

Baguio Water District Citizen's Charter



May 2022 (2nd edition)





BAGUIO WATER DISTRICT

CITIZEN'S CHARTER May 2022 (2nd edition)



I. Mandate

The **Baguio Water District** was established on July 01, 1975 by virtue of **Presidential Decree 198**, as amended, otherwise known as the **Provincial Water Utilities Act of 1973**. Pursuant to Chapter II, Sections 5 and 6 of said Decree, local water districts were created for the purpose of the following:

- (a) Acquiring, installing, improving, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal and agricultural use for residents and lands within the boundaries of such districts; and*
- (b) conducting other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose”.*

II. Vision

The **Baguio Water District** envisions to be a model water agency.

III. Mission

To provide adequate and potable water at affordable rates to all customers

IV. Service Pledge

The **Baguio Water District** is committed in:

1. satisfying the water needs and requirements of every customer, uphold and sustain quality public and customer service and maintain over-all operational efficiency and financial stability; and
2. attending to all applicants or requesting parties who are within the premises of the office prior to the end of official working day and during lunch break.



IV. List of Services Offered

Main Office	5
External Services	5
Payment of Water Bills	5
• Water bills – current bills	5
• Water bills with arrears	5
• Customers without water bill	7
Application for New Water Service Connection	10
• New Connection	
• Additional Water Meter	
• Separation of Water Meter	
• Enlargement/Reduction of Tapping	
• Transfer of Tapping	
• Re-tapping	
Meter Investigations	16
Metering Services	19
• Reconnection/ Voluntary Disconnection of Water Meter	
• Change of Water Meter	
• Replacement/Installation of Gate/Check Valves	
• Transfer Location of Water Meter	
Customer Complaints/Requests	22
Requests for Water Delivery Service	24
Application for Senior Citizen Account (SCA)	25
Feedback and Complaints Mechanisms	27
List of Offices	28



BWD Main Office External Services



EXTERNAL SERVICES

1. PAYMENT OF WATER BILLS

Customers are obligated to pay their monthly water bill. Unpaid water bills for two (2) months shall be ground for the disconnection of their water service connection/meter.

Office or Division:	Commercial Division, Finance Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD customers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Water Bill One (1) original or reprinted bill	- Delivered at the customer's residence during scheduled monthly water meter reading period or may be re-printed at the Kiosk located beside the BWD main entrance - Customer Relations Office

The Baguio Water District observes the "NO NOON BREAK" policy as prescribed under Section 8 (e) of Republic Act Numbered 9485 or the Anti- Red Tape Act of 2007.

A. Water bills - current bills (without arrears) – payments will be accepted in any of the authorized collection centers (Table B)

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Proceed to the Tellers' Booth for payment	1.1 Validate the water bill/ issue official receipt	Amount to be paid	2 minutes	Geraldine Mamaril Junelyn Samson April Joy Villena Celso Mangaong Jr. (Finance Division)
TOTAL:		Amount to be paid	2 minutes	

B. Water bills with arrears – payments will only be accepted at the BWD Main Office, Barangay Marcoville

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Proceed to the Customer Relations Office for verification of accounts	1.1 Check the customers' records; assess amount due	Amount due	1 minute	Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy (CSA/Commercial Division)
2. Pay at the Tellers' Booth	2.1 Validate water bill/issue official receipt	Amount to be paid	2 minutes	Geraldine Mamaril Junelyn Samson April Joy Villena Celso Mangaong Jr. (Finance Division)
TOTAL:		Amount to be paid	3 minutes	



C. Customers without water bill

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Proceed to the kiosk for print-out of water bill	1.1. Print-out the water bill	none	2 minutes	Guard-on-duty; Public Assistance & Complaints Desk (PACD)
2. Pay at the Tellers' Booth	2.1 Validate water bill/issue official receipt	Amount to be paid	2 minutes	Geraldine Mamaril Junelyn Samson April Joy Villena Celso Mangaong Jr. (Finance Division)
TOTAL:		Amount to be paid	4 minutes	

*CSA – Customer Services Assistant

Note: 10% surcharge shall be collected for water bills paid after the due date

TABLE A: WATER RATES PER CLASSIFICATION

CLASSIFICATION	CODE	MINIMUM 0-10	PER CUBIC METER			
			11-20	21-30	31-40	OVER 40
RESIDENTIAL A	12A	370.00	40.50	46.20	52.35	59.05
	13A	592.00				
	14A	1,184.00				
	15A	2,960.00				
	16A	7,400.00				
	17A	13,320.00				
	18A	26,640.00				
RESIDENTIAL B	12B	462.50	50.60	57.75	65.40	73.80
	13B	740.00				
	14B	1,480.00				
	15B	3,700.00				
	16B	9,250.00				
	17B	16,650.00				
	18B	33,299.00				
RESIDENTIAL C	12C	509.00	57.35	63.60	72.10	81.20
RESIDENTIAL D	12D	592.00	64.75	73.95	83.70	94.40
GOVERNMENT	22	370.00	40.50	46.20	52.35	59.05
	23	592.00				
	24	1,184.00				
	25	2,960.00				
	26	7,400.00				
	27	13,320.00				
	28	26,640.00				



