



## **VISION**

**TO BE A LEADING WATER SERVICE PROVIDER OF SUFFICIENT, CONTINUOUS, AND SAFE WATER SUPPLY FOR THE CONSTITUENTS OF THE MUNICIPALITY AND NEARBY COMMUNITY IN 2028**

## **MISSION**

**TO ESTABLISH A WATER DISTRICT CAPABLE OF SUPPLYING SAFE, 24/7 WATER REQUIREMENT FOR ALL WALKS OF LIFE**



## **UTILITY RULES AND REGULATIONS GOVERNING THE OPERATIONS OF LEBAK WATER DISTRICT**

The Board of Directors of the LEBAK WATER DISTRICT do ordain as follows:

### **SECTION 1. TITLE.**

The Utility Rules and Regulations (URR) of Lebak Water District (LEWADI)

### **SECTION 2. SCOPE**

Rules and Policies herein stipulated covers all customers of Lebak Water District.

### **SECTION 3. PURPOSE**

To establish uniform and non-discriminatory policies, procedures, standards and fees for the proper administration of the Commercial Services. This section will conduct itself in accordance with the intent of this Utility Rules.

### **SECTION 4. VALIDITY**

The Policies and the procedures specified herein supersede and replace any prior policies, procedures, regulations, etc., governing provision of utility service unless such prior specifications is protected by valid agreement or otherwise protected by law. In the event that a portion of this Operations Manual is declared unconstitutional or void for any reason by any court of competent jurisdiction, such decision shall in no way affect the validity of the remaining portions of this Operations Manual.

**SECTION 5. WORDS AND PHRASES:** For the purpose of these regulations all words used herein in the present tense shall include the future; all words in the plural number shall include the singular number; and all words in the singular number shall include the plural number.

**SECTION 6. DEFINITIONS:** Whenever in these regulations the following words and phrases set forth in this section are used, they shall, for the purpose of these regulations have the meaning, respectively described in this section:

- A. "BOARD": The Board of Directors of the Lebak Water District shall be composed of five citizens of the Philippines who are voting age and residents within the jurisdiction of the district and representing different sectors/organizations particularly from the civic-oriented, professional, education, business, and women's organization. They shall exercise and perform its power and duties through the medium of resolution and/or directives. The Board function shall be establish policy and they shall not engage in the detailed management of the district.
- B. COMMODITY CHARGE: A charge payable by user based on water consumption.
- C. METER TAMPERING: When any person shall alter, injure, or knowing suffer to be injured any water meter, lock or other apparatus or device belonging to the District in such manner as to cause loss or damage or to prevent any such meter installed from registering the quantity which otherwise would pass through the same.
- D. SERVICE LINE: The tapping of water mains and laying of pipes from the main to the stand pipe and setting of the water meter.
- E. PD 198: Presidential Decree 198 which is known as the Provincial Water Utilities Act of 1973.



- F. **DISTRICT:** Lebak Water District, it's General Manager, appointed officers and any persons or bodies invested with responsibility and jurisdiction in matters pertinent to said district.
- G. **WATER METER:** A mechanical device designed to measure the flow of water to a specific location. The Water Meter is owned and installed by the district to measure water consumption of the customer. Water Meter readings are used as basis for billings of water bills.
- H. **"MANAGEMENT":** The General Manager, and all employees of Lebak Water District with valid appointments approved by the Civil Service Commission. Their function is to manage, operate and maintain the water supply system within the territorial boundary of the district.
- I. **"SERVICE CONNECTION":** A pipeline or lateral line tap at the water mains leading to an individual household with the provisions of water meter, outlet valve and water meter stand.
- J. **"SERVICE CONTRACT":** A contract executed between the applicant and the water district for installation of service connection. It contains salient features of applicant's obligation to Lebak Water District including fees and charges to be paid before service connection installation.
- K. **"FIRE CONTRACT":** A pipeline taps at the water mains leading to a strategic location line with provision of standpipe provided with hydrant head, gate valve and vault either manhole or handhole.
- L. **"COST":** Labor, materials, transportation expenses supervision, engineering and all other necessary overhead expenses.
- M. **CO-MAKER-** Person who with other individual (s) account guarantees a financial commitment on the payment of liability to the district.

- N. **"DISTRIBUTION LINE"-** pipe lines owned and operated by the district located public RIGHT OF WAY (ROW) which is used in distribution of water service lines.

