of water passing through the meter, the district shall refund to the concessionaire the overcharge based upon the test.

**SECTION 18. DISCONNECTION OF SERVICE CONNECTION** – LCWD reserves the right to disconnect service to the concessionaire for valid and reasonable grounds such as but not limited to the following:

- a. Illegal tapping of water connection
- b. Tampering of water meter
- c. Removal of cap plug
- d. Non-payment of two (2) months water bill
- e. Violation of any provisions of the URR

**SECTION 19. DISCONNECTION PROCEDURES** – LCWD shall have the right and authority to disconnect the water services of any delinquent concessionaire incurring two months arrears as reflected on the statement of account, except on Saturdays, Sundays and Holidays, or deny restoration of the same, unless the conditions for reconnection as provided in section 20 are complied with.

1. Upon service of notice of disconnection to the delinquent concessionaire, the latter shall be given 24 hours to settle all his obligation to the LCWD; otherwise his water connection shall be disconnected by removal of water meter and plugging the pipe.



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2. If after three days, the delinquent concessionaire fails to cause the reconnection of his service connection by paying the required penalties and arrears, LCWD shall undertake to disconnect the lateral from the mainline.
3. Disconnection from the mainline may also be undertaken earlier than three days if the delinquent concessionaire endeavors to tap his disconnected water connection or pilfer water from the disconnected line. In this case, the concessionaire shall be declared a violating concessionaire and shall be dealt with according to the provisions herein applicable.
4. LCWD shall also have the right and authority to immediately disconnect the water service of concessionaire, whether delinquent or good payer when evidence of theft, pilferage, and other serious violation exists in accordance with Section 3.4 on Anti Pilferage and Section 22 on Illegal Connection hereof. This is without prejudice to whatever further civil and/ or criminal action the LCWD will undertake.

**SECTION 20. RECONNECTION OF DISCONNECTED SERVICE CONNECTION-** A disconnected water service can be reactivated only if the following requisites are complied with:

**20.a.** A delinquent concessionaire who is seeking reconnection of the service connection shall pay the following fees:

- a. Arrearages, including penalties;
- b. Reconnection Fee; and
- c. Other incidental expenses

**20.b.** When service has been discontinued on account of non-payment of water bills or for any other infractions of the rules, a reconnection fee (Php. 250.00).

In the event that the service line is disconnected from the mainline, the same rates for reconnection fee will follow. The reconnection for removed meter will be done within the day upon the settlement of arrears and other charges. Reconnection will be determined on a first come, first serve basis.

No reconnection fee shall be charged to concessionaire who requested for voluntary temporary disconnection for within 3 months, provided that they do not have an outstanding account with LCWD. After 3 months, the same rates for reconnection fee will follow.

**20.c.** A violating concessionaire who is seeking reconnection of service shall execute an Affidavit of Commitment stating the following:

- a. The violating concessionaire shall faithfully and diligently comply with all the pertinent rules and regulations of LCWD;
- b. In case of recurrence of similar incident, the concessionaire shall be held liable for resulting damages which the LCWD may suffer and agrees to the permanent disconnection of service.



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The reconnection shall be undertaken within five days after complying with the aforementioned requirements.

**20.d.** Accounts that have been disconnected for three (3) months or more must have to be reinvestigated first to determine if the service has already been permanently disconnected. In such case, the period for reconnection may take longer.

**20.e.** If a civil or criminal action is pending against the concessionaire, no reconnection may be undertaken unless and until the concessionaire will acknowledge and settles fully the liabilities and obligations to LCWD.

**SECTION 21. ILLEGAL CONNECTIONS-** All water connections which are not registered and authorized by the LCWD are considered illegal connections such as but not limited to:

- a. Installing water connection without application being made to the LCWD.
- b. Installed by persons other than the authorized personnel of the LCWD.
- c. Installed in a site or location which is not specified in the application.
- d. Reconnection of disconnected service without paying the necessary fees.
- e. Unauthorized meter and tapping site transfer.
- f. Tampering of meter, tampering of valve lock, removal of cap plug, usage of jumpers, water pilferage and other similar acts and devices.

**SECTION 22. USAGE OF ELECTRICAL AND MECHANICAL SUCTION PUMP-** Using any electrical or mechanical device such as booster pump is prohibited as it may affect the system pressure, as well as the quality and potability of water. The LCWD shall have the right to take action against any concessionaire who violates this section.