CLASSIFICATION	CODE	MINIMUM 0-10	PER CUBIC METER			
			11-20	21-30	31-40	OVER 40
COMMERCIAL A	32A	740.00	81.00	92.40	104.70	118.10
	33A	1,184.00				
	34A	2,368.00				
	35A	5,920.00				
	36A	14,800.00				
	37A	26,640.00				
	38A	53,280.00				
COMMERCIAL B	32B	555.00	60.75	69.30	78.50	88.55
	33B	888.00				
	34B	1,776.00				
	35B	4,440.00				
	36B	11,100.00				
	37B	19,980.00				
	38B	39,960.00				
COMMERCIAL C	32C	763.05	86.00	95.25	108.20	121.85
	33C	1,220.88				
	34C	2,441.76				
WATER HAULING	42A	1,109.95	121.45	138.60	157.05	177.10

***WATER METER MAINTENANCE FEE (WMMF) – Php20.00 (charged monthly)**

(Board Resolution No. 15-2022, increase of WMMF, effective May 2022)

TABLE B: AUTHORIZED COLLECTION PARTNERS

Collection Offices	Location	Schedule of availability of Service
1. Online Payment Partners	GCash & PayMaya	Online thru the downloadable mobile applications
2. SM Collection Centers	SM Department Store, Luneta Hill Save More, Cedar Peak, Mabini Street Save More, KM4, La Trinidad	10:00AM to 8:00PM Mondays to Sundays
3. 7-11 EC PAY CENTER Branches	7-11 branches: Trancoville (corner Rimando Road), SLU (Bonifacio Street), Porta Vaga (Session Road), University of Baguio, Session Road, Naguilian Road, Kisad Rd., Marcos Highway and Mines View	Store Hours
4. USSC Super Service Stores, Baguio-Benguet Branches	Abanao Square, Bonifacio Street, Baguio Center Mall, General Luna, Upper session Road, KM.4 La Trinidad	Store Hours



Cont...authorized collection partners

Collection Offices	Location	Schedule of availability of Service
5. Banks	Development Bank of the Philippines (DBP) – <i>Over-the-Counter</i> Development Bank of the Philippines (DBP) – <i>ATMs Nationwide</i>	Banking Hours
	Land Bank of the Philippines (LBP) – <i>Thru the Landbank electronic payment portal</i>	Online thru web browser



2. APPLICATION FOR NEW WATER SERVICE CONNECTION

Customers may avail of water services by applying for a new water service connection. Requirements shall be submitted and evaluated for the application to be approved.

Office or Division:	Commercial Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All residents/offices/establishments of Baguio City who can provide the required documentary requirements
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
½”Ø Water service connections including sub-meters	
Water Service Application Form – original copy	Baguio Water District Main Office New Connections Section, Baguio City
PRINCIPAL:	
*One (1) photocopy of the Title of Property or Tax Declaration	Baguio City Local Government Registry of Deeds Office, City Assessor’s Office-
*One (1) photocopy of Duly Notarized Deed of Sale (if applicable)	Vendor of Property
Photocopy of Two (2) valid government-issued IDs with picture & signature or Residence Certificate (current year), One (1) copy each	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO, PRC, City Hall (for Residence Certificate)
*One (1) photocopy of Tax Declaration of Building if land is not in the name of the applicant	Baguio City Local Government Office (City Assessor’s Office)
One (1) Original Affidavit of Undertaking if land is not in the name of the applicant,	Private Law Firm, Public Attorney’s Office
REPRESENTATIVE:	
Valid Government-issued ID of the representative	SSS, GSIS, Philpost, Philhealth, Pag-IBIG, PRC, Driver’s License
One (1) Original Notarized Authorization letter or Special Power of Attorney (SPA) if applying thru a representative	Person/s being represented, Property owner
*One (1) photocopy of proof of relationship to the property owner (i.e., birth certificate, marriage certificate, death certificate, etc.)	Local Civil Registry, Philippine Statistics Authority
*One (1) photocopy of Contract of Lease (if applicable)	Lessor
Subdivision/Townhouses	
Water Service Application Form – original copy	Baguio Water District Main Office New Connections Section, Baguio City
One (1) copy Location Map, original or photocopy	
*(1) one Transfer Certificate of Title, photocopy	
One (1) copy Subdivision Plan indicating number of units, original or photocopy	
One (1) copy Daily Water Demand Computation (in cubic meters) in an Affidavit form and duly notarized, original	Contractor/Engineer of the Subdivision