## **SECTION 7. SIZE AND LOCATION**

1. LEWADI reserves the right to determine the proper location of water meter for the accessibility to meter reader and maintenance purposes.
2. Sizes of water meter shall be properly determined through proper investigation and inspection of the site with due consideration of source of supply.
3. Whenever necessary, service connection installation main to water meter shall be within the public road or outside a private area.

## **SECTION 8. WATER SUPPLY PRESSURE**

1. New Service Applicants and Transferred service connections shall adhere to water pressure conditions.
2. Water Service Applicants agrees that water district is relieved from any liabilities on damages arising out of low and high pressure conditions.
3. Applicants with 2 or more storey building shall install OH tank and a provision of SWING Valve right after the water is required.



## SECTION 9. APPLICATION OF NEW SERVICE CONNECTION

1. Applicant is required to pay non-refundable application fee of P250.00 for a person, either public or private who wishes to avail water service of Lebak Water District.
2. TEMPORARY connection is allowed to TRANSIENT APPLICANT.
  - a. TRANSIENT- refers to connection installed for the purposes of project-construction, especial occasions and other the same request for a definite period of time.
  - b. Transient applicant/s needs to pay a guarantee deposit of P8,000.00 which can be withdrawn after water obligations has been paid.
4. Applicants must undergo 2-3 hours of orientation seminar scheduled once a week unless for special cases and if APPLICANT has more than One active service connection, orientation seminar shall be required if his/her last attendance is more than 3-years.
5. Proxy is allowed only for those holding Special Power of Attorney (SPA).
6. Unpaid bills of previous owner or service connection with valid service connection number and whose account number exist where the service lines will be connected/reconnected shall be paid prior installation of water meter.
7. Requirements for new applicant and permanently disconnected service connection:
  - a. Barangay Clearance/Residence Certificate (Purpose: LEWADI water Service Application)
  - b. Latest 2 x 2 ID Picture

- c. Valid Identification Card
- d. Location Sketch Map

If applicant is not available to apply personally, enumerated documents shall be procured, in addition to above requirement.

- a. Special Power of Attorney
- b. Contact Number of Applicant

### *For Business Purposes*

Business Permit  
Special Power of Attorney  
Contact Number

### *For identified Government Service Application*

Memorandum of Undertaking

### *Additional Requirements:*

- Photocopy of Lot title; *if applicant is the owner*
- Consent/Authorization from lot/building owner (duly notarized) – if the applicant is renting/informal settler
- Consent from the lot owner to install water facilities in his lot – if service line. Passes through private lot.
- Photocopy of deed of sale/if property is newly acquired or letter of consent from the previous owner



8. Boarding Houses, Commercial Buildings, duplex type, apartments and the like, OWNERS itself should apply for its connection.
9. NEW connection application that traverse streets/roads that requires necessary permits shall secure prior to its installation.
10. All new service application with lease status will be supported by a letter of consent from the owner and shall be his/her CO-MAKER.

## SECTION 10. APPLICATION CONTRACT

1. The water service connection applicant shall abide by the Lebak Water District (LEWADI) rules and regulations appertaining to water services.
2. The LEWADI shall furnish water to applicant thru the service connection installed at the address given at the rate and under condition provided in the schedule of rates and fees fixed by LEWADI. The applicant shall provide all necessary materials needed for the said installation at his/her own expense. The water charges begin when a service is installed and water is set.
3. The applicant shall assume responsibility for securing any excavation permit and/or works that may be needed in the installation of service.
4. The applicant shall protect the meter installed outside/or inside his premises and to pay the cost of the new meter if found damaged or stolen in his possession and control.

5. The applicant shall use the water services on a month to month basis, automatically renewed unless otherwise terminated upon due notice by the applicant to the LEWADI or when services is disconnected by LEWADI due to applicants delinquency or violation of LEWADI rules and regulations.

6. The applicant shall pay service connection fee as follows:

Application Fee	P250.00
Inspection Fee	P250.00
Materials	: to be determined upon inspection
Installation Fee	500.00

7. The applicant shall pay regularly and promptly his/her water bill on or before due date at the LEWADI OFFICE only. Failure to receive statement of account does not relieve the customer of liability and the unpaid account shall be deemed a debt to LEWADI.
8. In the case of non-payment of bill on due date, a surcharge of ten percent (10%) shall be imposed, which shall be reflected in the next bill (Arrear/s), except for accounts paid by Government.
9. The applicants shall take note of the warning/notice as shown in the water bill for the second month, which shall serve as a reminder to the applicant to pay his/her obligations on or before the due date, otherwise the



applicants/service connection shall be disconnected without further notice.