**SECTION 23. CHANGE OF REGISTERED NAME-** The Ligao City Water District shall exact the amount of Fifty Pesos (Php. 50.00) if there will be a request for a change of a registered concessionaire for any reason.

The concessionaire has to submit a letter request and in addition present to the Ligao City Water District any of the following documents.

- a. Death Certificate of the original registered concessionaire
- b. Deed of Sale
- c. Deed of Assignment
- d. Notarized waiver of right or any document to prove change of ownership
- e. Proper identification of the person requesting the change of name



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**SECTION 24. SUB-CLASSIFICATION OF COMMERCIAL CONNECTORS-** The Ligao City Water District adopts varying water rates depending on the classification of concessionaires. Water service connections are classified into six customer classes. The commercial classes are further divided into sub-classifications.

<b>Classification</b>	<b>Minimum Water Rate (1-10 cu-m)</b>
Residential/Government	Php. 77.00
Commercial/Industrial	Php. 154.00
Commercial – A	Php. 134.75
Commercial – B	Php. 115.60
Commercial – C	Php. 96.25

Wherein:

1. **Residential (Domestic)** – Persons and establishments drawing water from LCWD which they use for the day – to – day living such as cooking, washing, bathing, drinking, flushing toilets and any other domestic used to sustain their everyday life.
2. **Government** – Agencies or establishment of the Government that performs public service and consumed water in connection with the operation of those public functions.
3. **Commercial** – Persons and establishment drawing water from the system for the purpose of using this water, directly or indirectly, to promote their trade or occupation or to produce a commercial or saleable product.
4. **Semi – Commercial A** – Business establishment's indirectly using water in their day to day operations.
5. **Semi – Commercial B** – Premises utilized for selling food or services, including premises used for living quarters.
6. **Semi – Commercial C** – Apartment whose owners assume payment for water bills using one central water meter.

### SUB- CLASSIFICATION OF COMMERCIAL CLASS

#### Commercial / Industrial

- Rest houses
- Hotels, lodges and the likes
- Hospitals
- Cafeterias
- Parlors





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- Beer houses
- Bars, Night clubs and disco pads
- Restaurants
- Billiard halls and other games and entertainment places
- Any residential user who sells or supplies water to others
- Gasoline stations
- Bus Station /Terminals
- CHB and concrete products manufacturers
- Theaters
- Carenderias
- Confectioneries and Bakeries
- Ice Plants
- Private Schools
- Boarding Houses

### **Commercial – A**

- Photo Services
- Dental and medical clinics
- Groceries
- Gift shops
- Fish and meat stalls in public markets with individual water meters
- Offices, including government banks
- Drugstores
- Wholesale and retail outlets
- Furniture shops

### **Commercial – B**

- Sari – sari stores
- Vulcanizing and repair shops
- Other premises utilized for selling food or services including premises used for living quarters

### **Commercial – C**

- Apartments whose owners assume payment of water bills using one central water meter



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**SECTION 25. PENALTIES** – Violation of any provision of this URR shall be penalized in accordance with the provisions of P.D/ 198, R.A. 8041, the applicable provisions of the Revised Penal Code of the Philippines and other pertinent laws.