**For photocopies, please bring original copy for validation*



cont..CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) copy Water System Lay-out including the design of cistern tank with a three-day storage capacity based on water demand, original or photocopy	Contractor/Engineer of the Subdivision
*One (1) photocopy of the approved Building Permit	City Buildings and Architecture Office Baguio City Local Government
Commercial Establishments/Boarding Houses/Apartments	
One (1) copy Water Service Application Form – original	Baguio Water District Office New Connections Section, Baguio
*One (1) photocopy of Title of Property or Tax Declaration	Registry of Deeds Office, City Assessor's Office
*One (1) photocopy of Duly Notarized Deed of Sale (if applicable)	Vendor of Property
*One (1) photocopy of Duly Notarized Contract of Lease (if applicable),	Lessor of Property
One (1) copy Daily Water Demand Computation (in cubic meters) in an Affidavit form and duly notarized, original	Contractor/Engineer of the establishment
One (1) copy Water System Lay-out including design of cistern tank with a three-day storage capacity based on water demand, original or photocopy	Contractor/Engineer of the establishment
*One (1) copy each of the approved Building Permit, approved Sanitary-Plumbing Permit and/or Sewer Line Certificate	Baguio City Local Government Office, City Buildings and Architecture Office (CBAO)
One (1) copy Building Plans indicating the number of units, original or photocopy	Contractor/Engineer of the establishment
Temporary Connection (Vacant Lots, Properties with on-going construction)	
Same requirements under ½"Ø Water service connections including sub-meters	

**For photocopies, bring original copy for validation*

PHASE 1A: APPLICATION PROCESS (WALK-IN)				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant accomplishes the Water Service Application Form at the Customer Service Assistant-New Connections Desk	1.1. Accept the form, validate the documents submitted, print the location of the structure being applied for (thru Google maps) and require the payment of Inspection Fee.	None	5 minutes	Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
2. Applicant pays Inspection Fee and shows the Official Receipt to the CSA	2.1. Teller issues corresponding Official Receipt. 2.2. CSA validates payments and gives the schedule of the orientation-seminar.	Inspection fee (Please refer to Table C or D)	5 minutes	<i>Geraldine Mamaril Junelyn Samson April Joy Villena Celso Mangaong Jr. (Finance Division) Alfa Katherine Saulon Glaiza Fortea (Commercial Division)</i>
TOTAL:		None	10 minutes	

PHASE 1B: APPLICATION PROCESS (ONLINE)

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant applies online through the BWD website www.baguiowaterdistrict.gov.ph ; fills-up application form found in the “Consumer Page” field and attaches required documents	1.1. BWD- ICT acknowledges receipt of application and sends reply to applicant (auto response); online application automatically forwarded to CSA 1.2. CSA inputs relevant information of the application into the database upon receipt and prints the form 1.3. CSA assesses documents submitted and informs applicant of the lacking requirements, if any.	None	10 minutes	<i>Syver Rodriguez Arvin Aban Kevin Domingo Monica Cayaba (Information & Communication Technology Division) Alfa Katherine Saulon Glaiza Fortea (Commercial Division)</i>
TOTAL:		None	10 minutes	

A mandatory SEMINAR-ORIENTATION is required to be attended by applicants prior to approval of the application. Schedule of SEMINAR-ORIENTATION is every 1st and 3rd Fridays of the month from 10:00 AM to 11:00AM at BWD Main Office

Note: The mandatory face to face seminar-orientation is temporarily suspended until further notice due to the COVID-19 situation.



PHASE 2: INITIAL INSPECTION / LAY-OUT OF SERVICELINE / FINAL INSPECTION				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. None	a. Conduct inspection and advise/inform the applicant the standards in the proper lay-out of service line from tapping point to residence.	none	1 hour	<i>Rico Oliva Mark Fredrick Regua</i> (Tapping Inspectors, Production & Distribution Division) Contact Numbers: 442-4228
2. Upon receipt of the inspection report, applicant complies with all the requirements and remarks indicated therein (i.e., service line lay out)	None	none	Customer-applicant schedule	
3. Applicant lays-out his service line and informs CSA upon completion	a. Transmit service line validation form to the Production & Distribution Division for inspection	none	8 hours	<i>Alfa Katherine Saulon Glaiza Fortea</i> (CSAs, Commercial Division)
4. none	a. Inspect service line laid out; issue certification of compliance	none	1 hour	<i>Rico Oliva Mark Fredrick Regua</i> (Tapping Inspectors, Production & Distribution Division)
TOTAL:		None	10 hours	