10. In the event the service connection of the applicant is closed/disconnected,
  - a. No reconnection fee will be collected thereafter for reconnection in Twenty-Four (24) Hours,
  - b. P75.00 for 5 days thereafter.
  - c. P100.00 after 5 days up to 30 days
  - d. P250.00 30 days and above.
11. Should the applicant's water meter become unserviceable, the latter's average consumptions for the last three (3) months shall be basis for computing his/her subsequent bills.
12. The change of "Account Number" shall not be allowed, however, request for a change of "Account Name" can be entertained.
13. Upon payment of the dues and charges, the water service will be reconnected within twenty-four (24) hours.
14. The LEWADI shall NOT be responsible for the interruption of the water service for causes beyond its control and should not be liable to the applicant for high consumption caused by rotten pipes or plastic pipes used and/or effective connection after the meter.
15. The LEWADI or its authorized representative shall at any time during office hours be allowed by the applicant to enter his/her premises for purposes of inspecting the water pipeline, reading of meter, disconnection or as specified in the job order.
16. All clients who have already applied for new service connection and already settled all documentary and

payment requirements, but still undecided as to when the actual installation should be undertaken, shall not be included in the summary of clients under "waiting list".

17. Any device that may be found attached to the applicants line or meter contrary to the rules and regulations of LEWADI, or installations may be discovered to have been tampered with and or illegally connected form an installed upon, shall be sufficient cause for the disconnection of the water services by the authorized representative of LEWADI and automatic termination of this contract, in addition to the filing of a criminal and/or civil action court, in violation of provisions of P.D. 198 or R.A.8041 otherwise known as the Water Crisis Act of 1995.
18. The applicant shall not remove or tamper the padlock installed in case water service disconnection, otherwise he/she shall be liable for a penalty and fines imposed by LEWADI.
19. A payment of lump sum shall be applied first to bills in arrears, surcharge, expense and penalties before application to current obligation.
20. The applicant shall maintain the pipes and fixture extending from the meter stand to his/her residence. The service lateral extending from the distribution main to the meter including the meter shall be maintained by the district. Water that passes through the meter whether consumed or wasted, shall be the responsibility of the applicant.



21. The applicant shall notify the LEWADI in case of transfer of ownership of the house of building where the service connection is installed. In the event the applicant is on a tenant or lessee and vacates the house/building and has arrears with LEWADI, it is understood that no reconnection shall be made without prior payment of the obligations mentioned in par. 10 hereof. In such case, the house/building/lot owner shall be jointly liable with the applicant.
22. In the event applicant, because of misinterpretation was able to secure a new service connection, despite having an old connection with arrears in the same house or building or location, the LEWADI reserves the right to disconnect the new service line unless the total amount of arrearages on the old account is paid.

## **SECTION 11. DISPUTED BILLS**

In the event a complaint is made by a consumer that his/her water bill is excessive, a re-read shall be made on the meter and check shall be made to determine in particular if there are leaks in the meter. Should not leak in such meter to be found, then, upon request of the customer, the meter shall be removed and can subject to test.

In the event the meter test is within the approved limitations and the consumer continues to question the water bill, a personal investigation of said premises served by the meter shall be made by responsible officer of the commercial department or appointive representative. Should said the

investigator find no reason to adjust said bill, he/she shall refer the disputed bill to the LEWADI Board for final ruling, subject to the rights of the consumer to appeal such ruling.

## **SECTION 12. CONSUMERS CLASSIFICATION**

### **A. PURE COMMERCIAL**

- a) A business establishments directly using water in their day to day operations such as: Rest Houses, Hotels, Lodges, and the like, cafeterias managed by cooperatives, corporations, etc., ice cream parlors, beer houses, bars, nightclubs and disco pads, restaurants, gasoline stations, bus stations and or terminals, Concrete product manufacturers, carenderias, bakeries and confectionaries, ice plant, factories, and other processing plants, refreshment parlors, building constructions, piggeries, poultry farms, food caterers, machine shops, massage and sauna parlors, sawmills, fish and meat stalls in public markets with individual water meter.
- b) Games and amusement centers such as, theaters, cockpits, bowling center, billiard halls with four or more tables.