# **OPERATING PROCEDURES**

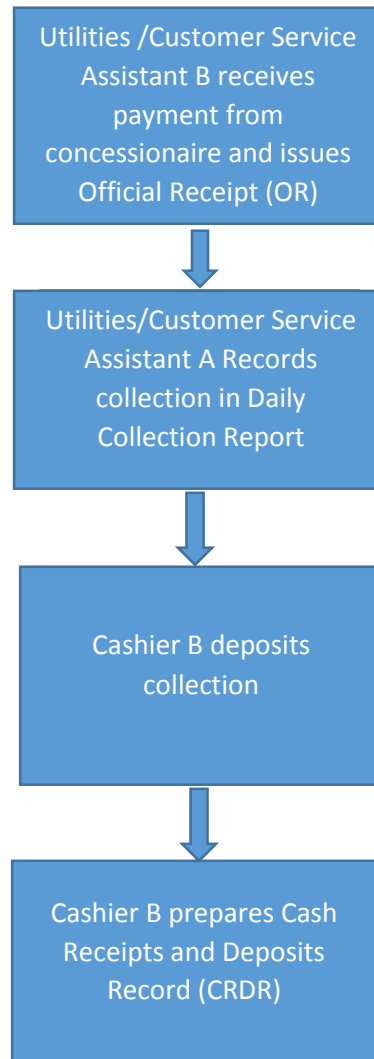
## **FINANCE DIVISION**

### **Accounting Workflow Receipt and Collection Process**

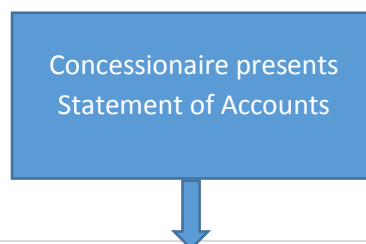


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## Payment of Bills

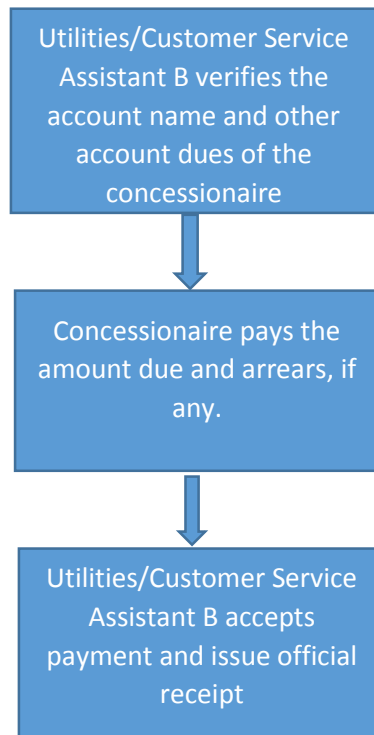




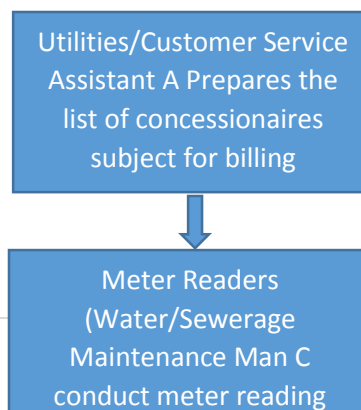
# LIGAO CITY WATER DISTRICT

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## Monthly Meter Reading

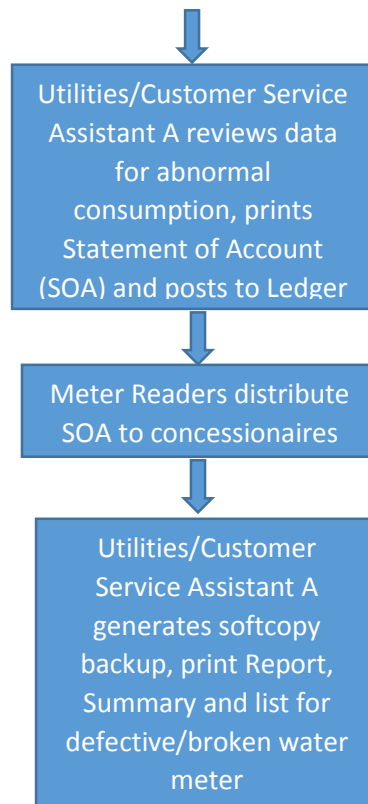




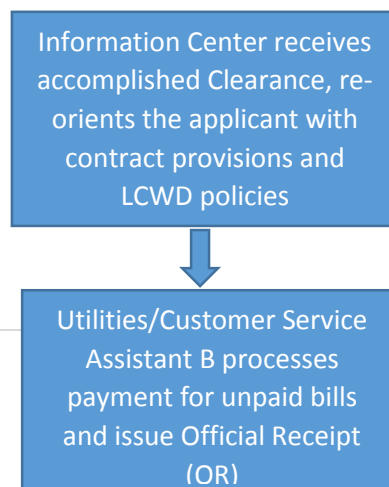