PHASE 3: PAYMENT OF FEES/ SIGNING OF CONTRACT FOR WATER SERVICES				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant signs the Contract for Water Services and pays the corresponding water connection fees at the Tellers' Booth	1.1. Teller accepts/ receives payment; issues Official Receipt	Amount of water connection fees assessed	1 working day	<i>Geraldine Mamaril Junelyn Samson April Joy Villena Celso Mangaong Jr.</i> (Finance Division)



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	1.2. CSA accomplishes the Contract for Water Services and Service Application and Construction Order (SACO) forms for approval by the Commercial and Construction & Maintenance (C & M) Division Managers	None		Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
TOTAL:		None	1 working day	
PHASE 4: INSTALLATION OF WATER SERVICE CONNECTION				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant acknowledges the service connection installation	1.1. New Connections Crew installs water service connection	None	With existing tapping point – seven (7) working days after payment With proposed tapping point – fifteen (15) working days after payment	Rafael Bandoquillo (Construction & Maintenance Division) Contact Number 442-4228
TOTAL:		None	With existing tapping point – seven (7) working days after payment With proposed tapping point – fifteen (15) working days after payment	

*Application for New Water Service Connection qualified for Multi-Stage Processing



TABLE C: TOTAL NEW CONNECTION FEES (MINIMUM) - 1/2"Ø water meter

Size of Water Meter	1/2"Ø	
Cost of meter	PHP 2,154.69	
Cost of materials (advance)	PHP 2,928.30	
Installation Cost	concrete and asphalt road	dirt road
<i>1m x 1m Without Crossing the road</i>		
• National Road	Php3,001.45	Php1,370.61
• City/Barangay Road	Php2,582.40	
<i>1m x 1m With 5m across the road using piercing tool</i>		
• National Road	Php5,333.65	Php1,637.84
• City/Barangay Road	Php5,595.51	
OTHERS:		
Inspection Fee, to be paid upon application <i>(Re-inspection fee shall be collected for water service connection applications that lapsed the 1-year validity)</i>	Php600.00	Php950.00
Contract Fee	Php200.00	Php400.00
Water Source Development Fee (WSDF)		
• For applications within subdivision	None	Php5,000.00
• Commercial applications outside subdivision	-	None
Guarantee Deposit		
• Lack of documents on proof of ownership	Php2,000.00	Php5,000.00
• Lot and building owners are two (2) different Person/ss and the consent or written authorization cannot be secured	Php2,000.00	Php5,000.00
• Applicant is a tenant/lessee	None	Php5,000.00
• Temporary connection/on-going construction	Php2,000.00	Php5,000.00

TABLE D: TOTAL NEW CONNECTION FEES (MINIMUM) – 3/4"Ø /1"Ø water meter

Size of Water Meter	3/4"Ø		1"Ø	
Cost of meter	PHP 10,062.50		PHP 10,161.91	
Cost of materials (advance)	PHP 8,893.93		PHP 9,726.49	
Installation Cost				
<i>1m x 1m Without Crossing the road</i>				
	concrete and asphalt road	dirt road	concrete and asphalt road	dirt road
• National Road	Php9,458.68	Php2,833.59	Php9,458.68	Php2,833.59
• City/Barangay Road	Php7,901.72		Php7,901.72	
<i>1m x 1m With 5m across the road using piercing tool</i>				
	concrete and asphalt road	dirt road	concrete and asphalt road	dirt road
• National Road	Php20,459.50	Php3,509.60	Php20,459.50	Php3,509.60
• City/Barangay Road	Php12,307.12		Php12,307.12	
OTHERS:				
Inspection Fee, to be paid upon application <i>(Re-inspection fee shall be collected for water service connection applications that lapsed the 1-year validity)</i>	Php600.00	Php950.00	Php600.00	Php950.00
Contract Fee	Php200.00	Php400.00	Php200.00	Php400.00
Water Source Development Fee (WSDF)	Php5,000.00		Php10,000.00	
Guarantee Deposit				
• Lack of documents on proof of ownership	Php2,000.00	Php5,000.00	Php2,000.00	Php5,000.00
• Lot and building owners are different and the consent or written authorization cannot be secured	Php2,000.00	Php5,000.00	Php2,000.00	Php5,000.00
• Applicant is a tenant/lessee	None	Php5,000.00	None	Php5,000.00
• Temporary connection/on-going construction	Php2,000.00	Php5,000.00	Php2,000.00	Php5,000.00

NOTE: FEES VARY ACCORDING TO TYPE OF APPLICATION AND SUBJECT TO CHANGE BASED ON THE LATEST MARKET COST; FEES FOR WATER METERS FROM SIZE 1.5" Ø ONWARDS SHALL BE PROPERLY ASSESSED BASED ON ACTUAL INSPECTION REPORT



5. METER INVESTIGATION

Customers may request for investigation in cases of:

- a) Excessive Billing
- b) Meter Condition/Testing
- c) Consumer Classification
- d) Continuous Reading
- e) Reverse Reading
- f) Alleged Violation of P.D. 198

Requests shall be promptly investigated and a copy of results/action taken/recommendations shall be furnished to the customer.