- c) Single meter share use.
  - i. Any residential user who sells or supplier's water to others.
  - ii. Multiple household or families housed in one building sharing payment for one meter consumption.
  - iii. Boarding houses for transients and working boarders.
- d) Institutional/lending establishment such as private schools. Private Banks and pawnshops.

## **B. COMMERCIAL A**

- a) Business establishments indirectly using water in their day to day operations such as: Photo services, warehouses, grocery stores, gift shops, offices, including government banks, wholesale and retail outlets, furniture shops, beauty parlors, radio and TV stations, barber shops, rice mills, dress shops, buy and sell of agricultural products, agricultural supplies stores, lumberyards, rice retailers, dry goods stores, hardware's, funeral parlors, automotive repair shops, video houses, appliance display centers, magazine and display centers, fruit stands, car display centers, drugstores, boarding house for students and living quarters of hotel restaurant workers.

- b) Medical Services such as: Hospitals, whether private or public, dental and medical clinic and family planning clinics.

## **C. COMMERCIAL B**

- a) Small business establishments, with or without permit to operate legally with capitalization of not more than P30,000.00 but not lower than P20,000.00, such as: Sari-sari store selling soft drinks, beer or products requiring refrigeration and vulcanizing with repair shop.

## **D. COMMERCIAL C**

Small Business establishment's with or without permit with capitalization of not more than P15,000.00

- a) Barangay registered public faucets.
- b) Sari-sari store not classified under the Commercial B.
- c) Vulcanizing Shop.
- d) Non-Profit Dormitories owned by NGO's or GO's.
- e) Non-Profit staff house owned by GO's, NGO's and foundations.



## **E. BULK.**

- a) Person or establishments drawing water from the system or those involving bulk purchase.

## **F. RESIDENTIAL/DOMESTIC/GOVERNMENT**

- a) One family or single household using water for domestic purposes. (A family or household refer to a body of persons who live in one house and under one head including parents, children and servants, provided that none of them by themselves, constitute another family. A household may constitute only one person).
- b) Government Offices and schools.
- c) Churches, mosques and other centers devoted exclusively for religious purposes.

## **SECTION 13. ILLEGAL CONNECTION**

It is a criminal offense to tamper a water meter or steal water. Tampering and water pilferage are violations of Sec31d of PD 198, as amended, and Section 8 of PD 8041, the National Water Crisis Act, with corresponding Penalties for violators.

No one except an employee or representative of the District shall at any time in any manner operate the District's system, or interfere with meters of their connections, street main or other parts of the water system.

An illegal connection can be identified by the following circumstances':

1. Installation of water service connection without proper authority from LEWADI. Any person who wants to have a water connection should visit office for proper application and approval of a water connection.
2. Tampering of water meters of using "jumpers" other devices whereby water is stolen.
3. Repair/installation before the water meter done by any person not connected with or has no authority from LEWADI.
4. Transferring of water meter and tapping point without the permission of LEWADI.
5. Reopening of closed services without authority or permission from LEWADI.

To prevent the occurrence of these illegal water users, the Water District imposes a penalty as follows:

- A. Automatic Disconnection
- B. Pay administrative fee plus the cost of unaccounted for water:
  - a. 1st Offense P2, 000.00
  - b. 2<sup>nd</sup> Offense P4, 000.00
  - c. 3<sup>rd</sup> Offense P6, 000.00
- C. Pay for the cost of New Water Meter.



## SECTION 14. GRANT OF DISCOUNT ON LEAKAGES

1. No discount shall be granted for visible leakages after the meter within the customer's compound like leaking faucets, shower heads, toilet closets and exposed pipelines. And for leakages after the meter repaired using plastic pipes.
2. Discount shall not be granted once unidentified leakages embedded and/or long pipelines only after the repair is made 5 days after billing date and with a proof of repair provided further that pipes used for repair are made of materials in accordance to LEWADI standards.
3. Limitation: The share of the customer on the wasted water shall not exceed 50% of his/her average monthly billing.

Example:

Average Normal Consumption:	50 cu.m.
Consumption with Leak:	150 cu.m.
Increase in Consumption:	100 cu.m.

After leak-repair, the customer has to pay 75 cu.m which is 50 cu.m. average consumption plus 50% of the difference or 50% of his average consumption, whichever is lower.