# LIGAO CITY WATER DISTRICT

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## Reconnection

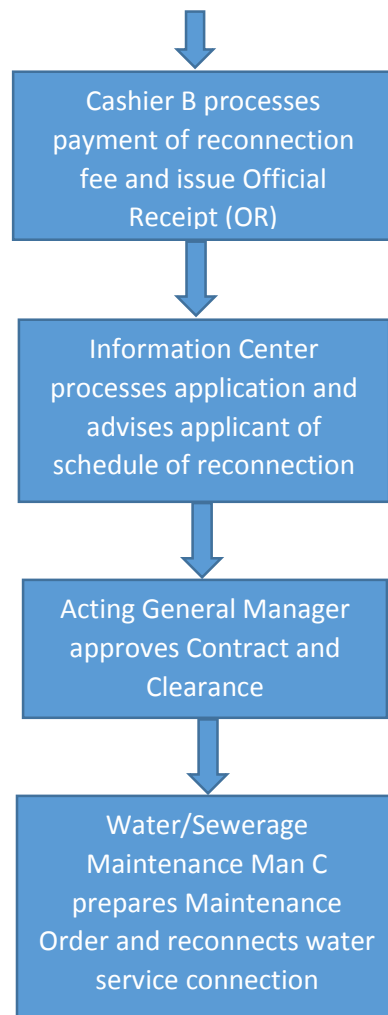




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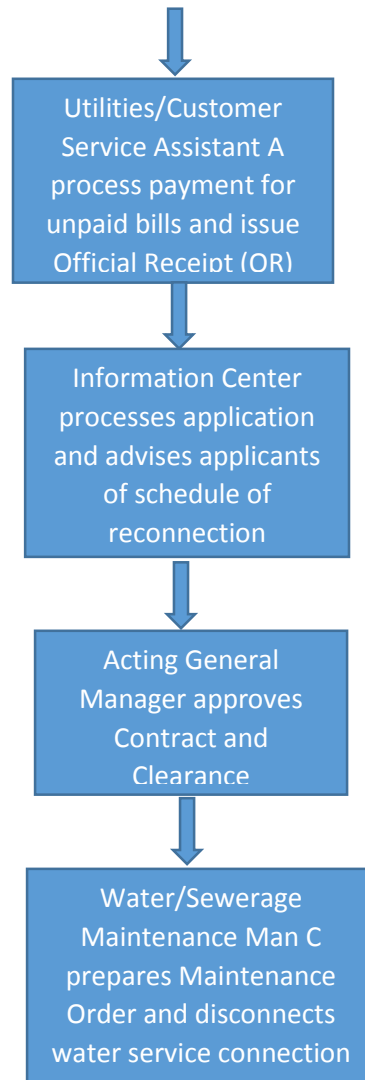
## Voluntary Disconnection

Information Officer C receives accomplished Service Request and Clearance forms, determines the amount of unpaid bills



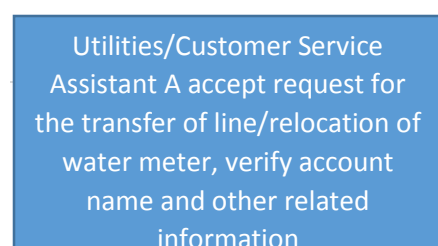
# LIGAO CITY WATER DISTRICT

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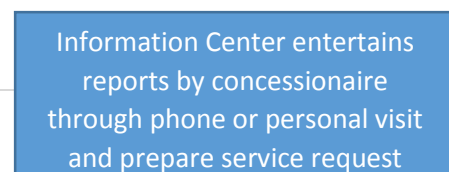