Office or Division:	Commercial Division, Production & Distribution Division, Construction & Maintenance Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD Customers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
One (1) copy of Investigation Request Form –original	Customer Relations Office

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer files/reports thru phone or in person at the Customer Service Assistant Desk	1.1. Prepare Service Request (SR) indicating the date and nature of request. <i>For walk-in requests, customer fills-up and signs the service request.</i>	None	5 minutes	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy</i> (CSAs, Commercial Division)
2. None	2.1. CSA posts in the CRO database the customers' requests and prepares a list to be given to the Meter Investigator	None	10 minutes	Contact Numbers: 442-4008 442-6539
3. None	3.1. Meter Investigator conducts investigation and validation of the request/s 3.1.a. Excessive Consumption/ Billing	None	2 hours (Nearest distribution schedule)	<i>Joey Dua Kristian Calosing Mark De Vera Simplicio Abellera</i> (Commercial Division) Contact Numbers: 442-4008 442-6539



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	3.1.b. Meter Condition/ Testing <ul style="list-style-type: none"> • Replace water meter if found defective • Re-install if functioning normally 	None	3 hours	<i>Joey Dua</i> <i>Kristian Calosing</i> <i>Mark De Vera</i> <i>Simplicio Abellera</i> (Commercial Division) Contact Numbers: 442-4008 442-6539
	3.1.c. Consumer Classification	None	1 hour	
	3.1.d. Continuous Reading	None	2 hours	
	3.1.e. Reverse Reading	None	2 hours	
	3.1.f. Alleged Violation of P.D. 198	None	2 hours	
4. Customer acknowledges Investigation Report	4.1. Meter Investigator gives copy of the report to the customer	None	5 minutes	
5. None	5.1. Supervisor and Division Manager check results/Customers' Investigation Reports and determine those for adjustment of billing, re-issue, meter testing or replacement of water meters	None	30 minutes	<i>Allan A. Abad</i> <i>Joana D. Carame</i> (Commercial Division) Contact Numbers: 442-4008 442-6539 442-4929 442-3218
6. None	6.1. Record/post the accomplishment/ result/s of investigation of the Meter Investigators in the CRO database	None	5 minutes	<i>Erwin A. Tai</i> <i>Evelyn T. Diaz</i> <i>Kathleen Cacdac</i> <i>Maricel Escora</i> <i>Bernadette Dacanay</i> <i>Emelita Sy</i> (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
7. None	7.1. Sort reviewed Customers' Investigation Reports based on Supervisor's comments/ instructions	None	5minutes	Contact Numbers: 442-4008 442-6539



Client's Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
TOTAL:	Excessive consumption	None	3 hours	
	Meter Condition/ Testing	None	4 hours	
	Consumer Classification	None	2 hours	
	Continuous Reading	None	3 hours	
	Reverse Reading	None	3 hours	
	Alleged Violation of P.D. 198	None	3 hours	

Meter Investigation is covered under R.A. 11032

*CSA – Customer Service Assistant



6. METERING SERVICES

Customers may avail of metering services for the following requests:

- a. Reconnection – for disconnected water service connection/meters
- b. Voluntary Disconnection of water meter – for active water service connections which are not being utilized.
- c. Replacement of water meter – for defective water meters; however, subject to investigation on the actual condition of the water meter
- d. Replacement/Installation of gate/check valves – for defective valves
- e. Transfer location of water meter – for water meters affected by on-going constructions, installed in private properties or any other concern of the customer, subject to actual inspection and evaluation.

Office or Division:	Commercial Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD Customers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Reconnection of water meter	
One (1) copy Service Request for Reconnection form, original	Customer Relations Office
For Voluntary Disconnection	
Two (2) copies of Request for Voluntary Disconnection form, original	Customer Relations Office
Principal:	
• One (1) valid ID with picture, photocopy	Employer; School, Government Agencies
Representative:	
• One (1) valid ID with picture, photocopy	Government Agencies, Company, School (University/College)
One (1) copy Letter of authorization, original	Account holder
Replacement of water meter, Replacement of gate/check valves	
One (1) copy Service Request for Metering, original	Customer Relations Office
Transfer location of water meter	
Principal:	
• One (1) copy Letter request original	
• One (1) valid ID with picture, photocopy	Government Agencies, Company, School (University/College)
Representative:	
• One (1) valid ID with picture, photocopy	Government Agencies, Company, School (University/College)
One (1) Letter of Authorization - original	Account holder