4. Adjustment will only be availed once a year.
5. Only current bill will be adjusted.

## SECTION 15. MALFUNCTIONED WATER METER

1. The district reserves the right for testing/replacing consumers water meter whenever there is irregularities noted on its consumption or upon inspection with or without the presence of consumer or upon a written request of the customer.
  - a. Dead Meter
  - b. Fast-dialing Meter
  - c. Leaking Meter
2. In the event that the test results is faulty and inaccurate, the meter will be replaced or calibrated (if available) free of charge, and billing adjustment maybe made on its current contested bill following the procedure on BILLING ADJUSTMENT.
3. ERRONEOUS READING- In the event of faulty reading made by meter readers. A complain shall be logged and a maintenance order shall be prepared for RE-Reading and shall be its basis for BILL ADJUSTMENT.

## SECTION 16. RA 9994 – 5% DISCOUNT FOR SENIOR CITIZENS

1. Lebak Water District grants 5% discount to senior citizen whose consumption does not exceed 30 cu. m provided, that the account name is registered to the SENIOR CITIZEN. Provided further, that the privilege is granted per household regardless of the number of senior citizens living thereat.



## STEP BY STEP PROCESS:

1. Submit requirements of Customer Service Asst. (front liner) and pay Application Fee and Inspection Fee to teller.
2. Prepare the after meter provision and wait for the scheduled installation, which normally takes 2-3 working days from payment.
3. Wait for the schedule first inspection to be done by the Maintenance Men which will take 2 -3 working days from payment of inspection fee.

*Note: Inspection shall be done after all inside plumbing has been installed by Private Accredited Plumbers.*

4. Undergo 2-3 hours orientation-seminar.
5. Will pay installation fees at the office, and sign Service Application Contract.
6. He shall sign the accomplished Memorandum receipt of installed water meter.

## CUSTOMER SERVICE ASSISTANT

1. Receives request for a service connection from the service applicant.
2. Evaluates requirement and conducts casual interview. Verifies against records as to whether or not applicant has any outstanding account with the district. If applicant is applying for a reconnection of service previously closed due to nonpayment of water bills, asks customer for payment of applicable fees.
3. Asks the service applicant to pay application fee and inspection fee to cashier.
4. Records application - logbook on assigned pre-numbered Applicants Information.

Moreover, the applicant must be properly informed that they can inquire about result of the inspection and corresponding amount they have to be paid representing cost of materials to be used during installation, following the stated transactions cut-off and schedule of making inquiries.

TRANSACTIONS CUT-OFF (inquiries/request for area inspection and materials cost estimate)	SCHEDULE FOR MAKING INQUIRIES (about the result of the inspection)
8:00 am – 12:00 pm	8:00 am – 5:00 pm of the succeeding day
1:00 pm – 5:00 pm	1:00 pm – 5:00 pm of the succeeding day to 8:00 am – 12:00 pm of the next day.

5. Process and encode applicants required on WATER SERVICE APPLICATION AND CONSTRUCTION ORDER.
6. Issue Service Request (printed SRS at the Back) with attached Inspection checklist and RIS.
7. Receives accomplished form from investigator and records updates in logbook and files alphabetically. Notify the applicant thru SMS messaging that application is ready for payment.
8. Forward to Storekeeper for the preparation of materials a copy of SR with List of Materials (LOM) and Requisition Issue Slip (RIS).
9. Upon return of customer for payment, the Customer Service Assistant shall retrieve the forms and the submitted requirements



and prepare assessment of installation and ask the customer to pay at the Cashier.

10. Prepares the Service Application Contract, Promissory Note, if any, and Water Service Application and Construction Order.
11. Prints the Service Application contract and have the customer sign on the space provided.
12. Orient the customer and ask the customer to bring the contract to the manager for final approval.
13. Gives the customer's copy of the contract, promissory note and estimates of materials and issue Maintenance Order for Installation.
14. Upon completion of installation, CSA receives the acted MO from installation unit. Retrieves the contract, Promissory Note.
15. Records the acted Maintenance Order in a logbook and forward to Billing Section for posting /updating in database within the day.
16. Prepares Return Materials Slip and have it approved by the Manager and gives copy to property section.
17. From Billing Section, files the service application contract together with the attached requirement, promissory note and WACO.

**NOTE:**

The Maintenance Order (MO) includes the kind of maintenance job to be accomplished, the details about the client applying for the service connection and the action to be undertaken by the maintenance team.