## Transfer of Lines/

## Relocation of Water Meter



## Customer Request and Reports

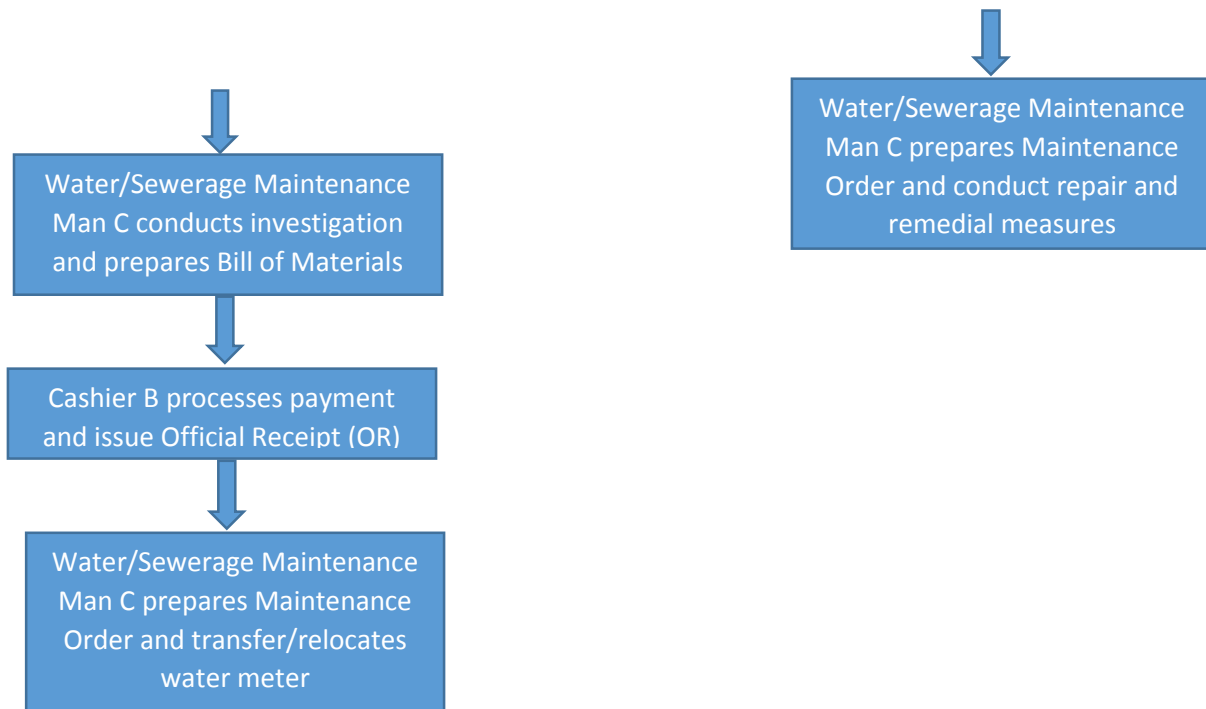




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### ADMINISTRATIVE AND GENERAL SERVICES DIVISION

#### Materials and Office Supplies

##### RECEIPT OF DELIVERIES

Property and Supply Officer B  
receives Delivery Receipt from  
Supplier

##### ISSUANCE OF MATERIALS/SUPPLIES

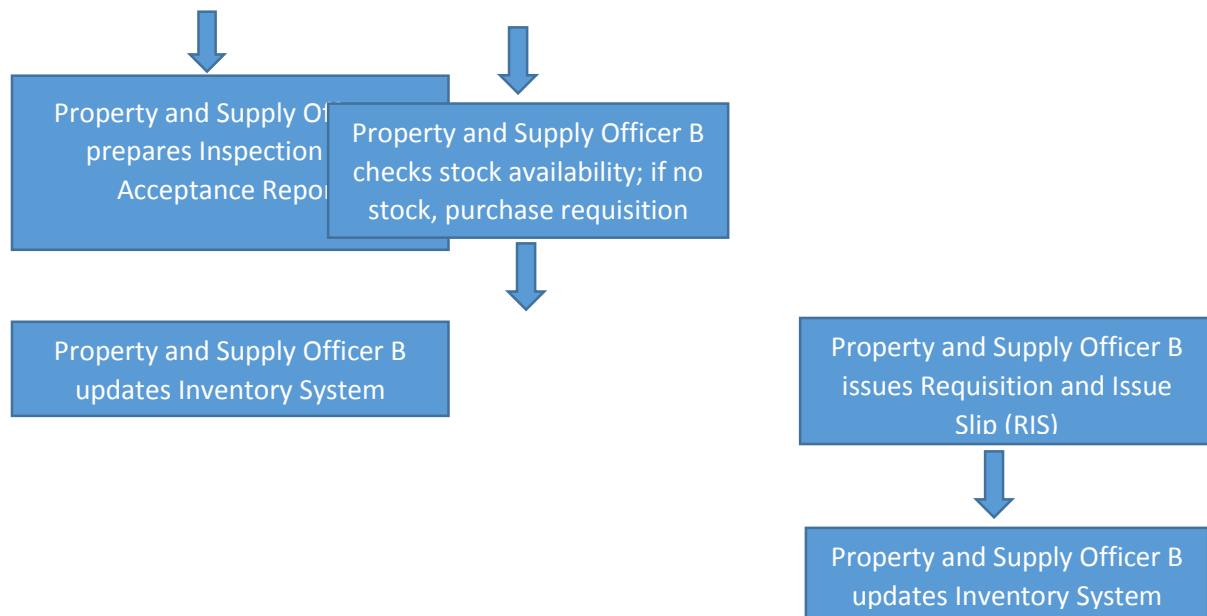
Property and Supply Officer B  
receives request of  
materials/supplies