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
RECONNECTION/VOLUNTARY DISCONNECTION				
1. Customer or authorized representative requests for: a) reconnection of disconnected meter b) voluntary disconnection and acknowledges the SR prepared at the Customer Service Assistant Desk	1.1. CSA prepares Service Request form indicating the date and complete customer details including necessary charges to effect the customer's request 1.2. CSA posts in the CRO database the customers' request	None	10 minutes	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy</i> (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. Customer pays the necessary charges at the Tellers' booth to effect the reconnection/ disconnection of the meter	2.1. Validate water bill as initiated by CSA or issue corresponding Official Receipt/s	Amount to be paid	5 minutes	<i>Geraldine Mamaril Junelyn Samson April Joy Villena Celso Mangaong Jr.</i> (Finance Division)
3. For voluntary disconnection requests, customer presents the Official Receipt to the CRO clerk	3.1. CSA indicates the Official Receipt numbers and date of payment in the prepared Service Request (SR) for Voluntary Disconnection	Unpaid arrears	5 minutes	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy</i> (CSAs, Commercial Division)
4. For all other Metering Requests, the Customer files/reports thru phone or walk-in at the Customer Service Assistant Desk	4.1. Prepare and issue the SR to the Utilitymen for implementation	None	5 minutes	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy</i> (CSAs, Commercial Division)
5. Acknowledge the metering activity performed	5.1. Utility men receive and act on the SRs issued	None	30 minutes	Denver Alipio Mark Gallito (Commercial Division)



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
6. none	a. Record/ post the accomplishment of the Utilitymen in the CRO database/ customers' individual records	None	5 minutes	Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy (CSAs, Commercial Division)
TOTAL:		(Please refer to TABLE E)	1 hour	

Metering Services is covered under R.A. 11032

*CSA – Customer Service Assistant

Note: Reconnection of disconnected services (due to unpaid bills) not applied for connection after six (6) months or voluntary disconnection not applied for reconnection within one (1) year shall be disconnected from the standpipe slot and the same will be opened for availability to other customers/ applicants. Re-application after slot has been plugged or disconnected shall be considered as a New Connection and all tapping fees and charges shall apply.

TABLE E: TOTAL RECONNECTION FEES

No. of Times Disconnected	Reconnection Fee	Other Fees
1	PHP100.00	-
2	PHP200.00	-
3	PHP300.00	Guarantee Deposit: equivalent to three (3) times the average monthly consumption (3 months) prior to disconnection
4 or more	PHP300.00	-
Calibration fee: Php200.00 for efficiency testing of ½"Ø water meters disconnected for a period of six (6) months or more.		



7. CUSTOMER COMPLAINTS/REQUESTS

Complaints/requests attended to in this section include:

- a. water supply complaints (no to limited/low water supply; low pressure);
- b. water quality problems experienced during water distribution schedule, including those affected by unscheduled power supply interruptions at the source; or
- c. repair of broken pipes before the water meter

Customers may call the 24-hour hotline at telephone numbers 442 – 4929, 442 – 3218 or cellphone numbers 09088651504 / 09228409765 /09176794929.

Office or Division:	Commercial Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD Customers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Two (2) copies Service Request Form	Customer Relations Office

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer reports broken/ leaky pipes or no-water problem (walk-in / phone-in) at the Customer Service Assistant Desk. Details needed: <ul style="list-style-type: none"> • customer's name, address, telephone numbers, nearest neighbor or landmark, account name/numbers, as necessary 	1.1. Receive complaint/report, record the same in the logbook, prepare Service Request (SR) and relay request through VHF Radio and/or cellphone to the concerned Pipe Maintenance/ Leak Repair Crew/ Comprehensive Troubleshooting Crew (CTC)/Supervisor	None	2 minutes	<i>Romeo Adriano Hugh Palangdao Jr. Florenn Ballesil Ranelph Labon Danilo Gabon Darwin Manawis Wendy Perez</i> (CSAs, Commercial Division)
2. none	2.1. Concerned crew acts accordingly on the complaint relayed; updates SR on action/s taken & prepares Summary/ Accomplishment Report and submits the same to the Supervisor concerned	None		CTC, Leak Repair or Water Quality Crew Contact Number 442-4228