- All maintenance requests/orders received after 3:00 PM must be accomplished the following day except in some cases wherein there were emergency/unexpected circumstances that have

arises and non-putting it into priority may cause hamper the operation of the Water District and may even results to a loss of District's properties and or opportunity benefits such as: equipment malfunction, emergency repair of the district equipment and or properties, such as: service main line, distribution line, meter stand, the likes. The CSA in-charge shall prepare in three (3) copies a summary report of all MO's received for the day, and that to be distributed as follows:

Copy 1- General Manager's Office -for information and approval

Copy 2- Maintenance Section-for scheduling/ work Accomplishment

Copy 3- CSA Copy

Copy 4- Billing Clerk for Posting and updating on the system.

- All contracts, mentioned receipts for water meters and promissory notes, if needed all for signing and the maintenance order summary report shall be submitted to the office of the General Manager on daily basis. Cut - off time for submission is set at 4:00 o'clock in the afternoon. Transaction beyond the cut-off time shall be included in the maintenance order summary report of the following regular working day except for extreme urgent transaction approved by the General Manager, or in his absence, by the Administrative Assistant.
- The maintenance order summary report is then forwarded to the Maintenance Section to initiate or undertake the necessary action in order that a particular maintenance job will be promptly and accurately accomplished. The Maintenance section receiving



party, shall affix his signature on the space provided for, to signify receipt of the MO summary report.

- As a matter of policy, granting of a promissory to the client must have a prior approval of the General Manager, to be endorsed/ recommended for the approval of the Customer Service. A promissory note shall only be granted to the applicant if he or she has incurred a total assessment of Three Thousand (P3, 000.00) Pesos or more. And it shall not be mandatory to require the client to pay in advance which corresponded to all materials needed in the installation. The balance shall be divided into two, payable within two months and to be added in the billing statement for two consecutive months. Any deviation from the above-mentioned procedure (approving/granting of promissory notes) shall be subjected to a corresponding sanction.
- Strictly, NO ACCEPTANCE of client's payment of any form shall be made in the District Customer Service Counter. All clients must be properly advised that payment shall be made DIRECTLY to the designated District Collecting Officer/Cashier.
- A duly approved RIS shall be presented to the Property/Supply Custodian before the release of the materials needed for the water service connection from the store room.
- The Property/Supply Custodian shall always ensure that before leaving his post at the end of the day, all materials needed under the approved maintenance orders or service connection activity on the next shall be ready for pick-up by the maintenance team at 8:00 o'clock in the morning of the following business day. He/She shall be duly responsible to make a close coordination with the Customer Service Assistants regarding the materials to be prepared for release on the following day.

- The Inventory Clerk shall release the items as requisitioned, based on the approved RIS.
- For control purposes, a VALID OFFICIAL RECEIPT (OR) is REQUIRED before an item is released to the concerned person. Strictly, NO OR., NO APPROVED RIS, NO RELEASE OF ITEM policy shall be followed.
- Upon installation of the water service connection, a copy of the duly approved RIS shall be brought to the Clients residence for signing. This is to document the client's actual receipt/acceptance of the items needed during the installation which correspond to the total amount they have actual paid in the office.
- Upon work completion, a summary report of all maintenance orders that were accomplished shall be prepared by the Technical Division, and to indicate the following information:
  - Name of the client;
  - MO number;
  - Nature of work accomplished;
  - Date of accomplishment; and
  - The person who have done the installation proper, certified accomplished/ work completed by the Technical Division Manager.

A copy of the accomplishment report shall be provided to the office of the General Manager for this information.

- The duly accomplished new service connection application form shall altogether be forwarded to General Manager for approval.
- All documents shall be segregated accordingly and shall be filed intact for future reference.



## SURVEY & INVESTIGATING TEAM

1. Receives Service Request together with other necessary forms
2. Conducts survey possible tapping point, determines the adequacy of the system to serve the proposed connection.
3. Prepares the estimates of material to be used for installation and prepare the sketch plan and detailed specification of the service connection.
4. Conducts background investigation to proposed service applicant. If with previous balance and connection, advise the customer settle the account and have it applied for reconnection.
5. Determines proper categorization of the service application.
6. Assign account number and update service connection list.
7. Records in logbook and forwards the accomplished SR that undergone second inspection to CSA and attached notation as to findings of the investigation conducted.
8. Advise the applicant to go to office to the installation fee.
9. Prepare monthly summary of SR/MO undergone forward to CSA for verification and approved by MANAGER.
10. Return all forms to CSA for evaluation
11. Retains 2<sup>nd</sup> copy of SR for filing.