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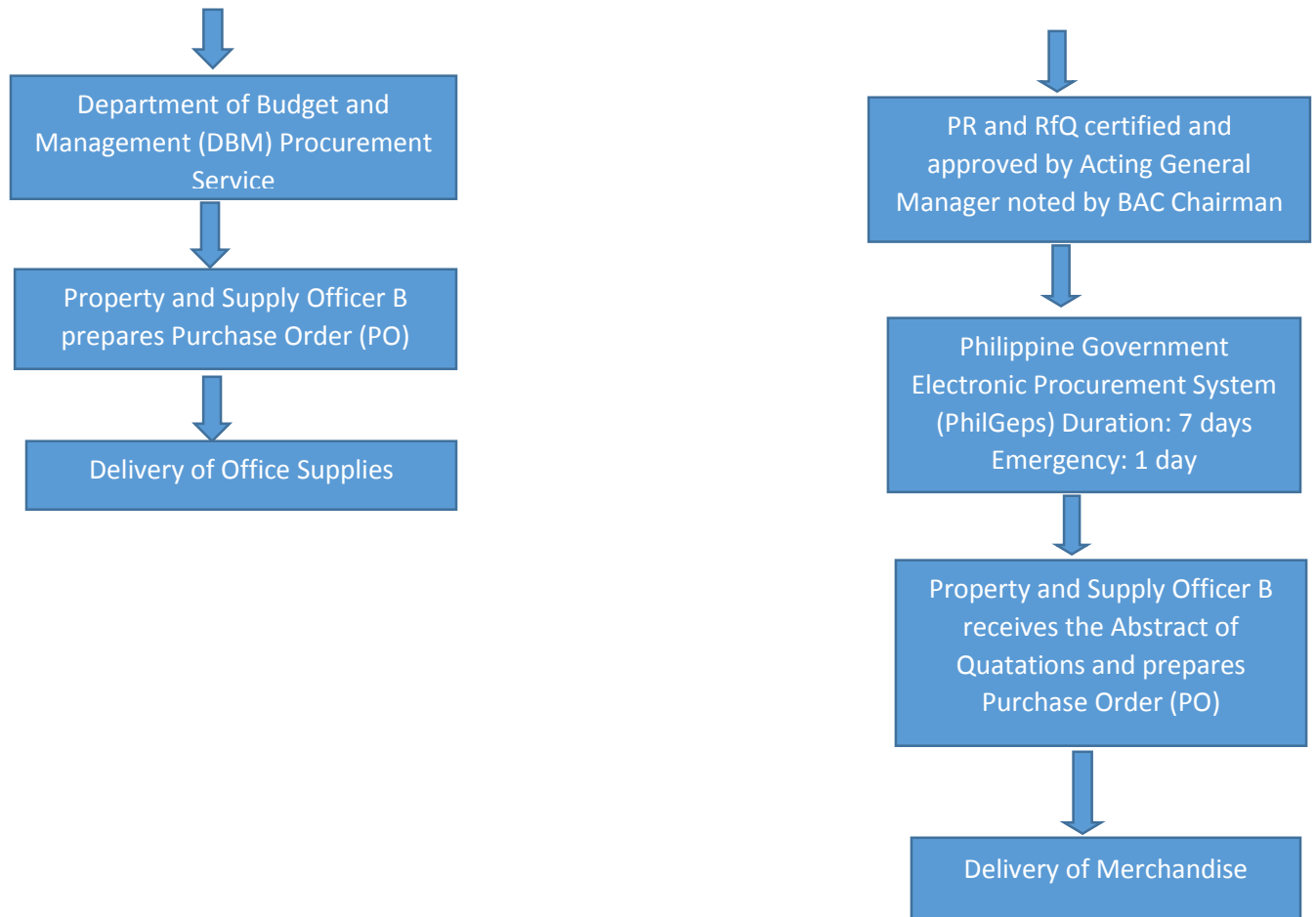
## Procurement Process





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## Feedback and Redress Mechanism

The Ligao City Water District acknowledges the need of public wants about the good delivery of service or how we can still improve the services being delivered. Further, we shall also manifest satisfaction towards performance of the LCWD as service delivery is concerned.

To be more effective in the delivery of good service, please fill free to give your comment(s), recommendation(s) by:



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- a. Filling-up the customer feedback form
- b. Using the suggestion box available at the customer service assistance counter
- c. Correspondence thru:
  - Email at [ligaocitywaterdistrict@yahoo.com](mailto:ligaocitywaterdistrict@yahoo.com)
  - Telefax (052) 485-1399
  - Snail mail at Ligao City Water District, Natera St., Dunao Ligao City 4504

Complaints not settled at the customer service assistance counter shall be referred to the office of the General Manager