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	a. limited to no water supply b. water quality problems c. reported leaks		1 day (during water distribution schedule) 1 day 1 day	<i>Hergo Tipayno Jr.</i> <i>Dominic Agusdan</i> <i>Abraham Ogues</i> <i>Keith Cacas</i> <i>Harold Balintaculo</i> <i>Braille Paulino</i> <i>Arjon Almuete</i> (CTC, Distribution) <i>Perkins Macalma</i> <i>Ermelito Llorca</i> (Water Quality) <i>Joel Wadwadan</i> <i>Ramelo De Vera</i> <i>Brando Escaño</i> <i>Renato Dizon</i> <i>Renato Villanueva</i> <i>Lardie Bagani</i> (Leak Repair)
3. none	3.1. Update logbook and indicate action/s taken and sort SRs based on results. <i>SRs for leak detection/re-issue are returned to the concerned crew for appropriate action</i>	None	5 minutes	<i>Romeo Adriano</i> <i>Hugh Palangdao Jr.</i> <i>Floren Ballesil</i> <i>Ranelph Labon</i> <i>Danilo Gabon</i> <i>Darwin Manawis</i> <i>Wendy Perez</i> (CSAs, Commercial Division)
4. none	4.2. Prepare daily reports indicating action/s taken and results of reported broken pipes and no water problem and submit the same to the Office of the General Manager	None	1 day	<i>Romeo Adriano</i> <i>Hugh Palangdao Jr.</i> <i>Floren Ballesil</i> <i>Ranelph Labon</i> <i>Danilo Gabon</i> <i>Darwin Manawis</i> <i>Wendy Perez</i> (CSAs, Commercial Division)
TOTAL: a. Limited to no water supply b. Water quality c. Reported leaks		None	2 days 7 minutes	

Customers Complaints/Requests Service is covered under R.A. 11032



8. REQUESTS FOR WATER DELIVERY

Customers may avail of the BWD water delivery services, as needed, thru telephone numbers 442 – 4929, 442 – 3218 or cellphone numbers 09088651504, 09228409765, 09176794929 from Mondays to Sundays.

Office or Division:	Commercial Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All residents, government agencies, commercial establishments of Baguio City with active water service connection with the District.
CHECKLIST OF REQUIREMENTS	
Two (2) copies Water Delivery Request Form	Customer Relations Office
WHERE TO SECURE	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer requests for water delivery service (walk-in/phone-in) at the Customer Service Assistant Desk	1.1. Receive request, record the same in the logbook, and prepare delivery order with the customer's details and number of drums requested; 1.2. Prepare summary and issue the same to the Water Delivery crew	None	5 minutes 15 minutes	Romeo Adriano Hugh Palangdao Jr. Florenn Ballesil Ranelph Labon Danilo Gabon Darwin Manawis Wendy Perez (CSAs, Commercial Division)
2. Acknowledge the water delivered	2.1. Act on the delivery order, update summary/actions taken and transmit to the CRO for review and recording	None	2 hours	Lancer Frigillana Frankie Rocapor Rey Ferrer Ronie Valdrez (Water Delivery Crew, Commercial Division)
3. none	3.1. Update logbook. Unacted Water Delivery request/s are re-issued to the Water Delivery crew; requests acted upon are transmitted to the Billing Section for posting in their database for proper charging.	None	40 minutes	Romeo Adriano Hugh Palangdao Jr. Florenn Ballesil Ranelph Labon Danilo Gabon Darwin Manawis Wendy Perez (CSAs, Commercial Division)
TOTAL:		P25 pesos per drum	3 hours	

Requests for Water Delivery is covered under R.A. 11032



9. APPLICATION FOR SENIOR CITIZEN ACCOUNT (SCA)

Senior Citizens may avail of the senior citizen discount on their current bill. Approved Senior Citizen Accounts will be granted a 5% discount automatically deducted/reflected in the water bill provided the consumption will not exceed thirty (30) cubic meters and the account should be in the name of the Senior Citizen for at least one (1) year.

Office or Division:	Commercial Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen,		
Who may avail:	All senior citizen residents of Baguio City with water service connection with the District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) copy Application for Senior Citizen Account Form*, original		Customer Relations Office	
*Duly signed by the Punong Barangay of where the citizen resides as proof of residence		Office of the Punong Barangay where the Senior Citizen resides	
Proof of billing (copy of the latest bill)		Delivered at residence during monthly water meter reading period or at the Customer Relations Office	
One (1) Senior Citizen ID, photocopy		Senior Citizen Federation Office	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant secures an application form and submits the same together with photocopies of the requirements in accordance with Article 12 Section 1 of the IRR Republic Act No. 9994 (Expanded Senior Citizens Act of 2010) at the Customer Service Assistant Desk	1.1. Accept and check the form and requirements, if complete	None	15 minutes	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Maricel Escora Bernadette Dacanay Emelita Sy</i> (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. none	2.1. CSA prepares service request and transmits to Meter Investigator	None	5 minutes	<i>Joey Dua Kristian Calosing Mark De Vera Simplicio Abellera</i>
3. Customer acknowledges Investigation Report at their residence	3.1. Meter Investigator acts on the service request and submits results to the Supervisor	None	30 minutes	Contact Numbers: 442-4008 442-6539