## INSTALLATION TEAM

1. Upon receipt to MO and LOM, withdraws materials and water meter needed for the installation at the Property Section.
2. Installs the water at the address and location indicated in the sketch prepared by surveyor.
3. Fill – up properly the acted MO and have the customer sign to acknowledge the work done.
4. Submit the acted MO and excess materials, if any.

5. Returns the excess materials together with the LOM at the property Section.

### LABOR CHARGES ON NEW SERVICE CONNECTION

No.	DESCRIPTION	Unit	Unit Price
A.	EXCAVATION ( 1 meter depth, minimum)		150.00
A.1	Ordinary Soil	Square Meter	200.00
A.2	Hard Soil	Square Meter	
B.	BACKFILL (1 meter depth, minimum)		50.00
B.1	Ordinary Soil	Square Meter	50.00
B.2	Hard Soil	Square Meter	70.00
C	CONCRETE CUTTING PER LINE	Linear Meter	
D	BREAKING (0.10 meter thick, minimum)		
D.1	Concrete Breaking	Square Meter	300.00
D.2	Asphalt Breaking	Square Meter	200.00
D.3	Gravel/Store Breaking	Square Meter	300.00
E	COMPACTION (PLATE COMPACTOR)	Square Meter	150.00



F	RESTORATION (1.10 meter thick, minimum)		
F.1	Concrete Restoration	Square Meter	500.00
F.2	Asphalt Restoration	Square Meter	400.00
F.3	Gravel/Stone Restoration	Square Meter	500.00
A.	EXCAVATION (0.10 meter width and 0.30 meter depth minimum)		
A.1	Ordinary Soil	Linear Meter	30.00
A.2	Hard Soil	Linear Meter	50.00
B	BACKFILL (0.10 meter width and 0.10 meter depth, minimum)		

B.1	Ordinary Soil	Linear Meter	15.00
B.2	Hard Soil	Linear Meter	20.00
C	CONCRETE CUTTING PER LINE		
D	BREAKING (0.10 m width and 0.30 m depth minimum)		
D.1	Concrete Breaking	Linear Meter	30.00
D.2	Asphalt Breaking	Linear Meter	20.00
D.3	Gravel/Stone Breaking	Linear Meter	30.00
E	COMPACTION (Plate Compactor)	Square Meter	150.00
F	RESTORATION (0.10 Meter width and 0.10 meter thick, min)		
F.1	Concrete Restoration	Linear Meter	50.00
F.2	Asphalt Restoration	Linear Meter	40.00

F.3	Gravel/Stone Restoration	Linear Meter	50.00
	CONVERSIONS:		
	1 inch = 25 Millimeters		
	1 centimeter = 10 Millimeters		
	1 meter = 100 centimeters		

The approve water rates are as follows effective CY 2012

CATEGORY	SIZE	MINIMUM CHARGE	COMMODITY CHARGE			
			11-20	21-30	31-40	41 and Up
Residential/Government	1/2	268.10	27.60	29.35	31.30	33.40
	3/4	428.50	27.60	29.35	31.30	33.40
Pure Commercial	1/2	536.20	55.20	58.70	62.60	66.80
	3/4	857.99	55.20	58.70	62.60	66.80
Commercial A	1/2	469.15	48.30	51.35	54.75	58.45
	3/4	750.65	48.30	51.35	54.75	58.45
Commercial B	1/2	402.15	41.40	44.00	46.92	50.10
	3/4	643.40	41.40	44.00	46.92	50.10
Commercial C	1/2	335.10	34.50	36.65	39.10	41.75
	3/4	536.20	34.50	36.65	39.10	100.20



## REVIEW AND EVALUATION

This policy/program may be received annually to evaluate its effectiveness as measured in terms of the number of apprehension, percentage of non-revenue water and increase in average consumption per connection district.

The following however, are necessary to successfully implement the program:

1. Continued public information that the program is forced and valid;
2. Continued maintenance of Maintenance men including upgrading of techniques to be employed before, during and after apprehensions;
3. Good public relations should be maintained with all supportive persons and organization especially barangay official.

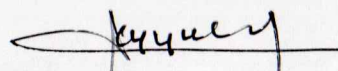
## ADMINISTRATIVE RESPONSIBILITY


The General Manager is administratively responsible for the effective monitoring and execution of the established policies and procedures in the performance of the general functions of the Customer service group.


## PERIODIC REVIEW PROGRAMME AND EVALUATION

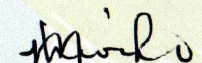
Review and validation of existing policies and procedure shall be done during the regular meetings to determine the degree of their compliance. Any needed amendments for their improvements shall be adopted.

ADOPTED, SIGNED AND APPROVED this 4<sup>th</sup> day of September 2020, under the Board Resolution No. 020 dated September 04, 2020.

  
**LIBERATO O. ESPARTERO**  
BOD Chairperson  
Civic/Religious Sector

  
**ZOSIMO MORATA**  
Vice-Chairperson  
Business Sector

  
**ZENAIDA D. MILLAN**  
Secretary  
Professional Sector

  
**MAGDALENA R. QUIOCHO**  
Member  
Women's Sector

Education Sector-Vacant









EXCERPT FROM THE MINUTES OF MEETING OF THE BOARD OF DIRECTORS  
SPECIAL/REGULAR MEETING HELD AT THE LEBAK WATER DISTRICT'S OFFICE ON  
SEPTEMBER 4, 2020

*We, the undersigned, being the Directors of this District consent and agree that the following Corporate Resolution was made on September 4, 2020 in Lebak Water District Office, Victory Commercial Building, Brgy. Aurelio F. Freires Sr., Lebak, Sultan Kudarat.*

*We, do hereby consent to adoption of the following, as it was adopted at a special/regular meeting of the Board of Directors of this Corporation. In accordance with the state law and the by-laws of this corporation, by unanimous consent, the Board of Directors decided that:*

-0-

**RESOLUTION NO. 20**  
**Series of 2020**

**A RESOLUTION APPROVING THE IMPLEMENTATION OF GENERAL POLICY OR THE UTILITY RULES AND REGULATIONS OF LEBAK WATER DISTRICT EFFECTIVE SEPTEMBER 04, 2020**

**WHEREAS**, the Management of Lebak Water District thru its General Manager JOSE PAMOCOL has presented to the Honorable Board of Directors the recommendation for the implementation of Lebak Water District General Policy or its Utility Rules and Regulations;

**WHEREAS**, Board of Directors of Lebak Water District deemed it righteous that some sections be repealed and changed due to its incongruence to the operations of the District and its applicability to the current changes and development adopted and done by LEWADI;

**WHEREAS**, such UTILITY RULES covers all customers of Lebak Water District which aims to establish uniform and non-discriminatory policies, procedures, standards and fees for the proper administration of the Commercial Services;

**WHEREAS**, all policies and regulations specified at the Utility Rules and Regulations (URR) or the General Policy supersede and replace any prior policies, procedures, regulations, etc., governing the provision of utility services unless prior specification is protected by valid agreement or otherwise protected by law;

**WHEREAS**, the Honorable Board of Directors approves the implementation of Lebak Water District (LEWADI) Utility Rules and Regulations in adherence to efficient functions and performance;

**WHEREFORE**, upon joint and collective motion of the Honorable Members of the Board;




**BE IT RESOLVED, AS IT IS HEREBY RESOLVED THAT THE LEBAK WATER DISTRICT BOARD OF DIRECTORS HEREBY:** Approves the recommendation of Lebak Water District Management of the implementation of LEWADI Utility Rules and Regulations or its General Policy effective **September 04, 2020.**

**UNANIMOUSLY APPROVED.**

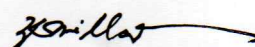
*The Officer of this Corporation were authorized to perform that act to carry out this Corporate Resolution.*

  
**LIBERATO O. ESPARTERO**  
Chairperson  
Civic/Religious Sector


Sept. 04, 2020  
Date

  
**ZOSIMO L. MORATA**  
Vice-Chairperson  
Business Sector

9-4-2020  
Date

  
**ZENAIDA D. MILLAN**  
Secretary  
Professional Sector

09-04-2020  
Date

  
**MAGDALENA R. QUIOCHO**  
Member  
Women's Sector

9-4-2020  
Date

Education Sector- Vacant

*The designated Secretary to the Board of the Corporation certifies that the above is true and correct copy of the resolution adopted on the above-dated meeting of the Board of Directors.*

  
**GLADYS MAE C. DUHILAG**  
Secretary to the Board

09.04.2020  
Date