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
4. none	4.1. Supervisor checks results/ Customers' Investigation Report if the application for SCA is approved/denied/ deferred and endorses the same to CSA for posting and for modification of the account, if approved.	None	5 minutes	<i>Allan A. Abad</i> <i>Joana D. Carama</i> (Commercial Division) Contact Numbers: 442-4008 442-6539 442-4929 442-3218
5. none	5.1. Record/ post the accomplishment/ results of investigation and modify account, if approved	None	5 minutes	<i>Erwin A. Tai</i> <i>Evelyn T. Diaz</i> <i>Kathleen Cacdac</i> <i>Maricel Escora</i> <i>Bernadette Dacanay</i> <i>Emelita Sy</i> (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
TOTAL:		None	1 hour	

Application for Senior Citizen Account is covered under R.A. 11032

*CSA – Customer Service Assistant



V. FEEDBACK AND COMPLAINTS

Please let us know how we have served you thru any of the following:

FEEDBACK AND COMPLAINTS MECHANISMS			
How to send feedback	Fill-up and answer the feedback form located at the Tellers' and Customer Service Assistants' desk and drop it at the suggestion box in front of the Tellers' booth.		
How feedback is processed	<ul style="list-style-type: none"> • Every Fridays, the Division Secretary retrieves, compiles, and records all accomplished feedback forms from the suggestion box. • Feedbacks requiring response are forwarded to the Commercial Division Manager and endorsed to the AGM for Non-Technical. The AGM for Non-Technical then endorses this to the concerned division/section for appropriate action within three (3) working days from receipt of the feedback. The response of the office is then relayed to the customer either in writing, email, or through phone. • For inquiries and follow-up, customer may contact the telephone numbers: (074)442-4008, (074)442-6539, 09088651504 09228409765, 09176794929 		
How to file a complaint	<p>Fill-up and answer the feedback form located at the Tellers' and Customer Service Assistants' desk and drop it at the suggestion box in front of the Tellers' booth or proceed to the Customer Service Officers' desk to file a complaint. Complaints may also be filed thru telephone call or sent thru e-mail with the following details provided:</p> <ul style="list-style-type: none"> • Name, Exact Address, Contact Number, Nature of Complaint • Contact Info: (074)442-4008, (074)442-6539, 09088651504, 09228409765, 09176794929 		
How a complaint is processed	<ul style="list-style-type: none"> • Division Secretary retrieves all accomplished feedback forms from the suggestion box and forwards the same to the Customer Service Officer. • Customer Service Officer compiles and records the received forms and endorses the same to the Supervising Customer Service Officer for evaluation of the complaints. • Upon evaluation, the Supervising Customer Service Officer endorses the complaints to the Division Manager and forwards the same to the Assistant General Manager for endorsement to the concerned division for appropriate action/s. • Customer is informed of the result thru formal letter, email or phone call. <p><i>For inquiries and follow-up, customer may contact the telephone numbers: (074)442-4008, (074)442-6539, 09088651504, 09228409765, 09176794929</i></p>		
Contact Information	<table border="0"> <tr> <td style="vertical-align: top;"> <i>Contact Information of ARTA, Presidential Complaints Center (PCC) Contact Center ng Bayan (CCB)</i> </td> <td style="vertical-align: top;"> <i><u>ARTA-complaints@arta.gov.ph</u> PCC –8888 CCB –0908-881-6565 (SMS)</i> </td> </tr> </table>	<i>Contact Information of ARTA, Presidential Complaints Center (PCC) Contact Center ng Bayan (CCB)</i>	<i><u>ARTA-complaints@arta.gov.ph</u> PCC –8888 CCB –0908-881-6565 (SMS)</i>
<i>Contact Information of ARTA, Presidential Complaints Center (PCC) Contact Center ng Bayan (CCB)</i>	<i><u>ARTA-complaints@arta.gov.ph</u> PCC –8888 CCB –0908-881-6565 (SMS)</i>		



VI. LIST OF OFFICES

Office	Address	Contact Information
Office of the General Manager	3 rd floor, left wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-3456 baguiowaterdistrictgmo@gmail.com
Office of the Assistant General Manager – Admin/Fin/Comm/ICT	3 rd floor, left wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-3456 baguiowaterdistrictgmo@gmail.com
Office of the Assistant General Manager – Technical Operations	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4228 baguiowaterdistrictgmo@gmail.com
Administrative Division	2 nd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)444-7246
Commercial Division	1 st floor, left wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4008 (074)442-6539 09088651504 09228409765 09176794929 bwdcommercialdiv@gmail.com
ICT Division	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4228
Finance Division	2 nd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)422-5978
Production & Distribution Division	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4228
Construction & Maintenance Division	1 st floor, right wing, BWD Building, Barangay Marcoville, Baguio City	
Engineering Division	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	
Non-Revenue Water Management Division	1 st floor, right wing, BWD Building, Barangay Marcoville, Baguio City	
Water Quality Section / Laboratory	1 st floor, right wing, BWD Main Building, Brgy. Marcoville, Baguio City	(074)442-4940